



Dear Councillors

Your attendance is hereby requested at the Ordinary Council Meeting to be held in the Council Chambers, Southern Downs Regional Council, 64 Fitzroy Street, Warwick on **Wednesday, 18 September 2024** at **9:00AM**.

Notice is hereby given of the business to be transacted at the meeting.

Steve Johnston

ACTING CHIEF EXECUTIVE OFFICER

12 September 2024

ORDER OF BUSINESS:

1.	ACKNOWLEDGEMENT OF COUNTRY	1
2.	PRAYER & CONDOLENCES	1
3.	ATTENDANCE AND APOLOGIES	1
4.	READING AND CONFIRMATION OF MINUTES.....	1
4.1	Ordinary Council Meeting - 21 August 2024	1
4.2	Special Council Meeting - 28 August 2024	1
5.	ACTIONS FROM COUNCIL MEETINGS	2
5.1	Actions from Council Meetings August 2024	2
6.	DECLARATIONS OF CONFLICTS OF INTEREST	10
7.	MAYORAL MINUTE	10
	Nil	
8.	NOTICES OF MOTION	11
8.1	Notice of Motion - Granite Belt Support Services Inc	11
9.	READING AND CONSIDERATION OF CORRESPONDENCE	13
9.1	Correspondence	13
10.	RECEPTION AND READING OF PETITIONS AND JOINT LETTERS.....	38
	Nil	
11.	PORTFOLIO REPORTS	38
	Nil	
12.	EXECUTIVE SERVICES REPORTS.....	39
12.1	Chief Executive Officer - Status Report.....	39
12.2	Organisation Information Reports July 2024	41
12.3	Warwick Visitor Information Centre Relocation	82
12.4	Council Operations over the 2024/2025 Christmas and New Year Period	128
12.5	Councillor Portfolios and Representation on Committees	130
13.	CUSTOMER AND ORGANISATIONAL SERVICES REPORTS	133
13.1	Financial Services - Financial Report as at 31 August 2024	133
13.2	Australia Day Awards Policy (PL-SD041) Amendment	153
13.3	Regional Arts Development Fund 2024/25 - Minor Guideline Amendment	165
13.4	Naming of Unnamed Roads - 232 Sugarloaf Road Stanthorpe Stage IA	181
13.5	Heads of Agreement with Regional Housing Limited	186
14.	INFRASTRUCTURE SERVICES REPORTS	189
14.1	218 Lyndhurst Lane Easement Drainage Works.....	189

WEDNESDAY, 18 SEPTEMBER 2024 Ordinary Council Meeting

14.2	Request for Discount for Recycled Water Usage Charges.....	195
15.	PLANNING AND ENVIRONMENTAL SERVICES REPORTS	198
15.1	Reconfiguring a Lot – Killarney Co-Operative Limited, C/- Adapt Development Management Pty Ltd, 38-44 Ivy Street, Willow Street and Condamine River Road, Killarney	198
15.2	Reconfiguring a Lot – Southern Downs Regional Council, 169 Dragon Street, Warwick	215
15.3	Consideration of Change Representations: Angela M Brunckhorst C/- NSPIRE Planning & Design - 7 Britannia Street, Stanthorpe	225
15.4	Minor Change to Material Change of Use – Darryl J Wiggins and Roslyn E Wiggins ATF DJ & RE Wiggins Super Fund C/-Revolution Town Planning, 143 Old Stanthorpe Road, Morgan Park	231
15.5	Shaping Southern Downs Advisory Committee Meeting Minutes - 25 July 2024	237
15.6	Request to Reduce Building Application Fee - PID 33800	245
15.7	Request to Reduce Building Application Fee - PID 135110	248
15.8	Request to Reduce Infrastructure Charges - PID68765	252
15.9	Pest Management Advisory Committee Meeting	260
15.10	RFQ 25_024- Supply of Gas Flare and Gas Field Management	276
15.11	Environmental Sustainability Strategy Action Plan Review 2023-2024..	279
16.	REPORTS OF DEPUTATION OR CONFERENCE & REPORTS FROM DELEGATES APPOINTED BY COUNCIL TO OTHER BODIES	282
	Nil	
17.	CONSIDERATION OF CONFIDENTIAL BUSINESS ITEMS	282
17.1	New Southern Downs Planning Scheme	282
18.	GENERAL BUSINESS	282

1. **ACKNOWLEDGEMENT OF COUNTRY**
2. **PRAYER & CONDOLENCES**
3. **ATTENDANCE AND APOLOGIES**
4. **READING AND CONFIRMATION OF MINUTES**

4.1 Ordinary Council Meeting - 21 August 2024

Recommendation

THAT the minutes of the Ordinary Council Meeting held on Wednesday 21 August 2024 be adopted.

4.2 Special Council Meeting - 28 August 2024


Recommendation

THAT the minutes of the Special Council Meeting held on Wednesday 28 August 2024 be adopted.

5. ACTIONS FROM COUNCIL MEETINGS

5.1 Actions from Council Meetings August 2024

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Acting Chief Executive Officer	ECM Function No/s:

Recommendation

THAT Council receive the report and note the contents.

REPORT

The purpose of this report is to provide a summary of Actions resulting from resolutions from the Ordinary Council Meeting held 21 August 2024 and the Special Council Meeting held 28 August 2024.

Copies of the Actions Reports are attached.

ATTACHMENTS

1. Actions from Ordinary Council Meeting 21 August 2024 [↓](#)
2. Actions from Special Council Meeting 28 August 2024 [↓](#)



ACTIONS FROM PREVIOUS ORDINARY COUNCIL MEETING 21 AUGUST 2024

MEETING DATE	ITEM NUMBER	AGENDA ITEM	ACTION OFFICER	ACTION TO DATE	COMPLETED
21/08/2024	5.1	Actions from Council Meetings July 2024	Burges, Dave	27 Aug 2024 3:42pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:42:12 PM - Noted.	27/08/2024
21/08/2024	6.1	Conflict of Interest - Cr Pidgeon: Agenda Item 12.2	Burges, Dave	27 Aug 2024 3:42pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:42:24 PM - Noted.	27/08/2024
21/08/2024	6.2	Conflict of Interest - Cr Richters: Agenda Item 15.3	Burges, Dave	27 Aug 2024 3:42pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:42:31 PM - Noted.	27/08/2024
21/08/2024	8.1	Notice of Motion - Motion of Confidence	Seymour, Marion	27 Aug 2024 3:42pm Seymour, Marion - Completion Completed by Seymour, Marion (action officer) on 27 August 2024 at 3:42:51 PM - Noted.	27/08/2024
21/08/2024	8.1.1	Procedural Motion - Notice of Motion - Motion of Confidence in the Chief Executive Officer	Burges, Dave	27 Aug 2024 3:43pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:43:02 PM - Noted - referred to December 2024 Ordinary Council Meeting.	27/08/2024
21/08/2024	8.2	Notice of Motion - Use of Consultants	Love, Leon	27 Aug 2024 3:45pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Love, Leon (action officer) on 27 August 2024 at 3:45:45 PM - Noted.	27/08/2024
21/08/2024	12.1	Chief Executive Officer - Status Report	Burges, Dave	27 Aug 2024 3:46pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:46:00 PM - Noted.	27/08/2024
21/08/2024	12.2	Organisation Information Reports July 2024	Burges, Dave	27 Aug 2024 3:46pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:46:11 PM - Noted.	27/08/2024
21/08/2024	12.3	2024 LGAQ Annual Conference Attendance	Burges, Dave	09 Sep 2024 9:48am Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 09 September 2024 at 9:48:58 AM - Conference registrations will be completed.	9/09/2024



ACTIONS FROM PREVIOUS ORDINARY COUNCIL MEETING 21 AUGUST 2024

MEETING DATE	ITEM NUMBER	AGENDA ITEM	ACTION OFFICER	ACTION TO DATE	COMPLETED
21/08/2024	12.4	2024 ALGWA State Conference Attendance	Burges, Dave	27 Aug 2024 3:46pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:46:26 PM - Cr Harslett and Cr Deane registered to attend.	27/08/2024
21/08/2024	12.5	DFV Prevention Champions Network	Burges, Dave	27 Aug 2024 3:48pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:48:22 PM - Pledge Signed - Department of Premier and Cabinet advised of the Councillors appointed.	27/08/2024
21/08/2024	13.1	Financial Services - Financial Report as at 31 July 2024	Dowie, Brooke	09 Sep 2024 12:46pm Dowie, Brooke - Completion Completed by Dowie, Brooke (action officer) on 09 September 2024 at 12:46:05 PM - July 2024 Performance Report noted.	9/09/2024
21/08/2024	13.2	2023/24 Grants to Community Recipients	Doyle, Alexis	10 Sep 2024 7:39am Doyle, Alexis - Completion Completed by Doyle, Alexis (action officer) on 10 September 2024 at 7:39:01 AM - Noted	10/09/2024
21/08/2024	13.3	Proposed Land Tenure - Southern Downs ARK	Globe, Patrina	10 Sep 2024 11:28am Globe, Patrina - Completion Completed by Globe, Patrina (action officer) on 10 September 2024 at 11:28:08 AM - seeking clarification with interested stake holders on details to do with ownership of assets and maintenance, clarification of responsibilities. Will be presented to Council at a later date.	10/09/2024
21/08/2024	13.4	Disposal of Freehold Land - Town Street, Karara	Globe, Patrina	10 Sep 2024 11:42am Globe, Patrina - Completion Completed by Globe, Patrina (action officer) on 10 September 2024 at 11:42:40 AM - Awaiting land valuation for this site. Will be presented to Council at a later date.	10/09/2024
21/08/2024	13.4.1	Procedural Motion: Disposal of Freehold Land - Town Street, Karara	Globe, Patrina	10 Sep 2024 11:43am Globe, Patrina - Completion Completed by Globe, Patrina (action officer) on 10 September 2024 at 11:43:39 AM - Awaiting valuation. will be presented to council at a later date.	10/09/2024



ACTIONS FROM PREVIOUS ORDINARY COUNCIL MEETING 21 AUGUST 2024

MEETING DATE	ITEM NUMBER	AGENDA ITEM	ACTION OFFICER	ACTION TO DATE	COMPLETED
21/08/2024	13.5	Disposal of land described as Lot 3 on SP287028, located at 10 Gus Mauch Road, MASSIE - Warwick Aerodrome	Globe, Patrina	29 Aug 2024 12:27pm Globe, Patrina - Completion Completed by Globe, Patrina (action officer) on 29 August 2024 at 12:27:12 PM - approval granted through Council resolution. will now proceed to contract of sale of land.	29/08/2024
21/08/2024	13.6	Telecommunications Lease - Glen Road - Rosenthal Heights - Lot 1 on RP210020	Globe, Patrina	29 Aug 2024 12:28pm Globe, Patrina - Completion Completed by Globe, Patrina (action officer) on 29 August 2024 at 12:28:25 PM - As per Council request, draft copy of lease terms and conditions has been requested will be presented in CIS.	29/08/2024
21/08/2024	13.7	Application for Permanent Road Closure adjacent to 14045 Cunningham Highway, Rosenthal Heights, Lot 2 on RP166501	Globe, Patrina	10 Sep 2024 11:49am Globe, Patrina - Completion Completed by Globe, Patrina (action officer) on 10 September 2024 at 11:49:11 AM - completed.	10/09/2024
21/08/2024	13.8	Application for Permanent Road Closure - Mullins Road, ROSEHILL QLD 4370 - Adjacent to Lot 1 on RP201273	Globe, Patrina	29 Aug 2024 12:27pm Globe, Patrina - Completion Completed by Globe, Patrina (action officer) on 29 August 2024 at 12:27:44 PM - approval granted through Council meeting. Part C has been completed and lodged with department of Resources.	29/08/2024
21/08/2024	13.9	Policy Review	Keir, Dianna	26 Aug 2024 10:51am Keir, Dianna - Completion Completed by Keir, Dianna (action officer) on 26 August 2024 at 10:51:57 AM - Policies awaiting CEO signature for uploading to website.	26/08/2024
21/08/2024	13.10	Naming of Unnamed Roads - 232 Sugarloaf Road Stanthorpe Stage 1A	Charles, Jon	26 Aug 2024 9:36am Charles, Jon Advertisements have been booked. Social media post and Have Your Say website presence is active. Consultation is scheduled to close on 12 September 2024. 26 Aug 2024 9:38am Charles, Jon - Completion Completed by Charles, Jon (action officer) on 26 August 2024 at 9:38:09 AM - Actions have been taken to achieve the resolution.	26/08/2024



ACTIONS FROM PREVIOUS ORDINARY COUNCIL MEETING 21 AUGUST 2024

MEETING DATE	ITEM NUMBER	AGENDA ITEM	ACTION OFFICER	ACTION TO DATE	COMPLETED
21/08/2024	14.1	Asset Disposal - 2017 Mitsubishi MQ Triton Utility Sale to SDIEA	Joubert, Gerhard	26 Aug 2024 10:10am Prosser, Alana - Completion Completed by Prosser, Alana on behalf of Joubert, Gerhard (action officer) on 26 August 2024 at 10:10:33 AM - Approval has been received to sell P60236 - Mitsubishi MQ Triton Ute to SDIEA	26/08/2024
21/08/2024		Procedural Motion - Meeting Adjournment	Burges, Dave	27 Aug 2024 3:48pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:48:37 PM - Noted.	27/08/2024
21/08/2024	15.1	Consideration of Change Representations: Murray C & Cheryl A Sondergeld C/- NSPIRE Planning and Design - 128 Swan Creek School Road, Swan Creek	Hay, Mitchell	28 Aug 2024 2:32pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Hay, Mitchell (action officer) on 28 August 2024 at 2:32:55 PM - Negotiated Decision Notice & Statement of Reasons emailed to applicant.	28/08/2024
21/08/2024	15.2	Minimum Dwelling House Size and Amenity and Aesthetics Referral	O'Mara, Angela	28 Aug 2024 3:02pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of O'Mara, Angela (action officer) on 28 August 2024 at 3:02:45 PM - Resolution noted and all associated processes being amended to align.	28/08/2024
21/08/2024	15.3	Endorsement of Submission under the Environmental Protection and Biodiversity Conservation Act 1999- Herries Range Wind Farm	Collett, Nicole	26 Aug 2024 4:56pm Collett, Nicole - Completion Completed by Collett, Nicole (action officer) on 26 August 2024 at 4:56:46 PM - Submission made on 17 July 2024.	26/08/2024
21/08/2024		Meeting in Camera - Amendment Motion	Burges, Dave	27 Aug 2024 3:48pm Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 27 August 2024 at 3:48:47 PM - Noted.	27/08/2024
21/08/2024	17.1	Rate Concessions Granted - 2023-2024	Gow, Lachlan	09 Sep 2024 10:08am Gow, Lachlan - Completion Completed by Gow, Lachlan (action officer) on 09 September 2024 at 10:08:00 AM - Report received and noted, no further action required	9/09/2024
21/08/2024	17.2	Breach of Lease - Eastern Suburbs Junior Rugby League Warwick Inc.	Watt, Mark	26 Aug 2024 10:36am Watt, Mark - Completion Completed by Watt, Mark (action officer) on 26 August 2024 at 10:36:59 AM - Completed. Advised Eastern Suburbs JRL that Council was not taking further action.	26/08/2024



ACTIONS FROM PREVIOUS ORDINARY COUNCIL MEETING 21 AUGUST 2024

MEETING DATE	ITEM NUMBER	AGENDA ITEM	ACTION OFFICER	ACTION TO DATE	COMPLETED
21/08/2024	17.2.1	Procedural Motion - Breach of Lease - Eastern Suburbs Junior Rugby League Warwick Inc.	Watt, Mark	26 Aug 2024 10:37am Watt, Mark - Completion Completed by Watt, Mark (action officer) on 26 August 2024 at 10:37:10 AM - Completed. Advised Eastern Suburbs JRL that Council was not taking further action.	26/08/2024
21/08/2024	17.3	Outside School Hours Care Transition to New Provider	Green, Adrian	10 Sep 2024 11:03am Bell, Michael - Completion Completed by Bell, Michael on behalf of Green, Adrian (action officer) on 10 September 2024 at 11:03:34 AM - Resolution noted.	10/09/2024
21/08/2024	18.1	Pest Management Advisory Committee Terms of Reference - Amendment	Collett, Nicole	26 Aug 2024 4:59pm Collett, Nicole - Completion Completed by Collett, Nicole (action officer) on 26 August 2024 at 4:59:21 PM - Updates to the Terms of Reference are occurring in consultation with Cr Pidgeon.	26/08/2024



ACTIONS FROM SPECIAL COUNCIL MEETING 28 AUGUST 2024

MEETING DATE	ITEM NUMBER	AGENDA ITEM	ACTION OFFICER	ACTION TO DATE	COMPLETED
28/08/2024	3.1	Conflict of Interest - Mayor Hamilton: Agenda Item 4.1	Burges, Dave	30 Aug 2024 10:22am Seymour, Marion - Completion Completed by Seymour, Marion on behalf of Burges, Dave (action officer) on 30 August 2024 at 10:22:00 AM - Noted.	30/08/2024
28/08/2024	4.1	New Southern Downs Planning Scheme	Collier, Tonya	02 Sep 2024 12:52pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:52:46 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.2	New Southern Downs Planning Scheme - Massie Future Industrial Precinct	Collier, Tonya	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:53:24 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.3	New Southern Downs Planning Scheme – Zoning for Lot 152 CP910005 (known as the Kangaroo Paddock)	Collier, Tonya	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:53:24 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.4	New Southern Downs Planning Scheme - Zoning of Selected Reserves	Collier, Tonya	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:53:31 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.5	New Southern owns Planning Scheme - Increased Area from Proposed Rural Residential Zone to Low Density Residential Zone	Collier, Tonya	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:53:38 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.6	New Southern Downs Planning Scheme - Mixed Use Zone in Allora	Collier, Tonya	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:53:45 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.7	New Southern Downs Planning Scheme - Proposed Mix Use Zone in Allora	Collier, Tonya	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:53:51 PM - Resolution noted and actioned	2/09/2024



ACTIONS FROM SPECIAL COUNCIL MEETING 28 AUGUST 2024

MEETING DATE	ITEM NUMBER	AGENDA ITEM	ACTION OFFICER	ACTION TO DATE	COMPLETED
28/08/2024	4.1.8	New Southern Downs Planning Scheme - Sugarloaf Forestry	Collier, Tonya	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:53:56 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.9	New Southern Downs Planning Scheme - Other Responses	Collier, Tonya	02 Sep 2024 12:54pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of Collier, Tonya (action officer) on 02 September 2024 at 12:54:03 PM - Resolution noted and actioned	2/09/2024
28/08/2024	4.1.10	New Southern Downs Planning Scheme - Carnell Raceway	O'Mara, Angela	02 Sep 2024 9:05am Watt, Jenny - Completion Completed by Watt, Jenny on behalf of O'Mara, Angela (action officer) on 02 September 2024 at 9:05:47 AM - Carnell Raceway has been removed from the draft Motor Sports Environs overlay map. , GIS were notified of the map changes	2/09/2024
28/08/2024	4.1.11	New Southern Downs Planning Scheme - Rural Setbacks	O'Mara, Angela	02 Sep 2024 12:53pm Watt, Jenny - Completion Completed by Watt, Jenny on behalf of O'Mara, Angela (action officer) on 02 September 2024 at 12:53:07 PM - Resolution noted and actioned	2/09/2024

6. DECLARATIONS OF CONFLICTS OF INTEREST


7. MAYORAL MINUTE

Nil

8. NOTICES OF MOTION

8.1 Notice of Motion - Granite Belt Support Services Inc

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Acting Chief Executive Officer	ECM Function No/s:

Notice of Motion – To Be Moved by Cr Wantling

THAT Council reinstate the Not for Profit status for Granite Belt Support Services Inc. for rating purposes.

Report

Cr Wantling has submitted the attached Notice of Motion **Attachment 1** requesting that the Not for Profit status for Granite Belt Support Services Inc be reinstated for rating purposes.

Further information on this matter will be circulated to Councillors prior to the meeting.

Council is asked to consider the Motion.

ATTACHMENTS

1. Notice of Motion [↓](#)



Notice of Motion by Councillors

Councillor: Russell Wantling

Date: 12/9/2024

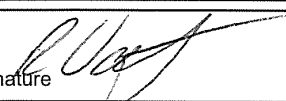
Motion:

THAT

Council reinstate the Not for Profit status for Granite Belt Support Services Inc. for rating purposes.

Relevant Background Information

The exclusion from the rating exemptions in 2024/2025 are not part of the eligibility requirements as part of the Policy.

Signature 

1) Notices of Motions shall be lodged in the approved form with the Chief Executive Officer or their delegate two (2) calendar days prior to the closure of the business paper agenda for the meeting of Council at which the Notices of Motion are to be considered.


2) Councillors shall ensure, where it is intended that employees of the Council be asked to carry out some specific defined action that a Notice of Motion is written in such a way that, if carried, the motion carries clear and unambiguous direction.

- Start with the word "That" f
- Use the third person and avoid the use of the first person f
- Clearly indicate the intention of the Council f
- Avoid statements that are ambiguous f
- Aim for clarity of expression f
- Be carefully constructed and if necessary, set out in clauses that can be clearly identified by letters or numbers f
- Indicate proposed action or reflect agreed views on a particular issue f
- Don't re-introduce a resolution which has already been rejected

9. READING AND CONSIDERATION OF CORRESPONDENCE

9.1 Correspondence

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Acting Chief Executive Officer	ECM Function No/s:

Recommendation

THAT the report of the Chief Executive Officer in relation to Correspondence be received.

REPORT

1. **Granite Belt Music Council (GBMC)** providing a copy of their submission to the House of Representatives Inquiry into the challenges and opportunities within the Australian live music industry (copy attached).

Also attached is a copy of an email from Council to GBMC outlining eligibility under Council's Community Grants Guidelines following receipt of an email from an insurance provider referred directly to Council at GBMC's request.

Action: Noted.

2. **Allora State School** – Submissions from Year 4 Students regarding local bin sizes (copies attached).

Action: Feedback will be provided to Allora State School and the Year 4 students.

ATTACHMENTS

1. Correspondence from Granite Belt Music Council [↓](#)
2. Email from Council to GBMC re Public Liability Insurance [↓](#)
3. Correspondence from Allora State School and Year 4 Students [↓](#)

2 Sept

Kelvin Johnston
33 Curtin Rd
LYRA 4382

To all Councillor, Mayor, CEO &
Department Heads.

I wish to table the Granite Belt
music councils submission and advocacy
to the Australia House of representatives
inquiry into the challenges and opportunities
within the Australian Live music Industry
Submission 40.

please note we would like this
document discussed at the next
council meeting. Note a meeting took
place on the 30th August 2024 with
Marissa Clark & myself as GBMC advocates
and Mary Findlay, Morweena Harslett &
Sarah Deane to discuss funding possibilities
to pay musicians under Australian Musicians
award. Further correspondence will be provided
asap.

Note correspondence sent to CEO has
not been replied to regarding insurance
already paid by council at Weeroona Park
and a request to cover GBMC under
existing public liability and a request to
pay insurance under community grants of \$2000.00
which were not available in 2023/24

I have personally paid for bands in Weeroona Park & other venues for five years and request some degree in assisting Tourism & Community well-being.

Note no tourism employee exists to a dedicated position in SDRC & the previous Music position was made redundant.

please have the discussion and make reasonable decisions for the greater goods and our regional Community

We await your reply in writing please.

Yours Sincerely
Kelvin Johnston
GBMC.

Dear Mayor, CEO + Russell Wantling
+ Moranna Harslett.

Re community consultation re
Parks + Recreation spaces.
Stanthorpe + Warwick.

I wish to apologise for non attendance
a recent meeting about the above matter
and put as strongly as possible for
Weeroona Park, Piazza + Leslie Park to
be spaces for Live music spaces free
to the public + for community well being
and tourism

Gated areas are note for apple
and grape festival only.

As Key stake holders we were
not consulted owing to ill health but
want this matter registered for
any report made which is presented
to council for consideration

Yours Sincerely

SOUTHERN DOWNS REGIONAL COUNCIL			
STANTHORPE BRANCH			
RECEIVED			
24 JUL 2024			
Action Officer		✓	File
Task			
Dist			
Fwd			

Kelvin Johnston &
Marissa Clark
Granite Belt Music Council
20 McGlew street
Stanthorpe 4382

Federal Government law reform is required to ensure that as recently reported by ABC that 50% of musicians receive 15% of the Minimum wage yet digital content providers boast their profit of 5 Billion dollars recently.

For content which is more accurately acquired Intellectual Property of Musicians. A class action is required to address this inequity and pay artists a fair wage for their craft which should never have been allowed to be exploited.

State Government The Prime Minister has been sent our Granite Belt Music Council Live Music law reform package to forward the policy objectives to every State Premier and Arts Minister with a review to live music laws passed in every state and territory in Australia.

1 **Music councils** need to be established at State law which allow for music to be run by musicians in their local areas. Who best knows the local industry but local musicians bringing music to the people. Granite Belt Music Council has been doing this on the ground since 2019 with not one noise complaint and not one act of violence. Incorporated bodies for live music need to be reviewed as it is viewed by many musicians as not meeting the needs of the industry. It's dependent on grants and not having the political clout required to change the industry for the benefit of musicians in their local regions, and benefiting a few administrators and bands. This is not reflective of the whole music industry and doesn't meet the needs of musicians.

2. **Two forms of Live Music need to be developed** under State government local laws one being Special Entertainment Precincts currently under Queensland Law **and a new model 'Cultural Community Well Being Precincts'** which promote family friendly all ages alcohol and drug free events in existing local government parks and public spaces which are free from liquor licensing restrictive practices. It is a safe environment for youth, developing musicians, industry workers and the public. Premiers would be well served to contact each states Local government association and advocate for the change required which will only assist tourism and community well being. The granite belt has double the national rate of suicides in our regions.

3. **New models for noise complaints called 'Independent Dispute Resolution Process'**, which removes the arbitrary nature of liquor licensing and EPA DESI from interfering with the viability of live music and replaces with a face to face independent dispute resolution process already established with the various state Justice Departments. This is a more respectful outcomes orientated model for the valuable and lucrative live music industry. It will stop vexatious complaints being used and major attenuation costs for venues. **First Occupancy Rights Considerations** should not be part of liquor licensing law but a given, as is the case with NSW law.

Local Governments are well placed as they have existing parks some with band shells such as Stanthorpe and already are covered of public liability for 20 million dollars and could be covered for all musicians to include youth and developing musicians, industry workers and the public under the direction of Music Councils. Covering these members of the public under existing insurance coverage and reduce the burden of multiple insurance costs on the live music industry, particularly in safe alcohol and drug free music in parks. Parks are already covered.

These are suggestions which show the way forward for live music law reform and are policy objectives just waiting to be sent to parliamentary drafters of each state and territory.

Stanthorpe was awarded the state's top tourist destination in Queensland and the runner up Australian top national tourism destination, and our work has seen tourism occupancy skyrocket in

the process which highlights vibrancy and well being. This has been achieved with costs only to ourselves and our patronage for the arts. We pay musicians for their work at our monthly events free to the public with no grants. This has cost us personally, yet we believe in the greater good and governments need to support this initiative at law.

The Case study for our submission has run since 2019 in Stanthorpe and it clearly works, but needs government support and law reform for sustainability.

SUBMISSION 40

From: [REDACTED]
To: Committee, Communications (REPS)
Cc: [REDACTED]
Subject: Re: [SEC=OFFICIAL] SB Reply re inquiry status - RE: Granite Belt Music Council senate submission by K.B Johnston & M.D. Clark
Date: Tuesday, 23 April 2024 9:55:57 PM
Attachments: [REDACTED]

Dear Sharon Bryant

Thank you for directing us to the inquiry most suited to us. We are better informed of these processes for your informed response and have made amendments to be addressed to the Australian Live Music Industry Inquiry. We certainly intend our documents, including the attachment (which is the concept we refer to) to be sent to all relevant parties please.

To whom it may concern,
please see attached document of live music reforms by Kelvin Brian Johnston since 2000, which led to the formation of Special Entertainment Precincts. Since 2019 Kelvin Johnston founded Granite Belt Music Council and has delivered a new form of live music in Stanthorpe on the Granite Belt Queensland. His concept and constant gift of live music free to the people once a month has been an ongoing trial of his concept. These monthly events support and pay local musicians and accommodate and pay touring musicians to the region. Youth mentorship program also runs to connect youth with professional musicians, who are also paid to perform at these events, and learn about the craft of music. Kelvin has paid for this with only a few sponsors in four years and largely paying of his own money without grants to support musicians and the community.

This free to the public music has been consistently delivered throughout drought, bushfires, floods, covid, economic hardship and homelessness, nurturing the well-being of those who cannot attend ticketed events. These events also are to showcase local independent musicians to the town and educate local businesses to pay award rates in accordance with Musicians Australia. Kelvins unceasing advocacy has also led to a substantial increase in tourism to the Granite Belt region, Together Kelvin Johnston and Marissa Clark have attended many tourism seminars and have acted upon data generated from Roy Morgan research to deliver this concept, which has successfully been trialled in Stanthorpe on the granite belt Queensland since 2019 and in 2024 Stanthorpe was awarded as the top tourism town in Queensland.

Since 2021 GBMC Secretary Marissa Clark has provided a new logo, free design and ongoing social media presence, and as a senior secondary school educator specialising in the arts helped to instigate GBMC's youth mentorship program, and co-wrote a new concept alongside Kelvin Johnston, tailor made for our current times and cohorts for live music.. Please see attached documentation, and if used please credit Mr Johnston and Ms Clark.

Yours Sincerely

Kelvin Brian Johnston & Marissa Desley Clark of Granite Belt Music Council

[REDACTED]

AUSTRALIAN LIVE MUSIC INDUSTRY ENQUIRY

**SUBMISSION BY: GRANITE BELT MUSIC COUNCIL K.B. JOHNSTON & M.D. CLARK
TO THE HOUSE STANDING COMMITTEE ON COMMUNICATIONS AND THE ARTS**

INSURANCE FOR VENUES, COUNCIL PARKS AND OTHER SPACES

It is clear that the music industry is being exploited by the Insurance industry and many examples of this problem are evident, which is ultimately the reason many music festivals, venues and spaces are being forced to close robbing the multimillion dollar Industry which, if allowed to continue without legal intervention by governments in AUSTRALIA risks becoming a cultural wasteland and creativity will die in the process if change does not occur.

One example of this unacceptable situation is in Victoria where one venue owner said his yearly insurance premium went up from \$50,000 to \$100,000 in one year. The venue had no claims in the past five years yet the greedy insurer increased the premium annually. Instead of rewarding the venue for providing a safe venue the greed of the Industry raised premiums constantly increasing and as a consequence the venue closed.

Furthermore, Granite Belt Music Council provides free music for Cultural Community Well-being for the public, disadvantaged at Weeroona Park Stanthorpe every month and for those who cannot afford to go to ticketed events. This may ease the cost of living and is a public health and well-being initiative for our current times. Granite Belt Music Council have been paying artists and giving free publicity for these events since 2019.

Insurance companies expect to double dip and the organisers, local councils, venues and musicians are all expected to pay individually and to be insured. Thus, allowing over insurance by three and sometimes more times for the venue in a park situation. The local Council already pays insurance for the public and the organiser pays to put on the gig and the musician must be insured, which is overkill and threatens Australian Culture. Consider a youth going to school wanting an opportunity to perform but cannot because of the insurance cost in doing so. The multi- national insurance companies are part of the overall problem.

SOLUTION Appropriate legislation that reduces at Law premiums where no claims have been made and halt the greedy Insurance companies and remember how these same Insurance companies treated victims of child sexual abuse when time limitations were not yet at law and made the victims forcibly sign unjust and unreasonable release deeds. Fortunately Institutions now have to pay for the crimes they were responsible for and Australia needs to reward to have a vibrant Industry not a cultural wasteland dictated to by multi-national greed.

One premium is all that is required for public places and other venues and local Council owned spaces needs to occur at law and this duplication of insurance must be outlawed. Not two or three insurance payments and 'two or three bites of the cherry' by insurance companies and this practice need to be made unlawful. It's that simple. Trade practices law may already need to be considered as Insurance policies currently existing may already be in breach of trade practices which requires further investigation.

ALCOHOL, DRUGS AND THE ONGOING LINKS WITH MUSIC AND CREATIVES

Festivals, Pubs and substance abuse have been linked to the music industry since the early days and this needs to be changed or at least give communities another option. True music appreciation in family friendly spaces needs to occur as bringing the community together for true cultural experiences of music in safe friendly environments is critical for true cultural identity which is long overdue. Profiteering and ticketed events is seen as a priority and this scenario also needs to change. Free events in safe friendly spaces owned by local councils and run by Music Councils of musicians for musicians can assist to give the community another option as the spaces can be and should be used by the community for community cultural well-being.

Partnerships with local government Councils and Musicians is the best practice way to establish this as every local government Council in Australia could do this if local 'Music Councils' (of local musicians to operate) were established around Australia. To fund live music in their local communities with local government Councils having the opportunity with a supportive rate payer funded local skilled Council Government employee doing the grants for the local community. 'Music Councils of local musicians' for community in partnership with the local Government Council for cultural community well being and for the national cultural pursuit and identity.

As local government Councils have the existing professional staff to do the writing the of grant applications for local 'Music Councils' (not to be confused with the actual local council but an advisory group of local musicians for music development and to stage events in public spaces) This concept in partnership with local musicians, the Australian cultural identity becomes established and true music appreciation occurs for a national Cultural identity and the local community for well-being. This is also achieved and enhanced when music is produced and nurtured as a music product and this national cultural identity once established can be exported and sustained. Note for every dollar spent on live music university studies have found that there is a three dollar return for this investment, so it makes good business sense.

SOLUTION; Establish 'Music Councils' in every local government council area in Australia and legislate this at law. Have musicians running their local events by musicians for musicians. Note 'Music Councils' where first established by Kelvin Johnston in Queensland at the Valley Music Council in Brisbane in 2000 which saw Special Entertainment Precincts established for music and recognition of music and how land usage of live music fits into town planning. Nambour has had a special entertainment precinct established in 2020. Granite Belt Music Council was established in 2019 and is seeking to have it enshrined in Qld State legislation. GBMC has assisted in the development of Warwick Music Council which is in its formative stages and we look forward to further development. GBMC assisted to establish another Music Council in Toowoomba which also was not supported by local government, probably because there was no State legislation in place to support them. Whilst Q Music secretary Kelvin Johnston came up with the concept of Designated Entertainment Zones in 2000 which was later changed by the state government and legislated in 2004 to be called Special Entertainment Precincts.

The Save the music plan and activity report formed the basis for the 20,000 strong petitions. This plan and report can be found in the John Oxley library in Brisbane. The save the music plan and activity report was the basis for the petition it's a copyright document and as long as credited to Kelvin Johnston and Tim Collett as the creators, it is gifted to the Australian public to use free for the greater good and the live music industry.

This legislative reform was achieved after the Valley Music Council/ Q Music, Save the Music petition which obtained 20,000 signatures was presented to the State Government and the Brisbane City Council by Kelvin Johnston in 2000 making it a public interest matter.

Law reform was achieved albeit very slowly taking some four years to enact the laws. The uptake in regional areas has been slower since that time and this may be because of alcohol and drug fuelled violence associated with the Valley SEP (Special Entertainment Precinct) and the reason why another model has now been conceptualised by the Granite Belt Music Council (GBMC) to offer state wide towns planners another model which is alcohol and drug free to suite existing outdoor park and other identified spaces within any given council government land. The current state government has not seen it fit to create statutory reform of our concept for the public interest. The irony is that it would be beneficial for their electoral success in rural areas.

For too long hotel associations have been key lobbyists in the area of live music which has contributed to legislative reform in this area for live music and new models need to be developed for land usage and live music to cater for all communities.

Solution That is why the concept of Cultural Community Well-being Precinct models (CCWP) has now been conceptualised by K.B. Johnston and M.D. Clark of (GBMC) and developed to cater for safe spaces for musicians to perform in existing spaces which are often underutilised – thus bringing music to the people, including youth engagement in safe alcohol free family friendly spaces.

DIGITAL PLATFORMS

Digital platforms are robbing artists of their rightful income. For some time the exploitative digital market have been exploiting musicians eager for exposure but with no monetary gain. Worldwide the governments of the world need to halt this exploitation. This coupled with the recent media Arts and entertainment survey that found half of Australian musicians earn \$6000.00 dollars annually which represents only 15 % of the Australian minimum wage must seek an urgent remedy at law and Australia has an opportunity to lead the way and actively prosecute non payment of musicians as in other industries.

Please see our concept paper below:

Granite Belt Music Council in this paper have a live music discussion with policy objectives and introduce a new Cultural Community Wellbeing Precincts Law reform model.

Authors: MARISSA D. CLARK and KELVIN B. JOHNSTON – Granite Belt Music Council

Mobile: [REDACTED] - Email: [REDACTED]



Back ground

Granite Belt Music Council and later Toowoomba Music Council had formerly approached their respective local government councils to introduce family friendly precincts in Parks as what we term 'Cultural Community Wellbeing Precincts' (CCWP). These well-being events are alcohol free family friendly and held just before lunch on a Saturday or Sunday. Attendees come with a blanket/chair picnic lunch the family and dogs on leash. But legislative reform is the domain of the state government.

Of note the Warwick Music Council is in its formative stages with leadership being undertaken by first nation's musician and Artist Jahmarley James Dawson and Koomurri. We look forward to working with this group and happy to share advice, ideas and support them to progress a new 'Music Council' in Warwick.

Granite Belt Music Council pays musicians, offers free accommodation to travelling musicians and we freely promote all acts with quarter page advertisements, posters and have a large social media presence. Granite Belt Music Council has never had any violence at our events which have been running for over four years now. The events are alcohol and drug free.

Cultural Community Wellbeing Precincts is a family friendly entertainment model which the state government could do well to enshrine in law. We advocate for legislative reform and as creators of this concept our sole request is that Kelvin Brian Johnston and Marissa Desley Clark be recognised as creators of the intellectual property if adopted throughout Queensland and other states and territories

of Australia for Cultural Community Wellbeing within the live music industry, even if the name of the concept is changed please. This is our gift to Australian Live music Industry and for a healthy Australian Music Industry to prosper and hope that the idea will be taken up by local and state governments throughout Australia.

We suggest throughout this submission with the Australian Live Music Industry Inquiry that our policy objectives and reforms can be achieved to reflect the organic process of the music industry and the need for Cultural Community Wellbeing Precincts to be established particularly in rural towns. Key Points to consider for legislative reform.

On the 16 March 2024 a new local government council has been elected on the Southern Downs Regional Council with a new Mayor Melissa Hamilton. Many new faces have been elected and many old councillors who did not take up Special Entertainment Precincts model SEP's are currently not now in office.

At a community meeting at Ballandean Hall before the last Southern Downs Regional Council election our concept of Cultural Community Wellbeing concepts was introduced to the former Southern Downs Regional Council elected officials, as an educational information share between GBMC and former councillors occurred, to date that the State Government has not approved the Southern Downs Regional Council town planning submission. We are key stakeholders and have not been notified if that has occurred.

Opportunities abound in the Southern Downs Regional Council as the new council (if agreed too) has the opportunity in its early days to now ask for the legislative reform of State government to become law by a recommendation with a successful motion by them. With the community consultative process yet to occur, with both models to be submitted to the state government for appropriate legislative reform and ratification. This would assist the Music Industry greatly and give Australian local government councils two models to choose from instead of one model which currently exists at law SEP's.

This submission coupled with the below legislative reforms may also assist to truly support live music and business and the community to advance our Australian Live Music Cultural community identity and must be also included in every state of Australia, to allow local musicians and Australian local government councils to work together for the greater good of the Australian Live music industry and our Australian cultural identity.

Granite Belt Music Council proposes the following changes need to be enshrined in every state in Australia for the music industry to thrive and prosper.

- 1. That independent Music Councils be run by musicians for musicians**
- 2. That EPA Nuisance Laws be exempt for musicians at work**
- 3. That an Independent Complaints Model be adopted for Live Music**
- 4. That 'Cultural Community Wellbeing Precincts' be enshrined in state law alongside special entertainment precinct legislation**

Elaboration of the four law reforms suggested for the betterment of the music industry

1. Independent Music Councils

We seek to have the name 'Music Council' enshrined in legislation which would encourage a more structured and organic approach to dealing with issues and to promote and encourage live music and vibrancy in rural towns with local music experts working alongside their own communities. A Music Council is run by musicians for musicians. We know our industry, how it operates, how to support our local musicians and businesses. We know how to entertain the community for wellbeing and the greater good. Granite Belt Music Council has introduced a new paradigm of music appreciation for all ages without the linkage of alcohol and drug fuelled violence. We have worked collaboratively for the community and the music industry to bring music to the people and nurture musicians and facilitate their work in safe spaces. We are now key stakeholders with the local town planning within Southern Downs Regional Council and work voluntarily to meet the needs of rural communities, musicians and local business. We feel the need for a new model of special entertainment precincts for rural communities to focus on health and wellbeing. This is because of the lack of uptake of special entertainment precincts in rural Queensland, owing to a misconception that all special entertainment precincts are the same model as existing special entertainment precincts in Queensland cities.

This is an opportunity we should not miss as Queenslanders and we seek to put this matter to cabinet as a matter of urgency by our local council, for we are not likely to have a local planning review for many years. This matter needs to be resolved in this cycle of town planning reform. We feel the uptake of venues and SDRC wanting our proposed model would only assist to generate real economic growth, better community well being and greater harmony within rural Queensland and to promote safe family friendly entertainment for our rural communities. The save the music campaign has over 30,000 signatures including Fortitude Valley, Gold Coast and Stanthorpe making it a public interest matter.

2. EPA Nuisance Laws are Outdated and Discriminative in Practice

Environmental Protection Agency now referred to as (DESI) nuisance laws are not applicable and are harmful to musicians the music industry, business, tourism and the economy. Musicians are assets to communities, unlike fruit bats or barking dogs they generate tourism, vibrancy, economy and wellbeing. The value of the music industry needs to be reflected at law and music industry workers and businesses relying on their services should be respected and safe in their work. Some areas in the centre of town have received vexatious complaints for noise made. One occurred after the first 15 minutes of play a noise complaint was made about Christmas carols broadcast on the chamber of commerce funded upgraded speaker systems in the Stanthorpe CBD. Another involved a drag cabaret show at a licensed restaurant during the daytime in the Stanthorpe CBD. That event had a noise complaint, causing the owner to be put through liquor licensing structural noise attenuation costs of several thousand dollars. This harmful law is happening throughout Queensland and the 'Cave Inn' venue situated in an industrial estate of Woolloongabba recently cost the owners \$10,000 in noise attenuation costs by just one complaint. It's plain to see why restaurants and cafes in the Stanthorpe CBD are reluctant to book entertainers for any events, even though these were all good causes including the Christmas season and fundraising for breast cancer research. We seek to have initial noise complaints for both Liquor Licensed premises and for the newly conceptualised idea 'Cultural Community Wellbeing Precincts'. State legislative reform is required to give Regional Councils other

local planning choices, as the current model and application adversely affects the music industry and the economy.

3. Independent Complaints Model for the Music Industry

We suggest an independent complaints model replace the outdated EPA nuisance laws in regards to live music. Musicians are a valuable asset to economy, tourism, vibrancy and community wellbeing and should never have been covered under nuisance law as it is offensive to artists, harmful to the music industry and small and licensed businesses and must be changed. This is an appropriate and respectful model whereby complainants mediate professionally to resolve disputes. Vexatious complaints made by just anyone should not have the power to interrupt and harm professionals at work for an industry that is so vital to society. We have been told by councillors that only one complaint made by anyone can be used to cancel and remove our monthly Cultural Community Wellbeing events organised, funded and facilitated by Granite Belt Music Council. Our independent complaints model offers a number of benefits such as: council workers would not have to waste their time on vexatious noise complaints and would refer matters to the appropriate jurisdiction which is the justice department dispute resolution process rather than being covered under nuisance laws licensing requirement through the state government Environment Protection Agency (EPA).

4. 'Cultural Community Wellbeing Precincts' to be enshrined in state law in conjunction with special entertainment precinct legislation

Areas identified such as; Weeroona Park Paddy Ryan Band Shell, the Piazza (Stanthorpe) and Leslie Park (Warwick), also with a purpose built band shell should be covered under a new name in local and State government laws with State government appropriate legislation. We suggest the name 'Cultural Community Wellbeing Precincts' which more accurately reflects what we do and allays any concerns about alcohol drug fuelled violence. These are alcohol free events and there are police stations directly beside these parks. This provides another option for councils to utilise from state legislation. For over four years now Granite Belt Music Council has supported our local community and musicians by bringing music to the people of the granite belt at no cost to the community, yet delivered regularly throughout times of: droughts, fires, floods, covid and economic hardship. We showcase and mentor local and touring musicians of all genres, and this exposure leads to local businesses employing them.

Our efforts have directly made an increase of 38 percent in accommodation occupancy, when we were facing a 60 percent downturn for returning tourists according to Roy Morgan research data. Our work on the granite belt and Southern Downs increases tourism and helps nurture our local economy. Our proposal for this new model of precinct, tailor made for rural towns in Queensland is: self managed by local artists of music councils for local artists of rural music hubs and our community for increased: wellbeing, tourism, and growth of our local economy, presently at no cost to communities, local councils or government. In the public interest we seek Ministerial intervention to ensure that Queensland councils will not reject our events that benefit the wellbeing of rural communities. Granite Belt Music Council is reviewing our position of not supporting SDRC councillors who didn't support Special Entertainment Precincts before the 2024 council elections, and hope the new SDRC will get behind this new proposal for Cultural Community Wellbeing Precincts and advocate with the local government association of Queensland and state government.

Local government needs to highlight the need for such reform with the Queensland local government association in the strongest possible terms from the SDRC for the wellbeing of our rural communities.

We Granite Belt Music Council welcome discussion on our new proposed model of Cultural Community Wellbeing Precincts. This concept is tailor made for regional Queensland, yet is also applicable for cities. This proposal is to include State Government law reform that promotes and encourages the health benefits of live music in family friendly safe spaces and reflects the value of our music industry workers within communities. A national roll out could also occur if adopted by local councils and enshrined at law with all state governments would encourage live music to be proper and shine n Australia with Export opportunities outcomes.

Conclusion

As the Australian Music industry and creativity hangs in the balance and businesses and community are struggling to consistently pay the award rates for music and festival ,we as an industry are at a cross roads. We GBMC have suggested reform which governments need to enact and we need a dual music system, one for the hotel and festival industry and one for community well-being and emerging artists.

The formation and recognition of 'Music Councils' established within local government council boundaries at law that is supported by local government councils in Australia and with them doing grants for local music councils of musicians to concentrate fully on organising their events. This needs to be recognised as an answer to the Australia cultural and music dilemma.

It is important that all state governments read this submission and enact the concepts put forward by K.B Johnston and M.D. Clark of GBMC for the change required as out lined in this submission in the interests of musicians, cultural pursuits and well-being of artists and the community. It is our gift to the Australian music industry and leadership and good governance is required, not just throwing money at the sector which only benefits a few and does not show a national response. These concepts we put forward are badly needed or we risk losing our most valuable creative's and potential export dollars if we fail to act as a nation. It's that simple. If Kelvin Brian Johnston and Marissa Desley Clark from GBMC could be acknowledged for the gift that is all we ask in return please.

True music models and partnerships appear the way forward between local government with local musicians for the ultimate benefit of creativity and our national creative and cultural identity. Music ownership must be with the local musicians for the musicians and for the benefit of the whole community with local governments in partnership. We feel this approach is imperative to embrace the concept nationally and we need to step up to make this happen. We have every confidence that this can be done for our Australian musical cultural identity and well-being.

Background of Kelvin Brian Johnston; Founder President and Patron of Granite Belt Music Council, Conceptual intellectual property owner of 'Designated Entertainment Zones' copyright 2000 'Save the Music Plan and Activity Report' which was the basis for 20 thousand signatures for the save the music petition, available at John Oxley Library Brisbane. The two petitions are available at Queensland Parliament and Brisbane City Council, which became adapted to become Special Entertainment Precincts at law in 2004.

Involvement of Marissa Desley Clark; Secretary of Granite Belt Music Council, Co-Writer with Kelvin Johnston of Cultural Community Wellbeing Precincts, for this submission.

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9

We hope to hear from your committee in the near future and please advise when the document is published so as to disseminate with our contacts.

Yours Sincerely

Kelvin Brian Johnston and Marissa Desley Clark – the Granite Belt Music Council



K.B. Johnston Contact Details:

Email: [REDACTED]

Phone: [REDACTED]

Address: [REDACTED]

M.D. Clark Contact Details:

Email: [REDACTED]

Phone: [REDACTED]

Address: [REDACTED]

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From: Michael Bell [mailto:Michael.Bell@sdrc.qld.gov.au]
Sent: July 24, 2024 8:19 AM
To: Kelvin Johnston [mailto:kel1962@hotmail.com]
CC: Dave Burges [mailto:Dave.Burges@sdrc.qld.gov.au], Belinda Armstrong [mailto:Belinda.Armstrong@sdrc.qld.gov.au], Alexis Doyle [mailto:Alexis.Doyle@sdrc.qld.gov.au]

Subject: FW: Quotation - Quote No. 24070063 - Granite Belt Music Council - Public Liability

Good morning Kelvin,

Thank you for taking the time to table an insurance quote for the Granite Belt Music Council ("GBMC").

Council acknowledges the enthusiasm and effort that you put into the GBMC and the many initiatives you drive to ensure the local community has the opportunity to experience local music.

Looking at the current Community Grant Guidelines ("CGG"), operational expenses are not eligible, with the extract from the CGG provided below for your reference.

6 What is not eligible for funding?

- Development of privately owned facilities, without broader community benefit;
- Funding for cash, donations or sponsorship;
- Operational Expenses (e.g. - wages, rates, water & utilities rates);
- Consumables (e.g. – printer cartridges, stationery, tea, coffee);
- Catering or Food;
- Payment of a debt;
- Political activities;
- Projects anticipated to take place outside the dates specified by Council;
- Projects which have already received funding from Council (from any funding source e.g. RADF, Local Events Funding);
- Projects run solely for commercial profit; or
- Projects run solely for fundraising purposes, without broader community benefit.

The other main grant program delivered by Council to the community is the Regional Arts Development Fund ("RADF"), and unfortunately, once again operational costs (see extract below) are not eligible.

6 What is not eligible for funding?

- incomplete applications (all requesting support information, e.g. artist eligibility checklist and quotes, must be attached to the application);
- projects which will commence before notification of successful funding;
- purchase of existing artwork;
- projects which have received other Council funding;
- requests for 100% of the project costs;
- projects which include entertainment for events without a specific developmental outcome for artists;
- catering expenses;
- competitions, awards and prizes;
- cash, donations or sponsorships;
- significant capital items e.g. buildings, vehicles, equipment;
- recurrent operational funding;
- accredited study, training or university courses;
- publishing costs – a small proportion of printing costs may be eligible for significant projects with RADF supporting a maximum of 20% of total publishing costs.

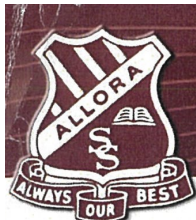
When submitting the invoice via your insurance broker, was there an understanding that you had with Council around the invoice and its payment?

Once again, thank you for contacting Council and I look forward to any further assistance I may be able to provide.

Regards

Michael Bell
MANAGER COMMUNITY SERVICES
Southern Downs Regional Council

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ALLORA P-10 STATE SCHOOL

Prep to Year 10

Address: 21 Warwick Street ALLORA QLD 4362
Postal: PO Box 6 ALLORA QLD 4362
Telephone: 07 4666 7222

9 September 2024

Dear Mayor Hamilton and Councilors,

Subject: Submission of Year 4 Student Letters Regarding Local Bin Sizes

I am writing to you on behalf of the Year 4 students at Allora P-10 State School. As part of Term 3 English curriculum, the students were tasked with writing a persuasive letter on a local issue that they felt passionate about. After much discussion, the class decided to address the matter of the public bins in Allora, particularly those with small openings.

The students have been passionate about identifying concerns and issues with current bins and how they may be affecting our town. In their letters, they have provided thoughtful arguments for the introduction of larger bins, particularly in high-traffic zones such as parks and near the local food establishments.

Attached, you will find the individual letters from the students, each presenting their own perspective on the issue. We appreciate your time and attention to this matter, and we look forward to any feedback or action that may be taken in response to the students' concerns.

Thank you for your support in encouraging young people to engage with, and improve, their local community.

Yours sincerely,

RHIANNE WHITE
Year 4 Teacher

MEGAN RAUCHLE
Principal

Dear Southern Downs Regional Council,

Allora needs more bins in the street and near the water area.

Firstly, I think the bins need to be a little bit bigger because of the incredible mini size. It holds less rubbish in there which is making more people throw it anywhere they would like. The bins are so tiny they need to be changed every 2 days!

Secondly, I think we need more bins in Allora because people started throwing their rubbish anywhere they would like including gutters, rivers and especially the ocean. The turtles are starting to eat the rubbish and they are dying. The turtles need jellyfishes and they think plastic bags are jellyfishes so they are swallowing the plastic and dying. Do you know why people are so disrespectful of the environment?

Thirdly, I think we need better Quality bins because they can break easily and the rubbish falls out of them. The rubbish flies everywhere and animals will start to eat the rubbish. People are starting to get lazy and throw rubbish in the bin and if they miss they just leave it there. They need better Quality and keep animals away from rubbish the bins need to be bigger and people are throwing rubbish anywhere they would like very not healthy for the environment it's making the place look extremely dirty which is making people not want to live here in our beautiful Allora.

Sincerely, Ava Axiak.

Dear Southern Downs Regional Council,

Allora need more suitable rubbish and recycling bins.

Firstly, Allora needs more bins because if you don't put rubbish in the bin, it makes litter and your town will look messy and disgusting then nobody wants to go there. If the bins are not suitable there will be rubbish in the gutters and on the road. If you have more suitable bins, it will be easier to put the rubbish in the bin and it will not end up on the road or in the gutters. If we didn't litter Allora will look amazing.

Secondly, people will start littering more and more and more if we don't have suitable bins. When you have more suitable bins it makes it easier to put rubbish in the bins. If you just have the smaller bins, it is harder to put the rubbish in the bin and the council have to change the bags more often. But when the town has the big bins, you don't have to do it as often.

Finally, when you have the right bins, it is way easier to put rubbish in the bin and when you don't have big bins, people litter and when you do have suitable bins, people don't litter. If you have bigger bins, it makes your town prettier, because no one is littering. If you have suitable bins, you don't kill any animals when they eat the rubbish. Remember how clean Allora would be if we had bigger bins.

In conclusion, Allora definitely needs more large bins. If Allora has more suitable bins, rubbish won't get in the gutters or on the road.

Sincerely Sophie Coy.

Dear Southern Downs Regional Council,

Allora needs better bins.

Firstly, Allora needs better bins than the ones we have right now. You can't fit too much rubbish in the bins at IGA because the hole is too small. This means that when people buy food, such as hot chips or fruit salad, they have to take their rubbish with them. This is why larger bins are necessary.

Secondly, If the bins are too small then people get lazy because they don't want to walk to a different bin. So, they just chuck it on the floor and it makes the town dirty. Do you want the town to be a dirty place? If the bins were larger, they would hold more rubbish and there would be less rubbish in the town.

Finally, better bigger bins means people can fit more rubbish so they don't chuck their rubbish on the floor. Plus, if we have bigger bins the council don't have to dump the rubbish as much as usual. They would save money because the dump truck driver would come less.

Bigger bins would be better for Allora because they would fit more rubbish, people would not drop their rubbish and the bins would keep our town clean. Those are my reasons thank you for listening.

Sincerely Jesse Campbell

Dear Southern Downs Regional Council,

You've got to agree with me that it all comes down to laziness that people are not getting suitable bins.

Firstly, Allora must have suitable bins. If they don't the rubbish will harm the animals and then the animals would definitely die. For example, if you had a large packet of chips and you just threw it on the ground and the wind came along and blew it away and a animal got to it and ate it it would sadly die.

Secondly, if Allora didn't have any suitable bins, it would be DISGUSTING and it would spread tones of pollution which would be extremely harmful to not just the animals but to us humans too. It would also be a lot cleaner so Allora would be the amazing little town we want it to be. DO you want to be living in a disgusting and unpleasant town? I don't think so. I don't think that Allora deserves to be covered in rubbish and pollution, do you?

Finally, if we don't any suitable bins Allora will have less tourists and Allora will be a lot less popular. Don't you think that Allora is a little unpopular because I think so. In my opinion I think that Allora could be a little cleaner don't you think so?

In conclusion, I think that Allora must have those bins so we are a cleaner and more popular town.

Sincerely,
Anabel Nightingale.

Dear Southern Downs Regional Council,

I believe Allora needs more suitable bins because it can make the environment a better place for everyone. If there are no bins in the community it can make it unhealthy because of the rubbish on the ground and look horrible. If there are not many bins people can become lazy and litter.

It would be a happy place to enjoy if the town is clean from rubbish. We need more bins at the park, so people can eat more food and have a picnic. You also need to add a bigger bin at IGA because the bins are too small. If The bins are too small, they cannot Fit the chip box in when you finish the chips. There definitely needs to be a more suitable bin at IGA.

We need more recycling bins so we can raise more money from recycling cans and bottles. There would be less plastic on the ground if we had more recycling bins and the birds wouldn't be able to eat the rubbish. The environment would be clean. Wouldn't it be nice to see the ground with no litter?

If there are more bins, people would be healthier and happier, as there is no pollution in the air. Allora must have more remarkable rubbish and recycling bins NOW!

Sincerely,
Karlee Forster.

Ellie Pidgeon Persuasive Letter

27\8\24

Dear Southern Downs Regional Council ,

Allora should have more suitable rubbish and recycling bins.

Firstly, I think Allora needs more bins. Do you want pollution in your environment and community? If we have more bins and less rubbish then the wildlife can live a longer life and have more chances in their life as well.

Secondly, we need bigger bins in our environment so there is less rubbish our environment can be essential to our community. With the smaller bins we have in Allora, we need bigger bins so we is fit more rubbish so there is no rubbish in our streets. We need a separate recycling bin for cans and bottles so the council can take the cans and bottles and then the rubbish can be sent and it would be less work for the council to sort the rubbish.

Finally, If Allora is polluted with rubbish tourist definitely will not come to Allora and people will think that is a unpleasant place to be. People will classify Allora as a junkyard and animals will die because all animals will eat the waste. If we got more suitable bins, Allora will be classified as a clean little town.

Sincerely Ellie Pidgeon.

10. RECEPTION AND READING OF PETITIONS AND JOINT LETTERS

Nil


11. PORTFOLIO REPORTS

Nil

12. EXECUTIVE SERVICES REPORTS

12.1 Chief Executive Officer - Status Report

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Chief Executive Officer	ECM Function No/s:

Recommendation

THAT Council receive and note the Chief Executive Officer's Status Report.

REPORT

1. Questions on Notice

At the Ordinary Council Meeting held 21 August 2024, the following Questions on Notice were raised by Councillors. Officers' advice in relation to those questions is outlined below:

Councillor	Agenda Item	Question on Notice	Response
Mayor Hamilton	12.2 Organisation Information Reports Infrastructure Services Monthly Status Report	Water Graphs show high water usage at Pratten – is there a reason for this?	The data provided in the report was from September 2023. The most current data has now been updated and shows Pratten to be on par with other users. https://www.sdrc.qld.gov.au/living-here/environment-water-waste/water-wastewater/water-wastewater Staff are looking at the transfer of monthly data onto the Website.
Mayor Hamilton	13.1 Financial Report	Explanation of operating surplus ration of 17%?	This was an oversight in the report as the ratio figure, which is calculated manually, was not updated with the the figure. The ratio is calculated as follows: <i>Net Operating Surplus of \$1,022,038 / Total Operating Revenue of \$10,168,011 and the reported figure should have been 10.05%</i>
Cr Richters	13.1 Financial Report	Explanation on which vacant positions are resulting in the employee expenses underspend for the month?	At the time of preparing the report there a total of 10 positions currently going through the recruitment process, and 5 positions currently advertised.

2. Other Business

At the Ordinary Council Meeting on 21 August 2024 Cr Richters also requested the following additions be made to future monthly Financial Reports to Council:

- a. Changes in the capital expenditure report to include an additional line showing actual spent + committed costs.
- b. The draw down year to be included in the Loan report.


Staff are working on the requested adjustments to the monthly report.

ATTACHMENTS

Nil

12.2 Organisation Information Reports July 2024

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Acting Chief Executive Officer	ECM Function No/s:

Recommendation

THAT Council note the contents of the Organisation Information Reports.

REPORT

Background

Recognising that Councillors cannot be involved in operational matters and that it is in the best interests of the elected member body and the community to be provided information on the operations of Council, various Information Reports are provided regularly to Council.

These reports are now placed as early as possible in the agenda and prior to any decision or strategic reports.

Report

Relevant Information Reports are provided as attachments to this covering report, and include:

1. Customer and Organisational Services Monthly Status Report August 2024
2. Warwick Art Gallery Report June to August 2024
3. Stanthorpe Regional Art Gallery Report
4. YMCA Monthly Report
5. Infrastructure Services Monthly Status Report August 2024
6. Planning and Environmental Services Monthly Status Report August 2024

FINANCIAL IMPLICATIONS

Where relevant and unless noted otherwise, budget provisions have been made for the operational and capital issues discussed in the reports.

RISK AND OPPORTUNITY

Risk

That Councillors are not adequately informed of operational matters that may be of interest.

That members of the public are not adequately informed of operational matters that may be of interest.

Opportunity

These reports present an opportunity to the organisation to demonstrate progress of a wide range of deliverables.

COMMUNITY ENGAGEMENT

Internal Consultation

Consultation is undertaken where deemed appropriate on various matters that may be included in the Information Reports.

External Consultation

Consultation is undertaken where deemed appropriate on various matters that may be included in the Information Reports.

LEGAL / POLICY

Legislation / Local Law

Nil

Corporate Plan

Various matters included in the Information Reports contribute to the realisation of Council's Corporate Plan themes of *People, Places, Prosperity and Performance*.

Policy / Strategy


Various matters included in the Information Reports contribute to the realisation of Council's policies and strategies.

ATTACHMENTS

1. Customer and Organisational Services Monthly Status Report August 2024[🔗](#)
2. Warwick Art Gallery Financial Report (Confidential - Provided to Councillors only)
3. Warwick Art Gallery Report June to August 2024[🔗](#)
4. YMCA Monthly Reports July 2024[🔗](#)
5. YMCA Stanthorpe Monthly Financial Report July 2024 (Confidential - Provided to Councillors only)
6. YMCA WIRAC Monthly Financial Report July 2024 (Confidential - Provided to Councillors only)
7. Infrastructure Services Monthly Status Report August 2024[🔗](#)
8. Planning and Environmental Services Monthly Status Report August 2024[🔗](#)

INFO REPORT | Customer & Organisational Services Monthly Status Report

Document Information

 Southern Downs <small>REGIONAL COUNCIL</small>	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Director Customer and Organisational Services	ECM Function No/s:

Recommendation

THAT Council receive and note the Customer & Organisational Services Monthly Status Report for the month of August 2024

REPORT

The Customer and Organisational Services Directorate has responsibility for the operational aspects of a range of functions within and external to Council.

Major Projects Update

Project Name	Status
Warwick Saleyards Redevelopment	Stage 2 is due for completion 13 th September 2024 pending ramp installation. Following this, the splitting of selling pens in stage 1 and 4 x raised buyer platforms will be delivered. Scales replacement will commence 2 December.



Site on 5 September 2024

Community Services

Disaster Management

Fire season is well and truly underway with several bushfires already occurring within our Local Government area.

Council reminds residents:

- Bushfires pose a very real threat to the Southern Downs region.
- Prepare your home, property and family now and have your Bushfire Survival Plan in place, before bushfire strikes.
- There are simple things you can do now to prepare your property, like clearing gutters, closing gaps in decks and floors, reducing vegetation around the home and trimming low-lying branches.

Library Services

Snapshot of SDRC Library service 2023-2024	
Membership	9,715
Visitors	51,639
Loans (physical & digital)	139,551
Library System	SPYDUS (Civica)
Total Collection size (items-physical & digital)	78,721
Physical items added to collection	4,701
Physical items deleted from collection	14,298
Attendance at programs	2,441
Take home activity packs	1413
Online interactions (page visits, searches etc.)	168,239
Web visitors (to library catalogue)	26,294

Corporate Services

Land Management

The Land Management Team continue to deal with a high number of queries relating to land matters, leasing, road re-alignments and easements. A review is being undertaken of community and sporting leases due for renewal. Settlement procedures are being finalised for freehold vacant land recently approved for disposal by Council, being the land-locked parcels sold to adjoining landowners.

Lease Category	Current Leases
Aerodrome	3
Commercial	3
Community	92
Grazing	36
Special Purpose	12
Telecommunication	9
Total Current Leases	155

Note:

- 10 of the above are under negotiation/draft stage for renewal
- 6 executed leases since the July report

Land Sales	Note	Number
Settlements		3
Under negotiation/contract stage	1	4

Total for period		7
-------------------------	--	----------

Note 1: 4 x vacant land as per Council Resolution on 17.08.2024.

Warwick Saleyards

August saw a total of four (4) cattle sales and four (4) sheep sales, showing good numbers for the month

Cattle Sales for August	
Date	Head Number
06/08	1557
13/08	1324
20/08	1244
27/08	1166

Sheep Sales for August	
Date	Head Number
07/08	2338
14/08	1331
21/08	1748
28/08	1892

Details of all sales and average prices are available on the MLA website.

Updates:

By way of an update, the screen showing weight results / average lot size / prices is currently out of service, as the new software and screen capabilities are not compatible.

Management and IT are currently looking for a solution to get the screen back up and running as quickly as possible. A further update will be provided in next month's reports.

Additionally, details of stage 3 & 4 upgrades are currently being worked through with Saleyards staff and management. This work will include car parking provision, possible removal/retention of the 'Z' pens, sheep eID, and shade and water to the fat lamb pens.

Governance

- Internal Audit - Customer Request Management is in progress

Complaints, Right to Information, Information Privacy Matters

- Queensland's information access and privacy laws are changing on 1 July 2025 (effective to Local Government on 1 July 2026). Governance staff will be attending training being facilitated by OIC on Monday 16 September 2024 in Toowoomba.

Request type	Internal status	Date last status update
Administrative action complaint	1 current.	Stage 1 – Early resolution -1 current
Ombudsman matter for review	Nil	N/A
Right to Information	1 current	1 received in August 2024 (RTI204)

Policies and Procedures status as at 30/08/2024

Details	Current	Past Review Date	Under Review	Draft*	To be rescinded or superseded
Policies- strategic and Operational	65	24	25	8	1
Procedures – strategic and Operational	30	62	4	17	0

Adopted/Updated policies and procedures - August 2024

- PL-SD066 Wild Dog Bounty Payment Policy
Operational
- PL-CS085 Councillor Investigation Policy Strategic
- PL-EX021 Advisory Committee's Policy Strategic
- PR-97 Cash Handling Procedure
Operational

In progress:

- PR-106 Fuel Tanker Management Procedure
Operational
- PL-115 Policy and Procedure Framework Operational
- PR-GV04 Procedure for the formation and review of policies and procedures Operational
- PR-GV24 Unreasonable Conduct Procedure Strategic
- PL-CS029 Complaints Management Policy Strategic
- PL-EX086 Councillor Acceptable Requests and Admin Support Guidelines Strategic
- PL-EX004 Media Relations Policy Strategic
- PL-CS093 Human Rights Policy Strategic
- PL-GV087 Complaints about a Public Official (Chief Executive Officer)
Section 48A of the Crime and Corruption Act 2001 Strategic

Drafted for consideration – to be presented at CIS Session 11 September 2024

- Councillor Use of Confidential Information Policy
Operational
- Guideline for Managing Confidential and Private Information

To be superseded:

PL-CS096 Casual for a Cause Friday Policy Awaiting advice

Insurance

The Governance Team continues to work to process new claims, provide relevant information for new and existing claims, together with processing other claims against Council.

Claim Description – Motor Vehicles	Number
Motor vehicle claims in progress	15
Claims – new for the month of August 2024	0
Existing claims carried over from previous month	15
Finalised (claim accepted by Council Insurer)	0

Claim Description – Property	Number
Property claims in progress	4
Claims – new for the month of August 2024	0
Existing claims carried over from previous month	4
Finalised (claim accepted by Council Insurer)	0

Claim Description – Liability	Number
Liability claims in progress	6
Claims – new for the month of August 2024	1
Existing claims carried over from previous month	5
Finalised (claim accepted by Council Insurer)	0

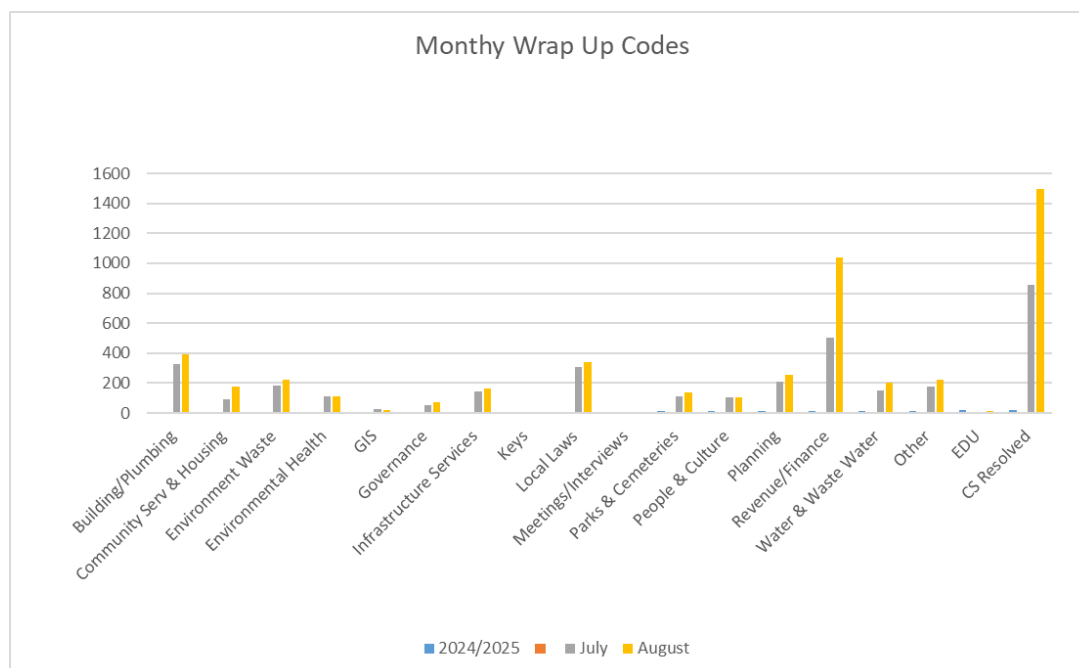
Claims Summary	Number
Accidental damage	1
Animal	3
Changing lanes	1
Collided with stationary vehicle	2

Failed to give way	1
Failed to stop	1
Flood	1
Found damaged	1
Fraud and dishonesty	1
Impact damage	1
Insufficient maintenance	1
Lightning strike	1
Reversing	1
Sewer discharge/burst pipe	1
Sideswiped/opposite direction	1
Struck Stationary object	4
Uneven surface	1
Total	25

Customer Service

Statistics for the month of:	August 2024
Phones	3865
Counter – Stanthorpe	372
Counter – Warwick	1060
Counter – Allora	26
Customer Service Emails	495
MERIT Requests vi app, web and phone	722
MERIT via after hours provider	66

Figure 1 shows telephone wrap up codes for August 2024 compared to July 2024



Sustainability & Strategy

Asset Management

The focus of the Asset Management team is migrating from the reduction of Work In Progress (WIP) back to the Asset Management Plan/Master Plan development and delivery. The refresh of the Water, Wastewater and Recycled Water plans has been awarded to GHD for delivery. The Aerodromes Master Plan activity is now complete and Officers are considering the implications and will bring recommendations to Council. The Open Space, Sport and Recreation Master Plan activity is nearing completion. The team delivered an interactive presentation to the Southern Downs Regional Youth Council. The response from the Youth Council to the activity was most informative and very constructive.

Flood Studies

The consultants have accepted the instruction from the Peer Reviewer and are progressing. Discussions have been instigated to get back to program and delivery timelines back to acceptable positions.

GIS

The GIS team have been working closely with the Planning and Development Department to deliver mapping for the LGIP and new Planning Scheme. All of this work has been on top of the finalisation of capitalisation activities as part of the WIP reduction to capture all relevant data. This added to the normal activity of the branch was achieved with some external help with resources called on for other community responsibilities.

Project Management Office (PMO)

The Project Management Office has worked with departments to align their projects to Project Management Framework (PMF). Planning for projects the PMO are supporting the continue and works are occurring. Ground works have begun on key projects (Yangan Transfer Station, Saleyards) and planning for works to relocate the Allora Library are advanced.

Financial Services

Finance

- Waste Business price path draft report has been received and has been reviewed by management. Feedback has been with further changes anticipated to be made to the report prior to a session with other stakeholders.
- The cash handling procedure has been finalised. The team will now focus on update asset related policies.
- The first quarter budget review is now open for manager review and updates. The capital carryover amounts have been prepared and provided to managers. The review by managers will need to be completed by 20 September for inclusion in the October Council meeting.
- Council staff have finalised the comprehensive revaluation (land, water, waste water, building) reports and have provided them to the external auditors for audit.
- The draft financial statements have been prepared and currently being audited by the external auditors. They will be presented to the Audit and Risk Management Committee in late September for their feedback
- The Revenue Team with the assistance of an external resource has started progressing Business Improvement Initiatives with the focus currently on Rates/Water billing.
- The Finance Team is still working with an external service provider to improve supplier payment processes to mitigate risk of fraud.

Information Technology

- Work on Business Continuity Plans and Sub Plans has commenced with Governance now taking the lead on this project. A handover will be completed in September 2024.
- The rollout of the ICT Procedure Framework has commenced, with the support of the ICT Steering Committee.
- As per the TechnologyOne CiA Roadmap – the Strategic Asset Management Module (SAM) has gone live in August, with training gradually being rolled out. Project Lifecycle Management (PLM) training and demonstrations are continuing, with applicable migration activities underway.
- Council has commenced scoping works for the transition of the Enterprise Budgeting Module in line with the TechnologyOne CiA Roadmap.
- The Information Services Team is continuing to undertake health checks related to record keeping with continued focus on training staff.
- Other IT related initiatives or projects are progressing and being monitored.

Procurement

- The draft Fuel Management Procedure will be signed off once minor tweaks are completed.
- Council's Stores and Procurement high level review is currently in progress and an action plan will be developed once the review is completed.
- Training on Procurement, the use of Local Buy and Vendor Panel is currently being provided to targeted teams with a broader refresher to be held later in the year.


August 2024 Reporting - Procurement	
Procurement Stats	
Number of Tenders Released	0
Contract number	Description
Number of Tenders in progress	0
Contract number	Description
Number of RFQ's Released	4
Contract number	Description
25_007a	WIRAC Main Pool Filtration - Design Brief
25_010	SDRC Community Housing Yard Care
25_011	Stanthorpe Waste Water Treatment - Design (Indication of Interest only)
25_012	Stormwater Products Purchase - East St, Warwick
Number of RFQ's in progress	7*
Number of Contract Numbers Issued	10
Number of Purchase Orders Raised After Invoice Date	56
Inductions done	0
*this figure does not include RFQs we have reviewed but were released by other departments	

ATTACHMENTS

Nil

INFO REPORT | Warwick Art Gallery Report

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Community Services Coordinator	ECM Function No/s:

Recommendation

THAT Council note the contents of the Warwick Art Gallery report, which has been provided as part of its Memorandum of Understanding with the Council.

REPORT

The Southern Downs Regional Council (SDRC) Warwick-based art collection is managed and administered by the Warwick Art Gallery Society Incorporated.

As required by the current Memorandum of Understanding between SDRC and Warwick Art Gallery Society Inc., every quarter the following statistics and data are to be presented to the Council for noting:

- Budget performance
- Visitor numbers by area
- Exhibitions including those touring, local and other exhibitions and public promotions offered by Warwick Art Gallery Society Inc.

and the following on an annual basis:

- Audited financial statements
- Customer satisfaction data.

ATTACHMENTS

1. WAG Quarterly Report Jun - Aug 2024
2. WAG Financial Report June 24 - Confidential (Excluded from agenda - Provided under separate cover)



Warwick Art Gallery Quarterly Report – June, July and August 2024

A. Exhibitions

<i>Do I Make You Uncomfortable</i> Elise Heather	13 June – 13 July Exhibition installed in the freshly painted Grove Gallery. Eight works were sold during the exhibition.
<i>Carbon Dating</i> Various QLD Artists	13 June – 13 July Three day install with help from volunteers and one of the artists who helped with the technology.
<i>Twenty Years of Yarnbombing Trees retrospective exhibition</i>	18 July – 31 August Curated by our staff. Very appreciated by Jumpers and Jazz in July festival visitors. Featured eleven tree jumpers from our collection and one borrowed work. Bunnings donated the aviary wire used for the display.
<i>Jila Kujarra – Two Snakes Dreaming</i>	18 July – 24 August Travelled from Western Australia by special arrangement with Art on the Move .
<i>A Knitted Bird Told me</i> Leanne Wicks	18 July – 24 August Created especially for Warwick Art Gallery and Jumpers and Jazz in July, this exhibition was a favourite with festival visitors.
Kate Just Self Care Action	18 July – 24 August On loan from the Hugo Mitchell Gallery in Adelaide. Provided a great backdrop for “selfies” especially “see a doctor” and “spend time with a friend”

B. Collection

Artwork has been recently installed in the Mayor’s office and the Compliance offices (The Stables).

- Jon de Graff *Last Light*
- Ida Jones *Landscape*
- Donald McBean *Quiet Pasture below the Range*

C. Attendance

Month	Exhibition	Adults	Children	Total	Previous year
September 2023	Back Road Artists/WSHS	417	129	546	629
October 2023	Precision/Allora Photography Group	473	94	570	672
November 2023	Precision/Allora Photography Group	716	90	806	655
December 2023	Paint the Town/Participate Miniatures	299	45	344	473
January 2024	Paint the Town/ Steve Carr Clark	299	60	359	495
February 2024	Steve Carr Clark/Soil and Mortar	389	115	504	492
March 2024	Soil & Mortar/Illusion of Time	488	99	587	648
April 2024	Wildflowering/Sharyn Hall	375	117	492	625
May 2024	Warwick Potters/Sharyn Hall	405	119	524	554
June 2024	Carbon Dating/Elise Heather	371	110	481	464
July 2024	Jumpers and Jazz exhibitions	5855	307	6162	6080
August 2024	Jumpers and Jazz exhibitions	299	106	405	623
TOTAL				11780	12410

Location Summary – Comment Book and People’s Choice Vote data	%	Count		%	Count
Brisbane	44.27	170	Regional Queensland	2.08	8
Southern Downs	21.61	83	VIC	2.08	8
Toowoomba	12.24	47	Logan	1.04	4
NSW	6.51	25	Ipswich	1.04	4
Sunshine Coast	3.39	13	International	0.78	3
Moreton Bay	2.34	9	TAS	0.26	1
Gold Coast	2.34	9	Regional Queensland	2.08	8

D. Public Programs and Community Engagement

- In the studio we have the Friday choir group and Saturday casual art groups with regular booking.
- Warwick Artist Sue Keong used the studio on Mondays to work on the giant character sculptures we commissioned for Jumpers and Jazz in July – this project is ongoing with completion scheduled for November.
- Elise Heather's exhibition was officially opened on Saturday 15 June
- A group of children from Little Tackers visited the Gallery on the 18th June for activities.
- Twenty children attended a school holiday workshop making elements to yarnbomb a tree on Thursday 4 July
- **Carbon_Dating** artist and curator talk held on 6 July
- Install of the monument beanie and scarf was arranged on Tuesday 9 July
- Seventy-five children have done the Art Explorer activity since it commenced in May.
- Our RADF funded textile workshops were not well attended – considering progressive pre festival workshops instead
- Jumpers & Jazz in July specific programs:



- Tree Jumper walking tours had 63 participants on 4 tours
- **Evelyn Roth's Nylon Zoo** was an excellent addition to our festival program. School bookings were competitive with spaces booked fast by Freestone SS, SOTE, Central State School and Glennie Heights SS. Bookings were strong for the first two public access sessions on Saturday 27 July – less bookings in the afternoon. Still a great attraction and a delightful thing for families.
- The 20th **Yarnbombed Tree Exhibition** went without a hitch – outstanding quality of entries. Judged by Leanne Wicks with the major winners Narelle Mercer, Warwick Potters Association and Dawn Smit & Kerri Harycki.
- 257 People's Choice Award questionnaires completed
- The Creative Corner (located near toilets in the Grove Gallery) was a hive of activity during the whole festival.
- **Artisan Market** on Saturday 20 July attracted a record crowd 2600 visitors
- Published a special book commemorating the contributions of 20 artists to the yarnbombing of trees for Jumpers and was launched by Mayor Hamilton on Thursday 18 July.



E. Marketing and Promotion

- Facebook – we have 3316 likes. Page Reach for the reporting period was 53.2K.
- Instagram – we have 1721 followers. Page Reach for the reporting period was 1.6K
- The monthly Newsletter was distributed in the first week of August. Our newsletter is sent to 459 subscribers.
- Print media
 - Town and Country May *Warwick Potters 50 Years on* exhibition
 - Town and Country various editorials and two paid ads
 - Warwick Stanthorpe Today various editorials and three paid ads
 - The Courier Mail on 22 July – photo of Karina with Jumpers and Jazz in July festival committee
 - Regional Lifestyle Warwick edition
 - Town & Country 22 August Participate ad and text
- Broadcast media

- 21 June Rose City FM interview (Karina)
 - 26 July ABC Southern QLD interview (Brittany)
- Digital Media
 - <https://garlandmag.com/leanne-wicks/> written by Pamela See

F. Facility

- Three matters have been reported to SDRC facilities staff and actioned quickly:
 - Requested for additional power sources in the garden area
 - Request to pressure wash the walkway
 - Request for key to open the heritage bins in the Gallery precinct
- Staff and volunteers repainted the orange walls in the Grove gallery on the 10 June and the Foyer on 15 July.

G. Human Resources

- Director chaired the Museum and Galleries QLD Board meeting on Monday 17 June. Returned as Chair.
- Director and Chair attended the Acciona Small Grant presentation morning tea on Friday 7th June
- We have hosted two work experience students in recent weeks. Zarah from Assumption College and Halle from SOTE.
- Staff participated in Team Building workshop on Monday 24 June.
- Director attended JJJ logistics meeting on Wednesday 26 June
- Director Chair M&GQLD Board meeting on Monday 12 August.

H. Finance

- The most recent financial report including year-to-date figures against our budget is attached separately (June 2024). Subsequent months will be available after our AGM in September.
- A new Point of Sale system was installed in June


I. Other News

- The Gallery's focus is now on the local art awards and exhibition **pARTicipate** to be held 17 October to 23 November.

Warwick Art Gallery Inc Management Committee
3 September 2024

INFO REPORT | YMCA Monthly Report - July 2024

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Community Services Coordinator	ECM Function No/s:

Recommendation

THAT Council receive the July 2024 monthly report from the Brisbane Young Men's Christian Association ("YMCA") in relation to the operation of the Warwick Indoor Recreation & Aquatic Centre ("WIRAC") and the Stanthorpe Fitness Centre and Pool.

REPORT

A requirement of the contract with the YMCA for the management of the WIRAC and the Stanthorpe Fitness Centre and Pool, is an obligation that the YMCA supply monthly reports relating to the operations of the facilities.

The YMCA has indicated several maintenance and/or capital items within the reports. To assist, Council officers have provided some commentary below on the status of each of these items.

WIRAC

- Air handling system in the hydrotherapy pool area - completed
- Pool blanket holders – completed
- Hydro pool chemical dosing controller – completed
- Pipe leak affecting LTS pool heating – repaired by the original contractor

Works currently forecast for completion over the next couple of months include:

- The aquatic hall air handling system is part of an existing contract that was executed in 2023. As this contract was executed under a separable portion arrangement, funding is being confirmed before proceeding with this portion of work.
- Roof column replacement – this is located in the hydrotherapy pool area and appears to have occurred due to the high heat, humidity and chemicals in the air.
- Grandstand ceiling - previous repairs have had paint peel due to heat and humidity
- Hydrotherapy pool stainless steel handrails
- Hydrotherapy pool wall painting
- Hydrotherapy pool caulking

Stanthorpe Fitness Centre and Pool

- Hot Water System replacement - complete
- Aerobic room light upgrade – complete
- Entry stair tile repairs - completed.

Works currently in progress

- Men's and Lady's bathroom refurbishment – currently functional but due for an upgrade including retiling, waterproofing and painting. Currently seeking quotes and funding opportunities.

- Painting external disability ramp handrails
- Pool painting and caulking
- Carpark line-marking subject to water leakage investigation and rectification works required. Business case to be prepared for 25/26 budget submission.

Attached to this Council report are the July 2024 monthly reports from YMCA.

FINANCIAL IMPLICATIONS

Current works are reactive. Ongoing investment in renewal programs is needed to maintain the service level at each site.

ATTACHMENTS

1. YMCA Stanthorpe Monthly Report July 2024
2. YMCA Stanthorpe Monthly Financial report July 2024 (Excluded from agenda - Provided under separate cover)
3. YMCA WIRAC Monthly report July 2024
4. YMCA WIRAC Monthly Finance report July 2024 (Excluded from agenda - Provided under separate cover)
5. YMCA WIRAC July 2024 Maintenance report



YMCA Stanthorpe

Monthly report for July 2024





EXECUTIVE SUMMARY

We've successfully launched 24/7 access for the Stanthorpe community! Despite facing some of the coldest days of the year, with snow even in the forecast, we've inducted over 140 members with 24/7 access. July has been incredibly busy for the centre, with group fitness classes and gym memberships in high demand. This month alone, we've welcomed 93 new members, bringing us close to our goal of over 100 new sign-ups!

As we gear up for the 24/25 pool season reopening in just two months, preparations are well underway. The YMCA is actively recruiting more lifeguards and Learn to Swim instructors. Schools are booking their swim lessons, and next month, we'll be releasing the Learn to Swim lesson program to the community.

PROGRAMS AND SERVICES

Health and Wellness

- Memberships went up from 395 financial members at the end of May, to 418 financial members at the end of July. This is due to the 24/7 going live.
- 70 members expired or cancelled during the month.

Aquatics

The YMCA is excited to announce to the community the upcoming pool painting, scheduled for August. This upgrade will surely bring joy and excitement to our swimmers. We extend our heartfelt thanks to the Council for organising this project, with painting expected to begin on August 19th. We're eagerly anticipating these improvements.

Additionally, we'd like to thank the Council for arranging repairs to the ladies' shower in the pool area, just in time for the upcoming pool season. This will be a welcomed enhancement for our swimmers who enjoy a refreshing shower after their swim.

Hire Groups

- 29 hire hours occurred during the month, which was 13 hours up than last month as schools and regular hirers return.



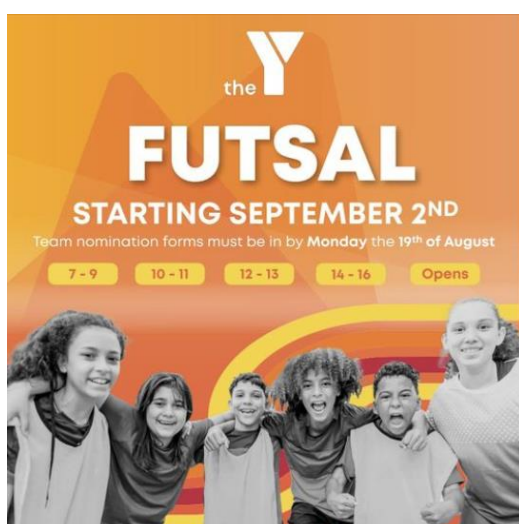
Sports Competitions

Futsal:

We have advertised for the upcoming futsal season 2 competition that will kick off on the 2nd of September. We are looking at a really big season coming up with plenty of teams coming in.

Netball:

We have advertised for the upcoming lady's netball season 2 competition that will start on the 3rd of September. We hope to have a big season of netball coming up.





ATTENDANCE

Total attendance for the month reached 4,196 individuals, an increase from last month, thanks to our new 24/7 access. Fitness attendance has risen, with more people attending classes and using the gym. Court hirers have also increased as regular users return, and schools come in to use our courts for HPE sports. We anticipate a further increase in gym numbers as warmer weather approaches.

		Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Fitness Attendance	Members	2076											
	Casuals	340											
	24 hr Access	301											
	Group Fitness	1300											
	Total	4017	0	0	0	0	0	0	0	0	0	0	0
Aquatics Attendance	Season & Visit pass	0											0
	Casual	0											0
	Spectator	0											0
	Learn to swim	0											0
	Squad	0											0
	School Swim	0											0
	School Carnivale	0											0
	School Break ups	0											0
	Aqua Aerobics	0											0
	Total	0	0	0	0	0	0	0	0	0	0	0	0
Stadium	Indoor Soccer	0											
	Netball	0											
	Table Tennis	55											
	Pickleball	68											
	Social Basketball	24											
	Social Badminton	32											
	Total	179	0	0	0	0	0	0	0	0	0	0	0
Hireage in Hours	Court	14											
	Room	15											
Total		29	0	0	0	0	0	0	0	0	0	0	0
Overall Monthly Attendance		4196	0	0	0	0	0	0	0	0	0	0	0
Year to date Overall Attendance							4196						



FACILITY UPKEEP, MAINTENANCE AND IMPROVEMENTS

1. New TV Antenna

YMCA are working with New Tek to install a new Antenna to put more coverage onto our TV's in the gym area. At the moment we only have about 5 channels running. We hope to get this sorted out in the next couple of weeks.

2. Carpark Lights

All carpark lights have been restored and working well, the car park has more light for our 24/7 members to feel safer when coming in and out of the gym. We have had a positive response from our members since this works were completed.



3. Pool Plant Equipment

YMCA has booked in appropriate company's to services the 50m heat pump system and also the calibration systems for both the wading and 50m pool. Works for these will be done before the reopening on the Pool.

Council Facility Maintenance:

1. Men's and Lady's bathrooms – Fitness Centre Area

AS has been reported in previous months, the YMCA would appreciate an update on the bathrooms in the centre. We are getting complaints about the state of the bathrooms as they are getting old.



2. Carpark

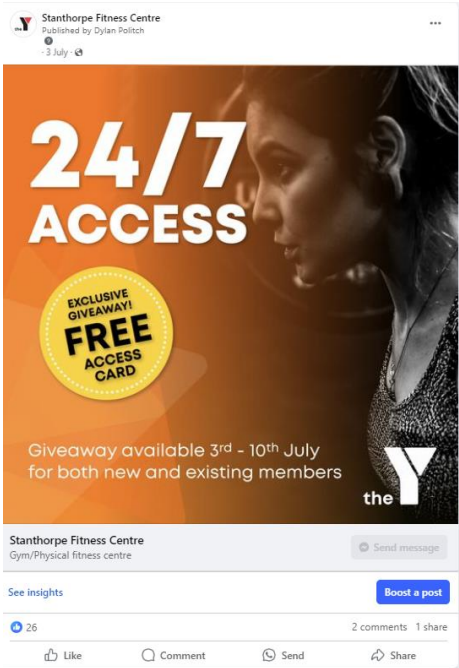
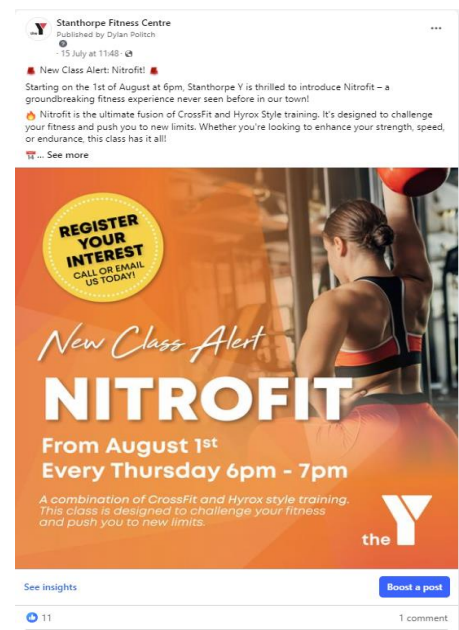
The Y would like to request relining of the car parks as they are very faded. The condition of the car park is getting worse as time goes on. We have had a few complaints from customers as they cannot see the lines very well. As council are aware, our centre has a high patronage of seniors in their 70's, 80's and even 90's.





Community Engagement:

We have been actively connecting with the community through Facebook, where our posts have received positive engagement. Additionally, we have received several favourable reviews on Google.



Page overview

Create a post Last 28 days

Discovery

Post reach	14,675
Post engagement	1,480
New Page followers	14

Interactions

Reactions	118
Comments	13
Shares	2
Photo views	213
Link clicks	583



YMCA Warwick (WIRAC) Monthly report for July 2024





EXECUTIVE SUMMARY

This report outlines the key activities, attendance statistics, financial performance, and maintenance updates for the YMCA facility during July 2024. The report highlights the success of promotional campaigns, program developments, and facility maintenance, alongside the challenges encountered due to equipment issues and unforeseen repairs.

PROGRAMS AND SERVICES

Membership Promotion

For the last three days of the month we had a \$0 Joining fee promo, to attract some members joining up for a Direct debit membership.



We also introduced a Free 5 Day pass for those wishing to try out the centre before committing to a membership. We thought, as we get into the warmer months a “5 Day pass” may lead to more trying out the centre and then joining.

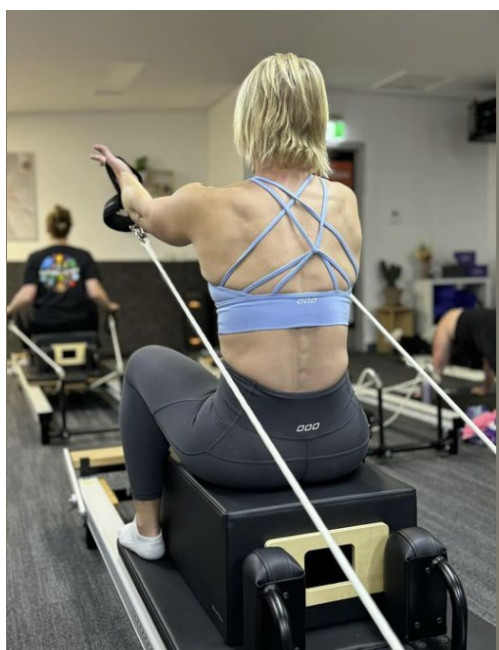
World record attempt Biggest Jazzercise Class

YMCA worked in collaboration with the business and catering students at the SDIEA attempt the world record biggest Jazzercise class during the Jumpers and Jazz festival. With over 300 participating the record was reached and was a great event to start off the festival.



Health and Wellness

The extra reformers have certainly increased our scope to offer a more diverse range of classes and Personal Training on offer. We are currently offering a limited number of classes that are included in the Fitness memberships. As the classes become more popular, we will be adding more specialised reformer classes.





Attendance - July 2024

JULY

		Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
Fitness Attendance	Members	3699	4047	3551	3880	4635	3733	3329
	Casuals & Visit passes	1291	146	164	119	95	73	111
	24 hr Access	2003	1816	1677	2005	1868	1273	1581
	Personal Training	44	128	111	141	123	112	44
	Group Fitness	938	2049	1616	2489	2109	1888	2227
Total		7975	8186	7119	8634	8830	7079	7292
Aquatics Attendance	Members	inc above	inc above	inc above	inc above	inc above	inc above	inc above
	Casual	3082	1355	1241	1025	791	749	1798
	Aquatic Sports Ability	15	34	24	18	13	15	48
	Learn to swim	1143	1108	1393	1404	1128	834	591
	Squad	153	35	120	100	63	62	145
	School Swim	0	1171	1206	207	39	0	302
	Physio's	109	107	66	97	83	30	25
	Aqua Aerobics	657	575	511	1001	761	581	518
Total		5159	4385	4561		2878	2271	3427
Stadium	Junior Futsal	0	0	0	60	7	0	0
	Schools	413	822	697	412	574	229	80
	Sports Ability	38	146	108	109	64	77	48
	Pickleball	33	78	74	84	119	118	44
	Taekwondo	0	0	0	0	0	0	0
	Basketball	150	512	528	312		193	450
	Netball	0	460	840	450	900	450	900
	Social Badminton	12	13	35	32	16	15	28
Total		646	2031	2282	1459	0	1082	1550
OTHER								
Total		0	0	0	0	0	0	0
Overall Monthly Attendance		13780	14602	13962	13945	13388	10432	12269



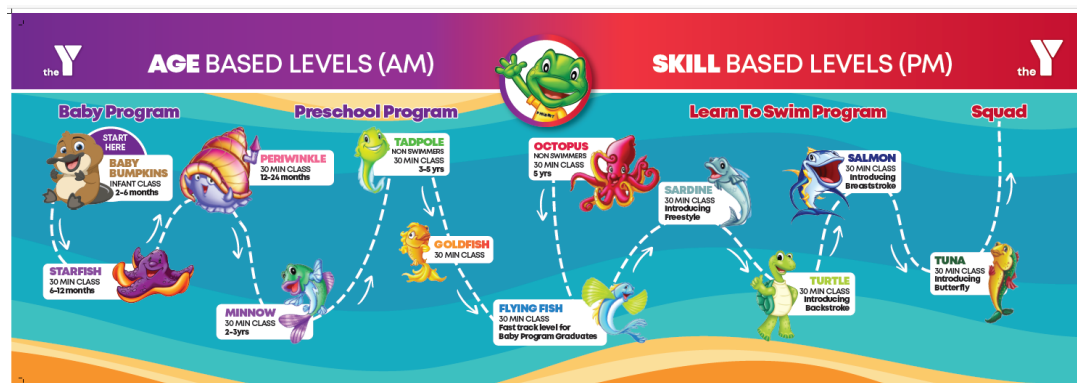
2024 Year to Date: 92378

Attendance - July 2024

- Fitness Attendance: Total 7292, slight increase from 7079 in June
- Aquatics attendance: Total 3427, increase from 2271 in June
- Stadium Attendance: Total 1550, down from 1082 in June
- Overall Monthly attendance: 12269, increase from 10432 in June
- Year to date Overall Attendance from Jan 2024: 92378
- Financial Year to date overall Attendance: 12269

FACILITY UPKEEP AND IMPROVEMENTS

Some new signage to highlight the Learn to swim program that is run at the centre has been installed at reception and on pool deck. More signage to be installed in the Hydrotherapy pool once it reopens.



We are currently accessing the Gym equipment with the aim to replace some of the “older” pieces in the Gym as well as add some more equipment that has been highlighted that we need.



MAINTENANCE

Air Handling in the Hydro Pool Area and bathrooms

The air handling project in the Hydrotherapy Pool area has been completed. However, during the process, significant deterioration was discovered in several columns supporting the roof structure. As a result, the Hydrotherapy Pool will remain closed for an additional ten (10) weeks to complete these essential structural repairs.





BUSINESS DEVELOPMENT

The YMCA is focusing on multiple strategies to enhance member acquisition and retention, including targeted promotions and program diversification. The success of the \$0 joining fee promotion and the free 5-day pass indicates that short-term incentives can effectively boost engagement and trial usage. The August promotion aims to further capitalise on this interest by converting trial users into long-term members. Additionally, the expansion of health and wellness offerings, such as the reformer classes, is designed to meet diverse member needs and encourage continued participation.

However, operational challenges due to facility maintenance and repair issues have had a significant negative impact on financial performance. The unexpected closure of the Hydrotherapy Pool and ongoing heating problems in the Learn to Swim pool have not only caused revenue losses but also member dissatisfaction and potential future membership cancellations.

CONCLUSION

In conclusion, while the YMCA's promotional efforts and program expansions show promise in driving growth and member satisfaction, addressing the current maintenance and repair issues is crucial. Timely resolution of these challenges will be essential to prevent further financial loss, maintain member trust, and ensure the continued success of YMCA's programs and services. Moving forward, a strategic focus on both business development and facility maintenance management will be vital to achieving long-term sustainability and growth.





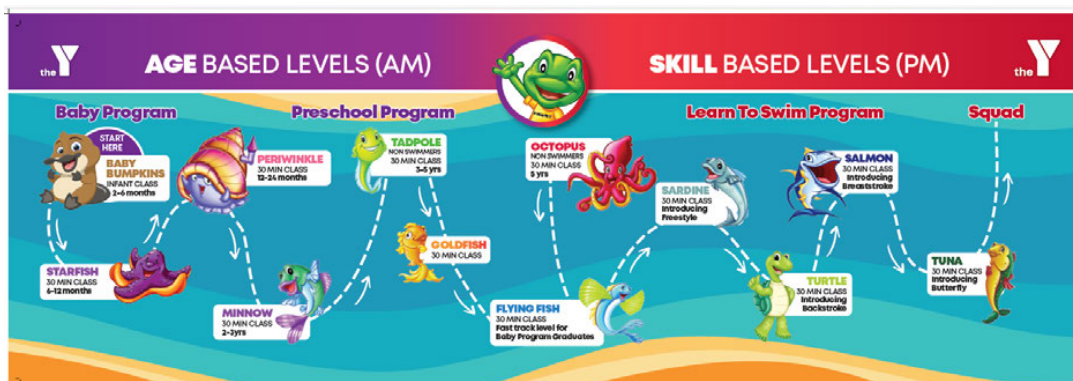
YMCA Warwick (WIRAC) Monthly Maintenance Report for July 2024





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The Aquatic Hall's air handling system requires urgent attention to address condensation and temperature control issues, which are causing discomfort and safety hazards.

Learn to swim Pool

It was becoming quite difficult to keep the heat in the Learn to swim pool, with weeks of not being able to maintain heat in the pool for Learn to swim lessons, and after much investigation it became apparent that there was a burst pipe under ground to the heat pump.

Many Learn to swim lessons and School swimming have been cancelled pending further investigation and repairs.

With the initial closure of the Hydrotherapy pool combined with the heating issues in the LTS pool:

- 8 weeks of pool bookings in Hydro: [REDACTED]
- 5 weeks of no Baby and Toddler classes: [REDACTED]
- School swimming cancellations: [REDACTED]

[REDACTED]

Also, in this time, 5 members suspended, and 1 member cancelled their membership due to the hydro pool being "out of action."

[REDACTED]

Regular hydro pool users have been using the LTS pool as an alternative. However, due to ongoing heating issues over the past six weeks and the uncertainty surrounding the repair timeline for the LTS pool heating (due to a burst pipe under the concrete), we anticipate a significant increase in membership suspensions and cancellations, which will equate to thousands of dollars in lost revenue.

Air quality, air flow and heat build up in the Main Aquatic Hall

YMCA recently engaged NRG to conduct a condition report on all HVAC equipment and pumps during an annual service.

This report has highlighted issues with the air handling unit, exhaust fan, chiller system, and BMS all requiring repairs.


The lack of a functional air handling unit, coupled with the ongoing moisture problem, is posing serious health and safety concerns for our staff and patrons.

As summer approaches, the heat in the main pool area will again become "unbearable" and may in fact force the YMCA to close that area until works can be completed to address the issues.

The report and issues will be sent to Council to access and discuss with The Y.

Infrastructure Services Monthly Status Report

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	A/Director Infrastructure Services	ECM Function No/s:

Recommendation

THAT Council receives and notes the Infrastructure Services Monthly Status Report for August 2024, dated 18 September 2024.

REPORT

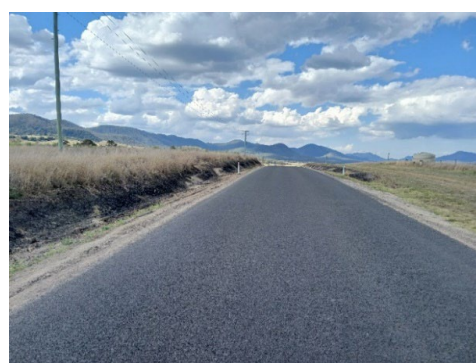
The Infrastructure Services Directorate has responsibility for capital works planning, design and delivery and multiple operational functions, which are outlined below.

1. Works

- Swanfels Road sealed road drainage in progress.
- Old Stanthorpe Road Widening project in progress.
- Footpath Works commenced.
- Road Resealing methodology reviewed and structured into a rolling 2 year program of works. Main focus is on road side drainage reinstatement and then pavement repairs in year 1, having roads prepared for resealing in the warmer summer months of year 2 (Quarter 2 and 3).
- Significant time is being invested into teams to build capacity across all of Council's business improvement initiatives, such as the Safety Management Reset, through Skytrust, new recruitment portal ELMO, project management methodology through Project Lifecycle Management (PLM) and Enterprise Asset Management (EAM).
- Flood Recovery Damage assessments complete and claims submissions in progress to Queensland Reconstruction Authority (QRA) for the January 2024 rainfall event; restoration works planned to commence in November 2024.



Old Stanthorpe Road Widening



Swanfels Road Drainage project in progress



Creek Street Footpath Construction



Archibald St Rehabilitation

Refer Attachments:-

- 24-25 Works Department Financial Report – 31 July 2024

2. Parks & Operations

Refer Attachment:-

- Parks and Operations Capital Projects Monthly Report – August 2024

3. Water

Capital Projects

- Warwick Smart Meter Installation -
 - New Smart Meters installed in Warwick – 644 (total 6418 to date, roughly 67% through the project)
 - Leaks ceased – 49 (total 609 to date). Potential kL water saved over a year – 68,135 (total 520,936 to date). Potential saving to the customers over a year - \$220,758 (total \$1,506,713 to date)
 - Customer registrations onto the portal - 144 (total 686 to date)
- Unity Water Stanthorpe Monitoring Program - Monitoring Stanthorpe Demand Management Areas (DMA) through our current installed Smart meters for one year and providing reports on potential issues. Program has been extended to the end of October 2024. Some potential leaks identified and being followed up.
- Stanthorpe Sewer Pump Station Upgrade - Emergency storage tanks for 3 SPSs. Contract awarded. Construction underway, delays due to finding excessive rock.
- Market Square Rising Main Replacement Contract – Contract is complete.
- ALARP (as low as reasonably practicable) Study for Connolly Dam – The Dam Regulator requires a final Safety Review Report to be submitted by 31 December 2025. The core drilling of dam wall is complete and samples have been sent off for testing. Awaiting the final report. Hydrological study complete, awaiting report.
- The Toowoomba to Warwick (T2W) Pipeline Project – Operations and Maintenance (O&M) monthly meetings continue. SEQ Water operational costings under review currently. Working on all required agreements.
- Leslie Dam Delivery Main - Due to the size of this project it will be carried over into the 2024/25 financial year. The 100% design received for staged delivery. Design completed for some connection details and construction on these can commence. Issued for Construction (IFC) drawings have been received for the two main piers allowing construction of these to commence. Obtaining quotes for this work. Planned completion of all project stages August 2025.

- Stanthorpe STP Upgrade – Progressing a revised Environmental Authority (EA) with the Regulator. A consultant is assisting with the preparation of the EA application. Design funded in 2024/25, with construction subject to grant funding in future years. Design phase being progressed by going through a shortlisting process to identify three consultants to tender on the work.
- Yangan Reservoir Project – Installation of water mains complete. Survey Plans of new Lot and Easement complete. Access track complete. Planned completion of reservoir is October 2024.
- Connolly Dam Inlet Project – This project is for both desilting around the outlet and for concept design to replace the outlet pipe. Desilting contract awarded with works underway. Inspection of tower, pipe and tunnel complete, consultant working on concept design.
- Storm King Dam Re-tensioning – Tender awarded. Works underway.

Drought Resilience Project – Monthly Update

	Project Objective	Status Update
Activity 1	Developing water supply from bores in the Cunningham Alluvium to Warwick	Complete
Activity 2	Development of the Allora Borefield (Dalrymple Creek Alluvium)	Complete
Activity 3	Water supply from Connolly Dam to the Warwick Water Treatment Plant (WTP)	Complete
Activity 4	Blending and Pre-treatment Facility - Warwick WTP Upgrade	Concept design is complete, commencing with the detailed design. Detailed design is progressing.
Activity 5	Extraction of water from below the minimum operating level (MOL) at Leslie Dam by SDRC (about 74% of dead storage)	The pumps are on order from overseas expected to arrive in October. The contractor has completed the 100% design stage.
Activity 6	Investigation of market availability of groundwater entitlements, test bore locations and system integration.	Complete

Monthly Water Graphs

Recording and reporting of Water Demand, Bore Production and Consumption data, including Waste Water Recycled Water Schemes data to regulatory requirements.

Water graphs are available on the Southern Downs Regional Council website. See link below:-

<https://www.sdrc.qld.gov.au/living-here/environment-water-waste/water-wastewater/water-wastewater>

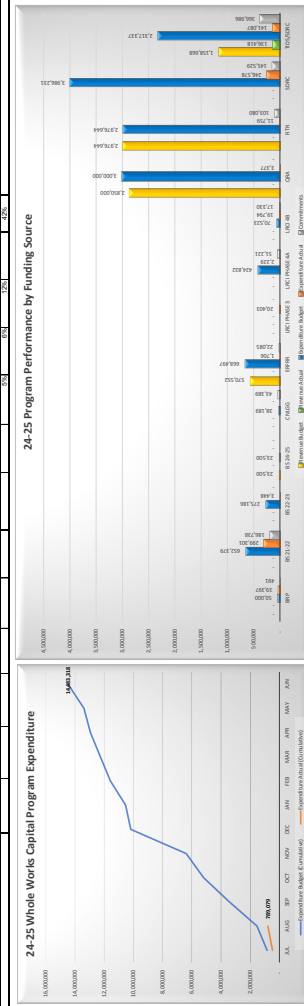
4. Risks and Key Focus Areas

- Submissions of identified capital projects through PLM for gated ELT approval under Council's adopted PMF, will delay delivery of the 2024/25 capital works program across all areas of Infrastructure Services.

- 'SMS Safety Reset' and Skytrust implementation progressing well, including focusing on current works.
- Toowoomba to Warwick Pipeline - Meetings ongoing and officers working with SEQ Water, State Government (DRDM&W) and TRC to progress and resolve issues and risks.
- January 2024 REPA submissions are in progress.
- The Department is currently experiencing an increase in community requests/merits, road corridor management assessments and engineering investigations.


ATTACHMENTS

1. 23-24 Works Department Financial Report – 31 July 2024
2. Parks and Operations Capital Projects Monthly Report – September 2024

[illegible]

PARKS & OPERATIONS CAPITAL PROJECTS MONTHLY REPORT - SEPTEMBER 2024							
Project	Total Project Funding	Full Year Expense Budget	Year to Date Expense Actual	Commitments	Actual + Commitments	Expense Variance (Budget less Actual+Comms)	Comments
107249 - Plant Replacement Program - 2024/25 - 2025/26	\$7,850,000.00	\$7,850,000.00	\$2,897,445.00	\$1,247,813.00	\$21,39,858.00	\$5,222,142.00	Annual procurement underway
107685 - Depot and Administration Building refurbishment and improvements	\$246,000.00	\$246,000.00	\$0.00	\$11,250.00	\$24,250.00	\$1,947.00	Project Management Plans to be developed - external contractor to be engaged to deliver them.
107686 - Playground Management Program	\$120,000.00	\$120,000.00	\$0.00	\$0.00	\$0.00	\$120,000.00	Procurement through Local Buy being Finalised for renewal/refurbishment of priority playgrounds based on risk assessment
107711 - Water Truck Replacement	\$380,000.00	\$380,000.00	\$0.00	\$0.00	\$0.00	\$380,000.00	Trucks delivered and procurement of upgraded water tanks underway
107713 - Trimble GPS Grade Control Equipment	\$300,000.00	\$300,000.00	\$0.00	\$0.00	\$0.00	\$300,000.00	Procurement underway
107789 - Depot and Administration Building	\$160,000.00	\$160,000.00	\$0.00	\$0.00	\$0.00	\$160,000.00	Business case being Finalised with consolidation of this and funding from 107789 to undertake refurbishment of Warwick depot administration office.
107804 - Community Infrastructure - Memorials	\$20,000.00	\$20,000.00	\$0.00	\$0.00	\$0.00	\$20,000.00	Project Management Plans to be developed - external contractor to be engaged to deliver them.
107805 - Community Infrastructure - Open Spaces	\$433,000.00	\$433,000.00	\$0.00	\$0.00	\$0.00	\$433,000.00	Project Management Plans to be developed - external contractor to be engaged to deliver them.
107806 - Community Infrastructure - Buildings	\$590,000.00	\$590,000.00	\$0.00	\$0.00	\$0.00	\$590,000.00	Project Management Plans to be developed - external contractor to be engaged to deliver them.
TOTAL	\$10,106,000.00	\$10,053,697.00	\$2,897,445.00	\$1,260,063.00	\$21,451,016.00	\$7,944,589.00	

Planning & Environment Monthly Status Report

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date:
	Managers – Planning & Environmental Services	ECM Function No/s:

Recommendation

THAT Council notes the operational details as outlined in the Planning & Environmental Services Monthly Status Report

REPORT

Planning and Development

- On 4 September 2024, the response to the additional Requests for Further Information in relation to the new Southern Downs Planning Scheme were submitted to the State Government.
- The first Darling Downs Planning Managers meeting was held on 27 August 2024 in Toowoomba. Moving forward these meeting will be held quarterly and enable planning managers within the region to be provided State Government updates and to discuss other matters.
- The Department of Housing, Local Government, Planning and Public Works have outlined that initial work is being undertake to progress the development of a new Darling Downs Regional Plan. All regional plans that are more than five years old will be updated by the end of 2025 under this review, with a focus on Housing and Decarbonisation. At this stage there has been no announcement in relation the Regional Infrastructure Plan for the Darling Downs area. Both the Regional Infrastructure Plan and Regional Plan will need to align.
- Changes to the *Planning Act* and *Planning Regulation* came into effect on 2 August 2024 in relation to the decriminalisation of sex workers. The changes have resulted in immediate changes to existing planning schemes in relation to definitions, which are as follows:

home-based business means the use of a dwelling or domestic outbuilding on premises for a business activity that is subordinate to the residential use of the premises.

Example of a business activity—

a sex work business

shop means the use of premises for—

- displaying, selling or hiring goods; or
- providing personal services or betting to the public.

Examples of a shop—

betting agency, corner store, department store, discount variety store, hair dressing salon, liquor store, sex work business other than a home-based sex work business, supermarket

These amendments override any prohibitions which were in place. There are also changes in relation to such applications being displayed online.

- On 28 August 2024, the seqwater Land Use Planning and Third Party Engineering Consents Roadshow came to the Southern Downs. The roadshow focused on the seqwater interest in the State Planning Policy for Energy and Water Supply - Bulk Water Supply Infrastructure.
- The Scheme Supply Fund was announced and opened on 2 September 2024, with expressions of interest closing on 16 September 2024. The funding allows for \$350,000 for local governments identified in Local government group 2 (in which Southern Downs Regional Council is included) and requires a minimum 25% co-contribution from the local government. This contribution can be in-kind. Council submitted an expression of interest in relation to reimagining housing in the Southern Downs region.
- On 6 September 2024, representatives officers from the Built Environment team attended an Expert Technical Forum in relation to Modern Homes Standards, hosted by the Department of Housing, Local Government, Planning and Public Works.
- The backflow prevention register program is continuing with 390 devices now tagged and 272 devices which have been previously identified.

Environmental Services


- Construction works at the Yangan Waste Transfer station have commenced. This upgrade to the facility is required to ensure compliance with the Waste Reduction and Recycling Act 2011, and is partly funded through the State Government's Levy Ready Grants Program.
- Officers from Environmental Services attended the opening of the dog off-leash park in Warwick and Stanthorpe EcoExpo. These events were great opportunities to provide advice to community members and promote the services Council offers. These discussions particularly focussed on waste management, pest management and animal control. In addition, a compost and worm farm workshop was presented at the EcoExpo by Council's waste educators.
- The trial of the closure of the impoundment boxes is continuing to go well. To the end of August 2024, 6 dogs have been surrendered by the responsible persons paying the surrender fee. The additional information obtained when the animals are surrendered has helped in their rehoming. A further benefit has been officers have additional time now available to follow up on complaints and conduct pro-active patrols, due to there being less animals in the pound needing looking after and rehoming.
- Council's Environmental Health Officers are continuing to be undertake routine food business inspections, with all food business licences that were renewed for 2024-25 now issued.

ATTACHMENTS

Nil

12.3 Warwick Visitor Information Centre Relocation

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Communications and Marketing Coordinator Land Management Officer	ECM Function No/s:

Recommendation

THAT Council resolves that:

1. Wattle-Doo Arts and Craft Inc (Wattle-Doo) become a supplier to the Warwick Visitor Information Centre (Warwick VIC), subject to Council's standard procedures.
2. Wattle-Doo's request to terminate their tenancy agreement is accepted.
3. The Warwick VIC remains in the Warwick Town Hall and moves to the larger former Wattle-Doo tenancy.

REPORT

Background

Originally, the Warwick Visitor Information Centre (Warwick VIC) was located in the tenancy currently occupied by Wattle-Doo Crafts. It was later relocated to a shared tenancy beside the Warwick Art Gallery, but in 2019 was moved back to the vacant smaller tenancy in the Warwick Town Hall.

Wattle Doo has been in operation for a number of years, and are facing a number of issues including ageing volunteer workforce, succession planning and operational viability.

Report

Council has had two meetings with Wattle-Doo and the following was proposed:

1. Wattle-Doo's verbal agreement to occupy the current site will be cancelled.
2. The Warwick VIC will take over merchandise from Wattle-Doo to showcase and sell as part of Warwick VIC operations.
3. The takings from the sale will be given directly to the suppliers of the items.
4. If any of the current volunteers would like to keep volunteering, they would be able to join the Warwick VIC volunteer group.
5. Wattle-Doo will no longer need to keep a record of and get in touch with suppliers of the items as this will be handled by the Warwick VIC.
6. Wattle-Doo will not be subject to paying any rental fees.
7. Wattle-Doo will not be required to hold any Public Liability Insurance as the site will be managed by the Warwick VIC.
8. The goodwill and promotion of the crafting community of Southern Downs will continue.

Acknowledging that the contribution of Wattle-Doo to the community for many years has been immense, Council is also mindful of the fact that finding volunteers and people to take up

leadership roles can be difficult and challenging. On Monday 9 September 2024 Wattle-Doo accepted this proposal.

Volunteering at an accredited Visitor Information Centre is governed by guidelines from the Queensland Tourism Industry Council (QTIC). Interested Wattle-Doo volunteers will undergo the standard induction and training currently provided through Council.

Conclusion

As a business unit of Council, the Warwick VIC must remain open and maximise the economic and social benefits of visitor information services on behalf of Council. Attached are three reference documents by Tourism and Events Queensland.

Moving the Warwick VIC to the larger tenancy presents the following immediate opportunities for Council:

1. An improvement to visitor services.
2. An improvement to volunteer amenity and safety.
3. An improvement to managing Council's music system from within the Warwick VIC.
4. No third party lease agreement required for the Warwick VIC.
5. Opportunity exists to train Warwick VIC volunteers up to offer Town Hall tours.
6. Opportunity for Wattle-Doo to supply the Warwick VIC. Their products will be well merchandised and available for sale 7 days a week thereby ensuring the crafters maintain a stream of income

The potential long-term relocation of the Warwick VIC should be seen separate from this report, which is seeking to provide an immediate improvement to visitor services by relocating the Warwick VIC to the larger tenancy at Town Hall.

FINANCIAL IMPLICATIONS

- Existing fit out and other items currently in storage will be brought into the tenancy.
- Additional stock will be supplied by Wattle-Doo, subject to Council's standard procedures.

RISK AND OPPORTUNITY

Risk

Nil.

Opportunity

Due to several aforementioned factors, this move will provide an immediate improvement to Council's ability to deliver visitor services.

COMMUNITY ENGAGEMENT

Internal Consultation

The Communications and Marketing Department engaged with the Land Management Team, Economic Development Department and Manager Sustainability and Strategy when compiling this report.

External Consultation

The CEO and Land Management team have engaged with Wattle-Doo.

The Warwick VIC Volunteers will be briefed on the proposal ahead of the September Council Meeting.

LEGAL / POLICY

Legislation / Local Law

Nil.

Corporate Plan

Goal 1 Our People

Outcome: 1.1 Communities trust us to engage with them and advocate on their behalf.

Objective: 1.1.3 Build confidence in our communities by being visible, empathetic and by actively listening.

Outcome: 1.2 Communities have the opportunities to grow and develop.

Objective: 1.2.1 Plan and provide community facilities and programs to meet the needs of our diverse community and enable community growth.

Outcome: 1.3 Communities are active, healthy and celebrate cultural diversity.

Objective: 1.3.3 Plan and provide facilities and programs that enable participation in sport, recreation and cultural and community activity.

Goal 2 Our Places

Outcome: 2.1 Public places and open spaces are safe, well maintained and liveable.

Objective: 2.1.2 Identify, facilitate and promote community-led place making, activation of public places and opportunities to enhance and activate the urban environment.

Goal 4 Our Performance

Outcome: 4.1 Our customers want to do business with us.

Objective: 4.1.1 Deliver contemporary customer service experiences that align with the expectations of our customers and the community

Outcome: 4.5 We have genuine and effective partnerships.

Objective: 4.5.1 We act in an honest, open and respectful way to build strong relationships, partnerships and trust with our stakeholders at all levels of the organisation.

4.5.3 Our advocacy is well planned with a clearly defined purpose.

Policy / Strategy

Southern Downs Communications and Engagement Strategy

Southern Downs & Granite Belt Events Strategy 2021-2025

Southern Downs Economic Development Strategy 2022-2026

ATTACHMENTS

1. A Way Forward for Queensland VICs[↓](#)
2. A National Perspective on Visitor Information Servicing[↓](#)
3. A Quick Snapshot of Australia's Accredited VICs[↓](#)



A Way Forward for Queensland VICs

CONTENTS



- A vision for Queensland's accredited VICs 03
- 1.0 Viable VICs 04
- 2.0 The "WOW!" factor 06
- 3.0 Service delivery 07
- 4.0 VIC leadership and branding 08
- Other potential actions 10



Across Queensland, 116 accredited visitor information centres (VICs) are committed to delivering accurate, timely and objective visitor information to international and domestic visitors¹. These VICs play an important role in the tourism distribution network and local communities through the economic and social benefits they generate.

Whether through face-to-face contact or digital technology, VICs can inspire visitors to explore the tourism product and other businesses that are distinctive to a destination, such as culture, heritage, local produce and people. VICs can also enhance the overall visitor experience by creating a positive image of a destination, showcasing locally-made merchandise and providing a hospitable and friendly welcome.

Tourism and Events Queensland (TEQ) has produced this directions paper to capture future thinking about the role of accredited VICs as information providers and inform decision-making by VIC owners, managers, the Queensland Information Centres Association (QICA) and other VIC stakeholders.

To date, VICs have principally been reactive in their service delivery, providing information in print form and in many cases handling bookings in destination. Four priority areas for action have been identified to help VICs successfully serve visitors, the industry and local communities in the future. The intent is to move VICs into a role where they take information to visitors when and how they need it and give visitors a reason to seek out a VIC.

The paper's recommended actions are based on the commentary received on the discussion paper – The Future of Queensland Accredited Visitor Information Centres, and do not represent government policy.


Why a new direction is important

The relevance of accredited VICs in a digital environment has come under scrutiny as increasing use of technology drives fundamental change in the way consumers seek travel information. Consumers expect to be able to access information 24 hours a day, seven days a week wherever they are and from whatever device they are using. With the massive amount of online information available, these consumers are also looking for current information they can trust.

Technology is likely to continue to be an integral tool in travel planning. It cannot however, provide all the answers a visitor may seek. VICs have the opportunity to powerfully influence visitor's travel planning beyond what is possible from technology alone by listening to their needs, providing inspiration and ensuring they receive the information they need. These responsive VICs can, in turn, generate significant economic and social benefits for the tourism industry and local community.

¹ Number of VICs is current as at February 2014.

A vision for Queensland's accredited VICs

- VICs make a measurable contribution to the quality of the visitor experience and the tourism industry's 2020 growth target.
- VICs are recognised by tourism operators as a vital part of the local distribution network and together VICs and operators are encouraging visitors to stay longer, spend money locally, make a return visit and recommend others visit the region in the future.
- Visitors seek out accredited VICs as 'must-visit' information hubs and attractions in their own right where they can have their information needs met in person or online, can purchase quality local merchandise, and experience friendly, professional service, visual and interactive displays and a technology-friendly environment.
- The yellow and blue  sign is widely recognised in Australia as a source of high quality visitor information.
- VICs receive the support and information they need to provide a consistently high level of information service on and offline to visitors.
- VICs have the flexibility to provide services and facilities that maximise the benefits they bring to visitors and their local community.

TEQ is committed to working with the VIC network in partnership with local government, regional tourism organisations (RTOs), QICA and the tourism industry in the achievement of this vision.

Four priority areas with a number of actions within each have been identified based on the comments received on the VIC discussion paper:

1. **Viable VICs**
2. **The "WOW!" factor**
3. **Service delivery**
4. **Leadership and branding**

The actions within the four priority areas are recommendations only. VIC owners and managers and QICA, alongside TEQ and other partners, are encouraged to implement the actions where feasible and relevant from internal budgets, strategic partnerships and funding grants as there is no funding specifically available for implementation of this directions paper. Each action has the lead agency(ies) responsible for its implementation noted in brackets. Whilst not exhaustive, successfully completing these actions will lead to a shift within the Queensland VIC network that will ensure a clear place for VICs in the future provision of visitor information.





1. Viable VICs

The viability of VICs is contingent on their ability to maximise the economic and social benefits of their visitor information services. The VICs also need the means to measure their performance and demonstrate the return on investment (ROI) they provide their owners. Standard benchmarks are required to measure performance consistently across the network, with the flexibility for each VIC to use additional measures depending on their circumstances. Cost per visitor can be drawn from the measures, but should not be singled out because the resultant figure underestimates the contribution VICs make to local businesses and residents.

Tangible evidence of the contribution a VIC is making will help inform decisions on the most appropriate services for it to offer. It is also vital in creating a performance-driven culture within the VIC network.

How we can achieve this

1. Measuring VIC performance against standard criteria across the network (see break out box). (VICs, QICA)
2. Identifying a VIC staffing model where staff costs can be covered by the net value of sales (commission) generated. (VICs)
3. Merchandising local products such as artwork or food produce to showcase what makes the region special and generate income. (VICs)
4. Developing strategic partnerships with complementary entities such as Queensland Parks and Wildlife Service, museums, galleries, cafes or local government service centres where VICs offer additional services or are co-located to increase revenue and/or reduce costs. (VICs owners)
5. Reviewing VIC(s) location to ensure they are in high-traffic areas, easily accessed and able to be found on foot or by car, have ample parking, are within or near the local tourism precinct, close to transport hubs (cruise ship, rail, bus or air terminal) and in close proximity to local attractions, icons and other points of interest. (VIC owners)
6. Rationalising VICs where their cost of operation outweighs the benefits provided to visitors and the local community. (VIC owners)





Proposed performance measurement criteria:

- customer numbers (number of visitors to VIC, emails, phone enquiries, website hits as percentage of potential visitation to the area)
- merchandising revenue (total turnover, profit margin, percentage of merchandise from local area)
- booking commissions (commissions on product booked)
- customer satisfaction (proportion of customers rating service as satisfactory or better, number of complaints received)
- industry involvement (number of members, percentage of tourism operators and local businesses that are members, percentage of total income from membership fees)
- service to industry (visitor referrals to tourism businesses (lead generation), frequency of familiarisations, number of promotional/marketing initiatives)
- accessibility (opening hours, sources of out-of-hours information, number of events covered)
- community involvement (number of volunteers, service given during and after a crisis, number of other services offered)
- management (staff turnover, staff/volunteer training offered and how often)
- operating costs (staff and building overheads).



2. The “WOW!” factor

The success of the VIC network is dependent upon VICs being recognised and sought after for the quality of information and service they provide. A point of difference from other information providers on and offline for VICs to build on is the one-on-one advice from a knowledgeable local. As online content grows globally, finding trusted information sources is increasingly important. When coupled with excellent service, VICs have the opportunity to create “WOW!” moments for visitors.

Bringing a flavour of what makes the region special into the VIC through interactive displays and activities can give visitors another reason to seek out a VIC and inspire them to experience local attractions and produce. By actively encouraging visitors into the centres, VICs can increase the value they bring to the tourism industry and local community.

How we can achieve this

1. Creating quality displays that bring to life a region’s hero experiences to inspire visitors from the moment they walk in and create a memorable encounter; for example, camping, beach experiences and outback heritage. (VICs)
2. Providing visitors with excellent service where friendly, professional staff take time to find out the experiences a visitor is seeking and provide customised recommendations that best match their needs. (VICs)
3. Promoting VICs as the friendly, local travel advisor where travel information is up to date, accurate, objective and customised to the visitor’s needs, providing visitors with greater certainty and confidence they are receiving the best local information about what to see and do. (VICs, RTOs)
4. Developing and promoting an online VIC concierge service, where visitors making online bookings through the RTO or directly to tourism businesses receive an electronic ‘welcome to the region’ including links to local events, restaurants, ‘must-see’ experiences, vouchers for special offers and details on how to contact the VICs in the region for more information and travel advice. (VICs, RTOs)
5. Activating VICs during peak periods (school holidays, long weekends) with initiatives such as ‘artist in residence’ programs, bush poet events, guided tours, and specialised kids programs. (VICs, RTOs)
6. Providing free Wi-Fi as a minimum and a space within each VIC that allows visitors to sit and read information, use their own or VIC digital technology to source information and make bookings or to engage with the VIC (for example, upload photos onto a visitor slide show running live on a large screen in the VIC). (VIC owners)





3. Service delivery

A thriving VIC network comprises VICs capable of successfully meeting visitors' information needs. VICs need to have the skills and resources to use digital technology, engage with visitors across a range of digital mediums and provide high-quality visitor information services. While it is important for the VICs to reflect the character of their region, consistency in the level of service and certain facilities offered across the network is crucial to meeting visitor expectations.

How we can achieve this

1. Developing a Queensland VIC training program that is accredited and designed for flexible delivery (online and offline as appropriate to each VIC) to all Queensland VIC staff (including volunteers). (TEQ, QICA)
2. Delivering a consistent standard of visitor services and facilities across the network (see break out box). (TEQ, QICA, VICs)
3. Promoting a culture of service excellence by contracting knowledgeable, helpful staff/ volunteers that are enthusiastic and passionate and committed to going the extra mile to enhance visitors' experiences. (VICs)
4. Identifying a 'core tech group' of staff/volunteers within each VIC that are comfortable with technology, assisting visitors in its use where needed and training and mentoring other staff and volunteers regularly. (VICs)
5. Partnering with local tertiary institutions to identify and promote volunteer roles suited for youth and seeking recognition for the roles as work experience within study courses. (VICs, QICA, tertiary institutions)
6. Developing best-practice templates and guidelines for VIC owners to help with decision-making in the following areas: (TEQ, QICA)
 - design and layout of VICs
 - merchandising
 - staffing models
 - volunteer management
 - location
 - funding models
 - online and traditional marketing
 - itinerary development
 - managing social media.




Proposed services and facilities to be provided by all VICs:

- an open and welcoming space
- free Wi-Fi
- online booking service linking the VIC network
- technology space set aside in the VIC where visitors are encouraged to linger, use their own or VIC's digital technology to search information, book product, charge their mobile devices, upload content
- express information that is readily accessible for visitors with self-service brochure displays, touchscreens and iPads (or provision for visitors to use own iPads/tablets), mobile friendly content, top 50 things to do apps and/or printed brochure
- ability for visitors to download customised information as appropriate to their needs
- information in multiple languages through mediums such as interactive touchscreens, displays and audio (where relevant to VIC's visitor markets)
- online content (where VIC has own site or on local government or RTO site) that is current and informative for visitors at different stages of their trip planning (those planning on coming and those already there) and includes as standard across the network: maps and transport to and from and within destination, links to RTO web pages for product information, special packages and offers, and information on upcoming events
- key destination information available 24-hours-a-day through online content and touchscreens to assist visitors with their trip planning.



4. VIC leadership and branding

VICs require leadership and the support of an effective network to successfully respond to changing visitor needs. The Queensland VIC accreditation standards and the VIC Resource Kit provide direction to VICs, but additional resources are necessary to assist VICs in their decision making and to avoid duplication of effort across the network.

Increasing visitor awareness of the yellow and blue  symbol and what it stands for will be crucial in enhancing the value of the brand and the accredited VIC network.

The Queensland VIC accreditation program and accredited VICs have been endorsed by the Australian Government's quality framework for the tourism industry, T-QUAL. This added status can increase the credibility, visibility and competitiveness of a VIC's high-quality service if visitors are made aware of the T-QUAL brand and what it represents through national and state-level promotion.

How we can achieve this

1. Continuing to regularly review the accreditation standards (Queensland VIC Signage Policy) and updating them as required to ensure they support a world-class VIC network. (TEQ)
2. Investigating the merit in establishing a second tier of non-accredited VICs that achieve specific minimum standards. (QICA)
3. Lobbying local government, the tourism industry and aligned partners that benefit from the role of the VICs for greater funding and sponsorship/partnership arrangements. (QICA)
4. Reviewing all VIC websites/webpages and social media activity and providing advice on any changes needed to improve the information provided. (TEQ)
5. Seeking out and sharing lessons on new technology, group buying opportunities, commercial opportunities and relevant trends. (QICA, TEQ)
6. Reviewing and revising the structure of QICA to ensure it can provide the leadership required for the long-term success of the network. (QICA)

Other potential actions

Viabile VICs

1. Developing a practical means of measuring the impact of VIC referrals (QICA).
2. Seeking opportunities to share staff between the VIC and owner organisation to meet fluctuating resource needs and minimise costs (VIC owners).
3. Putting quality volunteers in a 'volunteer manager' position to provide a form of reward and recognition and free up staff for other functions (VIC owners).
4. Installing information kiosks (un/manned) which draw content from an accredited VIC in locations where a full-service VIC is not feasible or where there is demand for information outside of VIC operating hours (VIC owners).
5. Ensuring VICs are easy to find online (with own website and links from RTO and TEQ websites) (VICs).
6. Collecting meaningful information and insights about VIC visitors in partnership with a university/TAFE to increase understanding of the experiences and services visitors are seeking and how best to meet their needs and expectations (VICs).
7. Monitoring consumer trends and patterns in the use of information technology and analysing the impacts, implications and opportunities for VICs and the tourism industry (VICs).

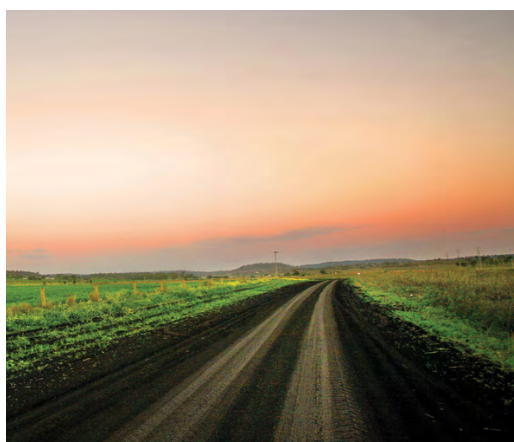
The "WOW!" Factor

1. Developing partnerships to showcase the work of indigenous artists and offer authentic cultural experiences for visitors at VICs (VICs, RTOs).
2. Ensuring visitor information is mobile ready and friendly (VICs, RTOs).
3. Using social media to provide real-time information on roads and weather conditions, local events and other important information for visitors (VICs).
4. Offering a guiding service to visitors where for a fee visitors can be taken on sightseeing tours by knowledgeable locals and learn about the local history, culture and environment (VICs).
5. Developing packages with the RTO/local tourism organisation that provide visitors with a seamless experience of the region and makes them feel special from pick up on arrival to departure (VICs, RTOs).
6. Offering potential visitors the chance to ask VIC staff questions remotely using Voice Over Internet Protocol (VoIP) technology (VICs).
7. Ensuring visitors are aware of the Queensland VIC network by providing contact information and directions to the next VICs on their journey (VICs).
8. Making VICs child-friendly with play and learn areas for varying ages, interactive displays, a book corner and showbags during school holiday periods (VIC owners).



Service delivery

1. Hosting familiarisations of the local VIC(s) for local government, RTOs and industry to increase their awareness of the services offered to visitors and the local community (VICs).
2. Continuing to increase staff knowledge of local product and experience with regular product familiarisations of their own region as well the adjacent regions (VICs).
3. Staggering the required opening hours to be available during peak visitor times (VICs)
4. Encouraging the take up of an online booking service that links the accredited VIC network (TEQ, QICA).
5. Working closely with the RTO and tourism operators to ensure consistent delivery of brand and campaign messages when handling enquiries, and to increase product sales (VICs, RTOs).
6. Developing a state-wide 'Volunteer of the Month' program, where volunteers are recognised and rewarded for their outstanding performance (QICA).
7. Assessing customer service via mystery shoppers (from within the VIC network) to encourage consistently high levels of service (QICA).



VIC leadership and branding

1. Sharing information and insights online across the network through a QICA member Facebook group and the regular VIC network newsletter (QICA, TEQ).
2. Requiring VIC staff/volunteers to wear smart uniforms that reflect the brand values of their region and the yellow and blue sign (VICs).
3. Providing incentives to encourage visitors to share their great experiences on travel review sites (VICs, RTOs).
4. Increasing tourism operators' awareness of and support for the VIC network through lead-generation activities (VICs).
5. Raising awareness of templates and other resources available to assist VICs (QICA).
6. Identifying advocates within VICs to champion the objectives of the network and the Queensland tourism industry (QICA, TEQ).
7. Establishing a trans-Tasman 'sister-VIC' relationship between Queensland VICs and New Zealand iSITES to share lessons, insights and build knowledge in visitor servicing (QICA).
8. Formalising a national meeting of all state/territory tourism organisations to be held annually to discuss issues and opportunities for the continued success of VICs in Australia, including leveraging the T-QUAL brand (TEQ).
9. Encouraging best-practice accredited VICs to mentor other VICs in the Queensland network (QICA).
10. Enhancing visitors' accessibility to information on the VIC network on TEQ's Queensland.com website (TEQ).
11. Using the VIC Signage Policy Committee and QICA conference to increase the partnership approach of RTOs, local government, VICs, QICA and TEQ in the delivery of visitor information.



 Tourism and Events
Queensland
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A NATIONAL PERSPECTIVE ON **VISITOR INFORMATION SERVICING**





IN SUMMARY

Australia has 453 accredited Visitor Information Centres (VICs) across the states and territories. These VICs service 13.5 million visitors annually. With the growing number of information touch points for travellers, the role of VICs in visitor information servicing must continue to evolve and adapt.

This report summarises insights from research, literature and success stories nationally and internationally. It provides a fresh view on the future of VICs and the priorities to remain competitive and relevant.

MISSION OF VICS

The travel decisions visitors make are heavily influenced by the information available to them. Accredited visitor information providers are consistently recognised in studies here and overseas as a key source for trusted, credible information in the destination.

The top five features that visitors look for in a visitor centre are:

1. Welcoming experience
2. Knowledgeable, professional staff, skilled in customer service
3. Unbiased, authoritative and tailored information (on and offline)
4. Validation of research found before and during the trip
5. Local stories and insights.

Delivering on these needs is the core objective of all accredited VICs across Australia.

Through the information shared and the skilful sales and advice provided in person and online, VICs in partnership with their Destination Network (DN), Regional Tourism Organisation (RTO) or Local Tourism Organisation (LTO) are inspiring and influencing visitors to maximise their travel experiences and contribute to a growing visitor economy.

OUR DIRECTION

Six strategic directions set the agenda for the national accredited VIC network. Each has a set of priorities for action.

1. Adopt a customer-focused approach
2. Position yourself to fish where the fish are
3. Integrate technology with face-to-face service
4. Embrace visitor servicing
5. Make visitor servicing everyone's business
6. Engender an effective network



INTRODUCTION

The number of visitors using accredited VICs across Australia remains relatively steady. This is a positive result when travellers are increasingly using digital media in their travel planning. In Australia and overseas, organisations are exploring visitor servicing, recognising everyone within the visitor economy has a role to play in engaging visitors. It is timely to revisit the role of VICs in the visitor economy in the future. In the context of tightening budgets and digital disruption, VICs are redefining how they engage with travellers and meet and exceed their expectations. They are exploring new ways to support their tourism industry and local communities in growing the visitor economy.

This paper distils the findings of national and international research and literature¹ and conversations with VICs and State Tourism Organisations (STOs) on the performance and future of VICs and shares success stories from across Australia.

Over the last decade extensive work creating new business models around visitor information servicing has occurred. The Australian Visitor Information Servicing Guidelines acknowledge that accredited VICs are far more than a 'bricks and mortar' information service housed in a central location. Staff and volunteers are increasingly delivering visitor information services in additional ways to meet the changing needs of visitors. The contemporary visitor servicing model includes pop-ups, mobile vehicles, touchscreens, roving ambassadors and online to extend the reach of bricks and mortar VICs.

The accredited VIC network comprises only those VICs whose primary purpose is visitor information servicing, and who are genuine providers of timely, accurate and impartial visitor information. These services are distinguished by the italicised yellow on blue 'i' symbol.



VALUE OF ACCREDITATION

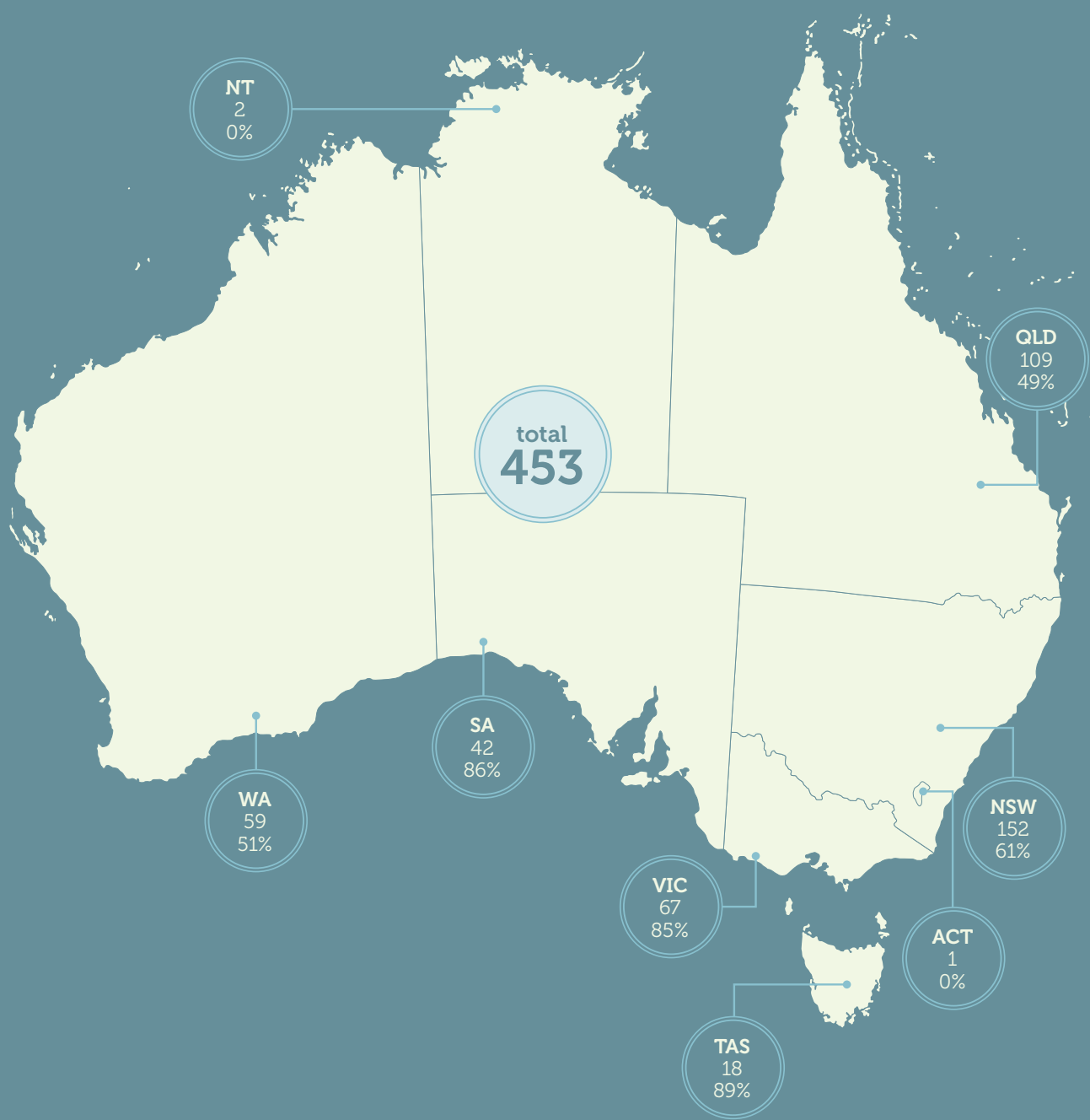
Accreditation provides accredited VIC owners access to the national brand and signage, state and federal funding opportunities, state tourism projects and marketing campaigns; and inclusion in maps, Australia Tourism Data Warehouse (ATDW) and printed collateral. VICs also gain entry to a nationwide network of centres and the collaborative opportunities that presents.

Accreditation fosters high standards in visitor servicing in the regions by ensuring the delivery of quality information and visitor facilities and the professional development of staff and volunteers. The high standards can offer peace of mind to visitors that they are receiving authoritative, local information to assist their travel planning. There is not this assurance for visitors using information services not linked to an accredited VIC.

The value of accreditation for VICs is determined by the benefits they and their stakeholders gain from the program. To maintain value, the accreditation model must evolve with changes in visitor servicing. The onus is on the accreditation program to ensure visitor information services fulfil visitor market needs and support the efforts of the tourism industry, local government and communities in growing the visitor economy.

¹ See References at end of document

CURRENT STATUS OF AUSTRALIA'S VICS

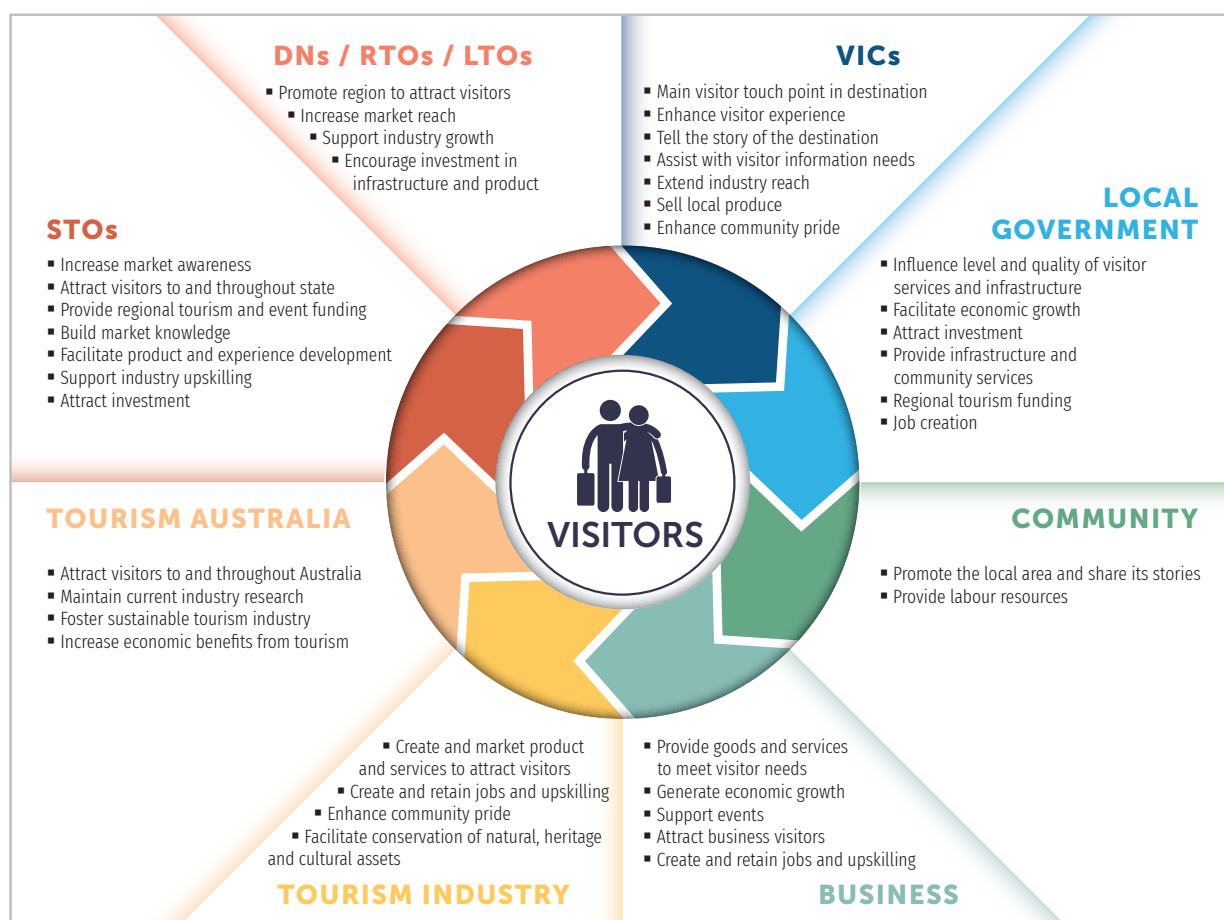


% represents level of LGA ownership and/or operation

VICS IN THE VISITOR ECONOMY

The visitor economy recognises that the benefits of visitor activity reach beyond industries that directly service visitors such as attractions, accommodation, tour companies and transport providers to retail, food production and service providers and other industries involved indirectly. The various stakeholders and their roles in growing the visitor economy are outlined in the following figure.

Visitor servicing that inspires and influences visitors is key to growing the visitor economy. Research continues to validate the role of VICs and the associated financial and social contributions they make to regional and state economies and communities and the creation of local jobs².



2 See References at end of document

GOLD COAST, QUEENSLAND

VISITATION TO VICS

At the centre of the visitor economy are visitors driving the tourism industry. The travel decisions visitors make are heavily influenced by the information available to them. Accredited visitor information providers are consistently recognised in studies here and overseas as a key source for trusted, credible information in the destination.

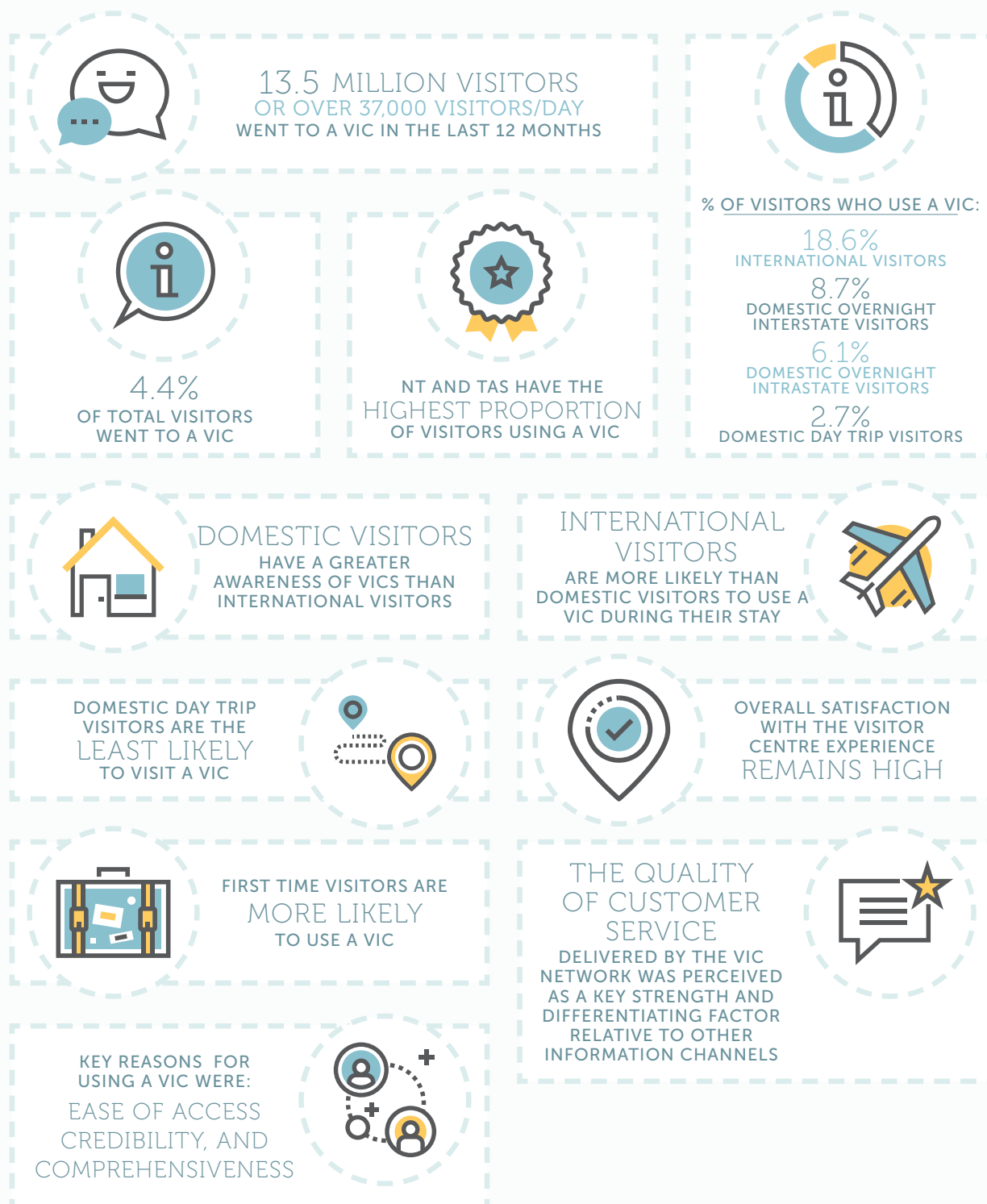
The top five features that visitors look for in a visitor centre are:

1. Welcoming experience
2. Knowledgeable, professional staff, skilled in customer service
3. Unbiased, authoritative and tailored information (on and offline)
4. Validation of research found before and during the trip
5. Local stories and insights.³

Delivering on these needs must be the core objective of all accredited VICS across Australia.

³ The Tourism Group, 2018, *The role of AVICs*; Haeberlin Consulting, 2014, *The future of visitor centres in WA*.

VISITATION TO VICS ACROSS AUSTRALIA



Sources: Tourism Research Australia (TRA), year ending June 2018 (IVS and NVS)

ECONOMIC CONTRIBUTION OF VICS TO AUSTRALIA



DIRECTLY EMPLOYING STAFF
AND VOLUNTEERS ACROSS AUSTRALIA:

APPROX 100 FTE &
600 VOLUNTEERS IN SA
2,647 VOLUNTEERS
& 375 STAFF IN QLD
200 STAFF, 200 CASUALS
& 548 VOLUNTEERS IN NSW



\$373M

SPENT ANNUALLY ON
VISITOR ECONOMY BY
LOCAL GOVERNMENTS

FACILITATE MILLIONS INTO LOCAL ECONOMIES:

\$117M INJECTED INTO WA'S ECONOMY,
CREATING MORE THAN 900 JOBS

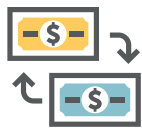
\$112M ON AVERAGE IN UNPLANNED
ECONOMIC SPEND P.A. IN SA

\$11.3M IN NSW AND OVER \$15M IN
QLD GENERATED IN GROSS ANNUAL
REVENUES FROM TOURISM PRODUCT
AND MERCHANDISE SALES ALONE



84%

OF VICTORIA VISITOR
INFORMATION SERVICE
(VIS) SURVEY RESPONDENTS
WOULD SPEND MORE IN THE
REGION AS A RESULT OF A VIS
VISIT



QUEENSLAND RECEIVES AN AVERAGE
REVENUE PER VISITOR
AT \$5.36 AND AVERAGE COST
PER VISITOR AT \$5.98

90%

OF COUNCILS AGREE THAT TOURISM
OFFERS FUTURE ECONOMIC DEVELOPMENT
OPPORTUNITIES FOR THEIR LOCAL AREA



35c

IN EVERY LOCAL
GOVERNMENT \$1 SPENT
GOES TO VICS



24%

OF VISITOR SURVEY RESPONDENTS
STAYED LONGER IN THE REGION AS
A RESULT OF THE VICTORIAN VIS

TOTAL ADDITIONAL MONEY SPENT IN THE
REGION AS A RESULT OF A VIC VISIT RANGES
BETWEEN \$59 (NSW) AND \$104 (WA),
UP TO \$124 PER ADULT (SA), \$151 (VIC)



95% OF WA SURVEY
RESPONDENTS NOTED THAT
THE VIC WAS AN IMPORTANT
PART OF THEIR OVERALL
VISITOR EXPERIENCE AND
ALMOST 95% OF NSW
& VICTORIAN SURVEY
RESPONDENTS WOULD
RECOMMEND THE VIC TO
THEIR FRIENDS AND RELATIVES.

Sources: TRA, Queensland Snapshot of Year Ending June 2018 (IVS & NVS)

TRA, Victoria Snapshot of Year Ending June 2018 (IVS & NVS)

TRA, Visitor Information Servicing in New South Wales, June 2016

TRA, The Influence of Western Australian Visitor Centres on Tourist Behaviour, 2015

Victorian Accredited Visitor Information Servicing Survey, First Quarter Results 2018- 19

Victoria Tourism Industry Council, Why and How Local Government Should Engage with Victoria's Visitor Economy, 2018

Victoria Tourism Industry Council, 2018 Local Government Tourism Health Check Research Report

Visit Queensland, VIC revenue figures

“The VIC makes a huge economic contribution, creating over \$4 million worth of marketing activity for local businesses in Bowen, purchasing merchandise stock locally and as a local employer for staff and volunteers.”

“While our centre doesn’t technically make a profit we are the conduit for the region. Our RV area brings in \$10,000 in permit fees to Council and visitors contribute around \$230,000 to local businesses while they are here.”

ECONOMIC IMPACTS

The economic contribution of VICs is driven by their influence on travel and spending behaviour. VICs play a critical role in promoting local businesses, events and council and community services to visitors. Through the information shared and the skilful sales and advice provided in person and online, VICs can have a positive impact on the overall visitor experience and unlock visitor spending, facilitating a flow on effect through increased visitor expenditure and stay duration.

The facilitation by VICs is both direct and indirect:

- **Directly facilitated** — where visitors purchase services and goods at the VIC
- **Indirectly facilitated** — where visitors are made aware of services and goods while at the VICs, but purchase elsewhere, contributing expenditure into local economies.

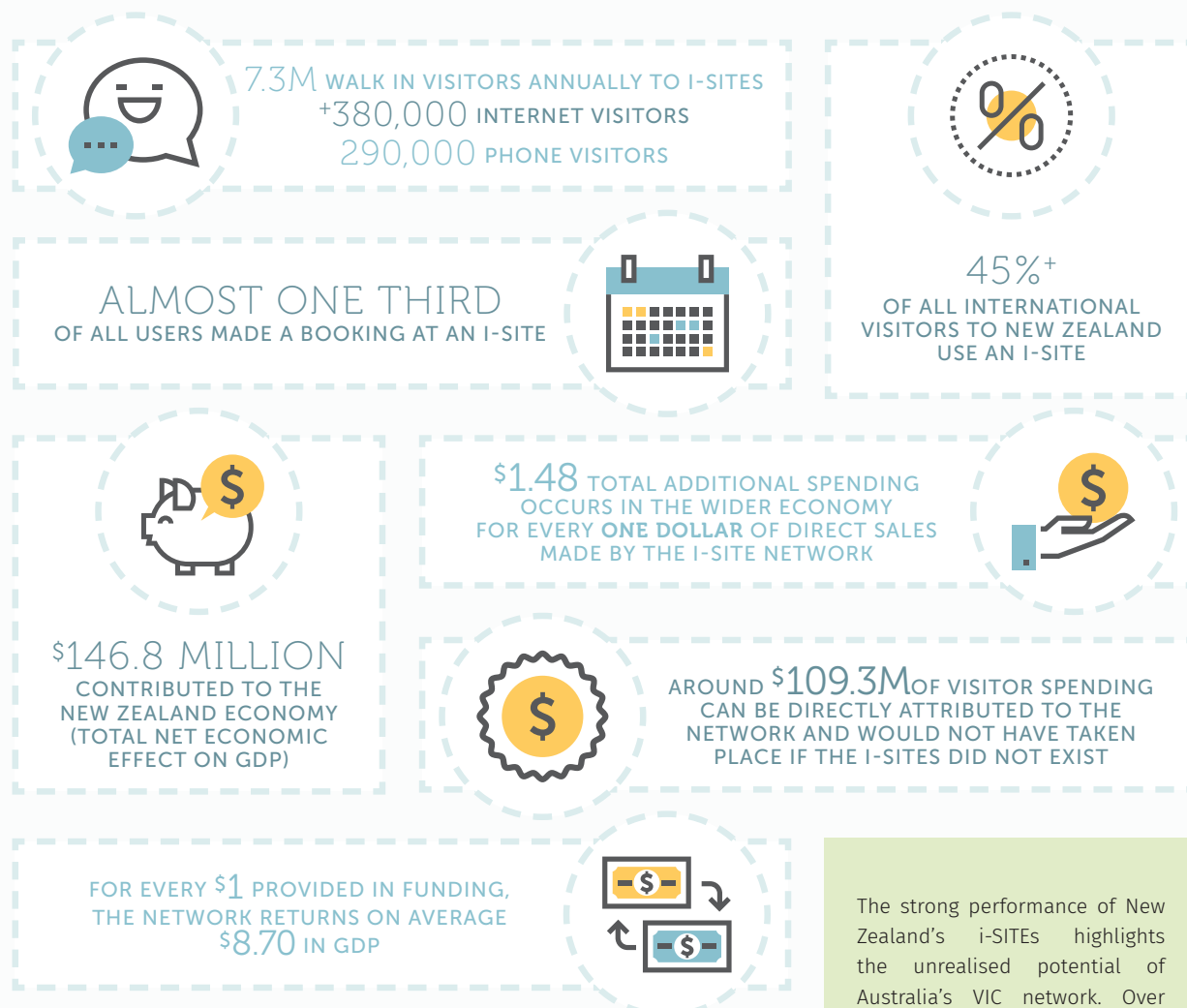
The economic and social impacts highlight VICs’ capacity to provide a return on investment and enable stakeholders to establish a more robust financial case for continued investment in VICs.

SOCIAL IMPACTS

The social impacts of accredited VICs and the network can be substantial:

- Present the shop front for the region, providing a warm welcome on behalf of businesses and residents
- Provide a central hub for local residents, tourism industry and other businesses to engage
- Provide peace of mind and ease of access for visitors seeking authoritative, unbiased and comprehensive information
- Encourage business start up and growth through economic impact or specific services
- Provide the go-to place for up-to-date information for visitors and residents on road conditions and in the event of natural disasters
- Employ staff, use of volunteers and involvement in supporting events and other community services
- Create community pride through promotion of what makes the area special
- Enhance community amenity as tourism growth can facilitate conservation, preservation and restoration of natural and built resources
- Support local producers and artisans where they are showcased and sold through VICs
- Offer local services that are not met by private sector such as book exchanges, walking tours and vehicle charging points.

NEW ZEALAND I-SITE REVIEW



The strong performance of New Zealand's i-SITES highlights the unrealised potential of Australia's VIC network. Over 45% of all international visitors to New Zealand use an i-SITE, compared with only 20.4% of all international visitors to Australia using a VIC¹. Around two thirds of these say that i-SITES influenced their decision on what activity, transport or accommodation provider they used with almost one third of all users making a booking at an i-SITE.

Singular, national leadership that provides guidance and facilitates best practice is instrumental in New Zealand's success and must be an imperative for Australia.

Source: McIlrath, L. & Gordon, M; Economic Impact Analysis of the i-SITE Network, 2015

LOOKING AHEAD

CHANGING VISITOR MARKETS AND EXPECTATIONS

Currently domestic visitors to VICs are typically Baby Boomers aged 50 years+, followed by Generation Xs, aged 30-49 years. Boomers in particular prefer human interaction over digital media, although they are growing users of digital technology. International visitors of all ages use VICs, although they are slightly more popular for 15-29 year olds, followed by visitors aged 50+. As the population ages, the travel segments are changing.

Millennials (currently aged 22-37 years) are a new generation of travellers that will soon replace Baby Boomers to become the largest travel market segment as their incomes and financial standing grow. The Baby Boomers will continue to travel and bring with them a new travel segment – inter or multi-generational travellers. Millennials who get on well with their Boomer parents are travelling together as a group.

Millennial travellers have distinct approaches to travel, largely because they want to control their experiences. They are hyper-connected and digitally driven and very interested in travel as their incomes grow. They take on the planning themselves and often seek out low-cost flights and peer-to-peer accommodation sharing options. With their preference for personal experiences and local connections, they are the generation that fuelled the rise of the sharing economy such as Uber and Airbnb. By taking a budgeted approach to their travel and accommodations, they typically free up dollars that they can use on indulgences including personalised, authentic experiences that give them a deep connection and inspiration.

Implications for visitor information servicing

Millennials are a generation defined by instant gratification. If they need information they want it now and will not waste time or go out of their way to obtain it if there are easier options available. Research by Alberta Tourism discovered that Millennials do value roaming visitor services and will pick up print materials, particularly maps. These visitors however, need other reasons to stop and engage with bricks and mortar VICs.

Positioning themselves as local experts, sharing stories and tailoring authentic experiences based on local knowledge, sets VICs apart from other information sources.

China visitors and VICs

Australia's fastest growing international visitor market, China, is under represented at VICs. Chinese travellers favour personal recommendations from family, friends and colleagues (57%) and travel review websites (52%) for their trip planning. Knowing that the information is trustworthy is an important influencer.⁴

Recent research into Chinese visitors' regional access found they have little understanding of the diverse attractions available in regions.⁵ There is an opportunity for VICs to attract Chinese visitors and encourage them to see and do more.

In destinations where Chinese FITs are travelling, welcome information in Mandarin at VIC entrances and bilingual maps may motivate them to use VIC services. While the Chinese millennials understand basic English, a bilingual map makes it easier to orientate themselves and find out what else is possible to see and do. A WeChat service in the VIC can be a drawcard for Chinese visitors. The service enables visitors to scan QR codes and have local product information translated for them.

⁴ China Research 2018, *Tourism and Events Queensland*

⁵ Han, X; Cheer, J M. *Chinese Tourist Mobilities and Destination Resilience: Regional Tourism Perspectives. Asia Journal of Tourism Research*, 2018

MULTIPLE INFORMATION CHANNELS

On their travel journey, visitors are consuming information in a number of ways. VICs are only one of the many information touch points available. Fixed and mobile internet services are the primary tool used in pre-visit trip planning to find visitor information.

Visitors are accessing travel websites, mobile applications, online travel agents and social media for information when they want it. User-generated content on peer review sites such as TripAdvisor has become a trusted source for travel information, providing word of mouth advice on a global scale.

A survey of VIC users in New South Wales (NSW) found nearly two-thirds of the respondents who obtained information pre-visit (63%) used online sources. For time-poor visitors, pre-booking accommodation and some activities saves time at the destination and ensures they make the most of their travels⁹.

With the introduction of online travel agencies, consumers were empowered to take more control over their own travel experiences and book flights and accommodation. Now travel brands such as TripAdvisor, Expedia and new entry to the market, Airbnb Trips, offer one-stop shops aggregating relevant content. These sites harness big data and artificial intelligence to personalise the experience and offer curated destination content. Consumers can book every facet of his or her travel journey including their in-destination experiences.

The digital revolution has brought an expectation of personalised service, tailored to individual needs. People can request what they want and have it customised and delivered to them. Their expectations for information are similar. They are seeking to find what will match their needs and preferences.



In the destination, visitors are seeking out VICs for specific information and/or to learn more about what to see in the destination. With the growth of mobile platforms and apps developed to support travel, they are likely to become an increasingly popular method of trip planning.

Alberta Tourism shared the views of a Futurist Panel on technology's impact on visitor services in five to ten years.

"VICs will become highly interactive, digital centres where trip profiles and requirements can be curated and updated. There will be a move toward satellite visitor services, primarily mobile kiosks. Virtual reality technology will provide visitors with sensory experiences about attractions and activities in the region.

Interactive and intuitive mobile kiosk screen displays, offering apps for download and online concierge advice, will be located in high visitor traffic areas (e.g., rest areas, historic sites and museums, retail centres, convention centres, etc.).

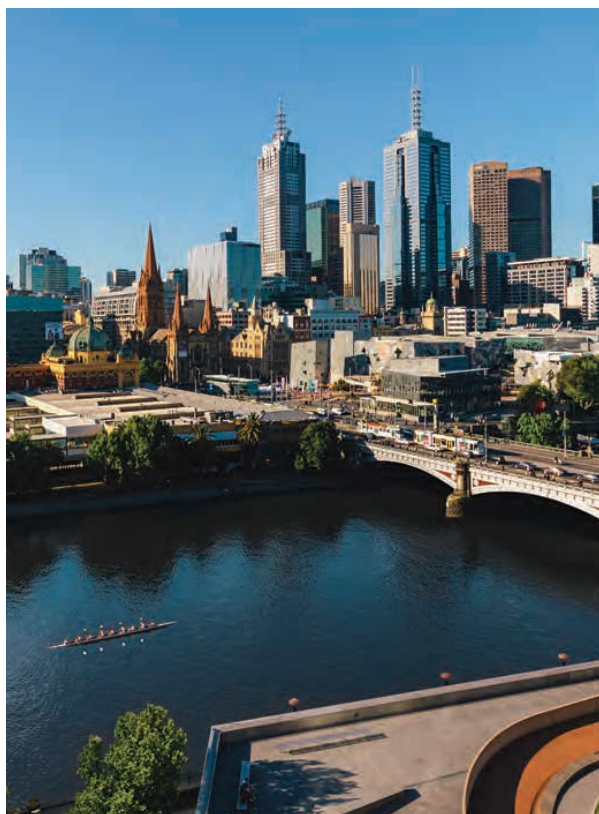
*Travellers will use their devices to call up real-time advice based on pre-set profiles, past travel patterns, peer group preferences and emerging behaviour while in the destination."*⁶

Implications for visitor information servicing

To engage with visitors across multiple channels and devices, information must be consistent, timely and accessible during all stages of the journey. This new online content will provide further choice for consumers but at the same time, potential confusion and frustration in sifting through to find the relevant information that is current and accurate.

Monitoring how visitors want to engage will be critical if VICs are to offer a responsive information service.

VICs shouldn't need to compete with the latest tools but demonstrate they are a trusted trip planning source online as well as in person, delivering personalised service. Integrating technology with a tailored information service will help to position VICs as contemporary and relevant sources of information. Big Data is a necessary tool for VICs to assist in delivering personalised trip planning services.



Visitor research findings by the City of Melbourne revealed a number of insights into visitor information needs:

- Visitors seek different topics and types of information at the different stages of their journey. Information needs to be filtered and not all provided at once.
- Visitors seek current, curated and detailed information. They want information presented from their perspective - we have to stand in our visitor's shoes.
- Traditional information sources (printed maps and face-to-face services) are highly sought after.
- Visitors use information services throughout their journeys.
- Information needs to be available in different formats, tailored to individuals' preferred devices.
- Social media is a key source of information for visitors at all stages of the journey.
- Information needs to be consistent across the whole journey.

⁶ The Futurist Panel, University of Alberta; and Destination THINK.

SHARING ECONOMY

Social network technologies have been instrumental in the growth of collaborative consumption or the sharing economy around the world. The sharing economy with peer-to-peer renting, swapping, and lending services is changing the tourism marketplace, giving people new options for where to stay, what to do and how to get around. Local residents can serve tourists alongside the traditional players in the accommodation, transportation, and related sectors and meet visitors' need for a personalised approach, authenticity and contact with locals.

Online platforms provide easy access to the wide range of services available, some of them of higher quality and more affordable than their traditional business equivalents. Airbnb's new division Airbnb Trips, intends to be a platform where you can select a place to stay and book in-destination experiences, access curated destination content, and eventually even find flights, restaurants, on-demand transportation services, and more. Airbnb wants to position itself as the only brand a consumer would ever need, for every part of his or her journey, whether on the road or not.⁷

Existing tourism businesses are being pushed to respond to the increased competition the sharing economy has created. For example, in France the national railway operator has developed new products such as low cost train and bus services to compete with ridesharing services. Switzerland has found that the sharing economy is bringing visitors to destinations that were previously unaffordable.⁸

Tasmania is seeing the increased use of online platforms as enabling greater access to a range of local services, attractions and experiences that extend beyond what is conventionally regarded as 'tourism operators'. As a result, the state's visitor economy is delivering benefits to more parts of the community than ever before. Tasmania's Department of State Growth's Digital Ready program for small business encourages small business to participate and benefit from the state's growing visitor economy.

Implications for visitor information servicing

To date, the booming sharing economy means destinations can offer more product and visitors have more choices to consider. As in the case of Switzerland, alternative accommodation options such as Airbnb can mean destinations become more attractive. Increasing numbers of Airbnb providers are asking VICs to list them. VICs providing local knowledge in real time is vital to ensure visitors are gaining access to comprehensive information on things to see and do and where to stay.

⁷ SKIFT Megatrends 2018

⁸ European Parliament Briefing, *Tourism and the sharing economy*, 2017

VISITOR INFORMATION SERVICES IN OUR FUTURE

Australia's Accredited VICs: A Strategic Directions Paper outlined four strategic priorities for the network in 2015:

1. Contemporary VICs
2. Extraordinary visitor experiences
3. A partnership approach to visitor servicing
4. A recognised VIC network

While these priorities remain relevant and many of the associated strategies continue to be implemented, the network needs to refresh its focus to remain competitive and relevant. From the research, literature and conversations on the future of VICs, a new agenda emerges.

STRATEGIC DIRECTION

1. Adopt a customer-focused approach
2. Position yourself to fish where the fish are
3. Integrate technology with face-to-face service
4. Embrace visitor servicing
5. Make visitor servicing everyone's business
6. Engender an effective network

There is an exciting opportunity to guide accredited VICs in inspiring and influencing visitors to maximise their travel experiences and contribute to a growing visitor economy.



1. ADOPT A CUSTOMER-FOCUSED APPROACH

Matching the VIC role to customer needs VICs serve:

VICs play a variety of roles as an information provider. They service the following customers, albeit in varying degrees across the country dependent upon their operating environment. Understanding those customers and being nimble and adaptive to their changing expectations underpins effective visitor information servicing.

	VISITORS	TOURISM INDUSTRY AND LOCAL BUSINESS OWNERS	COMMUNITY MEMBERS	LOCAL GOVERNMENT
TODAY'S EXPECTATIONS	Provide timely, authoritative, unbiased information, validate ideas, gain insights into what makes the destination special and book product	Facilitate economic growth by encouraging visitors to stay and spend with local operators and businesses	Provide staff and volunteer opportunities, information for the VFR market, meeting spaces and promotion and retail sales for small local producers	Facilitate economic and social growth, generate local pride and provide community service hubs and an information point during natural disasters
IN THE FUTURE	Information needs personalised and delivered online and offline in a timely and contemporary manner	Effective facilitator of business growth	Economic and social resilience and sustainability	Economic and social resilience and sustainability



Brisbane Airport VICs illustrate the need for flexibility in the network to adapt VIC roles to the different operating environments and the guests they serve.

Operating out of both the international and domestic terminals, Brisbane Airport Corporation's (BAC) VICs, managed by Southern Queensland Tourism, are part of the operational team that ensures the on-the-ground airport functions run as smoothly as possible. The service is adapted to be appropriate and relevant to the airport terminals and their customers.

Airport ambassadors (the VIC volunteer team) work across the terminal floors in a team with the many workers who make the airport tick – BAC operations team, Border Force agents, car hire companies, the cleaners, the bus drivers, the coffee baristas, retailers and other service providers.

The VIC team conduct themselves professionally and fit seamlessly within the BAC corporate environment and service culture. The VICs' KPIs include welcoming all people who find themselves in the airport precinct, knowing who the passengers and visitors are and what they want and providing that in an efficient, timely and friendly manner, including way finding and facilitating the collection and possible disbursement of lost property items.

Meeting visitors' information needs

The VICs' role is to inspire and encourage visitors to explore the destination through the information and experiences delivered. Visitors' needs set the direction for VICs' engagement. Understanding a VIC's target markets is crucial to ensure the engagement is relevant and valued.

Amid the plethora of information sources available on and offline, VICs have a keen advantage as the official supplier of trusted and comprehensive local information. People trust recommendations from other humans over brands or organisations. The word of a local is more meaningful than online content. Visitors want local insights into the area, to find out the secret places and things to do to add value to their experience.

"Positive human interactions can be some of the most memorable and impactful parts of a trip. A positive interaction with a friendly local has the ability to provide the deeper experience that people increasingly seek⁹."

In capital cities, VICs' role also becomes that of a gateway to the regions, facilitating the overall visitor experience through the information and inspiration shared.



Australian Capital Territory's (ACT) only VIC, the Canberra and Region Visitor Centre, is committed to promoting Canberra and the region as a must-visit destination to increase visitor numbers, length of stay and visitor spending in the area.

Located in the Parliamentary Triangle in the heart of Canberra's cultural institutions, the VIC has become an important stopping off point to explore the city and broader region.

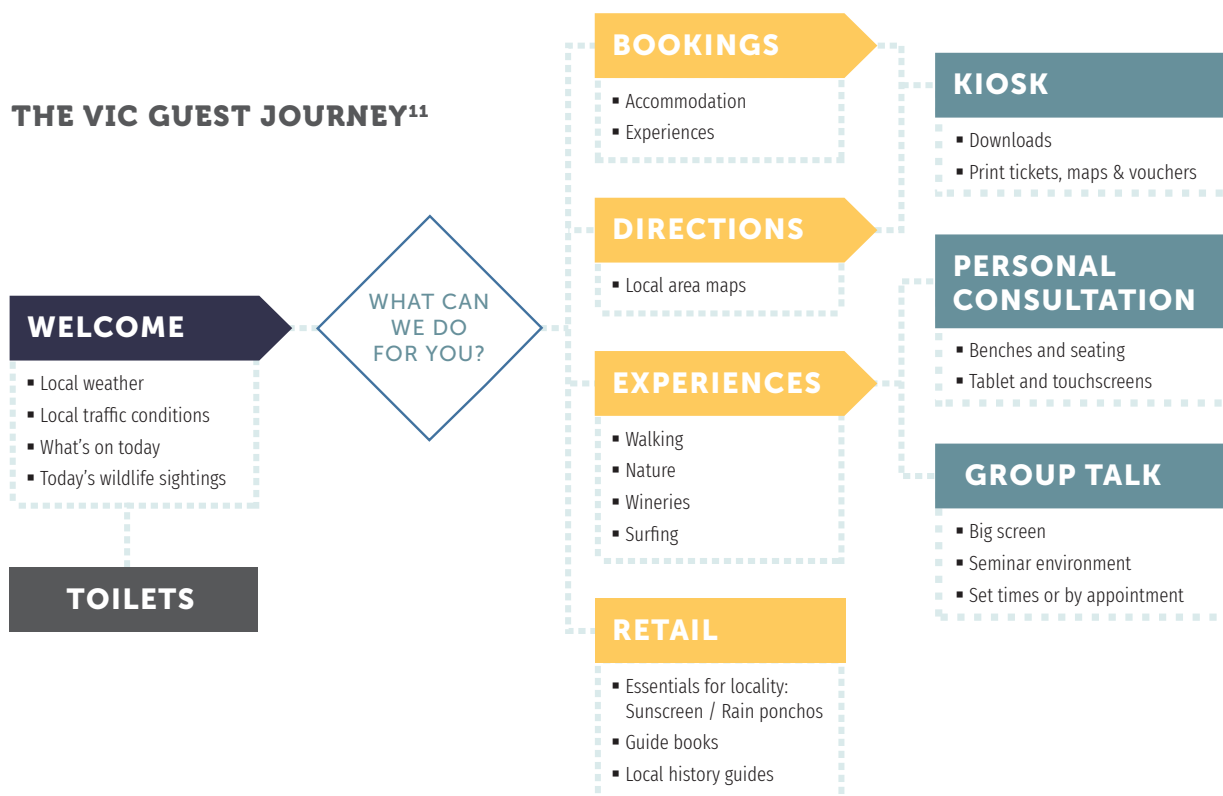
The Centre provides content on the city and region to visitors in three ways: face-to-face interaction with staff and volunteers, printed information brochures and maps for visitors to take away and digital delivery through a range of platforms. A touchscreen in the Centre allows visitors to orientate themselves, see what's nearby and create mini-itineraries taking in a range of attractions, events and experiences. The content is drawn from the Australian Tourism Data Warehouse.

To ensure the Centre's service is where visitors are, touchscreens are planned at key hotspots such as Canberra Airport, National Arboretum, Tidbinbilla Nature Reserve and a regional location. The touchscreen content will be fed and managed by the Centre to ensure consistency in coverage.

⁹ Visitor Experience Project, Business and Tourism in partnership with CityLab

“As consumers have moved from having limited and often tightly controlled sources of information before they travel, now, to global citizen journalists and bloggers sharing their world of experiences, the shift has moved to visits being about experiences. Preferably socially sharable, visual and bragable ones. Visitors are more often looking for a unique taste and view of a place, and want locals and those who have come before to show them all the hidden gems¹⁰.”

THE VIC GUEST JOURNEY¹¹



¹⁰ Journal of Travel & Tourism Marketing, Volume 35, 2018 - Issue 1: Shareable Tourism: Tourism Marketing in the Sharing Economy

¹¹ Komosion, Rethink! Reimagining Visitor Servicing, 2018, Draft Report



The Darwin VIC is seeing increasing visitor numbers and product sales, with July sales hitting a 45 year sales record.

Visitors are coming to the VIC for local knowledge that is tailored to their requirements and expectations in the moment and validates the various pieces of information they have gathered on and offline. With their information needs met, visitors are ready to book then and there and the VIC benefits from the bookings made.

Storytelling

Storytelling is becoming an increasingly effective way for VIC staff and volunteers to share information and connect authentically. Through stories, VICs can bring the places and characters of the destination to life, deepen visitors' engagement and create lasting memories that are shared with friends and family.

Staff and volunteers of Queensland's (QLD) VIC network have received the first two Storytelling Workshops. The initiative was developed around the belief that each of the accredited VICs has a unique story to tell, and in sharing that story can encourage visitors to stay and spend in the destination. The workshops assist staff and volunteers to examine and review their destination along with the key messages currently communicated to stakeholders.

Getting the story right is key. Simply sharing a destination's story that a local VIC or community is excited about may not always work. It must be a story that will resonate with the visitor markets. Done well, VICs can capture the attention of visitor markets and create a clear point of difference.

"What people remember are their experiences, and to create an experience you need to engage them emotionally. It's about striking a balance between facts and activities (the functional) and engaging, amazing and memorable elements (the emotional). You want your story to be the first story every visitor tells when they get home, or even better the story they share on social media¹²."

12 Extraordinary Experiences through Storytelling, 2017



Malanda VIC in Queensland experienced a decline in visitation to the centre when they changed their story.

Now they are telling the story that resonates, visitation is growing steadily.

When fire destroyed the Malanda VIC, the Tablelands Regional Council considered options for rebuilding. They included constructing a new centre on the existing site or moving 0.5km along the road towards the town centre and using a space available in a dairy building. The relocation option would enable the VIC to offer interactive content and tours about the region's dairy industry as well as the VIC's current content on the local environment and the tree kangaroo. It also had the benefit of a small museum featuring the dairy history and a café. The VIC was relocated there temporarily while options were considered and saw visitation nearly halved.

Car parking at the dairy site was not easily accessed, but this was not the main contributor to the decline. While the history of dairy industry was important to the community, it wasn't driving visitation to the area. Visitors were coming to Malanda to experience the volcanic landscape and to spot the unique Lumholtz's tree kangaroo. Sharing the story of the tree kangaroos and the area's special environment at the dairy didn't work.

The VIC was rebuilt on the existing site alongside the Malanda Falls swimming hole and rainforest walks and now receives 32,000 visitors per year.

Adapting business models to increase performance

In an environment of tightening budgets, VICs are facing the challenge of identifying opportunities to increase the economic and social benefits they deliver to stakeholders. They are under increasing pressure to justify why resources should be allocated to visitor information services. Although VICs are unrivalled in their provision of unbiased, authoritative local information, they need to be found amidst the increasing plethora of information sources available to visitors and perceived as relevant and contemporary. Some VICs have closed their doors or merged with others. Future proofing and reimagining are increasingly part of the vernacular.

The Reimagining Visitor Servicing report highlights that the traditional VIC model of bricks and mortar centres waiting for visitors to come through their doors is flawed and a re-think and new agreement about roles responsibilities, resourcing and engagement are needed¹³. A growing number of VICs are reinventing themselves with new business models of value-producing roles for visitor information that meet the needs and wants of visitors and increase dwell time and spend in the VIC and the region.

VICs are becoming a "must do" attraction in their own right using immersive experiences, interpretation and technology to encourage visitor advocacy and a reason to visit. Other models are seeing the creation of digitally enabled centres with modern retailing best practice and located in a high traffic environment. The different approaches reflect the varying ownership structures and expectations.

¹³ Komosian, *Rethink! Reimagining Visitor Servicing*, 2018, Draft Report



The former Mittagong VIC underwent a four year transformation to a new business model of a Southern Highlands Welcome Centre.

Operated by the local government tourism body, Destination Southern Highlands, the revamped centre is a hub servicing visitors and the local community, new residents to area, and business start-ups. The rationale for the change was to provide greater value and services to Council, local community and the tourism industry and to grow the contribution tourism makes to the regional economy. The focus was on innovative ideas to improve performance with limited funds. Improvements to the centre in stage one included:

- Reconfiguring the 'front of house' and layout of the Centre to enable a concierge-style service
- Installation of new Centre branding, signage, large external interactive region map and a digital events board
- Installation of touch screens to allow easy orientation across the region and a large media screen wall showcasing destination content
- \$2 Lavazza coffee dispenser, recharging mobile device point, old fashion jelly bean machine, electric car charging point, water refill station to encourage people to linger longer and electric bike rentals (and bike tours with local operator)
- Dedicated local merchandise and products area to provide a taste of what the region offers and generate retail sales
- Selfie boards to encourage online photo sharing.

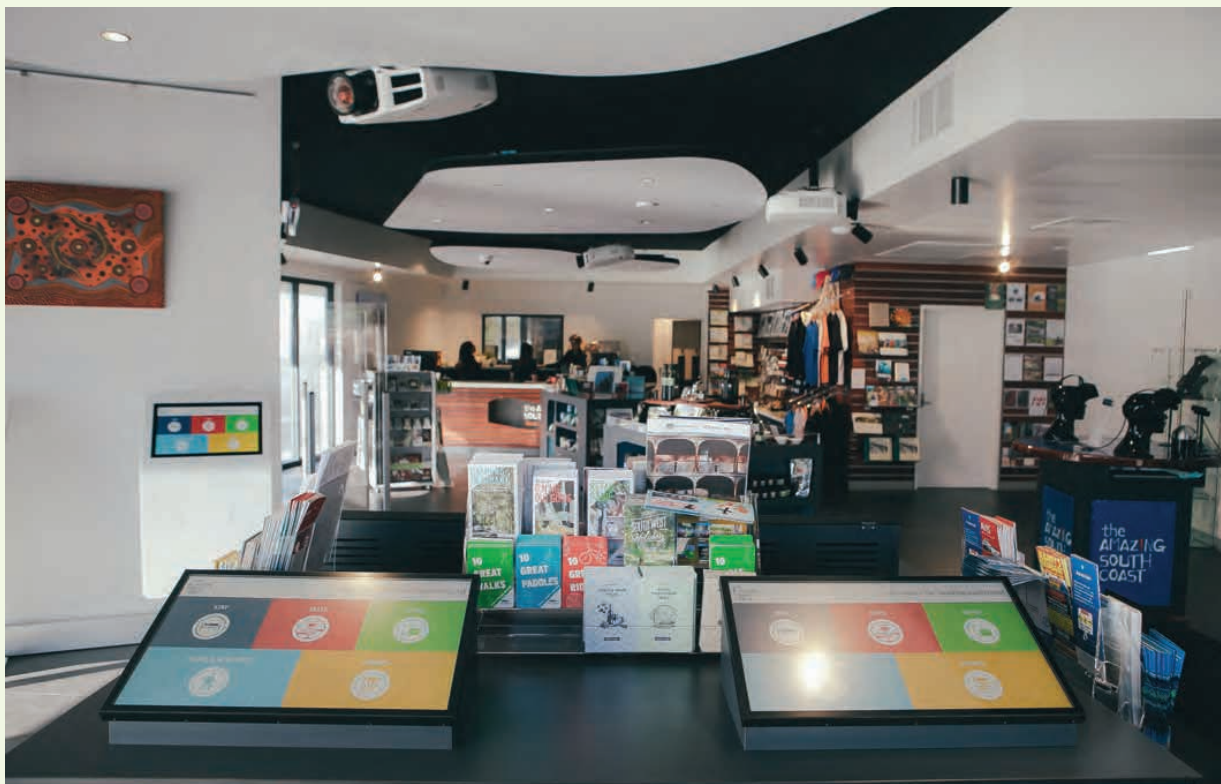
Stage Two involved an innovative refurbishment of the toilets. The VIC recognised that the majority of visitors would use the toilets but not all would then come into the centre. Changes included introducing interpretative signs along the walkway to toilets at rear of the Centre with QR coding linked to video and more information, interpretative material on the walls the ceiling and between the toilets to encourage people to come into the centre, audio content playing in the toilets, checklists, flowers and the latest information on campaigns and colourful walls internally and externally to create a Wow factor.

Impacts on VIC service and performance

Increases have occurred in visitation, retail sales and memberships of Destination Southern Highlands (including non core tourist businesses). The new centre also instils pride in the region.

What's next?

The VIC is rolling out touchscreens to non-accredited VIC sites to enable people to have access to regional content. Opportunities are being considered to share space with a café or gallery and introduce a sculpture trail through the Centre's gardens to establish the centre firmly as an attraction in its own right.



Albany VIC in Western Australia (WA) is a local government funded and operated VIC that similarly has undergone a process of redefining the VIC's 'Why' and its business structures and models.

Three core outcomes were sought from the process:

- Understanding the VIC's role in servicing visitors, industry and community
- Creating revenue opportunities
- Establishing the VIC as an attraction in its own right.

Originally the VIC team saw their role as providing information and some retail sales. Now the focus is on increasing commercial viability to sustain a VIC service for the tourism

industry and local community. The VIC team recognise that just being in the centre of town doesn't assure viability – the VIC's service offering is the driver. The VIC reviewed and refined the offering for their customers:

- For visitors — Providing information and a booking service, with staff trained to have a friendly, non-apologetic approach to commission-based sales that are tailored to visitor needs and support the viability of the centre
- For industry — Working with operators in getting product ready and delivering to visitor markets
- For community — Recognising locals are tourists who live here and every person is an opportunity.

The VIC is on track towards achieving the local council's goal of a self-sustaining VIC that is independently operated.

“Given the range of functions VICs undertake and the audiences they serve in their communities, VICs are a public good, however that doesn’t mean they have to operate at a loss,” says Stephen Schwer, CEO of Central Australia Tourism.

A heavy reliance on local government funding and the associated vulnerability that brings has been the impetus for the RTO and its VIC to hone their approach to visitor servicing. ‘Servicing visitors how they want to be serviced’ is a mantra of the VIC.

In a busy marketplace the VIC knows it can’t be complacent about attracting visitors, so is regularly reviewing its service offering to ensure the VICs are meeting visitor needs. The number of visitors (online and offline) and the booking value they generate are key performance measures. The Discover Central Australia website is the most popular touch point for visitors, receiving 160,000 views per year, while walk-ins to the centre are next with 80,000 visitors per year.



ALICE SPRINGS VIC, NORTHERN TERRITORY



The tourism industry in partnership with the Tasmanian Government is planning to lead the development of a flagship Tasmanian Visitor Experience Centre (TEC).

The TEC will be an attraction in its own right, offering visitors a great place to visit, to learn, to book, to buy, to download, to recharge and to talk with an informative local ambassador. The TEC will be part of the state’s ‘optimal visitor information provision model’ which takes into account factors such as the key locations that are decision points for visitors, for example, attractions and venue co-location options.

LESSONS FROM BANKING

Service providers that closed their branches all over Australia 10-15 years ago such as banks are now rebuilding the system, with new branches opening. These new branches have different models that enable personal contact for customers alongside the convenience of online services.

“The local branch remains a key touch point for many customers and is the place where people go for advice on

their more complex needs and where they want to have a face-to-face discussion” Harry Wendt, Westpac General Manager Online and Customer Service Centres

The footprint of branches and their resourcing (both numbers and skillsets) has evolved to better match the needs of branch visitors. *Source: Haeberlin Consulting, The future of visitor centres in WA, 2014*

Combining resources

Several studies are underway to assess the merits of combining resources to deliver a consistent, multi-channel visitor information service.

Local Governments in the Great Ocean Road (GOR) region are considering outsourcing responsibility for VICs to a collective group. The four councils, along with the GOR Regional Tourism Board have engaged consultants to explore a suitable model and test with the key stakeholders.

A Bass Coast Shire Visitor Information Centre Service Review has considered how to reduce and share costs (through regional collaboration) and re-invest in technology such as self-service kiosks and touch screens to extend services.

Murray Regional Tourism has developed a discussion paper which recommends a new system of governance across the Murray region and its sub regions that looks beyond the historical framework of local government delivery of visitor information services. (Section 5 further explores the importance of collaboration in visitor information delivery.)

Industry collaboration to deliver value

Attractive tourism product that meets the needs of visitor markets is fundamental to a VIC's ability to maximise economic and social benefits. Limited product translates into few reasons to visit the destination and VIC. With the decline in accommodation bookings through many VICs, ticket sales for attractions, tours and events can contribute vital supplementary income. VICs are playing an active role in some destinations in ensuring there is sufficient and relevant product to compel visitation. This is taking the form of advice on product development and bundling, and assistance and training in areas such as ATDW listings.



MUDGEE VIC, NEW SOUTH WALES

Three VICs active in this area are Albany, Mudjee and Dubbo.

Albany VIC is proactive in working with the local industry to ensure the centre has a good range and quality of product to offer visitors. The VIC staff assist operators in developing products, bundling and packaging product and ensuring it is bookable online. This has led on to some operators creating and promoting packages and earning commission for their efforts.

The **Mudjee VIC** in NSW is operated by Mudjee Region Tourism (an LTO) and works with local industry and business groups and major organisations (tourism/non-tourism) in growing the destination's visitor economy. A recent initiative is to expand the retail sector, with the VIC engaging with 11 retail partners to create a boutique 'Shop Like a Local' trail. The project provides an opportunity to engage with local businesses in creating more reasons to visit the destination and spend locally. The LTO has commercial sponsorships in place as part of its membership structure that enables local industry and businesses to be actively involved in the destination's growth and also extends the reach into the community.

The regional Council operated **Dubbo VIC** in NSW works proactively with the local industry to manage visitor peaks. One initiative the VIC undertakes is to develop packages with the industry to entice visitors to come to the region outside of the busy periods. The industry and local economy are benefitting from extended tourism seasons and visitor spend, while visitors appreciate the greater chance of booking accommodation.

Co-created content

Savvy businesses and organisations have recognised the shift towards online information and entertainment consumption and have gotten creative. They've found that by including the customer in the production, they create an unforgettable experience and turn customers into co-creators and raving fans. Selfie boards and Instagram photo sharing activities are simple ways VICs are encouraging travellers to visit the VIC and to share their experiences with a global audience.

Tourism destinations and service providers are also embracing crowdsourcing, and crowdfunding models to develop new attractions and services, allowing the process of value co-creation among locals, visitors, and other stakeholders¹⁴.

It is important that the planning framework for VICs keeps abreast, with business plans reflecting the evolved vision and goals rather than those that the VIC was originally based on. The accreditation system must also support the visitor experience focus, with criteria supporting VIC efforts to meet visitor needs.

Community drivers

To deliver more value, VICs are expanding their role into a hub for the tourism industry and residents as well as for visitors. In regional and rural Australia in particular, the VIC role can be very community driven. The VIC can be the main touch point in a destination that facilitates economic and social growth back into the community through its efforts. The focus is community sustainability and destination growth opportunities.

¹⁴ *Journal of Travel & Tourism Marketing*,
Volume 35, 2018 - Issue 1: Shareable Tourism:
Tourism Marketing in the Sharing Economy



Julia Creek VIC is owned and operated by McKinlay Shire Council, a council that is invested and hands on in driving tourism growth in Queensland's Outback.

A five year strategic plan for the VIC provides a clear vision: By 2022, McKinlay Shire's extra overnight visitors will support investment in new commercial tourism products each year. To achieve the vision, the VIC is tasked by the Council and ratepayers to facilitate economic growth for tourism operators and other local businesses and ratepayers.

The VIC seeks to be the gateway for the region. A unique dunnart display and heritage exhibits draw visitors to the centre and souvenir sales contribute some income. Then when visitors are in the centre, staff share local knowledge and insights to create enthusiasm amongst visitors to stay and explore and spend money locally — and contribute to the economic growth of the shire.

The Centre also hosts Bush Dinners every Monday between April and September for visitors and residents. Diners sit around a campfire and hear stories about life in the outback and Julia Creek. A local community group caters the event and charges \$15 per person and Council provides a courtesy bus service. In 2018, 22 dinners were hosted, with the largest attracting 183 people.

Through the economic impacts that flow through the community, the VIC is supporting the Council in improving the resilience of the shire as a place to live, work and play.

The Rural Hinterland VIC in central Queensland is driven by the community for the community to celebrate the region's heritage and culture and grow the visitor economy.

Local community organisation Callide Dawson Machinery Preservation Club Inc. runs the accredited centre as part of the Queensland Heritage Park attraction. The Park provides a remarkable range of historical machinery and artefacts within the "Silo" building (originally from the Expo '88 site), a restored vintage church, railway station buildings and grounds to give insights into the past and the pioneering spirit of Australians.

In a bid to be financially viable and generate economic returns for the community, the complex has developed into a one stop shop for travellers. A café, function rooms and a 48 hour rest area provide affordable options for caravans, motorhomes and camping and encourage visitors to stop and spend time and money in the region. Every year the community group hosts a vintage machinery rally and on occasion also the state rally, bringing extra visitors to the area.

The majority of income comes from rally, camping and function bookings, entrance fees to the displays and café takings. Only \$9,000 for the VIC and \$5,000 for maintenance and upkeep of the site is sourced annually from the local council. It is a 100% volunteer run operation, demonstrating the passion and commitment of the local community.



Information hub roles

As the information hub, VICs are well placed to support the efforts of the DN/RTO/LTO and local council by taking the lead in the maintenance and dissemination of regional/shire information. This could include maintaining content on the destination website and managing online content and social media and review site commentary on public assets such as parks and sites of interest.

VICs continue to be an important information point during times of emergencies, reinforcing the value of their function for local communities. The VICs can be involved in coordinating information to provide up to date status reports to visitors and locals on critical matters such as road, train and air transport access, action required by locals and visitors, and the support available.

Some VICs like Sunbury in Victoria have become the first port of call for new residents moving into the region. Working with local real estate agencies, they create welcome packs and provide information in the centre dedicated to new residents.



Supporting local employment

Staff employment and use of volunteers offer VICs opportunities to connect with and support the local community. In regional Australia however, staffing and volunteer turnover can be high and finding quality support a challenge. Some VICs have reduced their reliance on volunteers, instead choosing to employ permanent and casual staff to cover the roles. In some instances volunteers provide a valuable resource during events to support staff. Other VICs, particularly in Queensland, have volunteers as their backbone. There is no one size fits all, with each VIC subject to its own opportunities and limitations in terms of recruiting and maintaining the right resources.

At Bendigo VIC, volunteers have the same training whether they're working in or outside and meetings are held every two months with volunteers and staff. Beyond the face-to-face meetings, the VIC uses a communications tool called Better Impact (volunteer software <https://www.betterimpact.com.au/>) to ensure everyone has access to real-time updates and information. Better Impact is managed and updated by staff and it's their responsibility to ensure everyone has the information and tools needed to service visitors.

VICs can also support local community capacity building through training students entering the tourism industry. Frankston VIC in Victoria has played an active role in the Mornington Peninsula Traineeship Program helping students work towards their Certificate III in Tourism.

Priorities:

- Commit to evolve and innovate VIC business models to enable the service to be agile and responsive to changing visitor and industry needs and a key driver of regional dispersal and spend.
- Foster the sharing of information and tools to assist VIC owners/managers in the regular review and refresh of their delivery model for visitor information servicing.
- Review and confirm the customers to be served and the role the VIC will play in meeting their needs.
- Undertake regular strategic business planning for VICs that assesses and optimises the operating context, footprint, resourcing levels, value creation and the delivery model for visitor information servicing.
- Ensure that the provision of impartial information and a professional service endures as the core of the VIC offering, with other roles adding value.
- Work with the DN/RTO/LTO in identifying the stories that resonate with visitor markets and foster authentic story telling that compels visitors to experience the product.
- Work with the DN/RTO/LTO in developing opportunities for visitors to engage and share their destination experiences.
- Continue to evolve the VIC accreditation standards to reflect the changing business models while maintaining a consistent level and quality of service across the network.

2. POSITION YOURSELF TO FISH WHERE THE FISH ARE

Location, location

With visitors seeking out information from multiple sources on the ground and in the digital world, the accredited visitor information service must be highly visible on and offline and sufficiently agile to meet changing visitor needs.

The location of bricks and mortar VICs is fundamental to success. Visitor information services need to be prominent and accessible to their target visitors regardless of the level or size of centre. The City of Adelaide's VIC experienced a 67% decline in visitation when it changed location in 2014. The site was hard to find and the space confined.

Where towns are reliant on highway traffic stopping, VICs are well positioned at the gateways. In destinations where the majority of visitors are exploring on foot, VICs can maximise their impact in popular visitor places that are easily accessible for pedestrians. Directional VIC signage is required in every case, particularly for driving spontaneous visitation.¹⁵



On Hastings Street in the centre of Noosa and adjacent to the beach, the Noosa VIC has a prime location to optimise its service to visitors to the destination.

The spacious and contemporary design where the centre is open to the street draws foot traffic inwards to browse the displays, engage with the team of holiday consultants and volunteers or make bookings via iPads. Visitors come to the centre seeking to chat with a local about what to do in the area, the national park and Fraser Island trips.

The centre's location also supports the efforts of local tourism organisation, Tourism Noosa, in extending the reach of the local tourism industry. Digital advertising of events and members product is projected onto the street to further encourage visitors to enter and member material is displayed through the centre.

Noosa VIC is not complacent about its position, regularly undertaking reviews and evolving the centre so it continues to meet visitor and member needs and maximise spend in the area.

¹⁵ TRA, 2016, *Visitor Information Servicing in New South Wales*

Mobile services

The revised national accreditation visitor information servicing guidelines encourage accredited VICs to look beyond bricks and mortar in providing a service that is relevant to visitors while maintaining brand integrity. Where a destination experiences seasonality or visitor concentrations such as events, cruise ship arrivals or simply popular gathering places, pop-up stands, bike-based services and roving VIC ambassadors walking the streets and public places are bringing the information service from the bricks and mortar VIC to the visitors. Going where the customers are increases the reach and awareness of a destination's bricks and mortar VIC service and enables them to connect with visitors at a time and place that suits them rather than relying on visitors coming through the door.



As a popular cruise ship destination in WA, the Geraldton VIC led Cruise Ship Meet and Greet volunteers are regularly found at the welcome area providing information to passengers seeking to explore the city.

The introduction of a mobile VIC service now allows the VIC to meet the needs of cruise ship visitors and also tourism events far more efficiently.

The mobile VIC, emblazoned with iconic images of Geraldton, is a talking point with passengers at the welcome area. As set up and break down for events is normally done by one or two staff members, having all materials, such as brochures, tables, chairs and other items connected to the event inside the mobile VIC, allows for a much smoother and safer set up and better use of staff time. Previously, materials were transported to and from the harbour front or event locations and marquees and tables set up each time. The colourful mobile VIC is making a positive impression around the city at tourism and other business events.

There is an opportunity for VICs to get creative and look beyond their boundaries in finding the best solution to their visitor servicing needs. In Victoria, a non-accredited VIC is exploring a collaboration with an accredited VIC in the adjacent local government area to improve their service. The arrangement would enable a mobile information service to be offered in a popular visitor location where there is no accredited centre. The service would operate as a satellite of the accredited centre, with the centre's staff and the yellow and blue *i* branding.

Kiosks are low-footprint outlets that offer another means of distributing information. Often sited within existing businesses or service providers, kiosks can provide basic visitor information in a cost-effective way. Maintenance of both the technology and current content is critical if they are to offer value for visitor markets.



A Quick Snapshot of Australia's Accredited VICs

The role and value of accredited VICs

- Australia has 476 accredited visitor information centres (VICs) that serve more than 10 million visitors per year.¹
- Generally, accredited VICs are open 7 days a week, 56 hours/week, 9am–5pm.
- Over 80% of the accredited VICs are run by local government, with the majority of the others having some kind of local government support.
- VICs employ more than 1400 staff and thousands of volunteers.
- Through their engagement with visitors, around \$180 per adult visitor, or 59% or more additional expenditure, is generated in the community on fuel, food and retail, accommodation and attraction services.²
- Social benefits delivered to the community include employment, information for residents, settlement assistance for new residents, community hubs, support during crises, industry training and resources.

As a key point of distribution once the visitor has arrived, VICs have a capacity unrivalled in their region to disperse visitor expenditure, increase yield and inspire visitors to re-visit and recommend the destination.

Accreditation of VICs is important as it fosters high standards in visitor servicing in the regions, ensuring the delivery of quality information and visitor facilities and the professional development of staff and volunteers.

How to improve the performance of Australia's VICs and ensure their future success

The future success of Australia's VICs depends on their ability to respond to changing visitor and industry expectations and to sustain a clear, relevant and valued role in the tourism distribution chain and their local communities. Four priority areas for action have been identified by the state tourism organisations (STOs).

1. Contemporary VICs

VICs need to engage visitors of all ages both on and off-line as guests into the region, and maintain a clear point of difference from other information providers. Some suggested strategies to be undertaken include:

- Offering an online presence in partnership with their regional tourism organisation (RTO), free Wi-Fi and a basic level of digital technology to help visitors source and book product; in addition the VIC can become the hub for visitors to upload images and stories of their experiences in the region which will assist with regional visibility and currency.
- Providing an online booking service by 2018 via the destination website (RTO or STO), directly or a third party booking site as relevant.
- Positioning VICs in marketing and communications as the place to go when in region, virtually and on the ground, to find out from passionate and knowledgeable locals what to see and experience and how to get there.
- Providing guidelines on measuring a VIC's economic and social contribution to assist local government decision making.

¹ As at February 2015

² The Impacts of Regional Visitor Information Centres on Visitor Behaviour in South Australia: Summary of Results, 2011, South Australian Tourism Commission



Bowen Visitor Information Centre

2. Extraordinary visitor experiences

Every touch point a visitor has with VICs must offer the best experience possible so that VICs are recognised and talked about as essential for travel planning while in a destination. Some suggested strategies to be undertaken include:


- Changing the perception of VIC visitors to valued guests and providing a seamless welcome and services to introduce them to the destination.
- Adjusting VIC opening hours and offering additional services (within minimum national standard) to meet visitor demand.
- Introducing a best practice approach to 'front of house' facility and service requirements, including online content and interactive displays, staff and volunteer management.
- Pursuing best practice sustainable business models that maximise outcomes and minimise outgoings, such as partnerships for delivery with compatible businesses, mobile/'pop-up' VICs, and sharing staff costs across businesses.


3. A partnership approach to visitor servicing

Given the many touch points for visitors, VICs need to be actively involved with their RTO and local tourism organisations in destination management planning and well engaged with tourism operators, local government and the community. Some suggested strategies to be undertaken include:

- Encouraging RTOs to identify clear roles and responsibilities for the region's VICs in destination management.
- Increasing local government and industry understanding of the role and benefits of VICs with a local government and industry advocacy programme.
- Establishing an online network forum for VICs that encourages engagement and the sharing of resources and information with each other on visitor behaviour and trends and best practice systems and processes.
- Identifying and collecting visitor data and insights required to support VICs and RTOs in meeting visitor needs and growing visitor yield.

4. A recognised VIC network

To maximise the benefits an accredited VIC generates for a destination, the VIC services must be valued by target audiences, and easy to find, virtually and in person, with the  clearly visible and information accessible. Some suggested strategies to be undertaken include:

- Developing and delivering a national marketing strategy which seeks to raise awareness and create a competitive position for accredited VICs.
- Adopting consistency in the on and offline use of the  brand, marketing messages and collateral such as a profile on state and regional websites, national and state maps, flags, bags, door mats and badges.
- Identifying opportunities for partnership marketing with local businesses and groups to promote the local VIC(s).
- Reviewing VIC locations to ensure they are sited in high visitor traffic areas, with highly visible building and directional signage.


Refer to *Australia's Accredited VICs: A Strategic Directions Paper* for more information, including further strategies for the national network of accredited VICs. The strategies summarise the findings of reports on VICs in South Australia, Queensland, Victoria and Western Australia conducted variously in 2011–14.



Hobart, Tasmania

12.4 Council Operations over the 2024/2025 Christmas and New Year Period

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Acting Chief Executive Officer	ECM Function No/s:

Recommendation

THAT Council staff cease work and offices and libraries close over the Christmas/New Year period at 3:00pm on Tuesday, 24 December 2024 with normal business operations resuming on Thursday, 2 January 2025. Skeleton work crews and on call staff remain on duty for essential services to the community.

REPORT

Background

In accordance with s19.4 of the Queensland Local Government Industry (Stream A) Award, s19.2 of the Queensland Local Government Industry (Stream B) Award and s19.4 of the Queensland Local Government Industry (Stream C) Award, Council is required to provide 90 days' notice to staff of any close down period.

Councils typically close down a significant part of their operations and workforce over the Christmas / New Year period.

Report

Southern Downs Regional Council (SDRC) offices, libraries and depots close in part over the Christmas / New Year period. Essential services are still maintained and on-call staff operate to ensure that the community are still well serviced. For the 2024/25 Christmas / New Year period, the closedown is proposed to be from 3:00pm on Tuesday, 24 December 2024 with Council offices, libraries and depots resuming normal operating hours on Thursday, 2 January 2025.

Taking into account the statutory public holidays, Council offices, libraries and depots would only be closed for 3 business days.

The taking of leave during this period is beneficial in reducing excess leave entitlements and allowing Council staff to have a period of rest and spend time with family and loved ones over the Christmas / New Year period.

Council staff will be required to access accrued leave entitlements during the closedown period (excluding statutory public holidays).

FINANCIAL IMPLICATIONS

Nil in real terms although the close down does result in a reduction in accrued leave entitlements of Council staff and the associated liability for Council.

RISK AND OPPORTUNITY

Risk

Nil.

Opportunity

Council staff to have a period of time to rest and spend time with family and loved ones.

COMMUNITY ENGAGEMENT

Internal Consultation

Consultation has been undertaken with relevant staff.

External Consultation

Nil.

LEGAL / POLICY

Legislation / Local Law

Queensland Local Government Industry (Stream A) Award
Queensland Local Government Industry (Stream B) Award
Queensland Local Government Industry (Stream C) Award

Corporate Plan

Goal 4 Our Performance

Outcome: 4.2 Our people return home safely.

Objective: 4.2.2 Improve our wellbeing management including physical and mental health support.

Outcome: 4.3 Our people are proud to work for Council.

Objective: 4.3.1 Enable collaborative workplaces and contemporary work practices.

Policy / Strategy


Nil.

ATTACHMENTS

Nil

12.5 Councillor Portfolios and Representation on Committees

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Acting Chief Executive Officer	ECM Function No/s:

Recommendation

THAT Council:

1. Appoint Cr Pidgeon and Cr Deane to the Warwick Shire River Improvement Trust.
2. Amend Appendix B of the Councillor Advisory Committees and Other Committees Policy PL-EX021 to reflect the change in representation.

REPORT

Background

Councillors participate on a number of committees, both internally and externally focused, as well as attend meetings of other community groups.

Report

At the April 2024 Ordinary Meeting, Council adopted the Councillor Portfolio Policy, including the appointments of Councillor representatives to various committees and organisations. At the June 2024 Council Meeting the appointment of Councillors to the Audit and Risk Committee was reviewed to accord with the requirements of Section 210 of the Local Government Regulations 2012.

The current list of Councillors representatives appointed to various committees and organisations is as follows:

COMMITTEE / ORGANISATION	COUNCILLOR/S
ENGAGEMENT COMMITTEES - SDRC	
Audit and Risk Management Committee	Mayor Hamilton and Cr Richters
Border Regional Organisation of Councils	Mayor Hamilton
Condamine Community Alliance	Cr Deane
Darling Downs and South West Queensland Council of Mayors	Mayor Hamilton
Granite Belt Alliance	Cr Harslett

COMMITTEE / ORGANISATION	COUNCILLOR/S
Local Disaster Management Group	Mayor Hamilton, Cr McDonald and Cr Richters
Local Disaster Recovery Group	Cr Windle and Cr Wantling
Pest Management Advisory Committee	Cr Pidgeon
Saleyards Advisory Committee	Mayor Hamilton and Cr Pidgeon
Shaping Southern Downs Advisory Committee	Cr Windle and Cr Richters
Southern Downs Youth Council	Cr Harslett
Southern Border Regional Roads and Transport Group	Cr Bartley
ENGAGEMENT COMMITTEES – EXTERNAL	
Agricultural Transport & Logistics Working Group	Cr Bartley (proxy Cr Pidgeon)
Condamine River Sports Group Committee	Cr Wantling
Granite Belt Art and Craft Trail Committee	Cr Harslett
Headspace	Cr McDonald (Cr Windle is a community representative)
Morgan Park User Group	Cr Richters and Cr Wantling
Public Art Reference Group	Cr Harslett
Southern Downs Industry Education Association Board	Harslett
Stanthorpe Community Reference Panel	Cr Deane
Stanthorpe Regional Art Gallery	Cr Harslett (proxy Cr Windle)
Stanthorpe Shire River Improvement Trust	Mayor Hamilton and Cr Deane
Stanthorpe Sports Association	Cr Wantling
Warwick and District Community Road Safety Committee	Cr Bartley
Warwick Art Gallery	Cr Windle (proxy Cr Harslett)
Warwick Shire River Improvement Trust	Mayor Hamilton and Cr Deane
Warwick Women's Work Camp	Cr Windle and Cr Deane

To better align with Councillor Portfolios, it is proposed that the appointment of representatives to the Warwick Shire River Improvement Trust be amended, with Cr Pidgeon replacing Mayor Hamilton on that external organisation, and Cr Deane continuing as the second representative.

FINANCIAL IMPLICATIONS

Nil.

RISK AND OPPORTUNITY

Risk

Nil.

Opportunity

Councillor representation on external organisations provides a valuable link to the community on specific matters and strategic issues.

COMMUNITY ENGAGEMENT

Internal Consultation

Elected Members

External Consultation

The Warwick Shire River Improvement Trust will be advised of the change to their appointed Councillor representatives.

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009

Local Government Regulation 2012

Corporate Plan

Goal 4 Our Performance

Outcome: 4.5 We have genuine and effective partnerships.

Objective: 4.5.2 We use a range of advocacy, engagement and communication methods that suit the issue or initiative we are advocating for.

Goal 1 Our People

Outcome: 1.1 Communities trust us to engage with them and advocate on their behalf.

Objective: 1.1.1 Advocate for Councillor, staff and community representation on government and non-government committees and task forces relevant to the region.

Policy / Strategy

Councillor Portfolio Policy PL-136

Councillor Advisory Committees and Other Committees Policy PL-EX021


ATTACHMENTS

Nil

13. CUSTOMER AND ORGANISATIONAL SERVICES REPORTS

13.1 Financial Services - Financial Report as at 31 August 2024

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Management Accountant	ECM Function No/s:

Recommendation

THAT Council receive and note the Financial Performance Report as at 31 August 2024.

REPORT

Background

The Finance Team have prepared the Financial Performance Report for August 2024. Due to work continuing on end of year financial statements and the timing of when this report was due, not all end of month processes were completed prior to finalising this report.

Report

Income Statement

Revenue

Operational revenue of \$12.7M is \$382K under budget compared to YTD budget of \$13.1M with the main variations being:

- Interest received higher than expected due to cash balance and changes in Reserve Bank cash rates;
- Road Maintenance Performance Contract revenue received YTD less than anticipated \$(273)K due to timing of claims being processed;
- Grants and Subsidies under budget \$(293)K due to the anticipated funds from the 2023/24 claim for Flood Recovery and Aerodrome projects not yet received;
- Plant Hire Recoveries less than anticipated \$(353)K due to utilisation of plant not being charged out and recovered as well as general pool car recovery journal not being processed at time of running finance reports.

Expenses

Operational expenditure of \$16.5M is \$3.4M under budget compared to YTD budget of \$19.9M. Variations include:

- Employee costs are \$425K under budget. Employee allocation between capital and operating projects along with vacancies, will be reviewed at the Quarter 1 Budget Review.
- Materials and Services are under budget by \$2.7M. This includes lag time involved with processing of invoices related to waste and recreational contracts, utilities and communications. Council will continue to monitor these and options around accruing some of these monthly is being considered.

- Depreciation is under budget by \$245K. End of year asset rollover will be finalised once audit is completed in September with depreciation figures updated to reflect all capitalisation and valuation movements.

Capital Grants

Revenue from capital grants is over budget by \$1.5M. The timing of the receipt of capital grants can vary and dependent on the progress of projects.

Balance Sheet

As at 31 July 2024, Council had \$65.2M in cash at bank and investments. The total of outstanding loans, both the current and non-current portions is \$12.3.

Capital Works in Progress

Capital works expenditure at 31 August 2024 was \$3.8M which is 6.1% of the adopted capital works budget of \$61.3M. There were committed costs of \$10.6M meaning \$14.4M has been spent or committed, representing 23.5% of the adopted budget.

Southern Downs Regional Council
Capital Works Projects by Asset Class
As At 31 August 2024

	Budget	YTD Expenditure	% Spent	Committed	Spent and Committed	% Spent and Committed
Land & Land Improvements	197,221	6,157	3.1%	12,575	18,732	9.5%
Buildings	2,658,517	429,593	16.2%	1,082,411	1,512,004	56.9%
Plant & Equipment	8,539,000	289,045	3.4%	1,891,387	2,180,432	25.5%
Roads, Drains & Bridges	14,517,867	791,754	5.5%	838,794	1,630,548	11.2%
Water	13,769,234	1,089,430	7.9%	3,559,881	4,649,311	33.8%
Sewerage	6,940,762	723,158	10.4%	2,876,413	3,599,571	51.9%
Other Assets	14,638,543	434,127	3.0%	378,517	812,645	5.6%
Total	61,261,144	3,763,265	6.1%	10,639,977	14,403,242	23.5%

FINANCIAL IMPLICATIONS

The 2024/25 Annual Budget was adopted by Council on the 24th July 2024. The first quarter budget review is set to take place in September and will be presented to Council in October 2024.

Please note this report was prepared at a point-in-time. The 2023/24 End of Financial Year provisions and capitalisations are still being completed meaning some figures provided in this report are subject to change.

RISK AND OPPORTUNITY

Risk

Nil

Opportunity

Nil

COMMUNITY ENGAGEMENT

Internal Consultation

Nil

External Consultation

Nil

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009 and Local Government Regulation 2012

Corporate Plan

Goal 4 Our Performance

Outcome: 4.4 Council has embedded risk management, good governance, transparency and accountability into what we do.

Objective: 4.4.2 Ensure our long-term financial sustainability is a pillar of our decision making.

Policy / Strategy

Operational Plan 2023/24

ATTACHMENTS

1. Performance Report - 31 August 2024 [1](#)



Southern Downs
REGIONAL COUNCIL

Performance Report

August 2024

Southern Downs Regional Council

Income Statement

August 2024

	Phased 2025 YTD Actual \$	Phased 2025 YTD Budget \$	YTD Variance \$	YTD Variance %	Annual 2025 Budget \$	Annual 2025 Forecast \$
Revenue from ordinary activities						
General Rates	(19,372)	(833)	(18,539)	2224.7%	38,438,722	38,438,722
Rural fire brigade levy	661	-	661	0.0%	278,700	278,700
Utility Rates and Charges	36,705	-	36,705	0.0%	37,338,291	37,338,291
Less Discounts	1,695	-	1,695	0.0%	(2,478,856)	(2,478,856)
Rates on Council properties	(3)	-	(3)	0.0%	(816,599)	(816,599)
	19,686	(833)	20,519	-2462.4%	72,760,258	72,760,258
Fees and Charges	1,299,967	1,355,765	(55,798)	(4.1%)	7,632,453	7,632,453
Interest	1,122,005	585,239	536,765	91.7%	3,531,824	3,531,824
Contract & Sales Revenue	163,329	405,453	(242,124)	(59.7%)	2,439,716	2,439,716
Rent and Other Income	250,630	245,456	5,174	2.1%	1,508,266	1,508,266
Government Grants and Subsidies	8,202,033	8,495,107	(293,075)	(3.4%)	11,556,981	11,556,981
Internal Revenue	1,690,573	2,043,953	(353,380)	(17.3%)	12,263,718	12,263,718
Total Operating Revenue	12,748,222	13,130,140	(381,918)	-2.9%	111,693,216	111,693,216
Expenses from ordinary activities						
Employee Costs	4,427,357	4,851,910	(424,553)	(8.8%)	30,980,239	30,980,239
Materials and Services	7,594,416	10,308,468	(2,714,052)	(26.3%)	51,289,436	51,289,436
Depreciation and Amortisation	3,589,248	3,834,416	(245,168)	(6.4%)	22,964,106	22,964,106
Finance Costs	9,867	23,000	(13,133)	(57.1%)	942,531	942,531
Internal Charges	876,995	876,995	0	0.0%	5,261,968	5,261,968
Total Operating Expenses	16,497,882	19,894,789	(3,396,906)	(17.1%)	111,438,279	111,438,279
Operating Surplus/(Deficit) before capital items	(3,749,660)	(6,764,649)	3,014,988	(44.57%)	254,937	254,937
Other Capital Amounts						
Capital Grants, Contributions and Donations	1,595,509	83,333	1,512,176	1814.6%	16,974,364	16,974,364
Other capital income and (expenses)	-	(951,500)	951,500	(100.0%)	(4,628,000)	(4,628,000)
Net Result Surplus/(Deficit)	(2,154,151)	(7,632,815)	5,478,664	(71.8%)	12,601,301	12,601,301

Southern Downs Regional Council Balance Sheet

August 2024

	Phased 2025 YTD Actual \$	Annual 2025 Budget \$	YTD Variance \$	YTD Variance %
Current Assets				
Cash assets & Investments	60,964,631	49,070,665	11,893,966	24.2%
Receivables	3,890,515	14,999,096	(11,108,581)	(74.1%)
Assets held for sale	590,661	1,309,000	(718,339)	(54.9%)
Inventories	1,007,755	834,000	173,755	20.8%
	66,453,563	66,212,761	240,802	0.4%
Non-Current Assets				
Investment Property	204,680	406,000	(201,320)	(49.6%)
Property, plant and equipment	915,439,378	968,372,460	(52,933,082)	(5.5%)
Other Financial Assets	155,372	24,000	131,372	547.4%
Capital works in progress	19,525,981	15,000,000	4,525,981	30.2%
Intangible Assets	150,307	242,000	(91,693)	(37.9%)
	935,475,717	984,044,460	(48,568,742)	(4.9%)
TOTAL ASSETS	1,001,929,280	1,050,257,220	(48,327,940)	(4.6%)
Current Liabilities				
Creditors and other payables	9,893,583	24,896,740	(15,003,157)	(60.3%)
Provisions	6,602,779	8,850,000	(2,247,221)	(25.4%)
Interest bearing liabilities	1,979,456	2,337,870	(358,414)	(15.3%)
	18,475,818	36,084,610	(17,608,792)	(48.8%)
Non-Current Liabilities				
Interest bearing liabilities	10,335,662	15,484,941	(5,149,278)	(33.3%)
Provisions	11,484,014	8,565,000	2,919,014	34.1%
Other Payables	3,335,155	4,767,000	(1,431,845)	(30.0%)
	25,154,831	28,816,941	(3,662,109)	(12.7%)
TOTAL LIABILITIES	43,630,649	64,901,550	(21,270,902)	(32.8%)
NET COMMUNITY ASSETS	958,298,631	985,355,670	(27,057,039)	(2.7%)
Community Equity				
Asset Revaluation Reserve	290,680,063	290,991,000	(310,937)	(0.1%)
Retained surplus	667,618,568	694,364,670	(26,746,102)	(3.9%)
TOTAL COMMUNITY EQUITY	958,298,631	985,355,670	(27,057,039)	(2.7%)

Southern Downs Regional Council Cash Flow Statement

August 2024

	Phased 2025 YTD Actual \$	Phased 2025 YTD Budget \$	YTD Variance \$	YTD Variance %	Annual 2025 Budget \$
Cashflows from operating activities					
Receipts from customers	5,381,842	1,967,470	3,414,371	173.5%	84,377,468
Payments to suppliers and employees	(21,188,181)	(15,542,581)	(5,645,600)	36.3%	(76,447,260)
Investment and interest revenue received	102,350	585,239	(482,890)	(82.5%)	3,531,874
Rental Income	112,652	106,129	6,523	6.1%	635,926
Non-capital grants and contributions	6,638,369	8,495,107	(1,856,739)	(21.9%)	11,537,511
Borrowing costs	-	-	-	0.0%	(643,011)
Other cashflows from operating activities	205,058	-	205,058	0.0%	-
Net Cash Operating Activities	(8,747,911)	(4,388,635)	(4,359,276)	111.6%	22,992,507
Cashflows from Investing Activities					
Sale of property, plant and equipment	-	-	-	0.0%	1,079,000
Grants, subsidies, contributions and donations	2,554,894	83,333	2,471,561	2965.9%	16,974,364
Proceeds from investing activities	21,097,141	-	21,097,141	0.0%	-
Net purchase of investment securities	(5,000,000)	-	(5,000,000)	0.0%	-
Purchase of property, plant and equipment	(3,494,936)	(5,323,455)	1,828,519	(34.3%)	(61,231,017)
Payments for intangible assets	-	-	-	0.0%	(30,000)
Net Cash Investing Activities	15,157,099	(5,240,122)	20,397,221	2931.5%	(43,207,653)
Cash Flows from Financing Activities					
Proceeds from/repayment of borrowings and advances	-	-	-	0.0%	5,470,000
Net Cash Financing Activities	-	-	-	0.0%	5,470,000
Net increase in cash and cash and equivalent held	6,409,188	(9,628,757)	16,037,945	(166.6%)	(14,745,146)
Cash at beginning of period	54,555,444	63,816,000	(9,260,556)	(14.5%)	63,816,000
Cash at end of period	60,964,632	54,187,243	6,777,389	12.5%	49,070,854

SDRC Sustainability Ratios As At 31 August 2024

	Key Ratios	Calculation	Budget	YTD Actual	Target Ratio	On Target?	Overview
Financial Capacity	Council Controlled Revenue Ratio	$((\text{Net Rates, Levies and Charges} + \text{Fees and Charges}) / \text{Total Operating Revenue}) (\%)$	81.01%	11.93%	N/A	✖	Council-controlled revenue is an indicator of a Council's financial flexibility, ability to influence its operating income, and capacity to respond to unexpected financial shocks.
	Population Growth Ratio	$(\text{Prior year estimated population} / \text{previous year estimated population}) - 1$	0.28%	0.28%	N/A	✔	Population growth is a key driver to a Council's operating income, service needs, and infrastructure requirements into the future.
Operating Performance	Operating Surplus Ratio	$(\text{Net Operating Surplus} / \text{Total Operating Revenue}) (\%)$	0.23%	(29.4%)	> 0.0% to < 10.0%	✖	The operating surplus ratio is an indicator of the extent to which operating revenues raised cover operational expenses only or are available for capital funding purposes.
	Operating Cash Ratio	$(\text{Net Operating Surplus} + \text{Depreciation} + \text{Finance Costs}) / \text{Total Operating Revenue} (\%)$	24.10%	-1.18%	> 0%	✖	The operating cash ratio indicates that a Council is generating surplus cash from its core operations, which suggests that Council has the ability to self-fund its capital expenditure requirements.
Liquidity	Unrestricted Cash Expense Cover Ratio	$(\text{Total Cash and Equivalents} + \text{Current Investments} + \text{Available Ongoing QTC Working Capital Facility Limit} + \text{Externally Restricted Cash}) / \text{Total Operating Expenditure} - \text{Depreciation and Amortisation} - \text{Finance Costs}) \times 12$	7	48	Greater than 4 months	✔	The unrestricted cash expense cover ratio is an indicator of the unconstrained liquidity available to a Council to meet ongoing and emergent financial demands, which is a key component to solvency. It represents the number of months a Council can continue operating based on currently monthly expenses.
Asset Management	Asset Sustainability Ratio	$(\text{Capital Expenditure on the Replacement of Assets (renewals)} / \text{Depreciation Expense})$	122.0%	41.7%	> 90%	✖	This is an approximation of the extent to which the infrastructure assets managed by the Council are being replaced as these reach the end of their useful lives.
	Asset Consumption Ratio	$(\text{Written Down Replacement Cost of Depreciable Infrastructure Assets} / \text{Current Replacement Cost of Depreciable Infrastructure Assets})$	64.1%	62.0%	> 60%	✔	The asset consumption ratio approximates the extent to which Council's infrastructure assets have been consumed compared to what it would cost to build a new asset with the same benefit to the community.
Debt Servicing Capacity	Debt Leverage Ratio	$(\text{Book Value of Debt} / (\text{Total Operating Revenue} - \text{Total Operating Expenditure} + \text{Depreciation and Amortisation}))$	8.30	(76.77)	Tier 4 ± 0 - 3 times	✖	This is an indicator of Council's ability to repay its existing debt. It measures the relative size of the Council's debt to its operating performance.
Other	Working Capital Ratio	$(\text{Current Assets} / \text{Current Liabilities})$	1.83 : 1	3.6 : 1	> 1:1	✔	This is an indicator of the management of working capital (short term financial capital). Measures the extent to which a Council has liquid assets available to meet short term financial obligations.
	Net Financial Liabilities Ratio	$((\text{Total Liabilities} - \text{Current Assets}) / \text{Total Operating Revenue})$	(1.2%)	(179.0%)	≤ 60%	✔	This is an indicator of the extent to which the net financial liabilities of a Council can be serviced by its operating revenues.

Comments on Ratio Results.

The reported ratios are taken from the Department of Local Government guidelines on sustainable financial management. When looking at ratios it is important to acknowledge that they represent a snapshot in time and that anomalies in the reported results are not taken in isolation. The targets are those provided by the Department as a preferred range and results outside those ranges will require further consideration.

However these ratios represent Council's position at a single point in time and should not be considered in isolation. Ratios should be considered over the long term.

	YTD Actual \$	YTD Budget \$	Variance \$	Variance %	FY Budget \$	Notes
Executive Services Operating Statement						
Operating Revenue						
Fees and Charges	-	-	-	0.0%	-	
Operating Grants and Subsidies	68,250	32,000	36,250	113.3%	198,600	
Sundry Revenue	5,250	3,083	2,167	70.3%	21,030	
Internal Revenue	107,732	107,732	0	0.0%	646,390	
Total Operating Revenue	181,232	142,815	(38,417)	26.9%	866,020	
Operating Expenses						
Employee Costs	520,444	678,725	(158,281)	0.0%	3,913,711	Note 1
Materials	161,831	108,316	53,514	(23.3%)	856,766	
Contracts and Services	184,374	138,112	46,263	33.5%	917,545	
Depreciation and Amortisation	2,174	1,742	432	24.8%	10,253	
Plant Hire	5,010	17,328	(12,318)	(71.1%)	112,468	
Other Expenses	222,696	245,886	(23,190)	(9.4%)	1,220,316	
Rates on Council Properties	-	-	-	0.0%	3,529	
Internal Charges	29,072	29,072	(0)	(0.0%)	174,435	
Total Operating Expenses	1,125,600	1,219,181	(93,581)	(17.2%)	7,209,022	
Operating Surplus/Deficit	(944,368)	(1,076,366)	131,998	(12.3%)	(6,343,002)	

Note 1 Other Employee Costs actuals (recruitment costs, tuition fees, safety clothing etc) YTD less than anticipated \$(158)K
- phasing of costs to be reviewed at Q1 Review

	YTD Actual \$	YTD Budget \$	Variance \$	Variance %	FY Budget \$	Notes
Customer and Organisational Services Operating Statement						
Operating Revenue						
Rates and Utility Charges	(17,016)	(833)	(16,183)	1941.9%	36,446,792	
Fees and Charges	260,683	314,800	(54,118)	(17.2%)	1,721,953	
Operating Grants and Subsidies	1,895,076	2,207,740	(312,665)	(14.2%)	5,843,785	Note 1
Interest Received	1,122,005	585,239	536,765	91.7%	3,531,824	Note 2
Leasing and Rent	111,692	104,049	7,643	7.3%	624,292	
Sundry Revenue	37,081	44,974	(7,893)	(17.6%)	318,846	
Internal Revenue	740,153	740,153	(0)	(0.0%)	4,440,918	
Total Operating Revenue	4,149,673	3,996,123	153,551	3.8%	52,928,410	
Operating Expenses						
Employee Costs	1,161,654	1,237,097	(75,443)	(6.1%)	8,023,247	
Materials	2,478,058	2,802,390	(324,332)	(11.6%)	6,103,755	Note 3
Contracts and Services	375,568	604,238	(228,670)	(37.8%)	3,745,927	Note 4
Finance Costs	9,867	23,000	(13,133)	(57.1%)	295,005	
Depreciation and Amortisation	202,696	223,675	(20,980)	(9.4%)	1,297,239	
Plant Hire	14,536	73,191	(58,654)	(80.1%)	450,700	
Other Expenses	(3,650)	261,158	(264,808)	(101.4%)	1,067,950	Note 5
Rates on Council Properties	-	-	-	0.0%	189,505	
Internal Charges	121,116	121,116	0	0.0%	726,694	
Total Operating Expenses	4,359,846	5,345,865	(986,020)	(18.4%)	21,900,021	
Operating Surplus/Deficit	(210,172)	(1,349,743)	1,139,570	(84.4%)	31,028,388	
<p>Note 1 Anticipated funds from the 2023/24 claim for Flood Recovery and Aerodrome projects not yet received.</p> <p>Note 2 Interest received higher than expected due to cash balance and changes in Reserve Bank cash rates.</p> <p>Note 3 Information Technology (Telephones, Licences & Registrations, Lease Fees) actuals YTD less than anticipated \$(162)K Disaster Management actuals YTD less than anticipated \$(41)K</p> <p>Note 4 YMCA Contractor actuals YTD less than anticipated \$(126)K - WIRAC, Stanthorpe Fitness Centre and Stanthorpe Pool - August account not yet received Information Technology and Accounting Professional Fees actual YTD less than anticipated \$(82)K - budget not aligned with work schedule - to be reviewed at Q1 Budget Review</p> <p>Note 5 Warwick and Stanthorpe Art Gallery Community Grants not yet paid \$(234)K</p>						

	YTD Actual \$	YTD Budget \$	Variance \$	Variance %	FY Budget \$	Notes
Infrastructure Services Operating Statement (Excludes Water and Wastewater)						
Operating Revenue						
Fees and Charges	151,363	133,653	17,709	13.2%	801,921	
Operating Grants and Subsidies	4,698,961	4,703,621	(4,660)	(0.1%)	3,902,850	
Leasing and Rent	960	2,080	(1,120)	(53.8%)	12,480	
Recoverable Works	163,329	405,453	(242,124)	(59.7%)	2,439,716	Note 1
Sundry Revenue	4,950	4,903	47	1.0%	29,418	
Internal Revenue	842,689	1,196,068	(353,379)	(29.5%)	7,176,410	Note 2
Total Operating Revenue	5,862,251	6,445,779	(583,528)	(9.1%)	14,362,795	
Operating Expenses						
Employee Costs	1,569,249	1,425,541	143,708	10.1%	9,262,383	Note 3
Materials	1,027,508	1,187,381	(159,873)	(13.5%)	6,484,506	Note 4
Contracts and Services	650,524	649,605	919	0.1%	3,928,103	
Finance Costs	-	-	-	0.0%	207,203	
Depreciation and Amortisation	2,370,706	2,444,233	(73,527)	(3.0%)	14,301,592	
Plant Hire	557,346	616,811	(59,465)	(9.6%)	3,975,617	
Other Expenses	-	-	-	0.0%	152,500	
Rates on Council Properties	3	-	3	0.0%	558,759	
Internal Charges	119,476	119,476	0	0.0%	716,853	
Total Operating Expenses	6,294,812	6,443,047	(148,235)	(2.3%)	39,587,516	
Operating Surplus/Deficit	(432,561)	2,732	(435,293)	(15934.1%)	(25,224,721)	
Note 1	Road Maintenance Performance Contract revenue received YTD less than anticipated \$(273)K due to timing of claims being processed.					
Note 2	Plant Hire Recovery less than anticipated due to utilisation of plant not being charged out and recovered as well as general pool car recovery journal not being processed at time of running finance reports					
Note 3	Employee Costs actuals YTD more than anticipated.					
Note 4	- employee allocation between Capital and Operating and Vacancies to be revised at Q1 Review Road Maintenance functions YTD actuals less than anticipated \$(76)K Parks and Operations functions YTD actuals less than anticipated \$(43)K					

	YTD Actual \$	YTD Budget \$	Variance \$	Variance %	FY Budget \$	Notes
Planning and Environmental Services Operating Statement						
(Excludes Waste)						
Operating Revenue						
Fees and Charges	307,738	337,100	(29,362)	(8.7%)	2,022,600	
Operating Grants and Subsidies	-	-	-	0.0%	-	
Sundry Revenue	1,276	1,033	243	23.5%	6,200	
Total Operating Revenue	309,014	338,133	(29,119)	(8.6%)	2,028,800	
Operating Expenses						
Employee Costs	539,697	658,906	(119,209)	(18.1%)	4,274,688	Note 1
Materials	26,604	46,030	(19,426)	(42.2%)	759,596	
Contracts and Services	50,669	247,966	(197,297)	(79.6%)	1,256,466	Note 2
Depreciation and Amortisation	3,650	3,765	(115)	(3.0%)	22,166	
Plant Hire	9,745	58,208	(48,463)	(83.3%)	378,353	
Other Expenses	-	18,000	(18,000)	(100.0%)	43,000	
Rates on Council Properties	-	-	-	0.0%	3,774	
Internal Charges	32,904	32,904	0	0.0%	197,421	
Total Operating Expenses	663,269	1,065,780	(402,511)	(37.8%)	6,935,465	
Operating Surplus/Deficit	(354,255)	(727,646)	373,391	(51.3%)	(4,906,665)	
Note 1	Employee Costs actuals YTD less than anticipated. - employee allocation between Capital and Operating and Vacancies to be revised at Q1 Review					
Note 2	Planning Scheme Preparation and Amendments YTD actuals less than anticipated \$(103)K					

	YTD Actual \$	YTD Budget \$	Variance \$	Variance %	FY Budget \$	Notes
Water Services Operating Statement						
Operating Revenue						
Rates and Utility Charges	17,878	-	17,878	0.0%	17,194,355	
Fees and Charges	88,494	67,605	20,890	30.9%	405,627	
Operating Grants and Subsidies	-	12,000	(12,000)	(100.0%)	72,000	
Sundry Revenue	14,174	10,667	3,508	32.9%	64,000	
Total Operating Revenue	120,547	90,271	30,276	33.5%	17,735,982	
Operating Expenses						
Employee Costs	400,663	541,214	(140,552)	(26.0%)	3,498,827	Note 1
Materials	670,343	585,195	85,148	14.6%	3,511,173	Note 2
Contracts and Services	90,669	160,873	(70,204)	(43.6%)	1,015,238	
Finance Costs	-	-	-	0.0%	198,442	
Depreciation and Amortisation	545,604	632,283	(86,678)	(13.7%)	3,970,309	
Plant Hire	41,966	49,603	(7,636)	(15.4%)	322,250	
Other Expenses	-	-	-	0.0%	-	
Rates on Council Properties	-	-	-	0.0%	10,803	
Internal Charges	311,347	311,347	(0)	(0.0%)	1,868,085	
Total Operating Expenses	2,060,592	2,280,515	(219,923)	(9.6%)	14,395,127	
Operating Surplus/Deficit	(1,940,045)	(2,190,244)	250,199	(11.4%)	3,340,855	

Note 1 Employee Costs actuals YTD less than anticipated.

- employee allocation between Capital and Operating and Vacancies to be revised at Q1 Review

Note 2 Materials actuals YTD more than anticipated due to bulk water quarterly allocation and usage charges - phasing of costs to be reviewed at Q1 Review

	YTD Actual \$	YTD Budget \$	Variance \$	Variance %	FY Budget \$	Notes
Sewerage Services Operating Statement						
Operating Revenue						
Rates and Utility Charges	4,590	-	4,590	0.0%	10,660,000	
Fees and Charges	72,992	125,924	(52,932)	(42.0%)	420,257	
Total Operating Revenue	77,582	125,924	(48,342)	(38.4%)	11,080,257	
Operating Expenses						
Employee Costs	152,021	239,847	(87,826)	(36.6%)	1,549,079	
Materials	105,237	196,358	(91,121)	(46.4%)	1,178,147	
Contracts and Services	109,239	277,029	(167,790)	(60.6%)	1,662,173	Note 1
Finance Costs	-	-	-	0.0%	176,004	
Depreciation and Amortisation	425,766	489,937	(64,172)	(13.1%)	3,134,313	
Plant Hire	15,023	21,705	(6,683)	(30.8%)	141,000	
Rates on Council Properties	-	-	-	0.0%	37,602	
Internal Charges	141,495	141,495	0	0.0%	848,969	
Total Operating Expenses	948,781	1,366,371	(417,591)	(30.6%)	8,727,287	
Operating Surplus/Deficit	(871,199)	(1,240,448)	369,249	(29.8%)	2,352,970	

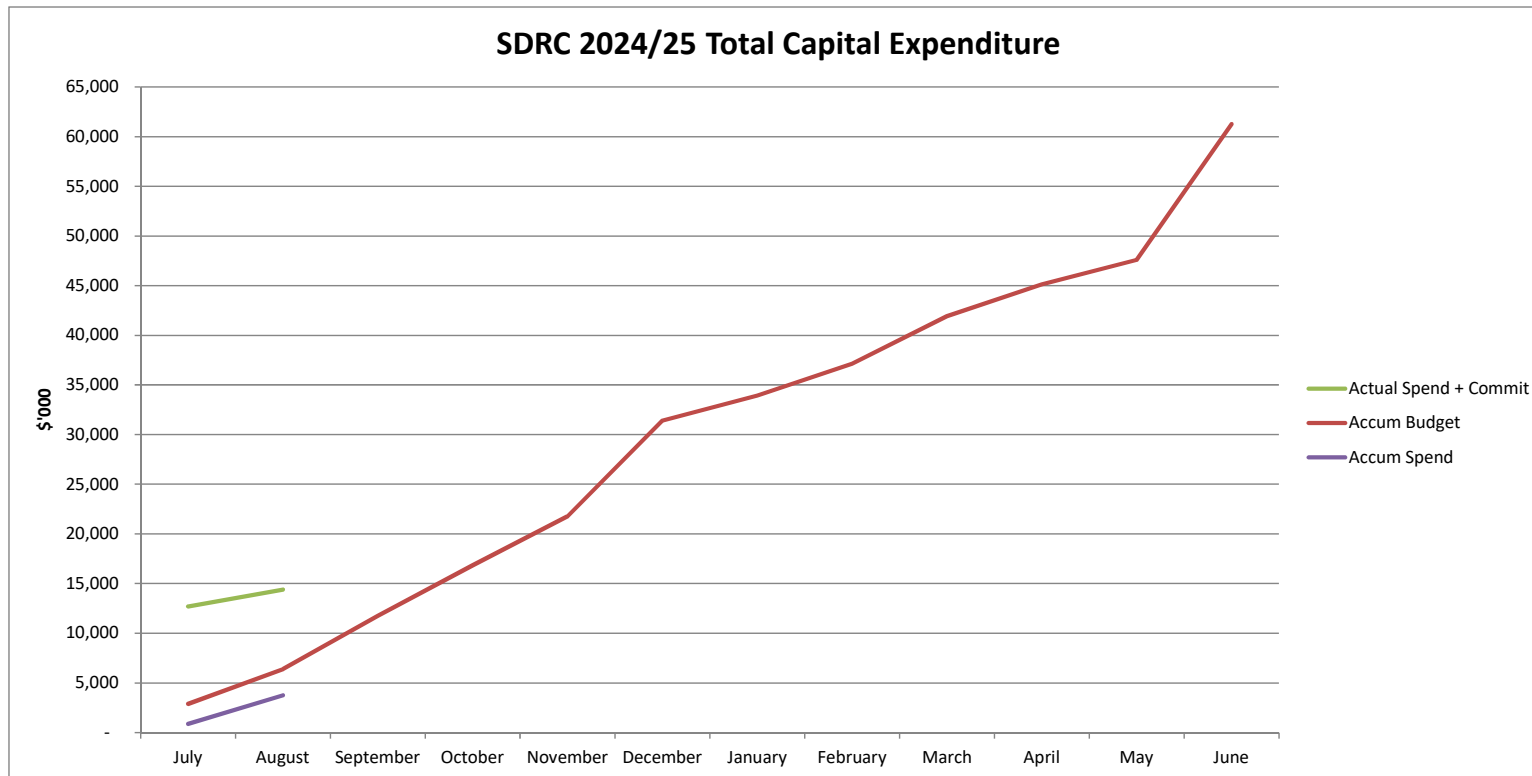
Note 1 Sewerage Treatment actuals YTD less than anticipated \$(108)K

	YTD Actual \$	YTD Budget \$	Variance \$	Variance %	FY Budget \$	Notes
Waste Services Operating Statement						
Operating Revenue						
Rates and Utility Charges	14,237	-	14,237	0.0%	9,275,710	
Fees and Charges	418,698	376,683	42,015	11.2%	2,260,095	
Operating Grants and Subsidies	1,539,746	1,539,746	-	0.0%	1,539,746	
Sundry Revenue	75,246	74,667	579	0.8%	432,000	
Total Operating Revenue	2,047,927	1,991,095	56,831	2.9%	13,507,551	
Operating Expenses						
Employee Costs	83,497	70,578	12,918	18.3%	458,304	
Materials	208,660	489,447	(280,787)	(57.4%)	2,846,680	Note 1
Contracts and Services	591,135	1,446,985	(855,850)	(59.1%)	9,115,956	Note 2
Finance Costs	-	-	-	0.0%	65,878	
Depreciation and Amortisation	38,650	38,780	(130)	(0.3%)	228,234	
Plant Hire	1,458	6,654	(5,196)	(78.1%)	43,250	
Rates on Council Properties	-	-	-	0.0%	12,627	
Internal Charges	121,585	121,585	(0)	(0.0%)	729,511	
Total Operating Expenses	1,044,984	2,174,029	(1,129,045)	(51.9%)	13,500,439	
Operating Surplus/Deficit	1,002,942	(182,934)	1,185,876	(648.3%)	7,112	
Note 1	State Government Waste Levy Payment actuals YTD less than anticipated \$(243)K - August levy outstanding					
Note 2	Waste Management Facilities actuals YTD less than anticipated \$(833)K - August account outstanding					

**Southern Downs Regional Council
Capital Works Projects by Asset Class
As At 31 August 2024**

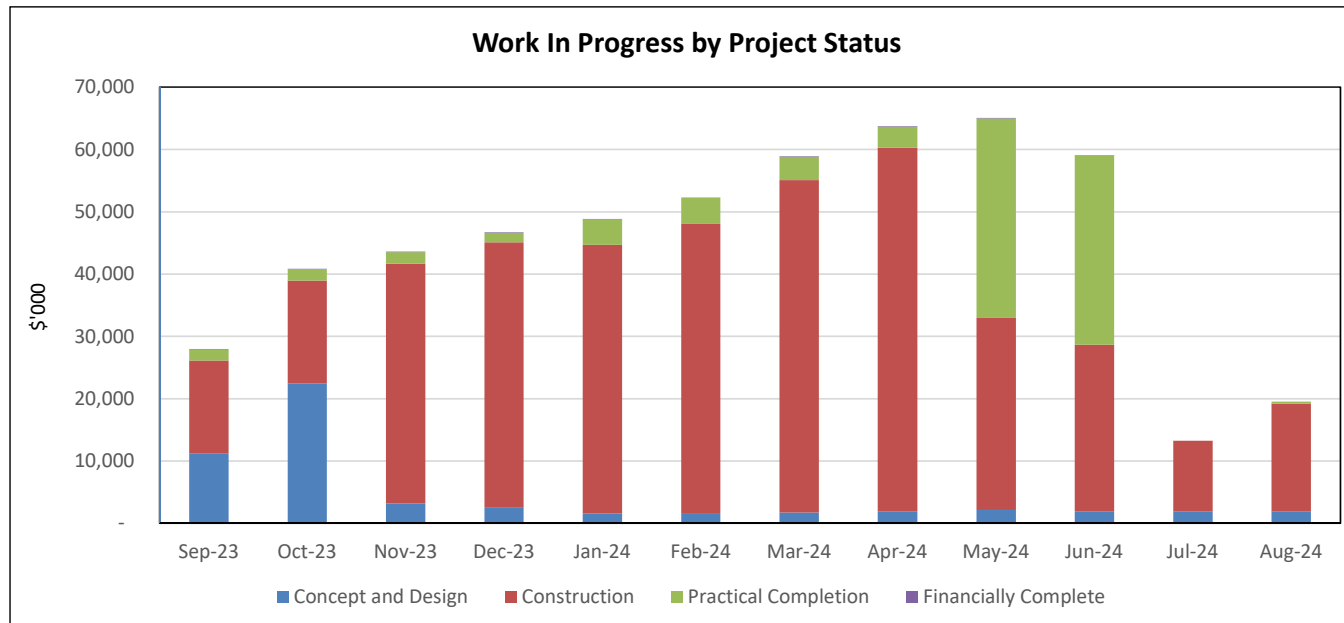
	Budget	YTD Expenditure	% Spent	Committed	Spent and Committed	% Spent and Committed
Land & Land Improvements	197,221	6,157	3.1%	12,575	18,732	9.5%
Buildings	2,658,517	429,593	16.2%	1,082,411	1,512,004	56.9%
Plant & Equipment	8,539,000	289,045	3.4%	1,891,387	2,180,432	25.5%
Roads, Drains & Bridges	14,517,867	791,754	5.5%	838,794	1,630,548	11.2%
Water	13,769,234	1,089,430	7.9%	3,559,881	4,649,311	33.8%
Sewerage	6,940,762	723,158	10.4%	2,876,413	3,599,571	51.9%
Other Assets	14,638,543	434,127	3.0%	378,517	812,645	5.6%
Total	61,261,144	3,763,265	6.1%	10,639,977	14,403,242	23.5%

Southern Downs Regional Council
Capital Expenditure
As At 31 August 2024



Capital committed costs as at 31 August 2024 is \$10.6 Million

**Southern Downs Regional Council
Work in Progress (WIP) Status Report
As At 31 August 2024**

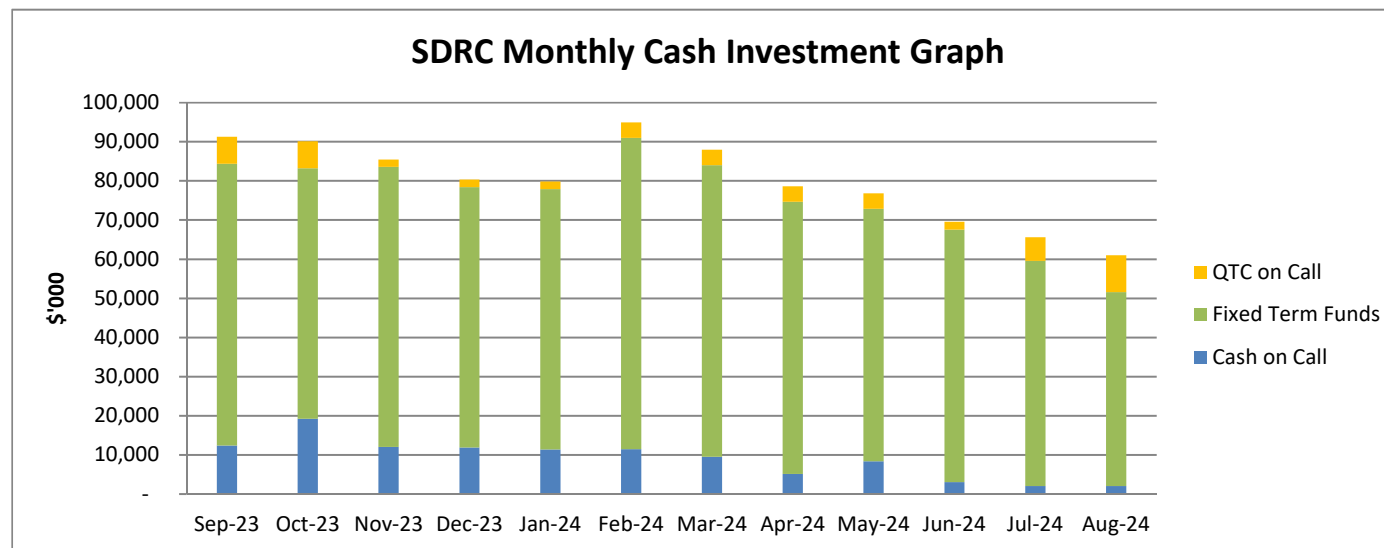


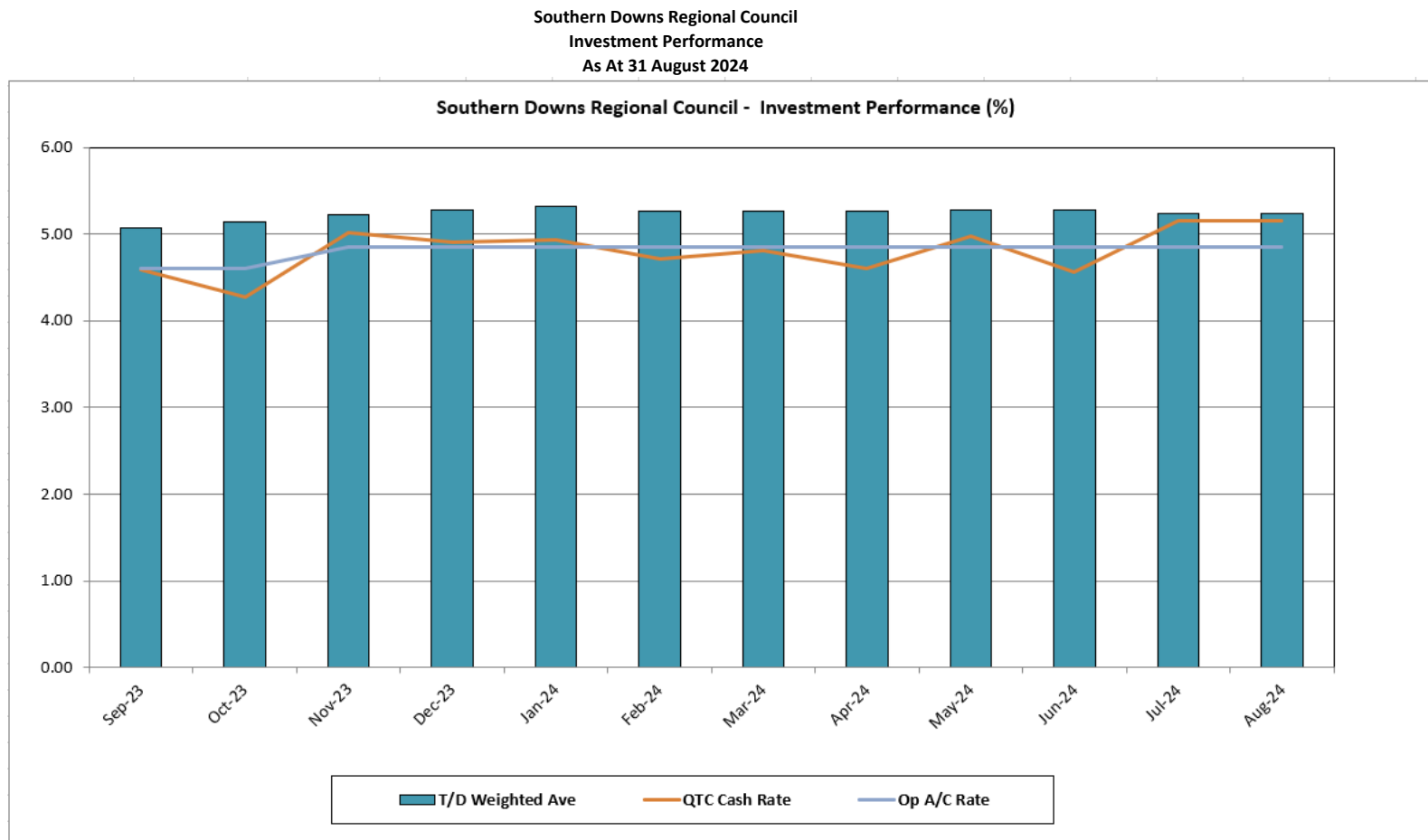
Project status' were reviewed and updated in August 2024.

As part of the 2023/24 Year End Processes, the Finance Team has worked with Department Managers and Asset Management Teams to capitalise or exepene all projects at were at the Practical and Financially Complete stages.

Projects that have been capitalised include all Flood Recovery Works, Stanthorpe Art Gallery and Library Enhacement and the Warwick Saleyards Redevelopment.

**Southern Downs Regional Council
Total Monthly Cash Investment Register
As At 31 August 2024**






**Southern Downs Regional Council
Borrowings Report
As At 31 August 2024**

QTC Loan Account	Balance	Payout Date
CBD Redevelopment Stage 2	447,123	Mar-28
Market Square Pump Station	208,657	Mar-28
General	1,509,908	Mar-28
General 2009	714,973	Mar-28
General 2009/10	108,653	Mar-28
General 2010/11	1,641,202	Mar-28
General 2011/12	2,787,137	Jun-32
General 2012/13	1,603,818	Dec-32
Warwick Sewerage Treatment Plant	286,115	Jun-26
Allora Water Main	3,012,159	Mar-34
Total Loan Balance	<u>12,319,745</u>	

13.2 Australia Day Awards Policy (PL-SD041) Amendment

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Community Development Officer	ECM Function No/s:

Recommendation

THAT Council adopt the attached revised *Australia Day Awards Policy PL-SD041* (as amended).

REPORT

Background

The Australia Day Civic Ceremonies are organised in accordance with the Australian Citizenship Code (“the Code”) and include a Citizenship Ceremony and Australia Day Awards presentation generating immense community spirit that brings people together.

As part of this event, the Southern Downs Regional Council recognises the achievements of worthy recipients at the Australia Day Awards held on 26 January. The awards are presented to the winners at civic events held on Australia Day, to people who have made a noteworthy contribution and/or given outstanding service to the Southern Downs community over several years.

Report

The *Australia Day Awards Policy PL-SD041* (“The Policy”) is scheduled to be reviewed by 10 October 2024, however upon delivery of the 2023 Australia Day Civic Ceremonies, officers identified inconsistency around operational requirements to deliver the event efficiently and effectively.

Feedback provided from previous events outlined several suggestions, such as:

- ensuring nominees are recognised publicly; and
- the timeline for the opening of the nominations is to be sooner.

As a result, it is recommended that several amendments be made to the Policy, including:

- Section 2 - Purpose has been amended to include the proposal of removing the Northern and Southern categories and creating a new list of categories, region-wide.
- Section 5.1.1 – Policy Details has been updated to include a newly proposed selection panel including three (3) community members through an expression of interest (EOI) process.
- Section 5.1.1.a – An addition of the selection criteria when processing EOI’s to select suitable community panel members.
- 5.1.4 – Addition of eligible nominees outside of the region for relevant reasons
- 5.1.6 – Addition of eligible nominees outside of the region for relevant reasons

- Section 5.1.7 – Minor changes to the timeline for awards to reflect the proposed changes to one major event.
- Section 5.1.9 – Announcement of Award Recipients removal to overarching award as per new proposed award categories in Section 2.
- 5.1.10 – Addition of explanation of the proposed one major Civic event, rotating throughout the region each year.

FINANCIAL IMPLICATIONS

While the change will reduce the number of events held, an improved quality of event will be delivered through improved focus of resources, time and cost.

RISK AND OPPORTUNITY

Risk

Council may receive community feedback regarding the change in event framework – moving from two (2) to one (1) event.

Opportunity

The proposed changes provide an opportunity to offer the region one major style community event that is in line with the standards set across other regions for Australia Day Awards, as well as assist with breaking down geographical barriers that exist in the region.

COMMUNITY ENGAGEMENT

Internal Consultation

Coordinator Community Services
Community Development Officers
Councillors

External Consultation

Informal community feedback

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009
Australian Citizenship Act 2007
Australian Citizenship Regulations 2007
Australian Citizenship Ceremonies Code

Corporate Plan

Goal 1 Our People

Outcome: 1.2 Communities have the opportunities to grow and develop.

Objective: 1.2.1 Plan and provide community facilities and programs to meet the needs of our diverse community and enable community growth.

- 1.2.2 Provide equitable access, and advocate for, a range of services, programs and facilities to address the marginalised and “hard to reach” groups within the community to foster inclusion, growth and skills development.
- 1.2.3 Offer contemporary community development services across the region that reflect the needs and aspirations of the community.

Outcome: 1.3 Communities are active, healthy and celebrate cultural diversity.

- Objective:**
- 1.3.1 Identify, promote and grow opportunities for arts, cultural expression and the development of creative industries.
 - 1.3.2 Partner with sport and recreation stakeholders to encourage active lifestyles.
 - 1.3.3 Plan and provide facilities and programs that enable participation in sport, recreation and cultural and community activity.

Policy / Strategy

- Australia Day Policy
- Civic and Council-Led Community Events Policy
- Community Development Policy PL-CS083

ATTACHMENTS

1. PL-SD041 - Australia Day Awards Policy 2024 [↓](#)



Australia Day Awards Policy

Policy Number:	PL-SD041
Policy Type:	Operational
Department:	Community Services
Section:	Community Development
Responsible Manager:	Manager Community Services
Date Approved:	24 August 2016
CEO Signature:	
Date to be Reviewed:	12 July 2025
Date Reviewed:	12 July 2024
Date Rescinded:	N/A

REVISION RECORD

Date	Version	Revision description
01/09/18	1	Alteration at General Meeting
11/11/20	2	Reviewed with amendments at sections 2, 5.1.1.1, 5.1.2, 5.1.5 and 5.1.9
31/08/22	3	Transferred to new corporate template, 5.1.7
06/02/23	4	Reviewed with amendments at sections 1, 5.1.1.1, 5.1.7, 5.1.8, 5.1.9
12/07/23	5	<ul style="list-style-type: none"> Section 1- Policy background updated to reflect the historic relevance and cultural awareness surrounding Australia Day. Section 2 – Purpose has been amended to correctly reflect the Policy intention. The specifics of the award categories are now appropriately located within Section 5.1.1 of the Policy. Section 4 – Legislative context updated to include The Australian Citizenship Code. Section 5.1.3 – Selection criteria adequately updated to correctly reflect the Selection Criteria and formatting of the Policy document. Selection Criteria removed the requirement to be a resident of the Southern Downs regarding the activity or outcome achieved in the Southern Downs Regional Section 5.1.6 – Award recipients formatting update to correctly reflect the policy document. Existing context of the policy updated to correctly reflect the process. Section 5.1.7 – Announcement of awards updated in response to feedback to acknowledge nominees publicly before the event. Section 5.1.8 – Timeline for awards updated to provide transparent direction for Officers to complete the required tasks in a realistic timeframe and feedback. Sections 5.1.9, 5.1.10, 5.1.11 - Formatting update to correctly reflect the Policy document and provide clear direction regarding the level of support provided.
16/08/2024	6	<ul style="list-style-type: none"> Section 2- Purpose has been amended to include the proposal of removing the Northern and Southern categories and creating the new list of categories, region-wide. Section 5.1.1 – Policy Details has been updated to include a newly proposed selection panel including three community members through EOI. Section 5.1.1.a – An addition of the selection criteria when processing EOI's to select suitable community panel members. 5.1.4 – Addition of eligible nominees outside of the region for relevant reasons 5.1.6 – Addition of eligible nominees outside of the region for relevant reasons Section 5.1.7 – Timeline for awards minor changes to reflect the proposed changes to one major event (ceremonies to ceremony). Section 5.1.9 – Announcement of Award Recipients removal of the reference to overarching award as per new proposed award categories in Section 2. 5.1.10 – Addition of explanation of the proposed one major Civic event, rotating throughout the region each year.

CONTENTS

REVISION RECORD 2

1 Policy Background..... 4

2 Purpose 4

3 Scope 5

4 Legislative Context..... 5

5 Policy Details 5

5.1 Australia Day Awards..... 5

5.1.1 Assessment panel 5

5.1.2 Nominations 7

5.1.3 Number of Awards Permitted in Each Category..... 7

5.1.4 Ineligible Persons..... 7

5.1.5 Selection Criteria 7

5.1.6 Eligibility Criteria 8

5.1.7 Timeline for Awards..... 8

5.1.8 Award recipients..... 9

5.1.9 Announcement of Award Recipients..... 9

5.1.10 Community Australia Day Events..... 9

5.1.11 More Information 9

1 Policy Background

Celebrated on 26 January, Australia Day is an opportunity to inspire national pride, and for all Australians to celebrate being an Australian citizen and to recognise and reflect on the privileges we all have as citizens.

Furthermore, Australia Day provides an opportunity to welcome new Australians to our Country and our region, through the Citizenship Ceremonies

The Australia Day Civic Ceremonies are organised in accordance with the Australian Citizenship Code (The Code).

Citizenship ceremonies must be non-commercial, apolitical, bipartisan and secular. They must not be used as forums for political, partisan or religious expression, for the distribution of political material or the sale of souvenirs.

2 Purpose

The purpose of this Policy is to outline a process for the administration of Council's Australia Day Awards. Australia Day Awards are presented in the following categories:

- a. Citizen of the Year Award
- b. Junior Citizen of the Year Award
- c. Sportsperson or Sports Administrator of the Year Award
- d. Junior Sportsperson of the Year
- e. Cultural Citizen of the Year Award
- f. Community Event of the Year Award

The award recipients will be chosen from nominations received during the nomination period.

3 Scope

Southern Downs Regional Council celebrates Australia Day each year with awards to recognise the achievements of our community members and organisations. Furthermore, Australia Day provides an opportunity to welcome new Australians to our Country and our region, through the Citizenship Ceremony.

4 Legislative Context

Australian Citizenship Act 2007

5 Policy Details

5.1 Australia Day Awards

5.1.1 Assessment panel

An awards assessment panel will be appointed by Council and will comprise:

- The Mayor or representative; and
- Deputy Mayor
- Three members of the community
- Panel will stay for four (4) years (as per a Council term avoiding the need to annually put the policy up)

The three members of the community will be selected through an EOI process in the lead up to the Australia Day Awards event.

5.1.1.a

Criteria for Selection Process of Community Panel Members:

Expertise and Experience:

- Relevant experience in fields related to the awards' categories (e.g., community events, community sports) or,
- Professional or academic background that demonstrates an understanding of the criteria for awards.

Community Engagement:

- Active involvement in the community or relevant organizations.
- Experience in volunteering or working in roles that contribute to the community.

Diversity and Inclusivity:

- A diverse representation of backgrounds, including life experience, community representation, gender, equity experience and/or cultural background.
- Ability to bring diverse perspectives and insights to the decision-making process.

Knowledge of the Awards:

- Familiarity with the history, purpose, and criteria of the Australia Day awards.
- Understanding of the significance of the awards and the impact they have on individuals and community.

Leadership Qualities:

- Demonstrated leadership in relevant areas, such as community service, professional fields, and civic engagement.
- Ability to guide discussions and decisions effectively.

Commitment to Confidentiality:

- Willingness to maintain confidentiality regarding the nomination process and panel discussions.

Conflict of Interest:

- Absence of conflicts of interest related to the nominees or the award categories.
- Full disclosure of any potential conflicts and an understanding of how to manage them.

Selecting panel members with these criteria can help ensure a fair, diverse, and effective decision-making process for the Australia Day awards.

5.1.1.1

Assessment Panel Meeting Practices

At least one panel meeting must be convened to consider nominations for the Award categories. Additional meetings may be convened if deemed necessary. This panel and any additional panel meetings should be conducted face to face where possible.

All members are required to be given a Notice of Meeting of the Assessment Panel, with at least five (5) working days prior notice being given, where practicable.

All panel members will be provided with information on all nominations received for the assessment meeting. The Mayor will chair the meeting/s.

All elected members on the panel are required to vote for each Award, except if an elected member has a conflict of interest in relation to a nominee.

Panel members unable to attend the meeting/s can lodge their vote with the panel via email prior to the meeting.

All discussions relating to the assessment of nominations and decisions on final award recipients must be kept confidential until the award recipients have been notified, and Council has issued a media announcement.

Where a panel member is unavailable, or fails to provide their assessments by the required date and time, their votes will not be accepted and the decision will be determined by the remaining panel members.

In exceptional circumstances, for example, where the nomination period has been

extended to January of the year in which the Awards will be presented, the assessment panel may be convened entirely by an online method, such as email or an MS TEAMS meeting.

5.1.2 Nominations

All nominations for the Awards must be lodged on the official nomination form by the closing date and time.

Nominations that do not meet the eligibility and selection criteria or are not submitted on the official nomination form will not be considered. The nomination closing date may be extended if Council deems it beneficial to the number and quality of nominations. Advice of closing date extension must be made available to the public.

Late nominations are also considered ineligible.

If no nominations are received which meet the eligibility and selection criteria for a category, then the Award for that category will not be awarded.

5.1.3 Number of Awards Permitted in Each Category

Only one award is to be granted for each Award category. In the event of a tie in any category, an additional Award will be presented in that category only. It is preferred to grant an Award only once to any individual in each year.

5.1.4 Ineligible Persons

- Present Local Government Elected Members (Councillors), and Federal or State politicians.
- Present members of the Australia Day Assessment Panel.
- Individuals that nominate themselves.
- Previous recipients of Australia Day Awards will not be eligible for an award in the same category for a period of five (5) years.
- A person whose residential address is located outside of the Southern Downs Local Government Area (students studying externally may still be considered, as well as Southern Downs locals who are living elsewhere due to the nature of their community contribution i.e. Olympians, community advocates, Australian ambassadors).

5.1.5 Selection Criteria

- The award must be for community work performed principally within the Southern Downs Local Government Area.
- Consideration may be given to a nominee's community activities and work undertaken in the years prior to the nomination year.
- The nominee's community work and other achievements must be of a high caliber.
- Statements from the referees will be considered.
- For the Junior Citizen of the Year Awards, particular consideration will be given to activities and community involvement/participation.
- For the Community Event of the Year Awards, particular consideration will be given to the social impact of the relevant event and the level of community

involvement/participation.

5.1.6 Eligibility Criteria

A nominee:

- must be an Australian Citizen (except where the nomination is for Community Event of the Year).
- must be a resident of the Southern Downs Local Government Area (students studying externally may still be considered, as well as Southern Downs locals who are living elsewhere due to the nature of their community contribution i.e. Olympians, community advocates, Australian ambassadors).
- must not have received an Award in the same category within the previous five (5) years.
- must meet the age criteria where applicable. For Junior Citizen of the Year Awards, the nominees must be under 18 years of age as of the 26 January in the year that the award will be presented.
- cannot apply on their own behalf.

Nominations must:

- be submitted on Council's official nomination form.
- be received by Council by the advertised closing date and time. Late nominations will not be considered.
- include the name and contact number of at least one referee that can provide supporting evidence for the nomination.

5.1.7 Timeline for Awards

September – Nominations Open

- Award nominations open with public advertising to invite nominations.

November – Nominations Close & Award Recipients Determined

- Nominations close at 4pm on the specified closing date. Council will allow 7 business days for postal nominations to be received, pending the Nomination Form is dated prior to the closing date.
- Closing time for nominations passed
- Council Officer to determine eligibility of nominations.
- Australia Day Awards Assessment Panel to determine final award recipients from eligible nominations received within the applicable time frame.

December – Award Recipients Notified

- Council Officers to notify award recipients and send out a formal invitation to attend a Civic Ceremony.

January – Event Held: Australia Day Civic Ceremony

- Media release announcing award recipients for awards;
- Nomination Certificates presented to all nominees at the Civic Ceremony
- Awards are presented at the Australia Day Civic Ceremony;

- The Civic Ceremony is to be held on Australia Day, January 26, or the three days prior or the three days after Australia Day, as per the Australian Citizenship Ceremonies Code.

5.1.8 Award recipients

The award recipients will be determined by the Assessment Panel from the eligible nominations received during the nomination period.

The Awards will be presented to the recipients at a Civic Ceremony to be held in the Southern Downs region.

During their tenure as award recipients, the region-wide Southern Downs Citizen of the Year and Junior Citizen of the Year northern and southern may be invited to attend and/or speak at Council Civic events such as Citizenship Ceremonies.

Local community groups may also be encouraged to invite the annual Award recipients to attend and/or speak at local functions and events.

5.1.9 Announcement of Award Recipients

The Australia Day Award recipients will be notified by Council in advance of the civic ceremony.

5.1.10 Community Australia Day Events

Council will hold one major event to award the Australia Day Award Recipients, and to conduct the annual Australia Day Citizenship Ceremony (referred to in this policy as the Australia Day Civic Ceremony) in accordance with the *Australian Citizenship Act 2007*. This event will be open to the public to attend and celebrate. This event will move venues each year, being held in all towns throughout the Southern Downs region.


Council will also provide guidance and support to community organisations across the Southern Downs region in relation to the conduct of their local Australia Day celebrations, and will work with those organisations to guide their Australia Day Local Community Awards.

5.1.11 More Information

Information on the Australia Day Awards and Nomination Forms will be available on Council's website www.sdrc.qld.gov.au or by contacting Council by phone on 1300 MY SDRC (1300 697 372) or via email: mail@sdrc.qld.gov.au

13.3 Regional Arts Development Fund 2024/25 - Minor Guideline Amendment

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Grants Officer	ECM Function No/s: 15.36.01

Recommendation

THAT Council approve the minor amendments to the *Southern Downs Regional Council (SDRC) 2024-2025 RADF Guidelines* ("the Guidelines") as attached in Attachment 1.

REPORT

Background

The Regional Arts Development Fund (RADF) is a partnership between the Queensland Government and Southern Downs Regional Council to support local arts and culture in regional Queensland.

The purpose of the RADF program is to support local artists and creative community organisations and to provide opportunities for local residents to participate in arts and cultural activities.

The SDRC priorities for the 2024/25 Program, developed in line with the Arts Queensland RADF Guidelines are:

- Arts and cultural tourism (e.g. festivals and events);
- Heritage and collections of the region (e.g. museums, galleries, libraries, heritage trails);
- Applications where funding is aimed at participants from demographics and segments of the community who have not historically participated in RADF funded programs or projects;
- Arts and creative activities which support the wellbeing of participants, strengthen social connections and build community resilience; and
- Provide employment opportunities for local artists and arts workers.

Applicants can currently apply for up to \$25,000 in funding, however, the intent is to amend this figure down to a maximum of \$10,000 per application.

An overview of the current assessment process is provided below:

- Stage One (1) is the pre-eligibility criteria assessment which ascertains if applications are eligible to apply for the funding. If applications are deemed ineligible, they do not progress to stage two (2).
- Stage Two (2) is the application assessment criteria, which is undertaken by two (2) assessors. These assessors come from a pool of Council and Gallery staff members.
- Each application assessment criteria carries a percentage weighting, as follows:

Weighting	Application Assessment Criteria (total score of 100%)
15%	Description of the project and how the funding will be used
20%	How the project contributes to the Assessment Criteria (Quality, Reach, Impact and Viability) as outlined in the RADF Guidelines
15%	Outline the outcomes expected to be achieved from the project and how it will benefit the Southern Downs community
15%	Budget – description of expenses, income and co-funding, authentic quotations attached
10%	How the need for the project was identified
10%	How does the project align with the Southern Downs priorities
5%	List each stage of the project and the expected completion date
5%	What steps have been taken to address Workplace Health & Safety, Public Liability Insurance, Blue Card (if working with children), copyright and relevant licences
5%	Support materials (letter of support, concept plans etc)

- Each application is individually assessed and scored by each assessor.
- SmartyGrants automatically calculates the moderated score for each application for each assessor.
- The Total Moderated Score is calculated and as per the Guidelines, applications must meet the minimum Total Moderated Score of 3 (out of 5) to be recommended for funding.
- If the application meets all pre-eligibility criteria and the minimum Total Moderated Score, the Grants Officer will write an Email of Recommendation to the Manager Community Services for their consideration.
- The Manager Community Services advises whether they do or do not recommend to Council to award funding.
- A Council report is drafted and submitted to Council to consider the recommendation for approval.

Report

The current process can take up to six (6) weeks to progress an application through the shortlisting and onto Council for approval. Often, the need for the Council to approve applications can cause some issues with some applicants who are seeking an outcome earlier than the Council meeting dates.

To streamline the process and ensure funding is getting to worthy recipients sooner, a summary of the proposed changes to the Guidelines is outlined below:

- Stage One (1) is the pre-eligibility criteria assessment which ascertains if applications are eligible to apply for the funding. If applications are deemed ineligible, they do not progress to stage two (2). (Timeframe to complete is forecast to take five (5) Days)
- Stage Two (2) is the application assessment criteria, which will be undertaken by five (5) assessors, proposed to be made up of a Council Officer, Warwick Art Gallery Representative, Stanthorpe Regional Art Gallery representative, Community Member from the North (preferably with a music background) and Community Member from the South (preferably with a music background). (Timeframe to complete the assessment of the application is forecast to take five (5) days)

- The two (2) additional community members proposed for the assessment panel would be appointed for a four (4) year term. Due to both galleries already being on the assessment panel, the other two (2) panel members would ideally come from a music background to ensure the assessment panel has a broader arts and culture background of experience when looking at applications of an arts and culture perspective.
- Each application assessment criteria carries a percentage weighting, as follows:

Weighting	Application Assessment Criteria (total score of 100%)
15%	Description of the project and how the funding will be used
20%	How the project contributes to the Assessment Criteria (Quality, Reach, Impact and Viability) as outlined in the RADF Guidelines
15%	Outline the outcomes expected to be achieved from the project and how it will benefit the Southern Downs community
15%	Budget – description of expenses, income and co-funding, authentic quotations attached
10%	How the need for the project was identified
10%	How does the project align with the Southern Downs priorities
5%	List each stage of the project and the expected completion date
5%	What steps have been taken to address Workplace Health & Safety, Public Liability Insurance, Blue Card (if working with children), copyright and relevant licences
5%	Support materials (letter of support, concept plans etc)

- Each application is individually assessed and scored by each assessor.
- SmartyGrants automatically calculates the moderated score for each application for each assessor.
- The Total Moderated Score is calculated and as per the Guidelines, applications must meet the minimum Total Moderated Score of 3 (out of 5) to be recommended for funding.
- If the application meets all pre-eligibility criteria and the minimum Total Moderated Score, the Grants Officer will write an Email of Recommendation to the Manager Community Services for their consideration.
- The Manager Community Services advises whether they do or do not approve the funding in accordance with the panel's recommendation. (Timeframe to complete two (2) working days).
- Applicants would only be able to apply for up to \$10,000 in funding.
- Annually, a report would be tabled to Council on those successfully applicants for the previous financial year.

With the proposed changes, it is forecast that Council could accelerate the outcome of the decision for application by three (3) to four (4) weeks when not waiting on a Council meeting. In addition, by reducing the overall maximum funding amount available for an application, the available funding would be spread across more applicants and events.

The proposed amendments have been incorporated in the 2024/25 RADF Guidelines (Attachment 1).

Conclusion/Summary

Following feedback, it was identified that the current RADF assessment processes are time-consuming often taking between six (6) to eight (8) weeks before decisions can be notified to

applicants. The proposed amendments will streamline the process and reduce the waiting time between application lodgment and decision, ensuring those successful applicants can focus on the RADF outcome and deliver on many of these programs sooner.

FINANCIAL IMPLICATIONS

The 2024/2025 budget includes \$82,950 for the RADF Program as per below:

	Arts Queensland Funds	Council Contribution	Total
RADF 2024/2025	\$41,475	\$47,475	\$82,975
	Total available for 2024/2025		\$82,975

By reducing the maximum grant available to \$10,000 will allow a minimum of eight (8) successful applications for the full amount versus a possible three (3) under the current guidelines, which currently allows up to \$25,000 per application. However, with the vast majority of applications being less than the maximum, officers forecast that between twelve (12) to fifteen (15) applications are likely to fit within this budget allocation if they are approved under the proposed amended guidelines.

RISK AND OPPORTUNITY

Risk

Nil

Opportunity

Funding to be granted to various projects throughout the region, providing many ongoing benefits to the community.

COMMUNITY ENGAGEMENT

Internal Consultation

Council Staff

Cr Harslett - Portfolio Councillor

External Consultation

Applicant feedback: Council's online SmartyGrants application forms include a feedback section to be completed by the applicant. The feedback data is collated and reviewed by the Grants Officer in an endeavor to ensure the continuous improvement in Council's delivery of funding to the community.

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009

Local Government Regulation 2021

Corporate Plan

Goal 1 Our People

Outcome: 1.2 Communities have the opportunities to grow and develop.

- Objective:** 1.2.1 Plan and provide community facilities and programs to meet the needs of our diverse community and enable community growth.
- 1.2.3 Offer contemporary community development services across the region that reflect the needs and aspirations of the community.
- Outcome:** 1.3 Communities are active, healthy and celebrate cultural diversity.
- Objective:** 1.3.3 Plan and provide facilities and programs that enable participation in sport, recreation and cultural and community activity.
- 1.3.1 Identify, promote and grow opportunities for arts, cultural expression and the development of creative industries.

Policy / Strategy

Arts & Culture Policy PL-CS053 27 January 2021

Public Art Policy PL-CS107 10 August 2022

ATTACHMENTS

1. SDRC RADF Guidelines 2024/25 (Proposed)[↓](#)



Southern Downs
REGIONAL COUNCIL

2024 – 2025

RADF

GUIDELINES

Southern Downs *A great place to live, work, play and stay.*

 sdrc.qld.gov.au

 mail@sdrc.qld.gov.au

 1300 MY SDRC (1300 697 372)

Southern Downs online



Table of Contents

1	About the program.....	3
2	Southern Downs Region Priorities 2024/2025	3
3	Available Funding	3
4	Who can apply?.....	4
5	Who cannot apply?	5
6	What is not eligible for funding?.....	5
7	Application process	5
8	Assessment & Decision Process	6
9	Application Assessment Criteria	6
10	RADF Assessment Criteria.....	7
11	Notification Process.....	7
12	Grant Payment Process.....	8
13	Acknowledgement of Funding.....	8
14	Funding Acquittal Process	9
15	When You Apply.....	9
16	Documents to Upload	10
17	When You Submit.....	10
18	Applicant Support	11

PLEASE NOTE

- Applicants **must not** canvass nor lobby Councillors or Council staff about their funding applications during the application and assessment process. If an applicant does canvass or lobby Councillors or Council staff, the application will become null and void.
- Grant Applicants **should not** rely on Council as a **continual or sole source** of income and should actively pursue other avenues of funding to aid in their development of projects.
- Applicants are encouraged to also seek funding from other sources external to Council.
Visit the Southern Downs Grants Hub at <https://southerndowns.grantguru.com.au/> to search for external funding opportunities.

1 About the program

The Regional Arts Development Fund (RADF) is a partnership between the Queensland Government and Southern Downs Regional Council to support local arts and culture in regional Queensland.

RADF promotes the role and value of arts, culture and heritage as key drivers of diverse and inclusive communities and strong regions. RADF invests in local arts and cultural priorities, as determined by local communities, across Queensland.

RADF is a flexible fund inclusive of all relevant artform areas including visual art, craft and design, music, dance, writing, dramatic and physical theatre, media art, film and television, multi-arts, festivals, public art, community cultural development, and heritage and collections including museums, galleries and libraries.

The RADF objectives are to support arts and cultural activities that:

- provide public value for Queensland communities
- build local cultural capacity, cultural innovation and community well-being
- deliver Queensland Government's [objectives for the community](#).

The RADF program on the Southern Downs will support local artists and creative community organisations and individuals through continued competitive funding whilst still allowing opportunity to develop strategic initiatives that develop the regions cultural and creative future. Council will be able to take a more active role in identifying those local initiatives that provide maximum community benefit while encouraging inclusion, collaboration and artistic excellence. It will also continue to encourage and provide opportunities for local residents to participate in arts and cultural activities.

2 Southern Downs Region Priorities 2024/2025

Applicants should aim to meet one of the below priorities for the Southern Downs RADF Program. All other eligible applications will be considered and assessed on merit.

- Arts and cultural tourism e.g. festivals & events;
- Heritage and collections of the region e.g. museums, galleries, libraries, heritage trails;
- Applications where funding is aimed at participants from demographics and segments of the community who have not historically participated in RADF funded programs or projects.
- Arts and creative activities which support the wellbeing of participants, strengthen social connections and build community resilience
- Provide employment opportunities for local artists and arts workers.

3 Available Funding

The RADF funding available per applicant is:

Eligible projects	Up to 70 per cent of the total cost of the project, to a maximum of \$ 10,000 per applicant
Professional Development	Up to 60 per cent of the total costs for registration, accommodation and travel, to a maximum of \$2,000 per applicant

RADF will not support 100% of any project. Applicants are required to have another funding source. Sources could include cash contributions, grants from other funding bodies, fundraising, sponsorship and partnership contributions, in kind support.

The RADF program is open for applications as per the below dates – or – until the budgeted funding allocation has been depleted.

Applications must be submitted a minimum of **Four (4) weeks prior** to the commencement of the event or project to provide adequate time to process the grant application.

Open From:

TBC 2024 until 30 June 2025

For projects or activities taking place between:

TBC 2024 and 31 July 2025

4 Who can apply?

All applications are checked to determine applicant and project eligibility and to ensure the application is complete. Ineligible and incomplete applications will not progress to assessment.

Applications to Council for a RADF Grant can be made by:

- Individual emerging and established artists, producers and creative practitioners
- Organisations that are a legal incorporated not-for-profit (“NFP”) entity
- *Please Note: Recipients of Council’s Grants to Community Funding Streams, Major Event Sponsorship or Operational Funding in this financial year **are** eligible to apply for RADF.*

Applicants must:

- reside or be based in the Southern Downs area, or demonstrate how the project will directly benefit Southern Downs;
- be Australian citizens or permanent residents;
- be over 18 years of age or have the application co-signed by a legal guardian confirming responsibility for the financial management of the funding if applying as an individual;
- hold an Australian Business Number (“ABN”) or be auspiced by an incorporated legal entity;
- the applicant organisation must be an incorporated legal entity or limited by guarantee. If a group or organisation is not incorporated, the applicant must be auspiced by an incorporated legal entity;
- have current and appropriate insurance for the project and attach evidence to the application form;
- ensure all artists and arts workers involved in the project are eligible by completing an Eligibility Checklist;
- have Council approval if your project is for Public Art (you will need to submit your proposal to the Public Art Reference Group and receive Council approval before seeking funding);
- the applicant, or its auspicing organisation, needs to confirm that it has fully acquitted any previous funding received from Council.
 - If you were awarded funding through Council’s RADF program last financial year (2023/24), you may apply for one (1) RADF grant in the current financial year (2024/25), providing the previous grant has been fully acquitted (i.e. if your acquittal is not yet due, you will not be able to apply until the project is complete and acquittal submitted).
 - If you were awarded funding through Council’s Community Grant program last financial year (2023/24) or in the current financial year (2024/25), you may apply for one (1) RADF grant in the current financial year (2024/25) providing the acquittal is not overdue and that you are applying for a new project.

5 Who cannot apply?

Applications to Council for a RADF Grant cannot be made by:

- Businesses;
- For Profit Companies, Trusts or Other Organisations;
- Government Agencies or Departments of Local, State or Federal Government and Statutory Authorities (incl. - Rural Fire Brigades);
- Organisations that have not acquitted previously received Council funding;
- Organisations that have received any other funding from Council for the same project;
- Public or Private Educational Institutions (excl. - Parents & Citizens and Parents & Friends Associations).

6 What is not eligible for funding?

- incomplete applications (all requesting support information, e.g. artist eligibility checklist and quotes, must be attached to the application);
- projects which will commence before notification of successful funding;
- purchase of existing artwork;
- projects which have received other Council funding;
- requests for 100% of the project costs;
- projects which include entertainment for events without a specific developmental outcome for artists;
- catering expenses;
- competitions, awards and prizes;
- cash, donations or sponsorships;
- significant capital items e.g. buildings, vehicles, equipment;
- recurrent operational expenses (e.g. – insurances, wages, rates, water & utilities rates);
- accredited study, training or university courses;
- publishing costs – a small proportion of printing costs may be eligible for significant projects with RADF supporting a maximum of 20% of total publishing costs.

7 Application process

All RADF Grant applications are completed and submitted to Council online via SmartyGrants.

The RADF Grant application assessment process takes approximately 20 working days from the date that the application is submitted.

All applications go through a rigorous assessment process, which is designed to ensure equity, openness and transparency for applicants seeking financial assistance through Council.

8 Assessment & Decision Process

Applicants need to be aware that Council's RADF Grant application process takes approximately 20 working days from the date Council received the application.

Council's Grants Officer is responsible for assessing the pre-eligibility for each RADF application in accordance with the RADF Guidelines and will have five (5) working days to complete this stage.

- If the pre-eligibility criteria has not been met, the application will not proceed to the Application Assessment stage.

When the applications have been assessed as meeting the pre-eligibility criteria, they progress to the Application Assessment stage and are assessed by five (5) assessors, against the percentage weighted questions. Assessors will have five (5) working days to complete the assessment.

Should the Grants Officer or any assessors have a conflict of interest concerning a grant application, another Council Officer will be appointed to assess that application.

At the end of the assessment, SmartyGrants generates the moderated score for each application.

Applicants must meet 60% of the Total Moderated Score (e.g 3 out of 5 if the top score is 5) to be recommended for funding (within budgetary constraints).

If the application meets all pre-eligibility criteria and the minimum Total Moderated Score, the Grants Officer will write an Email of Recommendation to the Manager of Community Services for their consideration.

The Manager will have two (2) working days to provide the Grants Officer with their Decision as to whether they do or do not approve the funding application.

If the application is approved by the Manager, the Grants Officer will complete a Funding Recommendation & Payment Request form and notification will be sent via email to the applicant.

9 Application Assessment Criteria

The RADF Grant Application Assessment Criteria carries a total percentage weighting of 100% and is made up of the following –

- | | |
|-----|--|
| 15% | Description of the project and how the funding will be used |
| 20% | How the project contributes to the RADF Assessment Criteria (Quality, Reach, Impact and Viability) outlined below |
| 15% | Outline the outcomes expected to be achieved from the project and how it will benefit the Southern Downs community |
| 15% | Budget – description of expenses, income and co-funding, authentic quotations attached |
| 10% | How the need for the project was identified |
| 10% | How does the project align with the Southern Downs priorities |
| 5% | List each stage of the project and the expected completion date |
| 5% | What steps have been taken to address Workplace Health & Safety, Public Liability Insurance, Blue Card (if working with children), copyright and relevant licences |
| 5% | Support Materials (Letter of Support, concept plans etc) |

10 RADF Assessment Criteria

Applicants will need to demonstrate in their applications how the project contributes to the following Assessment Criteria which are based on Key Performance Outcomes (KPO's) supplied by Arts Queensland. Applicants will be assessed on how their application meets the following criteria:

CRITERIA		CONSIDERATIONS FOR ASSESSMENT
QUALITY	RADF supports high quality arts and cultural initiatives based on local priorities	<ul style="list-style-type: none"> Will the proposed project be delivered by a professional artist or arts organisation? Has evidence of the quality of their work been provided? How does the proposed project contribute towards meeting local arts and cultural priorities? Has evidence been provided? Does the proposed project provide high quality experiences for the local community and/or build the capacity of the local arts sector. Does the proposed project have any innovative aspects?
	Local communities value RADF	<ul style="list-style-type: none"> Evidence of benefits to the local community. Has the applicant considered how to gather information to evaluate community value and success (e.g. survey, attendance records, economic impact)?
REACH	RADF provides access to and engagement in arts and culture for diverse communities, artists, participants and audiences.	<ul style="list-style-type: none"> Who in the community will be engaged through the activity? Is the project seeking to engage a specific group within the community? Evidence of engaging diverse audiences, participants and communities.
	Evidence of local demand	<ul style="list-style-type: none"> Evidence of demand for the proposed project or explain how the project responds to local needs and interests.
IMPACT	Demonstrates cultural, artistic, social or economic returns on investment.	<ul style="list-style-type: none"> What cultural, artistic, social or economic value/outcomes will the proposed project contribute to the community?
	RADF invests in diverse local arts and cultural projects	<ul style="list-style-type: none"> Has the applicant provided detail on the type of activity proposed (what, where, when, how)? Is there a diversity of art forms, project types and locations of the projects requesting funding?
	RADF engages local communities in arts and cultural activities	<ul style="list-style-type: none"> Has the applicant provided detail on who will be the participants and audiences for the activity? Has the applicant provided detail on the communication and marketing strategies?
	RADF supports local employment and strengthening of local arts sector	<ul style="list-style-type: none"> Will the proposed project enhance the capacity and skills of local artists or strengthen local arts sector? How? How many people will be employed / contracted for services as a result of RADF projects?
VIABILITY	RADF builds strong partnerships between arts and non-arts sectors	<ul style="list-style-type: none"> Has the applicant initiated any partnerships to contribute to the delivery of the proposed project? Proposed project identified and secured relevant external financial and in-kind partners? Evidence of additional support for the project (e.g. other funding, in-kind, earned income, own contribution)
	RADF investment is used effectively and appropriately	<ul style="list-style-type: none"> Evidence of adequate planning and value for money. Is the budget accurate and appropriate for the proposed project? Have all previous funds been acquitted and reported on?

11 Notification Process

Unsuccessful applicants will receive notification in writing via email.

Successful applicants will receive a Funding Offer & Agreement ("FOA") via email to sign and return to Council for the Manager of Community Services to sign.

If the applicant does not sign and return the FOA to Council by the date stipulated, the offer may expire, no grant will be paid to the organisation and the funding may be offered to another applicant.

12 Grant Payment Process

Once the FOA has been signed by the applicant and Council, the grant payment process commences.

Payment will be made electronically into the bank account nominated on the application form.

- If the applicant organisation is being auspiced, the payment will be made to the auspicings organisation's nominated bank account.

Payments are usually made within two (2) weeks of Accounts Payable receiving the payment request.

*Please note that all Council grants are paid exclusive of GST regardless of the tax status of application/organisation.

13 Acknowledgement of Funding

All successful RADF applicants are **required** to actively and publicly acknowledge the Queensland Government and Southern Downs Regional Council for their support.

This is one of the conditions of the Funding Offer & Agreement ("FOA") that is required from the successful applicant.

The RADF acknowledgement text and logos are to be used throughout the project. The text is as follows:

The Regional Arts Development Fund (RADF) is a partnership between the Queensland Government and Southern Downs Regional Council to support local arts and culture in regional Queensland.

The applicant will be provided with Funding Acknowledgement Examples which details how the acknowledgement can be successfully achieved using a number of mediums, such as:

- Display the acknowledgement on a sign or poster at the project;
- Invite the Mayor/Councillors to the project (*Allow a minimum of four (4) weeks' notice*);
- Speeches presented at the project (some record of the speech, e.g. a print copy of the speech, or video, would need to be retained for evidence);
- Book & Borrow a Council Banner to display at the project;
- Inclusion of the acknowledgement in all e.g. Promotions / Marketing / Invitations / Brochures / Flyers / Stickers;
- Inclusion of the acknowledgement in Newspaper Articles / Editorials / Advertisements / Media Releases about the project;
- In your organisation's Newsletter;
- In your organisation's Email Signature Block;
- On your organisation's Website;
- On your organisation's Facebook page or other social media page; or
- In Letters your organisation sent to Supporters / Members / Participants / Volunteers.

Note: it is important to consider how you will document the above examples, such as taking photos, or making copies of these acknowledgement types.

Evidence of the use of a **minimum of three (3) acknowledgement types** must be provided with the grant acquittal upon completion of the project.

It is a requirement that the Mayor and Councillors are invited to any event associated with your project to ensure that Council is publically acknowledged for its financial contribution.

14 Funding Acquittal Process

- The applicant will be emailed a copy of their fully executed FOA, a copy of Funding Acknowledgement Examples and two versions of the Queensland Government and Council logos.
- A grant recipient must provide Council with a completed Acquittal Form within eight (8) weeks from the project end date as stipulated in the FOA.
- The acquittal process is required to ensure that public monies awarded to grant recipients has been expended for the purpose approved, as per the Application Form and in-line with the terms and conditions of the FOA.
- The applicant will need to attach one (1) of the following as evidence that the funding has been expended –
 - Attach a copy of the tax invoice **and** the receipt of payment; or
 - If a payment is made online via internet banking, attach a copy of the tax invoice **and** a copy of the completed online internet transaction showing the receipt number; or
 - Attach a tax invoice demonstrating a **nil** balance; or
 - Attach a copy of the tax invoice with the payment details written on it (i.e. date, amount paid and cheque number) **and** a copy of the signed cheque written out to the supplier **or** a copy of the cheque butt with the details filled out and signed.
- Evidence of the use of a **minimum of three (3) acknowledgement types** must be provided with the grant acquittal to show how the applicant acknowledged Council for its financial assistance.
- The Acquittal Form is to be completed online via SmartyGrants and a link to the form will be provided to each successful applicant.
- When the funding received has been assessed as fully acquitted, the applicant will receive a confirmation email from Council and the grant file will be closed.
- If the funding is not fully acquitted, the applicant will be ineligible for any future Council funding until a satisfactory acquittal is received and Council may request funding is returned.

15 When You Apply

- Consider using a generic email address and password for your organisation that can be passed on to the new governance committee each year (e.g. junabeehall@gmail.com)
- Before you start your application visit Council's website - www.sdrc.qld.gov.au – Doing Business – Grants to Community – read the Guidelines and the Hints & Tips to Help Write a Successful Grant Application.
- Start your application early - Don't leave it to the last minute.
- Don't assume the assessors of your application have any knowledge about your organisation or your project.
- Have access to a computer and the internet as all application and acquittal forms are to be completed online via SmartyGrants.
- If you don't feel you are tech-savvy, ask a friend or relative or another member of your organisation to help you.
- Once an application or acquittal form has been submitted in SmartyGrants, an email will be sent to the email address the applicant used to register in SmartyGrants, acknowledging that Council has received the grant submission.
- Use plain language and clear messages – key points and outcomes-focused.
- Be consistent with themes throughout the application and use a logical format.

16 Documents to Upload

- The following documents are required for all applications. Please ensure the following documents are attached to your application:

✓	Checklist
	Letter of Support (minimum of one) – must be authentic, dated and no more than two (2) months old (<i>note: a letter of support should not be supplied by the auspicing organisation, members of your organisation and should be from groups or individuals who will benefit from your project</i>)
	Quotes - for all items funding is being sought for. Quotes must be dated, authentic and no more than two (2) months old.
	Legal incorporated not-for-profit (“NFP”) entity evidence of either the applicant organisation or its auspicing organisation.
	Current and appropriate insurance cover for the project.
	Copy of a recent bank statement.

- The following documents may be required for your application:
 - Evidence of payment arrangement if the applicant has a debt to Council.
 - An Auspicing Agreement must be attached to the application if the applicant is required to be auspiced.
 - Approval from Council for your project (e.g. building or plumbing approval) •
 - If your organisation has a lease with Council, you will need to seek consent from Council if your project relates to or impacts on a leased property or building.

17 When You Submit

- Ask someone else to read your application – both to proof-read and to check that it makes sense.
- Check spelling and grammar.
- Check all supporting documentation is attached.
- Submit your completed application earlier than the closing date to avoid being unable to submit (e.g. – power, internet, computer outages).
- Check your email inbox and junk mail or spam folder to ensure you receive the confirmation email from SmartyGrants advising that your application or acquittal form was successfully submitted.
- Save the SmartyGrants email address into your email contacts to make sure you receive all emails into your inbox.
- If you don’t get the email from SmartyGrants, re-submit the form.**

18 Applicant Support

It is important that applicants are able to submit a well thought through and well developed application that answers all eligibility questions, addresses all the criteria and provides the documentary evidence and support documents required.

To enable applicants to submit quality applications, Council provides:

- On its website -
 - Guidelines;
 - Glossary of Terms;
 - Frequently Asked Questions;
 - Hints & Tips to Help Write a Successful Grant Application; and
- Access to Council's Grants Officer.

Some applicants might be applying for a grant for the first time and/or have difficulty with the language of forms. Access to, or familiarity with, technology (e.g. online systems) may also be an issue for some. If applicants need translation assistance or other practical support, Council will make arrangements for appropriate assistance to be provided.

Southern Downs Regional Council

For general enquiries about Grants to Community, contact Council's Grants Officer:

Telephone: 1300 697 372 (1300 MY SDRC)

Email: mail@sdrc.qld.gov.au

Website: www.sdrc.qld.gov.au

Office Hours: Monday to Friday from 8:00am to 5:00pm (Closed Public Holidays)

SmartyGrants

A SmartyGrants Help Guide for Applicants is accessible online at:

[SmartyGrants - Help Guide for Applicants](#)

Also the SmartyGrants Frequently Asked Questions may be of assistance:

[SmartyGrants - Applicant FAQ's](#)

Applicants can also contact the SmartyGrants support desk team for technical queries:

Office Hours: Monday to Friday from 9:00am to 5:00pm AEST


Telephone: (03) 9320 6888

Email: service@smartygrants.com.au



13.4 Naming of Unnamed Roads - 232 Sugarloaf Road Stanthorpe Stage 1A

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Sustainability and Strategy	ECM Function No/s: 3724398

Recommendation

THAT Council adopt one of the following names or an alternate as the name for the unnamed road nominated as Road 1 in 232 Sugarloaf Road Stanthorpe Stage 1A development:

- Snow Gum Road
- Silver Birch Road (public submission)
- David Haynes Drive (public submission)
- Fr Valenti Drive (public submission).

REPORT

Background

Council resolved at the Ordinary Meeting on 21 August 2024 to undertake a public consultation process with the broader community, seeking public feedback on naming the unnamed road nominated as Road 1 for the development of 232 Sugarloaf Road Stanthorpe Stage 1A.

Report

In accordance with the Roads and Places Naming Policy the public was informed that Council is considering the name 'Snow Gum' and were invited to submit feedback via the Online Form Have Your Say on the Council website. Advertisements were placed on the Council social media platform (Facebook), the SDRC Website "Hay Your Say" area, and in the local newspapers public notices areas. Public consultation occurred for 21 days closing on 12 September 2024.

Responses have been received from the public. The suggested names submitted are as follows:

- Silver Birch Road
- David Haynes Drive
- Fr Valenti Drive

FINANCIAL IMPLICATIONS

Nil

RISK AND OPPORTUNITY

Risk

Nil

Opportunity

Nil

COMMUNITY ENGAGEMENT

Internal Consultation

Sustainability and Strategy – GIS Team

External Consultation

- Online Form via Have Your Say on the Council website
- Advertisement placed on Council social media platform
- Advertisement place in the local newspaper

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009, s60(c) and (d)

Corporate Plan

Goal 2 Our Places

Outcome: 2.1 Public places and open spaces are safe, well maintained and liveable.

Objective: 2.1.2 Identify, facilitate and promote community-led place making, activation of public places and opportunities to enhance and activate the urban environment.

Outcome: 2.2 Public places, services and facilities are accessible, sustainable and cost effective.

Objective: 2.2.1 Facilitate and plan for safe, accessible and affordable infrastructure, housing, health and communication services for the community, visitors and industry.

Policy / Strategy

Roads and Naming Policy PL-ISO92

ATTACHMENTS

1. Road Naming Application - Silver Birch[↓](#)
2. Road Naming Application - David Haynes Drive and Fr Valenti Drive[↓](#)
3. Development Layout[↓](#)

From: [REDACTED]
Sent: Thu, 29 Aug 2024 07:24:38 +1000
To: mail@sdrc.qld.gov.au
Subject: Submission for unnamed road - development at 232 Sugarloaf Road

Good morning,

Here is my submission for the naming of unnamed road in the development at 232 Sugarloaf Road, Stanthorpe.

Silver Birch

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: Mon, 26 Aug 2024 19:04:02 +1000
To: mail@sdrc.qld.gov.au
Subject: Unnamed road off Sugarloaf Road

Good evening ,

Respectfully, don't know why Council would consider a road to be named after a tree when there would be so many humans that have contributed to the great place that would be the Granite Belt that deserve a permanent honour. Naming after trees and plants is a bit a century ago.

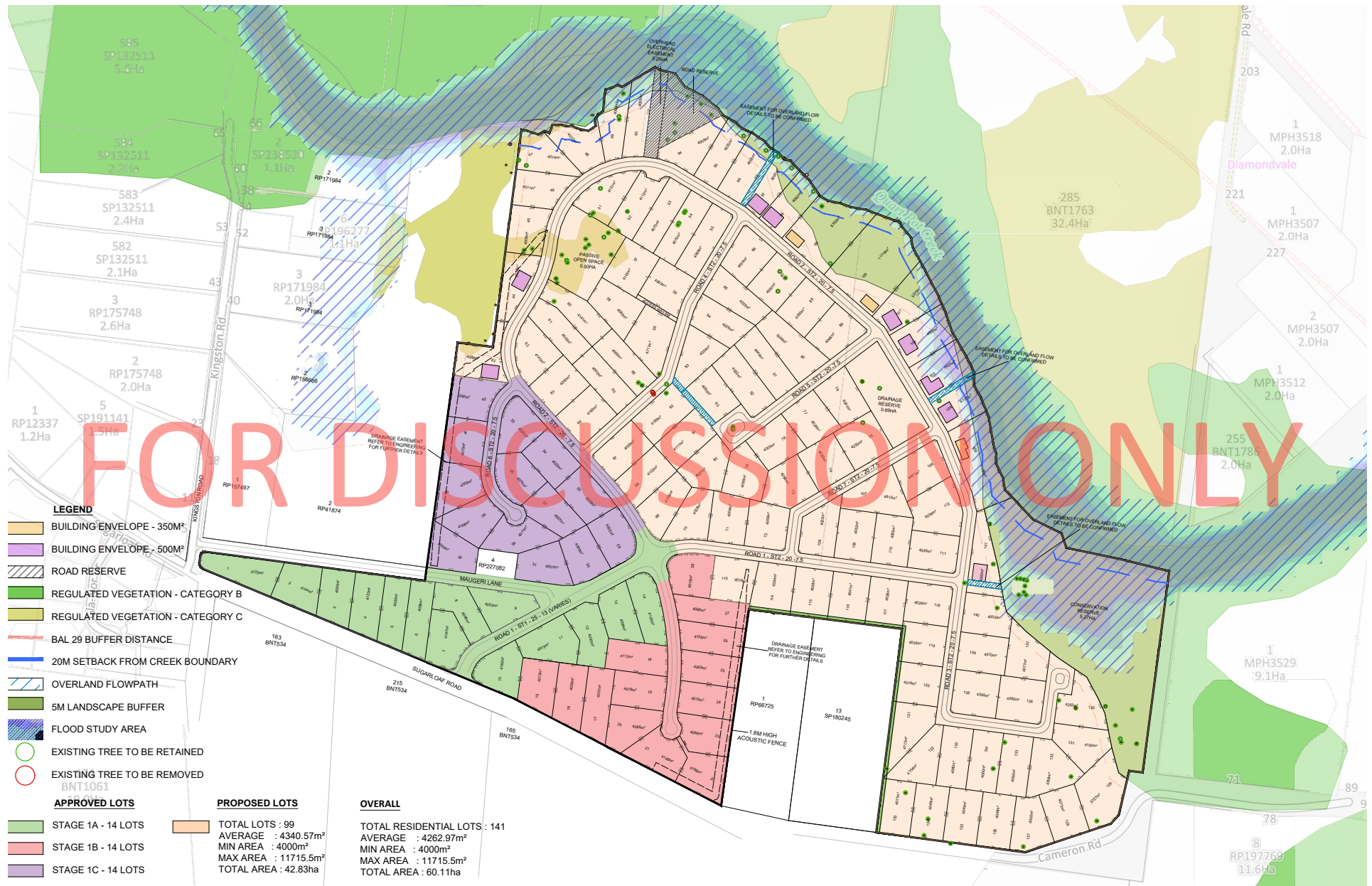
My suggestions are David Haynes Drive to honour David's bravery in the Vietnam War or Fr Valenti Drive to honour the long term popular Catholic Priest from the granite Belt Parish.

Regards

[REDACTED]


Sent from my iPhone

Item 13.4 Naming of Unnamed Roads - 232 Sugarloaf Road Stanthorpe Stage IA
Attachment 3: Development Layout



13.5 Heads of Agreement with Regional Housing Limited

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Director Customer and Organisational Services	ECM Function No/s:

Recommendation

THAT Council:

1. Enter into a Heads of Agreement with Regional Housing Limited to progress proposed housing projects at Cnr Fitzroy Street and Canning Street, Warwick, Banksia Gardens, Warwick and 35-37 Gordon Lane, Allora; and
2. Authorise the Chief Executive Officer to finalise and sign the Heads of Agreement with Regional Housing Limited.

REPORT

Background

In late 2023, Council invited various community housing provider organisations to submit an expression of interest to partner with Council to develop community housing on council-controlled land.

All organisations that responded were invited to present to Council.

Of the organisations that presented to Council, the Executive Leadership Team considered Regional Housing Limited (RHL) to be the organisation that was the most suitable to progress discussions to progress the community housing project given their experience. Council Officers have been working with RHL to identify land which is suitable for development.

Report

To progress the construction of additional housing on Council land, Council needs to partner with an experienced community housing provider experienced in the delivery of complex housing projects and with the ability to source funding from available State and Australian Government Funding programs.

Council does not have the resources to do this internally.

RHL presented to a Councillor Information Session on 10 July 2024. Their presentation included their background, details of their operations and current projects as well as concept plans, future processes and timeframes required to see buildings complete on each site. RHL is a not for profit company and a registered charity.

Regional Housing Limited is considered a suitable partner, being the largest regionally based Tier 1 Community Housing provider in Queensland and has a team with the relevant skills and experience in the delivery various housing options across the following sites:

- Cnr Fitzroy Sreet and Canning Street Warwick
- 35-37 Gordon Lane Allora
- Banksia Gardens Warwick

To give RHL the confidence to invest additional resources and time into sourcing funding for the projects and undertake further design work, it is considered appropriate that a Heads of Agreement (HOA) be entered into with RHL.

The HOA is a simple document which sets out the commitment of RHL and Council in progressing the development of the sites. It does not commit Council financially and the agreement can be easily terminated if needed.

Further agreements would be negotiated with RHL as required to progress particular sites.

A copy of the proposed agreement will be circulated to Councillors prior to the Council Meeting.

Conclusion/Summary

Entering a HOA with RHL is a positive step in progressing the construction of additional housing on the proposed sites.

FINANCIAL IMPLICATIONS

The HOA does not bind Council to any financial commitment. Future agreements between Council and RHL would be required to progress development on any site

RISK AND OPPORTUNITY

Risk

Nil

Opportunity

To progress the development of additional housing at the proposed sites.

COMMUNITY ENGAGEMENT

Internal Consultation

Council Members of the LHAP Working group have agreed that this is a suitable course of action.

External Consultation

RHL have been engage regarding the content of the agreement.

LEGAL / POLICY

Legislation / Local Law

Nil.

Corporate Plan

Goal 2 Our Places

Outcome: 2.2 Public places, services and facilities are accessible, sustainable and cost effective.

Objective: 2.2.1 Facilitate and plan for safe, accessible and affordable infrastructure, housing, health and communication services for the community, visitors and industry.

Policy / Strategy

The Local Housing Action Plan details proposed tasks to progress additional housing in the region and identifies potential public land on which could be utilised for this purpose.


ATTACHMENTS

Nil

14. INFRASTRUCTURE SERVICES REPORTS

14.1 218 Lyndhurst Lane Easement Drainage Works

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Works	ECM Function No/s: 29.12.03

Recommendation

THAT Council allocate \$58,914 in its 2024-25 operational budget for drainage improvement works along the easement located within 218 Lyndhurst Lane, Rosenthal Heights.

REPORT

Background

218 Lyndhurst Lane, Rosenthal Heights is part of the subdivision of Lot 2 RP184510 into six lots in 2002. An easement was dedicated within Lot 1 SP147249 for the purposes of conveying Q50 flows from the catchment.

The residents have advised of wet conditions within their property. The easement is a trapezoidal grass drain with approximately 1% shallow grade. The drain flows from the culvert cross drainage on Warner St which is the southeastern most part their property and traverses through the road verge and the easement before exiting the property through the footpath verge on Lyndhurst Lane.



Fig 1: Drainage Flow on Lot 1 SP147249

Approx. Area 6.22 Ha

Disclaimer:
Southern Downs Regional Council does not warrant the accuracy of information in this publication and any person using or relying upon such information does so on the basis that SDRC shall bear no responsibility or liability whatsoever for any errors, faults, defects or omissions in the information.

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Projection: GDA2020 / MGA zone 56

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Date: 6/06/2024

Southern Downs Regional Council

W N E S

Ordinary Council Meeting - 18 September 2024

Report

Council officers have investigated a number of options to improve the current situation. Due to the location of the property being downstream and the shallow drain easement, an impervious concrete lined channel was considered a better solution which would effectively manage trickle flows and nuisance flooding, and keep the easement drainage existing grass surface (pervious) dry. This proposal was not acceptable by the residents as the concrete strip would be unsightly and devalue their property.

Council officers met with the residents in May and July and undertook further investigation of a French drain as an acceptable solution for the resident. The French drain is a sub soil drain designed to collect and convey stormwater from the ground surface through a series of concrete pits.



Fig 3: Ag Flow is a slotted flexible pipe covered in fabric to prevent blockage from fines.

The property owners have provided hydraulic investigations report (Attachment 1) undertaken by Griffin Civil engineers recommending a grassed lined channel with a French drain application. The property owners have also provided an engineering report of the existing house including potential external damage to the property. This report was prepared by Kehoe Meyers (Attachment 2).

The proposal of the French drain includes three 600 x 600 x 490 (mm) concrete pit for stormwater collection and conveyance and routine maintenance of the French drain. It is estimated an annual maintenance costs of \$1,000 (if required) to clean out the French drain and these costs can be accommodated within the Works Department operational budget.

The estimate to complete a French drain through the drainage easement is approximately \$58,914. A provisional item of \$10,000 is included in the estimate if damage occurs to an existing 100AC shallow water main during construction of works.

Conclusion/Summary

Council has the skills and ability to undertake the proposed works of a French drain through the easement of 218 Lyndhurst Lane property, but the funding would be revenue from ratepayers. These works will be scheduled without impacting the current works program.

FINANCIAL IMPLICATIONS

The estimated cost to complete the works is \$58,914.

No specific budget for this work has been allocated within Council's 2024-25 operational budget. This project is not eligible for capital budget funding as these works are stormwater maintenance through a private property easement. Should Council wish to proceed with these works, additional funding would be required within the 2024-25 Works Department operational budget.

The following options were discussed with the resident as part of this report to minimize the financial implication to Council:

1. Construction of a concrete drain through the easement for an estimated cost of \$34,956. This option was not acceptable to the residents due to fear of property devaluation.
2. Construction of a French drain through the easement for an estimate cost of \$58,914. This option was considered acceptable to the residents.

Council officers and the property owners have acknowledged that neither of the solutions will resolve the drainage issues as the current easement can only handle 1 in 50-year rainfall events. Properties located downstream of a large catchment without trunk stormwater infrastructure will experience wet conditions periodically. The property owners consider the French drain through the easement within their property appropriate to minimize nuisance flooding.

RISK AND OPPORTUNITY

Risk

Customer Service Expectations – Increasing community and customer expectations for improved services cause pressure on limited financial and other resources causing upward pressure on rates. Approval of this proposed works utilizing Council funding may raise expectations from other customers facing similar drainage concerns.

Opportunity

To assist a property owner with an increased level of service to improve the existing drainage issues within the easement of their property and assist the property owner who is unable to access any funding assistance elsewhere.

COMMUNITY ENGAGEMENT

Internal Consultation

Discussions have been held with the Mayor, Chief Executive Officer, Manager Works and Principal Engineering Coordinator Maintenance.

External Consultation

Two meetings were held with the property owners, the Mayor, Chief Executive Officer and Manager Works on Monday 20 May 2024 and Monday 29 July 2024. Further meetings were held with Council technical staff and the property owners on site to investigate and design the French drain.

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009

Local Government Regulation 2012

Corporate Plan

Goal 1 Our People

Outcome: 1.1 Communities trust us to engage with them and advocate on their behalf.

Objective: 1.1.2 Implement effective and genuine community consultation processes that enable participation, engagement and collaboration.

Policy / Strategy


Nil

ATTACHMENTS

1. Stormwater Report - 218 Lyndhurst Lane (Excluded from agenda - Provided under separate cover) [⇒](#)
2. Kehoe Myers Engineering Report - 218 Lyndhurst Lane (Excluded from agenda - Provided under separate cover) [⇒](#)

14.2 Request for Discount for Recycled Water Usage Charges

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Water	ECM Function No/s:

Recommendation

THAT Council:-

1. Approve the implementation of the draft urban Recycled Water Agreements for Stanthorpe and Warwick
2. Amend the adopted 2024/25 Fees and Charges to include a discount of 100% on recycled water usage charges for not for profit / charitable organisations as defined in the Rate Concession Policy (PL-FS076), however, the discount is not applicable to the annual access charge.
3. Note that all other users will be charged the annual access charge as well as the full usage charge as set out in the 2024/25 Fees and Charges.

REPORT

Background

Council are progressing new agreements with the Urban Recycled Water users in both Stanthorpe and Warwick. There have been several submissions from not for profit organisations requesting a discount from the usage charge.

Report

Council in the past used to charge for the use of recycled wastewater by urban users in Warwick and Stanthorpe. This charging was suspended by a Council resolution during the recent drought to keep public sport fields serviceable. The Council resolution stated that there should be no charges levied until the drought was officially over. There have been no charges raised since 2019. The Council resolution further stated that prior to commencing with charges on these schemes, an expression of interest must be sought to determine all of those potential users of the recycled water.

The draft urban Recycled Water Agreement was approved by Council in the January 2024 meeting. This included the usage fee as well as a new annual access type charge. Following this approval, the expression of interest was called. Council extended the deadline of the closing of the EOI and contacted all potential users to ensure that they had the opportunity to register their interest.

Council staff were approached by some current recycled water users to arrange a public meeting to address some concerns of the users. This meeting was held on 22 May 2024. Council provided a summary of the process and intent of the EOI and answered general questions. The comments were then raised by several organisations that they could not afford the usage charges, being not for profit organisations. They were encouraged to write to Council expressing their concerns and that a report would be presented to Council for consideration.

At the time of writing this report four submissions have been received. These are from Warwick Turf Club, Warwick East Bowls Club, Warwick Golf Club, and from Warwick Croquet Club.

Council needs to decide on one of the potential options or an alternative:

- Not approve any discount
- Approve a discount to these four applicants
- Approve a discount to all not-for profit organisations

If discount is approved the level of discount must be approved from 100% to any agreed smaller amount.

Conclusion/Summary

Due to the concessions that several not for profit organisations receive on their potable supply as outlined in the current concession policy, if these organisations are requested to pay for recycled water, they will most likely use potable water.

It is very important for the Council to have 100% recycled water used, as Council cannot discharge this to land or a stream under our Environmental Authority. It is therefore better to allow a discount on recycled water use to not for profit organisations.

FINANCIAL IMPLICATIONS

Council will earn less revenue if discounts are approved. The value will depend on the percentage of discount approved. Based on historical data for the FY 2022-23, a total of 367 ML of Class A recycled water was supplied to urban users. At \$282 per ML consumption charge (2022/23 fees and charges), this would have generated approximately \$109,000 for that year. The not for profit organisations make up just over 50% of this revenue that would be potentially be discounted.

RISK AND OPPORTUNITY

Risk

The supply and use of recycled water can provide benefits to the communities, however, it can put public health at risk if not managed appropriately. This risk is addressed in the User Agreements where the relevant Guidelines are stipulated including the class of the recycled water to be supplied, the appropriate uses of recycled water, and the on-site controls the user must employ to ensure exposure is managed properly.

Another possible risk is when the region is experiencing drought and the Waste Water Treatment Plants will produce less recycled water due to decreased inflow from imposed water restrictions. It is foreseen that there will be competition with recycled water allocations due to projected low supply. This risk is addressed in the draft user Recycled Water Agreements where Council will supply according to priority uses during the drought period and the remaining supply will be distributed among the users (most likely on a proportional basis).

Opportunity

The implementation of the annual access charge and consumption charge for the supply of Class A recycled water to urban community groups and commercial users will help cover a portion of the operational costs to Council. Based on historical data for the FY 2022-23, a total of 367 ML of Class A recycled water was supplied to urban users. At \$282 per ML consumption charge, this can generate approximately \$109,000 annually (less any discounts approved by Council), excluding the annual access charge. The access charge yield will be dependent on the number of users.

The communities in the region are aware of the importance of water security due to the drought they experienced. There is willingness and appreciation to use alternative water supply (e.g. recycled water) other than raw water (which is the source to produce drinking water) or bulk drinking water. The use of recycled water instead of raw water or bulk drinking water contributes to water security as it lessens the demand for drinking water and potentially prolongs the drinking water supply for the region.

COMMUNITY ENGAGEMENT

Internal Consultation

The draft urban Recycled Water Agreement was presented to a Council information session on 15 November 2023, approved at the meeting on 17 January 2024 and discussed at a Water Committee meeting on 26 February 2024.

External Consultation

Public meeting for all existing recycled water users on 22 May 2024.

LEGAL / POLICY

Legislation / Local Law

Recycled water is managed under Chapter 3 of the Water Supply (Safety & Reliability) Act 2008.

Corporate Plan

Goal 2 Our Places

Outcome: 2.2 Public places, services and facilities are accessible, sustainable and cost effective.

Objective: 2.2.3 Improved resource recovery and waste management and minimisation through new technologies, education and innovation.

Policy / Strategy

Nil


ATTACHMENTS

Nil

15. PLANNING AND ENVIRONMENTAL SERVICES REPORTS

15.1 Reconfiguring a Lot – Killarney Co-Operative Limited, C/- Adapt Development Management Pty Ltd, 38-44 Ivy Street, Willow Street and Condamine River Road, Killarney

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Planning and Development	ECM Function No/s: RC\02028

APPLICANT:	Killarney Co-Operative Limited C/- Adapt Development Management Pty Ltd
OWNER:	James R Bloomfield & Kathryn J Bloomfield
ADDRESS:	38-44 Ivy Street, Willow Street and Condamine River Road, Killarney
RPD:	Lot 1 RP44991, Lot 14 SP121390, Lot 2 RP193299
ZONE:	Lot 1: District Centre Lot 14: Rural Zone (Basalt Quality Grazing Precinct) Lot 2: Rural Zone (Basalt Quality Grazing & Alluvial Plains Precinct)
PROPOSAL:	Boundary Realignment (Three (3) lots into three (3) lots) and Access Easement (to proposed Lots 1 and 3)
LEVEL OF ASSESSMENT:	Impact
SUBMITTERS:	Two (2)
REFERRALS:	Not applicable
FILE NUMBER:	RC\02028

RECOMMENDATION SUMMARY

THAT the application for a Boundary Realignment (Three (3) lots into three (3) lots) and Access Easement (to proposed Lots 1 and 3) on land at 38-44 Ivy Street, Willow Street and Condamine River Road, Killarney, described as Lot 1 RP44991, Lot 14 SP121390, and Lot 2 RP193299, be approved subject to conditions.

REPORT

Council has received a Development Application for Reconfiguring a Lot to realign the three existing lots that make up the subject site and establish an access easement. The subject site is comprised of three (3) separate lots, with a total area of 32.8564 hectares. Lot 1 is located in the District centre zone and is used as part of the Killarney Co-operative Dairy Company Ltd operations. Lot 2 is located in the Rural zone, Basalt quality grazing and Alluvial plains precincts, is used for rural production and currently contains rural outbuildings. Lot 14 is located in the Rural zone, Basalt quality grazing precinct, is used for rural production and is currently vacant.

The site has frontages to the Condamine River Road, Ivy Street, Ailanthus Street and Willow Street to the north, north-west and west. The Condamine River forms the southern boundary of the site.

Access to the site is currently via a rural standard crossover to the Condamine River Road and a commercial standard crossover to Ivy Street. Condamine River Road is a 6.0 metre wide bitumen road with grassed verges. Ivy Street is a 7.5 metre bitumen road with kerb and perpendicular parking provided at the property frontage.

The site is located on the edge of the urban zone of Killarney and is proximity to Council's reticulated water and sewerage networks. A reticulated water main is provided along the Condamine River Road, Ivy Street and Willow Street and a reticulated sewer main runs through the western portion of the site, servicing Lot 1.

The site is located in a mixed-use locality. Adjoining the site to the east are Rural zoned allotments that are generally used for rural production. Land to the west is located in the District centre zone and contains a range of single Dwelling houses and commercial activities. Land to the north and south, across the Condamine River, is located in the Industry zone and is used for industrial activities. Killarney State School is also located south of the site, across the Condamine River. The site and immediate surrounding uses are shown in Figure 1.



Figure 1 – Site Locality

In the broader locality, the site is located centrally within the Killarney township. The site context is shown in Figure 2.

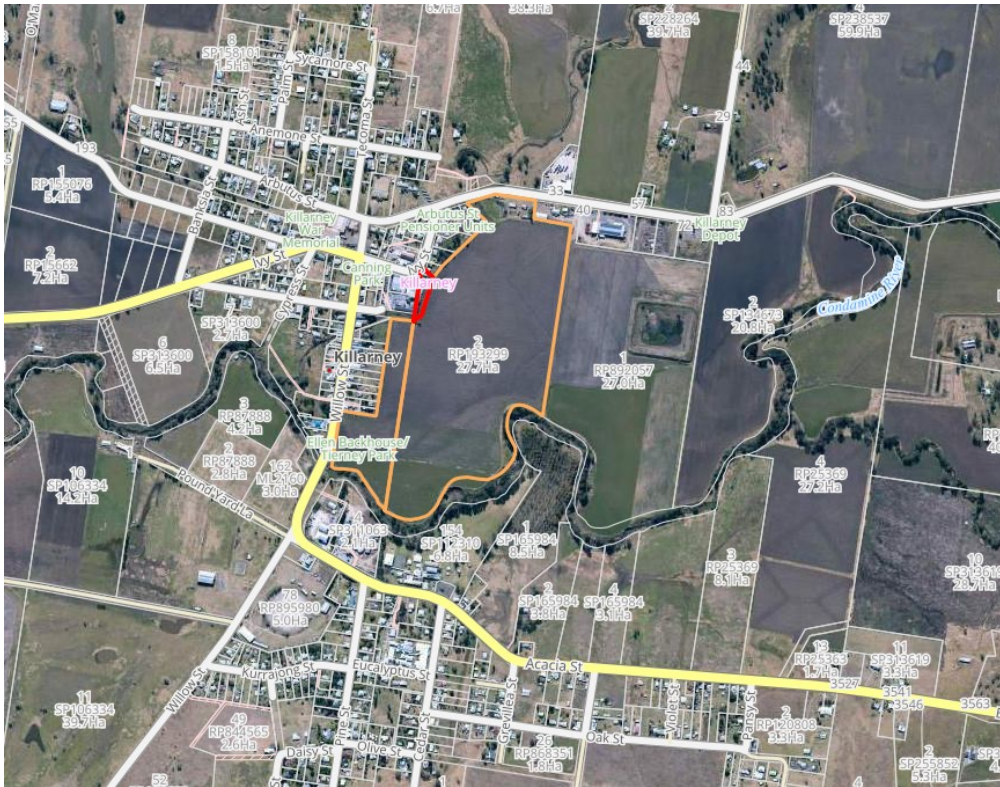


Figure 2 – Site Context

Proposed Development

The applicant proposes to realign the boundaries of the existing lots. The purpose of the proposal is to support the future expansion of the Killarney Co-operative Dairy Company Ltd operations by increasing available land for that use. The applicant states that *“the proposal seeks to expand the existing commercial uses on the site, whilst supporting local farmers. The boundary realignment will provide the necessary alignment to allow Council to create more district centre zoned land for Co-op, protect productive farmland and provide an option for Council to facilitate a much needed industrial land allocation in the future.”*

The existing and proposed lot sizes are detailed in the table below:

Existing Lot	Area	Proposed Lot	Area
1	3,564 square metres	1	4.891 hectares
2	27.7 hectares	2 (including Access Easement)	Approximately 6.4 hectares (approx. 7,242 square metres)
14	4.8 hectares	3	Approximately 21.6 hectares

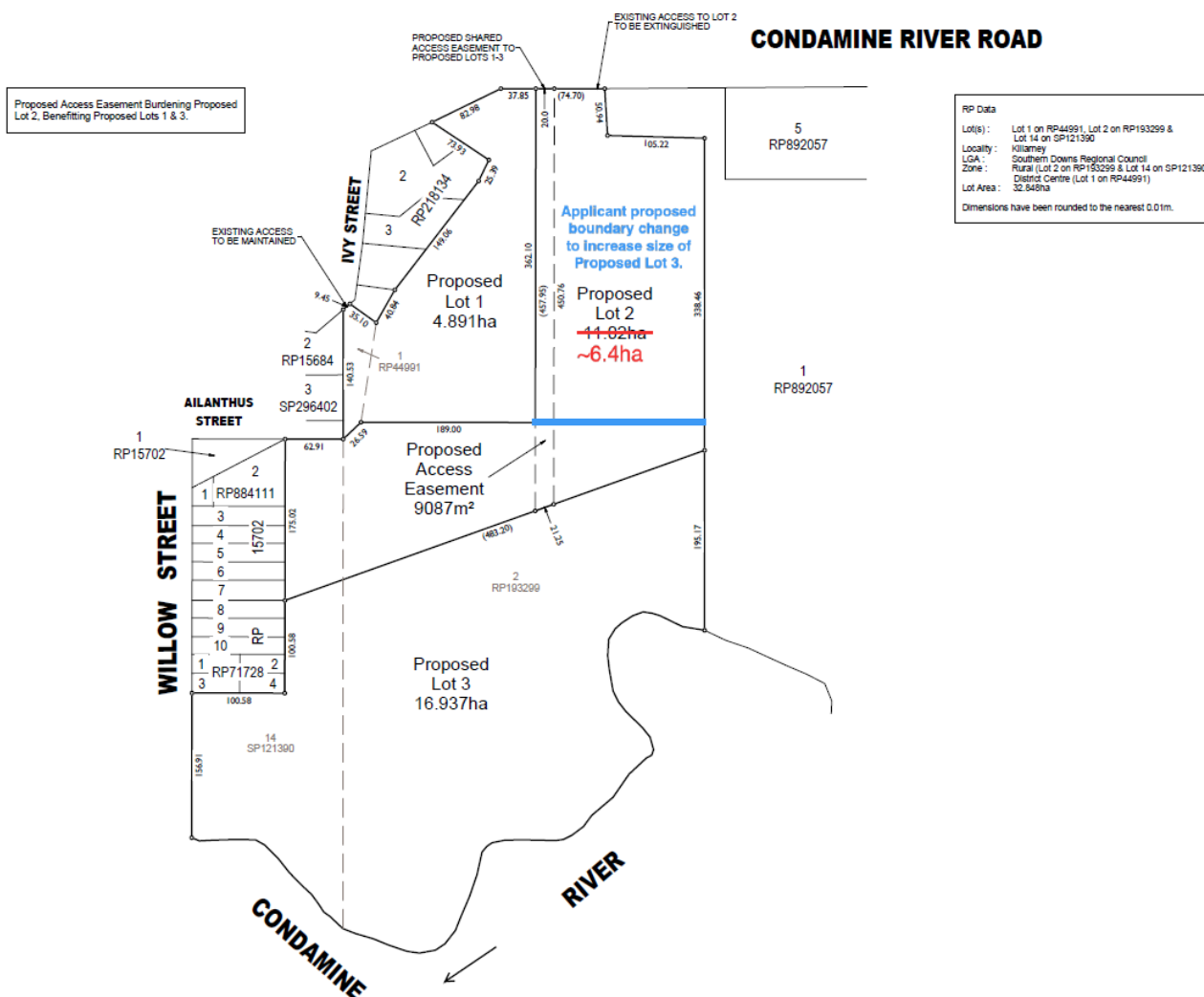


Figure 3 –Site Layout, amended in blue by applicant

Access to Proposed Lot 1 will be via the existing crossover to Ivy Street. In addition, the proposed access easement, burdening Proposed lot 2, will provide access for all lots associated with the development. The existing rural standard access to Condamine River Road will be extinguished and replaced with the access easement.

Public Notification and Submissions

The development application was subject to Impact Assessment. The applicant undertook public notification in accordance with the requirements of the *Development Assessment Rules*.

Public notification was undertaken from 31 May 2024 to 22 June 2024. The notice was published in the Warwick and Stanthorpe Today newspaper on 30 May 2024. A notice was placed on the premises on 30 May 2024 and adjoining land owners were notified.

Two (2) properly made submissions were received in relation to the proposed development. The matters raised in the submissions are summarised below.


Matters raised in submissions	Applicants Response
<p>Flooding</p> <ul style="list-style-type: none"> • Impact of Gravel Creek on the proposed development. • Flood studies do not accurately depict the effect Gravel Creek has on potential Lots 1, 2 and 3. • Proposal has the potential to pose a severe flooding risk for residents that live on Condamine River Road and Ivy Street. 	<ol style="list-style-type: none"> 1. <i>The proposal is for a boundary realignment (3 lots into 3 lots). No additional lots are being created.</i> 2. <i>The realignment strategically places the majority of flood-prone land within Proposed Lot 3. This lot retains sufficient buildable area for a house envelope, aligning with Council's flood mapping.</i> 3. <i>The proposed access easement provides direct access for all three lots outside of mapped flood hazard areas, resulting in a safe flood evacuation route during flood events.</i> 4. <i>Proposed Lots 1 and 2 are almost completely flood free as a result of the boundary realignment.</i> 5. <i>The proposed realignment of boundaries creates flood free land for all three lots while consolidating and achieving clear access rights to Condamine River Road.</i> 6. <i>No earthworks or buildings are proposed as a result of the proposal. Any future buildings or earthworks will be subject to future Council assessment.</i> 7. <i>The proposal seeks to maintain the rural zoned land that is mapped as flood prone to minimise intensification of land and therefore risk to people and property. The proposal is considered to be able to provide flood mitigation measures to lessen flood impacts from Gravel Creek on the town.</i> 8. <i>As part of the Information Response, an updated plan showing a building envelope could be located in a flood free area on Proposed Lot 3, subject to a future application. The proposal complies with, or can comply with the requirements within the Flood Hazard overlay code, and appropriate conditions can be imposed as required.</i> <p><i>In summary, the proposed boundary realignment offers multiple advantages: it creates flood-free parcels for all lots, consolidates access rights to Condamine River Road, and incorporates flood mitigation strategies to reduce the impact of Gravel Creek flooding on the town. The key purpose of the boundary realignment is to expand an existing historical commercial use (Killarney Co-op), support local farmers, and eventually provide a future option for Council to facilitate a much needed industrial land allocation in the future.</i></p>

Matters raised in submissions	Applicants Response
<p>Council response: The subject site is comprised of three (3) separate lots. The proposal does not increase the number of lots and generally contains mapped flood hazard areas, during a 1% annual exceedance probability event, within Proposed Lot 3.</p> <p>The submitter references the Probable Maximum Flood (PMF) event in their submission, which is not the Defined Flood Event (DFE) for development assessment purposes.</p> <p>The proposal is for reconfiguring a lot only. No earthworks or new buildings or structures will be constructed as a result of this proposal, without submission of further development applications. Conditions can be imposed to ensure the hydrological characteristics of the site remain unchanged without separate assessment of flood impacts.</p>	
<p>Prime agricultural land/soil</p> <ul style="list-style-type: none"> Potential Lots 1, 2 and 3 will be on prime agricultural land 	<p>The applicant's response to the submissions did not address the prime agricultural land matter.</p>
<p>Council response: The proposed development is for reconfiguring a lot only. Any future change to the use or zoning of the site will be subject to a separate assessment.</p> <p>Lot 2 RP93299 and Lot 14 SP121390 are identified as Class A or B Agricultural land on the State Planning Policy interactive mapping system. These lots are actively cropped and used for agricultural activities. The applicant states the proposal allows Council to create more District centre zoned land while protecting productive farmland. Further, the applicant states that due to the site's proximity to Dwelling houses and District centre zoned land, the establishment of Proposed lot 1 provides additional buffering between rural and urban activities.</p> <p>The applicant has amended the layout to further reduce the size of proposed Lot 2, to be approximately 6.4 hectares. Clear communication has occurred with the applicant in relation to proposed Lot 2 and any potential future rezoning of the lot. This lot layout does not infer that a rezone to Industry will be successful and supported by Council or the State Government. Proposed Lot 2 and 3 will continue to be used for agricultural purposes. The lot boundary between Lot 2 RP193299 and Lot 14 SP121390 currently divides the agricultural land. The proposed realignment ensures a much larger proposed Lot 3, which will contain the bulk of the agricultural land and largely contains the area within the Flood hazard overlay, with the exception of some small areas along Gravel Creek.</p>	
<p>Amenity</p> <ul style="list-style-type: none"> We currently have a rural outlook with industrial land visible several hundred metres away. Ensure proposal meets all environmental policies. 	<p>The applicant's response to the submissions did not address the amenity matter.</p>
<p>Council response: The proposed development is for reconfiguring a lot only. Any future change to the use of the site will be subject to a separate assessment and conditioned accordingly.</p>	

Assessment against the Planning Scheme

Benchmarks applying to the development
<p>The following codes of the Southern Downs Planning Scheme are benchmarks applying to the development:</p> <ul style="list-style-type: none"> Part 3 – Strategic Framework 8.2.2 Biodiversity areas overlay code 8.2.5 Flood hazard overlay code 9.4.7 Reconfiguring a lot code

Strategic Framework

Theme	Response
Settlement Pattern	<p>The proposed development is intended to support the expansion of existing urban facilities in Killarney that service the local community. The Killarney Co-operative Dairy Company Ltd has operated in Killarney for over 100 years and the proposal supports the expansion of this historical district-focussed use. The applicant considers the proposal responds to the growth of the population in the Southern Downs region.</p> <p>While subject to future development applications, the intention of the proposal is to support urban development on land identified as ALC Class A and B. Based on the zoning of land surrounding the site, the proposal can be used to establish a strong boundary between urban and rural land uses by removing potential confusion. The proposal does not create rural residential land that would impact the viability of surrounding rural production or commercial and industrial activities.</p>
Natural Environment	<p>The subject site is mapped as containing any areas of environmental significance along two waterways. The proposal is for reconfiguring a lot only, to realign the existing boundaries of the site. Any future development of the lots will be required to protect the ecological values of the site and adjoining regionally significant waterways.</p> <p>No clearing of vegetation will be undertaken to facilitate the proposed development.</p>
Community Identity and Diversity	<p>The proposed development is intended to support the expansion of existing urban facilities in Killarney that service the eastern part of the region. The Killarney Co-operative Dairy Company Ltd has operated in Killarney for over 100 years and the proposal supports the expansion of this historical district-focussed use.</p>
Natural Resources and Landscape	<p>The site is made up of one urban and two rural allotments, with Lot 14 and parts of Lot 2 being mapped as Class A and B Agricultural Land. The proposed development is reconfiguring a lot only and does not include any buildings or structures.</p> <p>Notwithstanding, the proposal will fragment ALC Class A or B land with the intention to establish additional urban land uses on Proposed Lot 1 and the establishment of an access easement dividing Proposed Lot 2. While the proposal does not increase the number of lots, no assessment of the suitability or capability of Proposed Lots 2 and 3 to be retained for rural production has been undertaken.</p>  <p>Agricultural Land Classification – Class a and B (shown as light</p>

Theme	Response
	<p>green)</p> <p>The area of Proposed Lot 1 is considered to have limited agricultural, intensive animal industry or extractive industry potential based on existing surrounding residential and commercial uses. The proposed layout establishes separation between urban and rural land uses. The applicant also submits the proposal to expand the Co-operative use supports the ongoing viability of agricultural production activities in the locality.</p> <p>The proposed development is not located in an area identified as being of high scenic amenity and does not restrict public access to any viewpoints.</p>
Access and Mobility	<p>The proposed development is not considered likely to impact the safety or efficiency of the transport network. Suitable conditions can be applied in relation to the standard of accesses to the lots.</p> <p>The proposed development will not impact the safe operation of any aerodromes.</p>
Infrastructure and Services	<p>The subject site is largely located outside the Priority Infrastructure Area for Killarney and is in the Rural zone. Proposed Lot 1 will have access to reticulated water and sewer networks. Proposed Lot 2 and 3 will utilise on-site systems for service provision.</p> <p>Conditions can be applied to ensure stormwater and waste is managed on site to comply with the relevant standards.</p>
Economic Development	<p>The proposed development is intended to strengthen the local economy through the expansion of the Killarney Co-Operative Dairy Company Ltd operations. While the classification of the land as ALC Class A or B is acknowledged, the expansion of the use to service the local community is considered to form a logical expansion of the urban area of Killarney between District centre and Industry zoned land along the Condamine River Road.</p> <p>The existing road network is considered sufficient to support the traffic associated with the proposed use.</p>

Reconfiguring a lot code

Overall Outcomes

(4) *Additional overall outcomes sought for the code in the Rural zone are as follows:*

- (a) *Agricultural land identified as ALC Class A or Class B is protected from alienation and diminished productivity. This protection is to take precedence over all development interests, except in exceptional circumstances. Development is managed to avoid, minimise and mitigate impacts on land identified as ALC Class A or Class B. Development provides for the protection of agricultural land and the minimisation of conflict between rural activity and other uses.*
- (b) *The potential for land in the Rural zone to be subdivided is precluded by the existing fragmentation of lots. Further subdivision would result in decreased viability of the land for rural purposes and increasing difficulties with land management as well as potential for conflict between adjoining land uses. Further subdivision could also fragment areas of environmental significance and impact negatively on scenic amenity. The consolidation of rural land is encouraged.*
- (c) *In the limited areas of the Rural zone where land can be subdivided and boundaries rearranged, the suitability of land for sustainable farming or grazing is improved and maximises the consolidation of agricultural land in single lots and does not impact*

negatively on environmental or scenic values. Rearrangement of boundaries does not result in the creation of small lots in highly productive localities where the potential for conflict between existing intensive agricultural uses and potential new residential uses is increased.

- (d) The rearrangement of boundaries only occurs where building envelopes on each lot can be located within areas that are already cleared and where bushfire management requirements can be achieved.*
- (e) The creation of small lots as a result of boundary rearrangement only occurs where the small lots are not in the vicinity of highly productive land that is capable of being used for intensive agriculture.*
- (f) Boundaries are rearranged where they protect the viability of rural activities, facilitate improved land management practise and result in a more sustainable rural land resource or better environmental outcomes.*

The proposed development will result in the fragmentation of ALC Class A or B land through the proposed boundary realignment, including the access easement. The proposal is considered to be an exceptional circumstance, where the proposal supports the expansion of a historical use that has operated in the locality for over 100 years. The Killarney Co-Operative Dairy Company Ltd provides a range of services to the communities of the eastern Southern Downs region and the proposal supports the ongoing viability of this use. Further, the alignment of Proposed Lot 1 minimises conflict between rural production activities and the adjoining residential and commercial activities to the north-west of the site.

The proposal is a boundary realignment only and does not further subdivide the site. The proposal does not impact areas of environmental significance or scenic amenity.

The proposed boundary realignment ensures adequate building envelopes are available that respond to natural hazards. In addition, as no new lots are being created, no increase in potential residential uses is created by the development.

Performance and Acceptable Outcomes

AO5 *Urban and rural residential subdivision does not encroach upon rural land.*

PO5 *There is no expansion of the urban or rural residential areas into the Rural zone.*

The proposal is for a boundary realignment and is not intended to create rural residential development. However, the proposal is intended to support the expansion of the Killarney Co-operative use, which is an urban use that services the local community. The proposed development is considered to form a logical expansion of the urban area of Killarney between District centre and Industry zoned land along the Condamine River Road.

AO8 *Rear lots are designed so that:*

- (a) Where applicable, the minimum area of the rear lot, exclusive of the access strip, complies with the minimum specified in this code.*
- (b) Where two rear lots adjoin each other, a single common driveway and reciprocal access easements are provided.*
- (c) No more than two rear lots directly adjoin each other.*
- (d) The access strip to the rear lot has a width and frontage equal to or greater than:*
 - (i) In the Low density residential or Medium density residential zone – 4 m*
 - (ii) In the Rural residential zone – 6 m*
 - (iii) In the Industry zone and the Rural zone - 6 m.*
- (e) In urban areas, the access strip is constructed in concrete for its full length to a width of 3 m, except in the Industry zone where it has a sealed width of 5.5 m for its full length.*
- (f) In the rural areas, a 3 m wide all-weather gravel driveway is constructed within the access strip.*

PO8 Rear lots are designed to:

- (a) *in a residential area, provide a high standard of amenity for residents and other users of the site and adjoining properties;*
- (b) *not adversely affect safety and efficiency of the road from which access is gained.*

The lot sizes do not comply with the minimums specified for land in the Rural zone, including or excluding the access easement area. The proposed easement has a width of 20 metres and the applicant states that a 3 metre wide gravel driveway can be conditioned as part of an approval. Based on the intended use of Proposed Lot 1, it is considered reasonable that the access easement is constructed to a concrete standard for the length of Proposed Lot 1, with a gravel standard accepted for the balance of the easement. While the site is located in the Rural zone, the applicant has stated that Proposed Lot 1 is intended for future commercial development and will utilise the proposed access easement.

The proposed development is not considered to affect the safety or efficiency of the Condamine River Road.

AO37

- (a) *The number of new lots including the balance area is equal to or less than the total number of original lots.*
- (b) *The rearrangement involves only lots that are adjoining lots, or lots adjacent to each other (i.e. on the opposite side of a road).*
- (c) *Unless the rearrangement is a minor change to a boundary to overcome an encroachment of a building, a lot:*
 - (i) *with an area of less than 4,000 m²; or*
 - (ii) *that physically cannot be used for development (e.g. it is wholly constrained by flood liability or slope); or*
 - (iii) *that was formerly a road reserve, rail corridor or the like;**may be amalgamated with other lots but will not be counted in the total number of original lots as referred to in (a) above.*
- (d) *Except where use of a lot is prevented by (c) above, the newly created lots are generally the same size as the existing lots, or the rearrangement will result in lots that are more suited to the rural use of the land (see note below).*
- (e) *All new lots with an area of less than 4 ha are located on the least productive portion of the site.*
- (f) *Unless the rearrangement is a minor change to a boundary to overcome an encroachment of a building, building envelopes of at least 20m x 20m can be provided on all new lots. The building envelope:*
 - (i) *excludes land which is located within 50 m of a watercourse; and*
 - (ii) *complies with the setbacks required for a dwelling house in accordance with the Assessment criteria in this planning scheme.*
- (g) *Where possible, new lots with an area of less than 4 ha are located to form a logical extension of an existing community.*

Note: *Rearrangement of boundaries that results in lots more suited to the rural use of the land include the following:*

- (i) *Agricultural land is consolidated into larger lots.*
- (ii) *Smaller lots are not created in highly productive areas where the potential for conflict between agricultural uses and potential new residential uses is increased.*
- (iii) *The new boundaries of the land have consideration of existing soil conservation works, the topography of the land and infrastructure.*

PO37 Rearrangement of the boundaries of existing lots:

- (a) *results in new lots that are generally the same size as the existing lots, or the rearrangement results in a more sustainable rural land resource;*
- (b) *involves only lots that are adjoining lots, or lots adjacent to each other (i.e. on the opposite side of a road);*
- (c) *does not lead to increased fragmentation of rural land;*
- (d) *does not increase the potential for conflict between rural and non-rural land uses;*
- (e) *allows for coordinated land management (e.g. ensuring water resources and the land to be irrigated are on the same lot);*
- (f) *avoids hazards (such as bushfire prone areas); and*
- (g) *results in improved environmental outcomes.*

Lot 1 has a current area of 3,564 square metres. Notwithstanding, the proposal is to realign the three existing allotments into three new lots, with a shared access easement. The proposed new lots are not generally the same size as the existing lots. Further, while Proposed Lot 3 can contain a 20 metre by 20 metre building envelope clear of natural hazards, the envelope does not comply with the setbacks required for a Dwelling house in the Rural zone.

The proposal is considered to comply with the Performance outcome as the development does not increase the potential for conflict between rural and existing and proposed non-rural uses. The proposed lot layout generally avoids natural hazards, with the bulk of the flood prone areas contained within Proposed Lot 3, and results in improved environmental outcomes through the removal of a boundary adjacent to the Condamine River.

Biodiversity areas overlay code

The site is mapped as containing regulated vegetation intersecting a watercourse. No clearing of vegetation is proposed as a result of the current development application. The proposed new boundaries are adequately separated from the mapped watercourses and any future development of the lots will require an assessment against the overlay code.



Figure 5 – Flood Hazard and Building Envelope

Infrastructure Charges

Charges Resolution (No. 4.2) 2023 commenced 13 December 2023.

Development Type	Network	Charge Rate	Proposed	Credit	Charge
Subdivision - Urban	All	\$21,500/lot	1 lot	1 lot	Nil
Subdivision - Rural	Park and roads	18% of \$21,500/lot	2 lots	2 lots	Nil
TOTAL:					Nil

Recommendation

THAT application for a Boundary Realignment (Three (3) lots into three (3) lots) and Access Easement (to proposed Lots 1 and 3) on land at 38-44 Ivy Street, Willow Street and Condamine River Road, Killarney, described as Lot 1 RP44991, Lot 14 SP121390, and Lot 2 RP193299, be approved subject to conditions:

Schedule 1 - Southern Downs Regional Council Conditions

Approved Plans

- The development of the site is to be generally in accordance with the following proposal plans submitted with the application, and subject to the final development being amended in accordance with the conditions of this approval.

Plan Name	Plan No.	Date
Proposed Boundary Reconfiguration Proposed 3 Lots into 3 Lots (as amended)	M5159 6001 001, Sheet 1 of 2	Emailed to Council on 9

in blue and red)		September 2024
Proposed Boundary Reconfiguration Proposed 3 Lots into 3 Lots (as amended in blue and red)	M5159 6001 001, Sheet 2 of 2	Emailed to Council on 9 September 2024

The amendments made to the approved plans result in the Access easement being approximately 7,242 square metres.

- Where there is any conflict between the conditions of this approval and the details shown on the approved plans and documents, the conditions of approval prevail.

Easements and Covenants

- An easement for access purposes is to be provided over Lot 2 in favour of Lot 1 and Lot 3. A copy of the easement documentation is to be submitted to Council for approval prior to the signing of the Plan of Subdivision.
- A plan showing a building envelope for Proposed Lot 3 is to be submitted for approval by Council's Planning Department. The **building envelope** must meet the following criteria:
 - Be a minimum of 60 metres from all boundaries.
 - Not be located within the Flood hazard overlay.

A covenant is to be provided over proposed Lot 3 prohibiting the residential use of any building unless such buildings are constructed within the building envelope approved in accordance with this condition. The covenant documentation is to be prepared by Council's solicitor at the developer's cost. The covenant documentation is to be submitted to Council for approval prior to the signing of the Plan of Subdivision.

Land Use and Planning Controls

- This approval does not allow for the establishment of any uses without lodgement of a separate Material Change of Use applications, unless those uses are accepted development in the relevant zone.

Building and Site Design

- All drainage (including sewer connection, on-site wastewater disposal and stormwater drainage) and services (including electricity and telephone) associated with the existing uses on the land are to be relocated so that they are wholly contained within the lot it serves, or easements provided over this private drainage and services. A plan, drawn by a suitably qualified person, showing all drainage and services associated with the existing uses is to be submitted to Council to demonstrate compliance with this requirement.

Fencing, Landscaping and Buffers

- All earthworks, including batters must be fully contained within the site.

Car Parking and Vehicle Access

- Vehicle access is to be constructed to the proposed Lots in accordance with Council's standard. (Council's Development Engineer can provide details regarding Council's standard.) The access must be constructed along Condamine River Road at a location which provides adequate sight distance in either direction. Such entrance roadworks are to include appropriate drainage works.
- Remove the redundant crossover/s to Condamine River Road and reinstate the road pavement and verge to Council's standard along the frontage of the site.
- All vehicular access to and from the Proposed Lot 2 and Proposed Lot 3 must be via Condamine River Road only.

11. A 3.0 metre wide all-weather driveway is to be constructed for the full length of the access easement. The access easement may remain gravel, provided it is appropriately maintained and does not cause a dust nuisance. If complaints are received (which in the opinion of an authorised person is not frivolous, vexatious nor based on mistaken belief) or the vehicle entrance and driveway become eroded with material becoming deposited outside of the site or potholes form that would increase noise associated with vehicle movements, the access easement shall be sealed for the full length of Proposed Lot 1 to Council's standards.

Roadworks

12. Any roadworks and drainage works damaged during construction of the development are to be reinstated to the pre-existing condition, unless otherwise required by the Director Infrastructure Services.

Stormwater Drainage

13. All proposed lots must have a lawful point of discharge determined in accordance with the *Queensland Urban Drainage Manual* (QUDM). A stormwater management plan, including plans for any proposed stormwater infrastructure, may be required to demonstrate compliance with QUDM. Any required stormwater management plan must be prepared by a suitably qualified RPEQ and submitted for endorsement by Council prior to the lodgement of the survey plan.

For any proposed lot where it cannot be satisfactorily demonstrated that roof-water associated with future building works can be directed to the frontage kerb or alternative lawful point of discharge, an inter-allotment drainage system must be designed and constructed in accordance with QUDM.

Inter-allotment drainage systems and overland flow paths, including those affecting adjacent properties, must be wholly contained within easements. Easements are to have a minimum width of three (3) metres, and be provided to Council at no cost to Council.

Water Supply and Waste water

14. A reticulated water supply system, up to and including water meters, is to be provided to service proposed Lot 1. This system is to be connected to Council's water supply system.
15. A sewerage reticulation system is to be provided to service proposed Lot 1. This system is to be connected to Council's wastewater sewerage system.

Electricity, Street Lighting and Telecommunications

16. Electricity connections must be provided to the proposed development to the standards of the relevant authorities. Evidence must be provided of a certificate of supply with the relevant service providers to provide each lot with live electricity connections, in accordance with the requirements of the relevant authorities prior to Council signing the Plan of Subdivision.
17. Prior to Council signing the Plan of Subdivision, written advice must be provided from Ergon Energy confirming that it has been made aware of the proposed development.

Operational Works

18. If required, all operational works are to be accepted on-maintenance prior to the Council signing the Plan of Subdivision. (See advisory note below.)

Advisory Notes

- (i) Any demolition and/or removal works involving asbestos materials must be undertaken in accordance with the requirements of the *Workplace Health and Safety* legislation and *Public Health Act 2005*.
- (ii) The General Environmental Duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles dust, ash, fumes, light,

odour or smoke, beyond the boundaries of the property during all stages of the development including earthworks, construction and operation.

- (iii) Any proposed new Dwelling house on Proposed Lot 2 and/or Proposed Lot 3 are to be provided with on-site water storage as follows:

- (a) if two bedrooms or less – 45,000 litres ; or
- (b) if more than two bedrooms - 67,500 litres.

On-site water storage may include the provision of a bore, dams, water storage tanks or a combination of these.

- (iv) All domestic sewage generated from Proposed Lot 2 and Proposed Lot 3 must be disposed of by means of an on-site sewage facility (OSSF) in accordance with the AS/NZS 1547:2012 - *On-site Domestic Wastewater Management, Queensland Plumbing and Wastewater Code* and the *Standard Plumbing and Drainage Regulation 2003*.
- (v) No clearing of remnant vegetation or regulated regrowth vegetation is to occur under this approval. A Development Permit for Operational Works must be obtained from the Department of Infrastructure, Local Government and Planning for the clearing of any remnant vegetation, unless exempt under Schedule 21 of the *Planning Regulation 2017*.
- (vi) The Flood hazard overlay is based on a 1% Annual Exceedance Probability (AEP) flood event. An event of this size may occur, on average, once every 100 years, however it may occur more frequently. Flood events may also be larger than the 1% AEP and therefore areas located outside of the overlay are not guaranteed of flood immunity.
- (vii) Prior to constructing or upgrading an access, an application must be submitted and approved by Council for a permit under Local Law No. 1 (Administration) 2011 and Subordinate Local Law No. 1.15 (Carrying Out Works on a Road or Interfering with a Road or its Operation) 2011.
- (viii) If required, a Development Permit for Operational Works associated with the development must be obtained in accordance with the *Planning Act 2016*. This application must be submitted with the following:
 - DA Form 1;
 - The relevant fee in accordance with Council's Schedule of General Fees and Charges;
 - Detailed design drawings, schedules and specifications for all Operational Works, certified by a Registered Professional Engineer in Queensland (RPEQ);
 - Connection to reticulated water and sewerage systems for proposed Lot 1.
 - A Stormwater Management Plan; and
 - An Erosion and Sediment Control Plan.

Operational Works shall be subject to a 12 months Defect Liability Period commencing from the day the works are accepted on-maintenance. A bond will be held by Council as security, and refunded following a defect-free inspection at the end of the Defect Liability Period.

- (ix) An Erosion and Sediment Control Plan (ESCP) must be submitted for approval with the application for Operational Works. The ESCP must demonstrate that release of sediment-laden stormwater is avoided for the nominated design storm, and minimised when the nominated design storm is exceeded, by addressing the objectives in Table A (Construction phase - stormwater management design objectives) in Appendix 2 of the State Planning Policy for drainage control, erosion control, sediment control and water quality outcomes.
- (x) Site works must be constructed such that they do not, at any time, in any way restrict, impair or change the natural flow of runoff water, or cause a nuisance or worsening to adjoining properties or infrastructure.
- (xi) All engineering drawings/specifications, design and construction works must be in accordance with the requirements of the relevant *Australian Standards* and must be approved, supervised and certified by a Registered Professional Engineer of Queensland.

Telecommunications in New Developments

- (xii) For information for developers and owner builders, on important Commonwealth telecommunication rules that need to be complied with, visit www.infrastructure.gov.au/tind

Aboriginal Cultural Heritage

- (xiii) All reasonable and practicable measures must be taken to ensure that no harm is caused to Aboriginal cultural heritage (the “cultural heritage duty of care”). The cultural heritage duty of care is met if the development is conducted in accordance with gazetted cultural heritage duty of care guidelines. Further information on cultural heritage, together with a copy of the duty of care guidelines and cultural heritage search forms, may be obtained from www.datsip.qld.gov.au

Approval Times


- (xiv) In accordance with the *Planning Act 2016*, this approval will lapse four years from the day the approval takes effect, unless the Plan of Subdivision is submitted to Council within the currency period. **Council will NOT approve the plan unless all conditions of this approval have been complied with to the satisfaction of Council and within the currency period of the approval.**
- (xv) The approved Plan of Subdivision must be lodged for registration in the Office of the Registrar of Titles within six months of the date of Council’s Compliance Certificate and approval of the Plan of Subdivision. If the Plan of Subdivision is not registered within this timeframe, Council’s approval of the Plan of Subdivision will lapse. Council may reapprove the Plan of Subdivision subject to payment of the applicable fee.

ATTACHMENTS

Nil

15.2 Reconfiguring a Lot – Southern Downs Regional Council, 169 Dragon Street, Warwick

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Planning and Development	ECM Function No/s: RC\02032

APPLICANT:	Southern Downs Regional Council
OWNER:	Neil A Banks & Helen J Banks
ADDRESS:	169 Dragon Street, Warwick
RPD:	Lot 3 RP36412
ZONE:	Part Rural (Alluvial Plains Precinct) and Part Low density residential
PROPOSAL:	Subdivision of One (1) lot into two (2) lots
LEVEL OF ASSESSMENT:	Impact
SUBMITTERS:	One (1)
REFERRALS:	Nil
FILE NUMBER:	RC\02032

RECOMMENDATION SUMMARY

THAT the application for a Subdivision of One (1) lot into two (2) lots on land at 169 Dragon Street, Warwick, described as Lot 3 RP36412, be approved subject to conditions.

REPORT

Council has received a Development Application for Reconfiguring a Lot to subdivide the existing site into two allotments. The subject site is comprised of one single lot, with a total area of 3.2375 hectares. The site has split zoning, with the southern portion located in the Low density residential zone and the northern portion located in the Rural zone (Alluvial Plains Precinct).

The site contains a Dwelling house and rural outbuildings in the southern portion of the site. The northern portion of the site is currently vacant and forms part of a natural drainage path south of the Warwick CBD.

The site has frontages to Cleary Street and Dragon Street to the north and east respectively.

Access to the site is currently via a rural standard crossover to Dragon Street.

The site is serviced by Council's reticulated water and sewerage networks. Reticulated water and sewerage mains are located along both Cleary and Dragon Streets.

The site is located in a mixed use locality. Land to the north, west and south of the site contains low density residential development. South-east of the site is the Warwick TAFE Campus and west of the site is the Big 4 Tourist Park. Immediately surrounding the site, lots are developed with low intensity rural/residential uses. The site and immediate surrounding uses are shown in Figure 1.

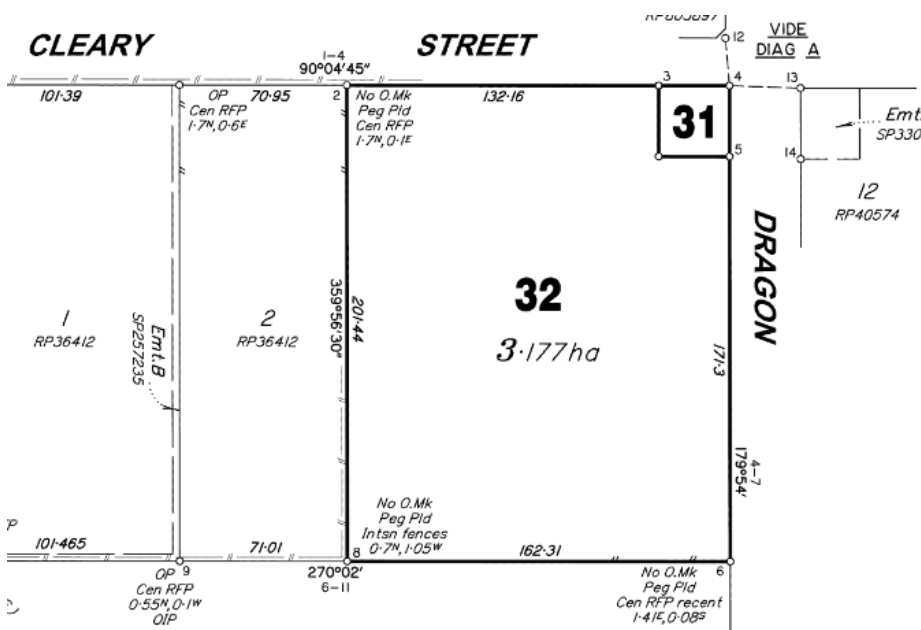


Figure 1 – Site Locality

Proposed Development

The applicant proposes to subdivide 900 square metres from the north eastern corner of the site to facilitate the refurbishment of the existing sewer pump station. The development, not included as part of this application, includes removing the existing infrastructure from the road reserve and establishing a new pump station and emergency storage tanks on the site. The proposed lot sizes are detailed in the table below:

Proposed Lot	Area
31	900 square metres
32	3.177 hectares



Access to proposed Lot 32 will be retained via the existing crossover to Dragon Street. Access to proposed Lot 31 will be via a new crossover to Dragon Street.

Public Notification and Submissions

The development application was subject to Impact Assessment and the applicant undertook public notification.

Public Notification commenced on 9 July 2024 with a notice placed on the premises and an initial completion date of 30 July 2024.

However, the public notice was not published in the Warwick Today newspaper until 18 July 2024 and adjoining owners notified on 15 July 2024. As a result, the applicant elected to publish a second notice in the Warwick Today newspaper on 25 July 2024 and renotify adjoining landowners on 22 July 2024. The second notices included an extension to the public notification completion date to 14 August 2024.

Therefore, public notification of the application lawfully commenced on 26 July 2024 and ended on 14 August 2024, which equates to 14 business days.

In accordance with section 53 (3) of the Planning Act 2016, Council may assess and decide a development application even if some of the requirements of the development assessment rules about the notice have not been complied with, if the assessment manager considers any noncompliance has not

- (a) adversely affected the public's awareness of the existence and nature of the application; or*
- (b) restricted the public's opportunity to make properly made submissions about the application.*

Given the notice was placed on the land from 9 July, initial notices published on 18 July and neighbours notified on 15 July, it is considered that the public's awareness of the existence and nature of the application has not been impacted by the errors in the public notification process. The public's opportunity to make a submission was not restricted as the period was extended from the initial completion date of 30 July to 14 August 2024.

One (1) properly made submissions were received in relation to the proposed development. The matters raised in the submissions are summarised below.

Matters raised in submissions	Council response
<p>Impact on natural watercourse and seasonal lagoon</p> <ul style="list-style-type: none">The proposed subdivision cuts through the centre of a seasonal lagoon and a natural watercourse. This is evident from the attached state government flood zone and watercourse map.Increasing the fencing and infrastructure within and around the lagoon will disrupt the natural water flow, leading to potential flooding and water management issues.	<p>As can be seen in the following image, the proposed lot impacts the north eastern corner of the mapped natural reservoir, identified in Queensland Globe. The proposed lot does not impact the centre of the lagoon, nor is it located within the mapped Category 1 watercourse in Queensland Globe or the State Government Development Assessment Mapping System. Any development within proposed Lot 31 will therefore not constitute any waterway barrier works, as defined in the <i>Planning Regulation 2017</i>.</p> <p>The submitted Project Elevation plan shows that natural ground level will be retained, where possible, to reduce any impact on flood volume and velocity at the site.</p>

Matters raised in submissions	Council response
	 <p>Figure 3 – Development Layout (orange) over Queensland Globe ‘water feature’ layer (blue)</p>
<p>Flood zone implications</p> <ul style="list-style-type: none"> The flood zone extends across the property, as shown on the Queensland Government map. Any subdivision activities will exacerbate flooding risks to the surrounding areas, particularly affecting the roadway and the council pumping station located on the corner. Debris caught by the fencing during water flow events will impede the functioning of the flood zone, leading to increased maintenance and potential damage to public infrastructure. 	<p>The submitted development application states that the design of the new infrastructure prevents impeding water flow. The application further states that the infrastructure onsite may be overtopped in a flood event.</p> <p>The purpose of the development is to replace and upgrade the pump station identified by the submitter. The design of the facility will remove the existing infrastructure from the road reserve and is not considered to result in damage to other public infrastructure.</p>
<p>Community and environmental impact</p> <ul style="list-style-type: none"> Subdividing land through waterways is not in the best interest of the community. It degrades the natural environment and poses financial risks due to potential weather damage and the subsequent need for repairs and clean-up. The construction of additional infrastructure, which we can assume is a likely outcome of the subdivision, would further aggravate these issues. A building pad would, alter water flow patterns through the nearby bridge and affect surrounding properties. 	<p>It is acknowledged that subdividing land in a flood prone area is not an outcome generally supported in a development application. The purpose of this proposal is to support the redevelopment of critical Council sewer infrastructure and therefore Proposed Lot 31 is not being created for a residential purpose. Conditions can be applied in relation to the future use of the land.</p> <p>The design of the proposed sewer pump station and associated infrastructure has taken into consideration the existing contours and flood risks and has minimised any potential flood impacts.</p>

Matters raised in submissions	Council response
<p>Historical Evidence of Flooding:</p> <ul style="list-style-type: none"> <i>Having lived on Cleary Street for over 15 years, I have personally witnessed water from heavy rains crossing the road multiple times. Any new infrastructure, whether fencing or buildings, will compound these water flow issues, creating more significant problems for the community in the future.</i> 	<p>The application states that the site will be fully fenced with a chain wire perimeter fence. This will permit water flow through the fence during a flood event.</p> <p>The lot being created is to allow for the relocation/construction of sewer infrastructure and will remain in Council ownership. After any rain event, Council will inspect all infrastructure that may be affected and as part of this inspection, would identify works that need to be carried out i.e. fence repair/cleaning etc. It is acknowledged that Council has choose a wire mesh fence over a wooden paling fence as it does allow for the free flow of water and for casual surveillance of the site. While it does not stop catching debris, it is a fence that is easily cleaned after a flood event.</p> <p>Over time and where possible, Council's intention is to improve the natural drainage path along Cleary Street to reduce the number of times that flood water may cross Dragon Street but it is not expected that this lot being created, along with the infrastructure to be located within the lot will not create more significant problems in the future to what already occurs.</p>
<p>Impact on Wildlife:</p> <ul style="list-style-type: none"> <i>The seasonal lagoon and its surroundings support various water birds and animals when the water lays there. Subdividing and developing this area would disrupt their habitat, leading to a decline in local biodiversity.</i> 	<p>Council has an Environmental Authority that regulates the operation of the wastewater system. The construction of the sewer pump station will need to meet all relevant standards to ensure no adverse impacts on surrounding biodiversity. Further, conditions can be applied in relation to stormwater management</p>

Assessment against the Planning Scheme

Benchmarks applying to the development
<p>The following codes of the Southern Downs Planning Scheme are benchmarks applying to the development:</p> <ul style="list-style-type: none"> – 8.2.2 Biodiversity areas overlay code – 8.2.5 Flood hazard overlay code – 9.4.7 Reconfiguring a lot code

Reconfiguring a lot code

AO1.2 *All new lots contain an area of at least 17 m x17 m located at natural ground level which is flood free.*

AO1.3 *All lots have practical, legal, flood free access to an area on a site where a building can be constructed.*

PO1 *The land is physically suitable for the anticipated future land use in terms of slope and stability, flooding hazard, bushfire hazard and practical access.*

Proposed Lot 31 is wholly mapped as being subject to flood inundation. The location of the proposed new access to Lot 31, via Dragon Street, is also mapped as being subject to flood risk.

The location and size of proposed Lot 31 supports the development of the site for a new sewer pump station and allows additional area for future expansion if required. The design of the infrastructure responds to the flood hazard constraints of the site and therefore the land is physically suitable for the intended future use. Conditions can be applied to ensure the site is developed as intended.

A05 Urban and rural residential subdivision does not encroach upon rural land.

While the site is located in the Rural zone, the purpose of the subdivision is not for urban or rural residential development.

PO23 The impacts of development on the natural environment are mitigated appropriately and there are no significant adverse effects on biodiversity, native vegetation, habitat or landscape quality including those related to

- *changes to natural drainage;*
- *disturbance to a wetland;*
- *mitigation of natural hazards including bushfire risk and flood;*
- *erosion and transport of sediments off site;*
- *waste water disposal.*

The proposed sewer pump station has been appropriately sited to ensure no adverse impacts on the natural environment while reducing risk to Council by removing infrastructure from the road reserve.

PO36 Reconfiguring a lot results in lots that reflect the capability and sustainability of land for agricultural or pastoral purposes. Where a site has low capability for rural purposes lots must be larger to reflect the reduced rural capability. Reconfiguring a lot also allows for coordinated land management and results in a more sustainable use of the rural land resource.

Except where new lots result from the rearrangement of the boundaries of existing lots, the minimum lot size is as follows:

<i>Precinct</i>	<i>Minimum lot size</i>
<i>Alluvial plains</i>	<i>200 ha</i>
<i>Basalt quality grazing</i>	<i>200 ha</i>
<i>Basalt uplands</i>	<i>200 ha</i>
<i>Granite Belt</i>	<i>100 ha</i>
<i>Granite hills</i>	<i>500 ha</i>
<i>Granite plains</i>	<i>500 ha</i>
<i>Sandstone rises and traprock hills</i>	<i>700 ha</i>
<i>Walloon arable</i>	<i>200 ha</i>

Proposed Lot 31 is located in the Alluvial Plains precinct of the Rural zone. The lot is 900 square metres in area and therefore does not comply with the minimum lot size of 200 hectares. The natural drainage path and flood hazard on the site, along with the proximity of Low density residential zoned land, impacts the capability of the site to be used for productive agricultural purposes. The proposal is not for urban or rural residential purposes and is intended for the development of key public infrastructure. The size of the lot supports the provision of sewerage services in Warwick, with adequate area to support future expansions, if required. The lot size is approximately 3% of the total site area does not impact the use or management of the balance of the site.

PO38 When lots smaller than 4 hectares are created, a buffer with a width of 60 m planted in accordance with PO9 of the Landscaping code is provided within the small lots to buffer the small lots from nearby agricultural activity.

Proposed Lot 31 is 900 square metres in area. No landscape buffer is proposed within proposed Lot 31. The purpose of the new lot is to establish a separate land parcel for Council's sewer infrastructure, including a sewer pump station and emergency storage tanks. The proposal will reduce risks associated with the utility currently on road reserve, will guarantee land ownership for essential public infrastructure and will allow for expansion/upgrade and maintenance of the facility, if required, within Council controlled land. The construction of the sewer infrastructure on site will not impact the viability or operational capability of any future rural activities on the northern portion of proposed Lot 32.

Biodiversity areas overlay code

Proposed Lot 31 is shown as containing a biodiversity drainage line. However, the biodiversity drainage line mapped in Council's planning scheme overlay does not correlate with the location of the natural drainage path or watercourse, as shown in Figure 4.

No clearing of vegetation will be undertaken as a result of the proposed subdivision or development of the site. Development of proposed Lot 31 will be undertaken to ensure no adverse impacts on the biological integrity of the watercourse and associated riparian areas.

The proposed subdivision is not considered to conflict with the outcomes of the Biodiversity areas overlay code.



Figure 4 – Biodiversity areas overlay – drainage line (green), Proposed Lot 31 (blue)

Flood hazard overlay code

AO6.1 New lots are:

- (a) Located outside the overlay area; or
- (b) All new lots have an area at natural ground level measuring 17 m x 17m that is located outside the overlay area; and
- (c) Are provided with legal, clear and direct pedestrian and vehicle evacuation routes that are not within the flood hazard overlay area.

Note: If part of the site is outside the overlay area, this is the preferred location for all lots (excluding park or other relevant open space and recreation lots).

Note: Buildings subsequently developed on the lots created will need to comply with the relevant building assessment provisions under the Building Act 1975.

PO6 Development siting and layout responds to flooding potential and maintains personal safety at all times.

Proposed Lot 31 is wholly mapped as being subject to flood inundation. The location of the proposed new access to Lot 31, via Dragon Street, is also mapped as being subject to flood risk.

The location and size of proposed Lot 31 supports the development of the site for a new sewer pump station and allows additional area for future expansion if required. Proposed Lot 31 is not being created for urban or rural residential purposes that would increase the number of people at risk during a flood event.

The design of the infrastructure responds to the flood hazard constraints of the site. The infrastructure will not be manned and therefore the development will not impact personal safety. Emergency evacuation signage will be provided on site in accordance with relevant workplace health and safety standards.

Infrastructure Charges

Charges Resolution (No. 4.2) 2023 commenced 13 December 2023.

Development Type	Network	Charge Rate	Proposed	Credit	Charge
Subdivision - Residential	All	\$21,500/lot	1 x lot	1 x lot	Nil
Subdivision - Rural	Sewerage, Park and roads	67% of \$21,500/lot	1	0	\$14,405
TOTAL:					\$14,405

Office use only			
Network	Proportion of Charge	Charge/ Network	Receipt Code
Public Parks and land for community facilities	6%	\$1,290	RC243
Transport	12%	\$2,580	RC241
Water supply	28%	NA	RC244
Sewerage	49%	\$10,535	RC245
Stormwater	5%	NA	RC242

In accordance with Section 122 of the *Planning Act 2016*, the infrastructure charge is payable when Council approves the plan for the reconfiguration.

Recommendation

THAT the application for a Subdivision of One (1) lot into two (2) lots on land at 169 Dragon Street, Warwick, described as Lot 3 RP36412, be approved subject to conditions:

Schedule 1 - Southern Downs Regional Council Conditions

Approved Plans

- The development of the site is to be generally in accordance with the following proposal plans submitted with the application, and subject to the final development being amended in accordance with the conditions of this approval.

Plan Name	Plan No.	Date
Plan of Lots 31 & 32	SP330960, Sheet 1 of 2	21/03/2024
Locality Map, Legend and Drawing Schedule	X-DWG-CLE-001	20/02/2024

- Where there is any conflict between the conditions of this approval and the details shown on the approved plans and documents, the conditions of approval prevail.

Easements and Covenants

3. The statutory covenant shall remain in place, to restrict the use of proposed Lot 31 for Utility installation (as defined in the Southern Downs Planning Scheme) purposes only until such time as the use of the land for Utility installation purposes ceases. In the event that the use of the land for Utility installation purposes ceases, proposed Lots 31 and 32 are to be amalgamated into one allotment and a new Certificate of Title issued to cover the newly created allotment. The owner of proposed Lot 31 is responsible for all costs of the amalgamation, including legal fees, surveyor costs, registration fees and the like.

Building and Site Design

4. All household drainage (including sewer house connection, stormwater drainage and interallotment drainage) and services (including electricity and telephone) associated with the existing dwelling on the land are to be relocated, if required, so that they are wholly contained within proposed Lot 32 or easements provided over this private drainage and services. A plan, drawn by a suitably qualified person, showing all drainage and services associated with the existing dwelling is to be submitted to Council to demonstrate compliance with this requirement.

Amenity and Environmental Controls

5. During the construction phase of the development, all wastes must be separated into recyclables (where possible) and landfill wastes, and disposed of at an approved.

Fencing, Landscaping and Buffers

6. All earthworks, including batters must be fully contained within the site.

Car Parking and Vehicle Access

7. Vehicle access is to be constructed to Proposed Lot 31 in accordance with Council's standard. (Council's Development Engineer can provide details regarding Council's standard.) The access must be constructed at a location which provides adequate sight distance in either direction. Such entrance roadworks are to be sealed and are to include appropriate drainage works.

Roadworks

8. Any footpaths, kerbing and channelling, roadworks and drainage works damaged during construction of the development are to be reinstated to the pre-existing condition, unless otherwise required by the Director Infrastructure Services.

Stormwater Drainage

9. All proposed lots must have a lawful point of discharge determined in accordance with the *Queensland Urban Drainage Manual* (QUDM). A stormwater management plan, including plans for any proposed stormwater infrastructure, may be required to demonstrate compliance with QUDM. Any required stormwater management plan must be prepared by a suitably qualified RPEQ and submitted for endorsement by Council prior to the lodgement of the survey plan.

For any proposed lot where it cannot be satisfactorily demonstrated that roof-water associated with future building works can be directed to the frontage kerb or alternative lawful point of discharge, an inter-allotment drainage system must be designed and constructed in accordance with QUDM.

Inter-allotment drainage systems and overland flow paths, including those affecting adjacent properties, must be wholly contained within easements. Easements are to have a minimum width of three (3) metres, and be provided to Council at no cost to Council.

Electricity, Street Lighting and Telecommunications

10. Electricity connections must be provided to the proposed development to the standards of the relevant authorities. Evidence must be provided of a certificate of supply with the relevant service providers to provide each lot with live electricity connections, in accordance with the requirements of the relevant authorities prior to Council signing the Plan of Subdivision.

Infrastructure Charges Notice

11. Payment is to be made to Council in accordance with the Infrastructure Charges Notice attached to the decision notice. If payment is made more than two years after the date of the Infrastructure Charges Notice, the charge will increase in line with the Road and Bridge Construction Index for Queensland.

Advisory Notes

- (i) The General Environmental Duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles dust, ash, fumes, light, odour or smoke, beyond the boundaries of the property during all stages of the development including earthworks, construction and operation.
- (ii) Prior to constructing or upgrading an access, an application must be submitted and approved by Council for a permit under Local Law No. 1 (Administration) 2011 and Subordinate Local Law No. 1.15 (Carrying Out Works on a Road or Interfering with a Road or its Operation) 2011.
- (iii) Site works must be constructed such that they do not, at any time, in any way restrict, impair or change the natural flow of runoff water, or cause a nuisance or worsening to adjoining properties or infrastructure.
- (iv) Any retaining structures above one metre in height must be separately certified for structural adequacy by a Registered Professional Engineer of Queensland at design submission and also on completion of construction for compliance with the design.

A detailed inspection and as constructed record must be provided to Council by a Registered Professional Engineer of Queensland, prior to acceptance of the works, including certification that the wall's foundation ground conditions nominated in the design were inspected and achieved during construction.

The approved design and/or construction of the retaining walls must not be modified or altered without Council's prior written approval.

Aboriginal Cultural Heritage

- (v) All reasonable and practicable measures must be taken to ensure that no harm is caused to Aboriginal cultural heritage (the "cultural heritage duty of care"). The cultural heritage duty of care is met if the development is conducted in accordance with gazetted cultural heritage duty of care guidelines. Further information on cultural heritage, together with a copy of the duty of care guidelines and cultural heritage search forms, may be obtained from www.datsip.qld.gov.au

Approval Times


- (vi) In accordance with the *Planning Act 2016*, this approval will lapse four years from the day the approval takes effect, unless the Plan of Subdivision is submitted to Council within the currency period. **Council will NOT approve the plan unless all conditions of this approval have been complied with to the satisfaction of Council and within the currency period of the approval.**
- (vii) The approved Plan of Subdivision must be lodged for registration in the Office of the Registrar of Titles within six months of the date of Council's Compliance Certificate and approval of the Plan of Subdivision. If the Plan of Subdivision is not registered within this timeframe, Council's approval of the Plan of Subdivision will lapse. Council may reapprove the Plan of Subdivision subject to payment of the applicable fee.

ATTACHMENTS

Nil

15.3 Consideration of Change Representations: Angela M Brunckhorst C/- NSPIRE Planning & Design - 7 Britannia Street, Stanthorpe

Document Information

 Southern Downs REGIONAL COUNCIL	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Planning Officer	ECM Function No/s: RC\02039

APPLICANT:	Angela M Brunckhorst C/- NSPIRE Planning & Design
OWNER:	Angela M Brunckhorst
ADDRESS:	7 Britannia Street, Stanthorpe
RPD:	Lot 1 RP196414
LAND USE AREA:	Low density residential
PROPOSAL:	Subdivision of one (1) lot into two (2) lots
LEVEL OF ASSESSMENT:	Code
SUBMITTERS:	Not Applicable
REFERRALS:	Nil
FILE NUMBER:	RC\02039

RECOMMENDATION SUMMARY

THAT Council refuse the change representations made in relation to the application for Reconfiguring a Lot for the purpose of Subdivision of one (1) lot into two (2) lots, on land at 7 Britannia Street, Stanthorpe, described as Lot 1 RP196414.

REPORT

On 21 August 2024, Council issued a Development Permit for Reconfiguring a lot for the purpose of Subdivision of one (1) lot into two (2) lots, on land at 7 Britannia Street, Stanthorpe, described as Lot 1 RP196414.



Figure 1: Aerial of subject site

The subject site has an area of 2,436 square metres and is located within the township of Stanthorpe. The site maintains dual road frontage to Britannia Street and Lock Street, both of which are bitumen sealed roads with kerb and channel.

Access to the site is gained from Britannia Street via two (2) existing footpath crossovers. The southern-most footpath crossover was approved by the former Stanthorpe Shire Council on 5 February 2003, and the northern-most footpath crossover was approved by Council on 17 June 2009. The site contains a Dwelling house and two (2) domestic outbuildings.

The applicant has proposed to subdivide the lot into two. Proposed Lot 1 will have an area of 846 square metres and will maintain frontage to Britannia Street. Proposed Lot 1 will contain the existing Dwelling house. Proposed Lot 2 will have an area of 1,590 square metres and will maintain dual road frontage to Britannia Street and Lock Street. Proposed Lot 2 will contain the northern-most shed. The sheds located between the northern-most shed and the existing Dwelling house will be demolished to ensure no building encroaches onto another lot.

A reticulated water system exists within the road reserve of Britannia Street and Lock Street. A reticulated sewerage system exists along the eastern boundary and within the north-western corner of the lot. A piped stormwater network exists along the Britannia Street frontage of the lot.



Figure 2: Approved Site Plan

The applicant has made change representations requesting the deletion of Condition 16.

Condition 16

Condition 16 reads as follows:

Pedestrian Works

16. A 1.8 metre wide concrete pedestrian footpath is to be constructed along the Britannia Street frontage of the site, in a location suitable to the Director Infrastructure Services.

The applicant has provided the following justification supporting their request:

Conditions 16 of Schedule 1 requires a 1.8m wide concrete footpath along the full length of the Britannia Street frontage. This seems an unreasonable imposition on a two lot subdivision given that there is no such footpaths along the length of Britannia Street. Reference to the provision of the footpath in Locke Street seems irrelevant given that this footpath connects the Quartpot Creek pathway and the sporting fields. The section installed on the southern side of Locke Street also appears to be less than 1.8 metres.

I would request that this condition be removed in this instance.

The requirement for a 1.8 metre wide footpath to be constructed along the Britannia Street frontage of the site is to achieve compliance with PO10 of the Reconfiguring a lot code, which is as follows:

Reconfiguring a lot code

PO10 *Pedestrian and cyclist networks encourage walking and cycling by provision of a safe and convenient environment for pedestrians and cyclists. Where required links to future development are provided.*

As per the Performance outcome, to ensure the development encourages pedestrian and cyclist networks for walking and cycling through the provision of a safe and convenient environment, a concrete footpath constructed along the Britannia Street frontage of the site is required. A footpath along the Lock Street frontage of the site is not considered necessary as there is an existing footpath on the public land adjacent to the subject site to the north, known as Quart Pot Creek Parklands. A footpath constructed along the Britannia Street frontage of the site, in addition to the footpath within the public land adjacent to the site along Lock Street, ensures pedestrian and

cyclist networks encourage walking and cycling by provision of a safe and convenient environment for pedestrians and cyclists.

As the applicant has requested the deletion of Condition 16 which requires a footpath be constructed, the development is not considered to comply with the Performance outcome. As a result, the development must comply with the overall outcomes of the Code.

In conjunction with PO10 of the Reconfiguring a lot code, Overall outcome (h) of the Code which relates to pedestrian movement and footpaths is as follows:

(h) An integrated network of roads, pathways, open space and infrastructure is provided that maximises accessibility and efficiency throughout the whole area.

In addition to the assessment benchmarks relating to pedestrian movements within the Southern Downs Planning Scheme (v.5), on the 13 December 2023, Council endorsed the Walking Network Plans – Warwick and Stanthorpe. The report and plan, development by Bitzios Consulting in-conjunction with community feedback and focus groups, intended to provide Council with a 'long-term strategy for the development of pedestrian routes and facilities'. The report included a plan of the proposed locations and widths of footpaths in the Warwick and Stanthorpe areas. Figure 3 shows the Stanthorpe Recommended Works Program for footpaths, and Figure 4 shows the Recommended Works Program for footpaths within the vicinity of the subject site.

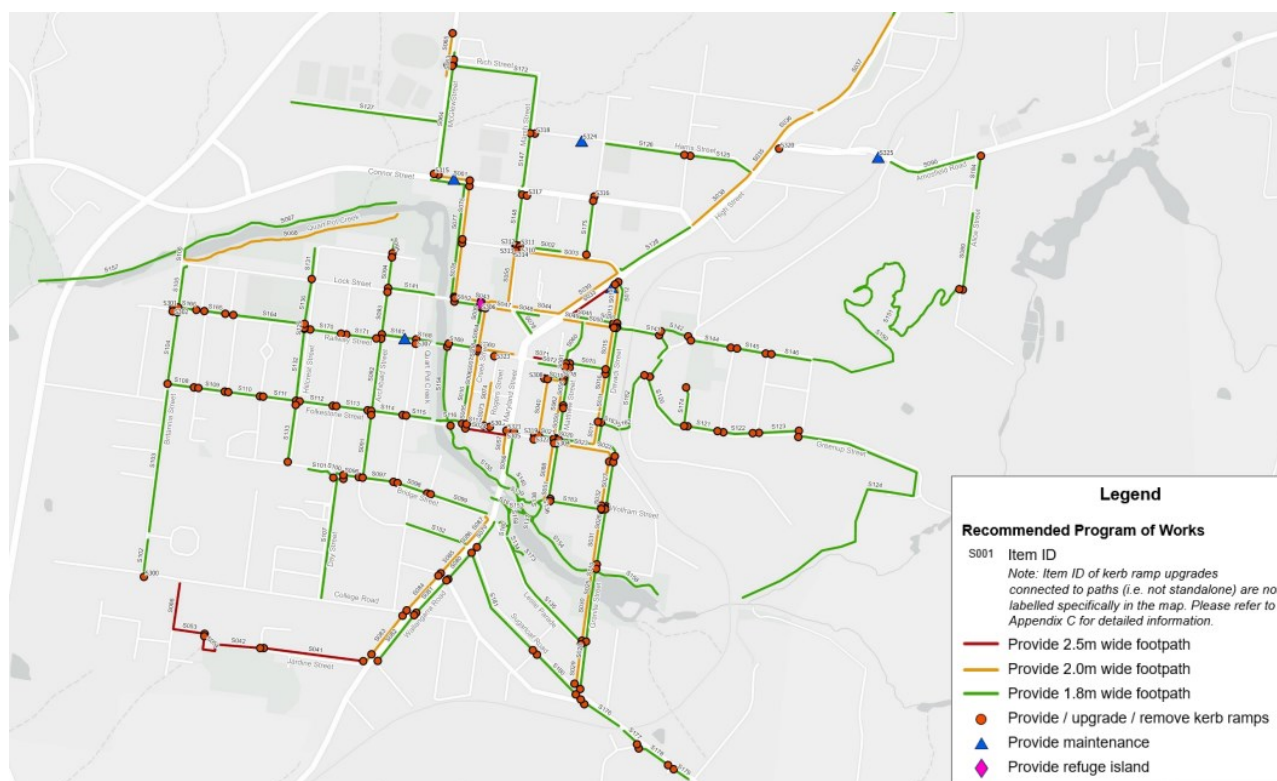


Figure 3: Stanthorpe Recommended Works Program for footpaths



Figure 4: Stanthorpe Recommended Works Program for footpaths for subject site

As can be seen in Figures 3 and 4 which shows the recommended footpath locations and widths for the Stanthorpe area endorsed by Council resolution on 13 December 2023, a 1.8 metre wide footpath has been proposed along the Britannia Street frontage of the subject site, Lot 1 RP196414. No footpath has been proposed along the Lock Street frontage of the site as per the Walking Network Plans – Warwick and Stanthorpe and hence, no footpath was required and conditioned along the Lock Street frontage of the site.

The Walking Network Plans – Warwick and Stanthorpe endorsed by Council on 13 December 2023 reinforces the provision of a 1.8 metre wide footpath along Britannia Street. Removing the provision of a footpath along the Britannia Street frontage of the site will result in the development being in direct conflict with the Walking Network Plans – Warwick and Stanthorpe endorsed by Council, and Performance outcome 10 and overall outcome (h) of the Southern Downs Planning Scheme (v. 5).

The applicant has outlined the provision of a footpath is an unreasonable imposition on the development. Section 65 of the *Planning Act 2016* states the following:

65 Permitted development conditions

(1) A development condition imposed on a development approval must—

- (a) be relevant to, but not be an unreasonable imposition on, the development or the use of premises as a consequence of the development; or
- (b) be reasonably required in relation to the development or the use of premises as a consequence of the development.

As the development is subject to Code assessment, assessment is limited to the provisions of the assessment benchmarks and matters prescribed by *Planning Regulation 2017*. An assessment benchmark is a Code, a standard, or an expression of the intent for a zone or precinct and as the development is for Reconfiguring a lot, the applicable provisions are contained within the Reconfiguring a lot code.

The requirements outlined in PO10 and the relevant overall outcomes of the Reconfiguring a lot code are assessment benchmarks. Section 43 of the *Planning Act 2016* outlines that an assessment benchmark (Codes in a Planning Scheme) sets out the matters that an Assessment Manager (Council) must assess assessable development against. This section of the *Planning Act 2016* goes on to explain that an assessment benchmark does not include a matter of a person's

opinion or a person's circumstances, financial or otherwise. As such, Council cannot consider the financial implications of the site works.

Assessment undertaken against the Reconfiguring a lot code indicates that the imposition of a footpath condition for the subdivision is relevant to the development, however to determine whether the condition is lawful, consideration must be provided to whether its imposition is an unreasonable imposition on the development. The conditioning of a footpath along the Britannia Street frontage of the site is not an unreasonable imposition on the development as it is stated within the assessment benchmarks listed that the development should provide pedestrian networks and footpaths. While the assessment benchmarks relating to footpaths and pedestrian networks within the Planning Scheme do not provide a minimum width for the footpath, guidance is sort from Walking Network Plans – Warwick and Stanthorpe of which a resolution was made by Council on 13 December 2023 to endorsed the plan. As such, in conjunction with the assessment benchmarks within the Planning Scheme and the resolution made by Council on 13 December 2023, the imposition of a footpath condition is not an unreasonable imposition on the development.

As compliance can be achieved by the imposition of permitted development conditions, refusal of the subdivision application is not necessary.

Recommendation

THAT Council refuse the change representations made in relation to the application for a Development Permit for Reconfiguring a Lot for Subdivision of one (1) lot into two (2) lots, on land at 7 Britannia Street, Stanthorpe, described as Lot 1 RP196414, for the following reasons:


- The requirement of a 1.8 metre wide footpath along the Britannia Street frontage of the site is consistent with Walking Network Plans – Warwick and Stanthorpe that was endorsed by Council on 13 December 2023; and
- The requirement of a footpath is consistent with PO10 and overall outcome (h) of the Reconfiguring a lot code within the Southern Downs Planning Scheme (v.5).

ATTACHMENTS

Nil

15.4 Minor Change to Material Change of Use – Darryl J Wiggins and Roslyn E Wiggins ATF DJ & RE Wiggins Super Fund C/-Revolution Town Planning, 143 Old Stanthorpe Road, Morgan Park

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Planning and Development	ECM Function No/s: MCU\01907.02

APPLICANT:	Darryl J Wiggins and Roslyn E Wiggins ATF DJ & RE Wiggins Super Fund C/-Revolution Town Planning
OWNER:	Darryl J Wiggins and Roslyn E Wiggins
ADDRESS:	143 Old Stanthorpe Road, Morgan Park
RPD:	Lot 2 RP818435
ZONE:	Industry
PROPOSAL:	Minor Change to High impact industry (Composting, over 200 tonnes per annum, i.e. New shed (350m2 GFA), ancillary office (72m2), vehicle wash bay (72m2), additional carparking and vehicle manoeuvring areas and amendment/deletion of conditions)
LEVEL OF ASSESSMENT:	Code
SUBMITTERS:	Not Applicable
REFERRALS:	Not Applicable
FILE NUMBER:	MCU\01907.02

RECOMMENDATION SUMMARY

THAT Council refuse the change application (Minor Change) for a Development Permit for a Material Change of Use for Extension to High Impact Industry (Composting Facility – Greater than 200 tonnes per annum) on land at 143 Old Stanthorpe Road, Morgan Park, described as Lot 2 RP818435, for the following reasons:

- The proposed change is not considered a minor change in accordance with Schedule 2 of the *Planning Act 2016* given that it is a change to a development approval that would result in substantially different development; and
- The development application should be re-lodged seeking a change application (Other Change).

REPORT

Background

On 11 January 2018, Council issued a Decision notice for a High impact Industry (Composting Facility – Under 200 tonnes per Annum) on land at 143 Old Stanthorpe Road, Morgan Park, described as Lot 2 on RP818435.

The establishment of the composting facility sought to reduce expenses and greenhouse gas emissions of local food processing industries that were previously transporting waste product to Brisbane for processing.



Figure 1: Aerial of subject site

A Decision Notice was issued by Council on 4 September 2020 for a Change Application (Other Change) to the existing development approval for High Impact Industry (Composting Facility Greater than 200 tonnes per annum).

The approved Change Application (Other Change) did not involve the establishment of any buildings or structures.

The subject site is located on Old Stanthorpe Road which is a bitumen sealed road. There is a small access point to Warwick-Killarney Road in the northeast corner of the lot. However, the applicant seeks to maintain and utilise the existing access from Old Stanthorpe Road.

Report

The applicant seeks a change to the existing approval (Minor Change). The requests involve the addition of:

- An industrial shed (350 square metres gross floor area (GFA));
- Ancillary office (72 square metres GFA);
- Vehicle Wash Bay (72 square metres)
- Seven (7) additional car parking spaces including one (1) accessible car parking bay; and
- Gravel hardstand areas for vehicle manoeuvring.

Additionally, the applicant has proposed the amendment and / or deletion of the following conditions of Development Permit MCU/01907.01:

- Condition 1
- Condition 2, Condition 2A, and Condition 3

- Condition 7, Condition 9, and Condition 10
- Condition 14
- Condition 15
- Condition 16
- Condition 20
- Condition 29
- Condition 31

Minor Change

Minor changes are defined in Schedule 2 of the *Planning Act 2016*. The proposed change has been considered against that definition in Table 1.

Table 1: Assessment against Minor Change Criteria (*Planning Act 2016*, Schedule 2)

MINOR CHANGE CRITERIA	RESPONSE
A minor change, for a development approval, means a change that would not –	
(i) Result in a substantially different development; or	Refer to Table 2
If a development application for the development, including the change, were made when the change application is made would not cause –	
(a) The inclusion of prohibited development in the application; or	The proposed change will not include prohibited development.
(b) Referral to a referral agency, other than to the chief executive, if there were no referral agencies for the development application; or	The original application was referred to the chief executive.
(c) Referral to extra referral agencies, other than to the chief executive; or	The change will not result in extra referral agencies.
(d) A referral agency to assess the application against, or have regard to, matters prescribed by regulation under section 55(2) other than matters the referral agency must have addressed the application against, or have had regard to, when the application was made; or	The change will not require a referral agency to assess the application against, or have regard, to other matters.
(e) Public notification if public notification was not required for the development application.	The original application did not require public notification, and the change would not result in public notification being required.

The Development Assessment Rules (Schedule 1) provide guidance material in relation to 'substantially different development'. The proposed change has been assessed against these criteria in Table 2.

Table 2: Assessment against Development Assessment Rules 2017 (Schedule 1)

SUBSTANTIALLY DIFFERENT DEVELOPMENT CRITERIA	RESPONSE
(a) Involves a new use; or	<p>The proposed change does not involve a new use.</p> <p>The applicant states that the proposed workshop, wash bay, and office are ancillary to the High impact industry use. It is agreed that the Office is an ancillary use if it is utilised by staff to support the existing on-site composting business.</p> <p>It is agreed that the workshop and wash bay are ancillary if maintenance will only be provided to vehicles utilised by the High Impact Industry use. The maintenance of any other vehicles is considered a new use.</p>
(b) Results in the application applying to a new parcel of land; or	<p>The proposed change does not apply to a new parcel of land.</p>
(c) Dramatically changes the built form in terms of scale, bulk and appearance; or	<p>The western part of the subject site has been cleared and levelled to allow the current use to operate. The site does not contain any structures or buildings and is characterised by low scale earth mounds, dams and compacted gravel surfaces.</p> <p>The site is directly adjoined:</p> <ul style="list-style-type: none"> • To the south by a large vacant industrial zoned lot; • To the north by a large industrial zoned lot that contains a single storey residential dwelling; • To the east by two industrial zoned lots that contain single storey residential dwellings with ancillary outbuildings; and • To the west by Old Stanthorpe Road and the Warwick Waste Management Facility further to the west. <p>In summary the adjoining Industry zoned land, between Dead Horse Lane to the south and East Street to the north east is characterised by small scale single storey residential dwellings and ancillary outbuildings. Other Industry zoned land further to the north and west past Council's waste management facility are characterised by smaller industrial blocks with industrial sheds.</p> <p>The proposal will introduce the following:</p> <ul style="list-style-type: none"> • A 361 square metres shed (not 350 square metres as stated in the applicants Town Planning Report) with a maximum height of approximately 7 metres; • A 72 square metre washbay; • Two concrete aprons with a combined area of 72 square metres; and • A 57.92 square metres sealed parking area. <p>The new shed will be approximately 7 metres in height and will be of a height that is inconsistent with the surrounding scale of built form. The shed, washbay, concrete aprons and sealed parking area will result in a footprint of approximately 560 square metres which in consideration of the surrounding development is a substantial sized footprint and generally not consistent with</p>

	<p>surrounding development footprints.</p> <p>Although the proposed building and hardstand areas are on existing cleared areas they are of a significant size and would be easily discernible from what is currently approved on site. It is therefore considered that the addition of the proposed shed and associated hardstand and parking areas dramatically changes the built form in terms of scale, bulk and appearance.</p> <p>The applicant states that the proposed shed is 'fairly typical of industrial sheds in the area and such a shed is expected within the zone'. Whilst it is acknowledged that industrial sheds are anticipated in the Industry zone, these sheds would generally be considered in the context of a full development application, which would allow Council to carry out a detailed assessment against the planning scheme. A detailed assessment would allow Council to consider the bulk and scale, design elements, landscaping, stormwater management, servicing and whether the additions are ancillary or not.</p> <p>It is to be noted that the original approval permitted a Plant Storage area on the eastern side of the composting pads. The change application outlines that a truck laydown was approved, however this is not the case, it is only a Plant Storage area, and it is not located in the same location as the Plant Storage area was approved. This element, including the changed location, was not previously assessed as part of the original approval.</p>
(d) Changes the ability of the proposed development to operate as intended; or	The proposed change will not result in any changes that would affect the ability of the proposed development to operate as intended.
(e) Removes a component that is integral to the operation of the development; or	The proposed change does not involve the removal of any critical components of the development.
(f) Significantly impacts on traffic flow and the transport network, such as increasing traffic to the site; or	<p>Sufficient information has not been provided to determine if significant impacts on traffic flow and the surrounding transport network would occur as a result of the proposed changes.</p> <p>Seven additional car parking spaces (including one accessible car parking bay) are proposed. However, no information has been provided relating to the anticipated additional staff numbers or visitors.</p> <p>It is expected that additional staff will be required on-site for the proposed ancillary shed/workshop and office.</p> <p>It is also unclear if the proposed shed/workshop will result in any additional truck movements to and from the site. Additionally, the frequency of deliveries to the site associated with vehicle maintenance.</p> <p>As previously outlined, the original approval permitted a Plant Storage area on the eastern side of the composting pads. The change application outlines that a truck laydown was approved, however this is not the case, it is only a Plant Storage area, and it is not located in the same location as the Plant Storage area was approved. This element, including the changed location, was not previously assessed as part of the original approval.</p>

(g) Introduces new impacts or increase the severity of known impacts; or	Conditions of approval were imposed on the original application to manage any potential impacts.
(h) Removes an incentive or offset component that would have balanced a negative impact of the development; or	The original application did not include any incentives or offset components.
(i) Impacts on infrastructure provisions.	The change is not expected to impact on infrastructure provisions.

It should be noted that Council had previously provided advice to the consultant in relation to this proposal being considered an Other Change application. These conversations commenced in July 2024 and also involved seeking third party advice, which confirmed the proposal constituted an Other Change application.

The consultant provided legal advice in relation to Council's legislative obligation to accept the Minor change application. This legal advice did not outline or provide direction in relation to this application being a minor change, opposed to being an Other change, it purely related to Council's receipt of the application.

The applicant requested in writing that this application be outsourced for assessment. In this instance Council has engaged an independent consultant to undertake the assessment of this application. This independent assessment is reflected in the majority of this report.

Conclusion

The applicant has provided an assessment against the substantially different development criteria within the planning report. The assessment stated that the proposed changes do not result in substantially different development.

Despite the applicant's assessment, the above assessment has concluded that the proposal will result in a substantially different development and therefore the change is not considered to be a minor change.

The applicant has requested to change or amend various conditions, however as the proposal results in a substantially different development, these changes have not been considered. An Other Change application needs to be submitted.

Recommendation

THAT Council refuse the change application (Minor Change) for a Development Permit for a Material Change of Use for Extension to High Impact Industry (Composting Facility – Greater than 200 tonnes per annum) on land at 143 Old Stanthorpe Road, Morgan Park, described as Lot 2 RP818435, for the following reasons:


- (c) The proposed change is not considered a minor change in accordance with Schedule 2 of the *Planning Act 2016* given that it is a change to a development approval that would result in substantially different development; and
- (d) The development application should be re-lodged seeking a change application (Other Change).

ATTACHMENTS

Nil

15.5 Shaping Southern Downs Advisory Committee Meeting Minutes - 25 July 2024

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Planning and Development	ECM Function No/s: NA

Recommendation

THAT Council receive the minutes of the Shaping Southern Downs Advisory Committee meeting held in Warwick on 25 July 2024 and decide in relation to the following motions from the meeting:

- THAT Council form a new committee after the conclusion of the 'Shaping Southern Downs Advisory Committee', consisting of community members from each village of the region to represent the different communities in relation to community events, tourism and other relevant matters to achieve better outcomes for the region.
- THAT additional zone cards be created to be specific to each township involved in the Public Consultation Period.

REPORT

Background

A meeting of the Shaping Southern Downs Advisory Committee was held in Warwick on 25 July 2024.

Report

The minutes of Council's Shaping Southern Downs Advisory Committee are submitted for Council's consideration following each meeting. The minutes of the meeting held on 25 July 2024 are attached.

As detailed in the recommendation of this report, two motions were passed at the meeting and is included in the attached meeting minutes.

This was the first meeting of the revised Shaping Southern Downs Advisory Committee. The updated Terms of reference reflects the revised purpose of the committee, which is:

- To provide Council with guidance and/ or recommendations in relation to Southern Downs Planning Scheme v6.
- To work collaboratively together to achieve better outcomes for the region.
- To share and disseminate information across the members.
- To improve communication with Council, other levels of government and the community.

After the adoption of the Planning Scheme version 6, the Shaping Southern Downs committee will conclude.

The next meeting will likely be the week prior to formal public consultation commencing for the new draft planning scheme. At this stage it is unknown when public consultation will begin.

Conclusion/Summary

That Council receive the Minutes from the Shaping Southern Downs Advisory Committee meeting.

FINANCIAL IMPLICATIONS

Staff costs to organise, host and administer the Shaping Southern Downs Advisory Committee.

RISK AND OPPORTUNITY

Risk

Nil.

Opportunity

Increased community involvement.

Continued community feedback into the new planning scheme.

COMMUNITY ENGAGEMENT

Internal Consultation

Nil

External Consultation

The Shaping Southern Downs Advisory Committee is a community consultative committee and is convened for the purposes of providing Council with strategic guidance in relation to the new draft planning scheme.

LEGAL / POLICY

Legislation / Local Law

Nil.

Corporate Plan

Goal 1 Our People

Outcome: 1.1 Communities trust us to engage with them and advocate on their behalf.

Objective: 1.1.2 Implement effective and genuine community consultation processes that enable participation, engagement and collaboration.

1.1.3 Build confidence in our communities by being visible, empathetic and by actively listening.

Goal 2 Our Places

Outcome: 2.1 Public places and open spaces are safe, well maintained and liveable.

Objective: 2.1.2 Identify, facilitate and promote community-led place making, activation of public places and opportunities to enhance and activate the urban environment.

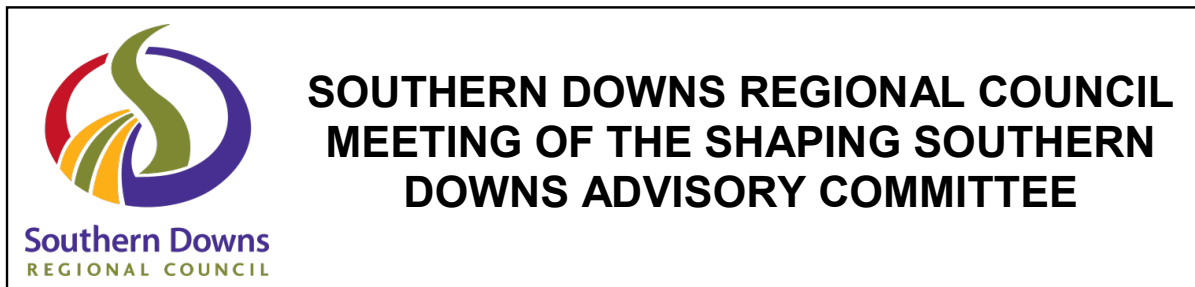
Policy / Strategy

Shaping Southern Downs

Southern Downs Planning Scheme, v5

ATTACHMENTS

1. Minutes of the Shaping Southern Downs Advisory Committee Meeting, held on 25 July 2024 [↓](#)



MINUTES OF SHAPING SOUTHERN DOWNS ADVISORY
COMMITTEE

Held in the Council Chambers, Warwick

Tuesday 25 July 2024 at 10:00am

1. PRESENT

Tonya Collier, Angela O'Mara, Nathan Parkes, Scott Riley, Tricia Chant & Rachel (Guest), Cr Richters (Chair Person), Cr Windle, Brett Tunbridge, Angela Phillips, Tony Pearson, Ron Van Haren (Councils Project Management Officer), Olivia Lack (Minute Secretary).

Via Teams: Helen Gibson and Ann Bourke.

2. APOLOGIES

Susanne Keong

4. TERMS OF REFERENCE FOR THE GROUP MOVING FORWARD

The updated Terms of Reference was adopted by Council at the Ordinary Council meeting on 19 June 2024. The updated Terms of reference reflects that the purpose of the committee is;

- To provide Council with guidance and/ or recommendations in relation to Southern Downs Planning Scheme v6.
- To work collaboratively together to achieve better outcomes for the region.
- To share and disseminate information across the members.
- To improve communication with Council, other levels of government and the community.

After the adoption of the Planning Scheme v6 the Shaping Southern Downs committee will conclude. Council may give the opportunity to create a new committee with members to represent each suburb within the region.

Post the Planning Scheme the intention would be to provide recommendations and feedback to Council after the conclusion of planning scheme.

Brett Tunbridge – A new committee could nominate and be formed that can represents the communities.

Resolution

THAT Council form a new committee after the conclusion of the 'Shaping Southern Downs Advisory Committee', consisting of community members from each village of the region to represent the different communities in relation to community events, tourism and other relevant matters to achieve better outcomes for the region.

Moved:* Nathan Parkes *Seconded:* Tony Pearson *Carried

5. MINUTES FROM PREVIOUS MEETING

No previous minutes to be confirmed as this is the first meeting of the new term.

6. ACTIONS ITEMS FROM PREVIOUS MEETING

Nil.

7. SOUTHERN DOWNS PLANNING SCHEME

Reminder that anything discussed is confidential until community consultation is underway.

Update on Planning Scheme status: Presented by Tonya Collier

- Final changes of the planning scheme have been approved by council and sent to State.
- Council has now responded to all information requests issued by State.
- Final review is being assessed by State. They will notify any changes that need to be made.
- Public consultation period will hopefully commence by the end of September or early October 2024

Information Request 3:

The third IR was in regards to the Bushfire Hazard Areas. The state has indicated that QRES will be updating their bushfire mapping for our region over the next couple of years which will change council's mapping. Which will change some parameters

In regards to the Planning scheme, the categories of bushfire risk has now been broken down. Additional criteria have also been added within the Bushfire Hazard Overlay Code. All proposed zone changes where there is a Very High to Medium Potential Bushfire Intensity risk have been removed and, all provisions have been removed from the sugarloaf forestry.

Zonings that were removed:

The following proposed zone changes were removed;

- Diamondvale area was removed from a possible rezone from Rural to Rural residential due to only one evacuation route and the area contains a large portion of Protected Vegetation and majority is within the Medium Potential Bushfire Intensity. Based on a previous Council resolution from 2018, Tyrel Street is continuing with a down zone from Low density residential to a Rural residential.
- Sugarloaf Forestry was removed from a possible rezone from Limited Development (Constrained Land) to Rural (Sugarloaf Precinct) due to only one evacuation route and the majority of land is located within a Very High Potential Bushfire Intensity area.
- Wallangarra area was removed from possible rezone from Rural to Rural Residential due to the bushfire risk for the area is not in alignment with the state bushfire mapping and there is increased risk due to close proximity to the Defence Storage Facility.
- Some areas have been reduced in terms of the amount of land put forward for a rezone from Rural to Rural residential
- Split zonings between Rural and Rural residential have been put forward – Original preference was to not include split zonings
- 1507.6 ha of land put forward for a rezone was reviewed as part of the Information Request No.3
- The rezone land put forward from Rural to Rural Residential has been reduced to 436.6 ha
- The rezone land put forward from Limited Development to Rural has been reduced to zero.
- To cater for some of the land that has been reduced, the minimum lots sizes have been reconsidered.
- All other areas either have no major changes or have required a split zone.
- If part of the lot has bushfire risk that will remain as rural however if the other part is not in the bush fire zone split zoning will occur.

Transferable Developments right property:

The purpose of this policy is to provide alternative acceptable outcomes for the management and protection of Rural zoned land within the Alluvial plains, Basalt quality grazing, Basalt uplands, Granite Belt, Granite hills, Granite plains, and Walloon arable rural precincts that comply with the relevant Performance outcomes of the planning scheme.

Promote the protection and consolidation of agricultural land through the amalgamation of titles, whilst providing opportunity for rural landowners to realise value from titles by the trading of development rights that transfers a title right to a location that does not impact or diminish productive agricultural land, and reduce the number of lots within the Flood hazard overlay.

The purpose of this policy is not to create rural lifestyle lots (within the mapped Rural zone) to a degree that would compromise landowners with existing rights to further subdivide their land in the Rural residential and Township zones; and reinstate or replicate former 'family subdivision' policies and associated requirements / outcomes on farming lots and must not be treated as such.

The following question was posed to the committee:

Is this a policy that you think the community will want to endorse and act upon or should the policy be removed from the planning scheme?

In response to this question Brett Tunbridge stated that most of the rural land owners in Pratten are generational families and are not in support of this policy.

In response to this question Nathan Parkes stated that he would be in favour of the policy as long as other land around the community can be subdivided.

The committee discussed allowing smaller townships to subdivide where rezoning is not applicable. It was asked if the policy has been successful in Mackay, in which Scott Riley responded that the policy in Mackay has been present for 6 years.

Public Consultation period:

Draft Zone cards were presented to the committee for feedback.

The committee suggested that each township that will be apart of the consultation period will have a zone card specific to that town. It was also recommended by the committee that a map of each town with the zoning layer be present at the consultations so that community members can easily see where they are within the zoning and what zones are applicable to their town. It was also suggested that zone cards will be available online.

Resolution

THAT additional zone cards be created to be specific to each township involved in the Public Consultation Period.

Moved: Brett Tunbridge Seconded: Tricia Chant Carried

Talk to a planner days:

It was discussed what appropriate consultation method would be most beneficial for the Public consultation Period. The committee agreed that half & half day for walk in and appointments would be most appropriate.

The Public consultation period intention will be to assign specific days to certain areas one time throughout the 8-week period. The dates of this public consultation will be discussed at the next meeting.

Cr Richters recommends that weekends should be included.

ACTION: Next meeting give notice if you have any community meetings coming up.

Cr Sheryl leaves 10:45

Housing needs assessment:

Ron Van Haren, Council's Project Management Officer, presented an assessment of the housing needs within Warwick. It was stated that serviceability and debt is the issue, and that there isn't a short supply of housing.

New Green fill housing is part a solution and that the region needs to encourage more white-collar workers into the region.

Anne Bourke asked about the possibility of allowing three level buildings. Cr Richters responded that three levels has been included in the new Planning Scheme for Medium density zoning and Mixed use zoning.

Have your say page: Small housing survey

Council currently conducting a survey to guide the decision-making process concerning minimum dwelling sizes and related policies i.e. Amenities and Aesthetics requirements for Tiny and Small Homes. The Survey will conclude on the 2 August 2024.

So far there has been 279 responses to the survey.

The committee was encouraged to engage with the community to complete the survey.

It was discussed that tiny/small homes leads into the discussion of smaller lot sizes. It is also important not to confuse discussion between tiny home and tiny home on wheels and temporary homes.

NEXT MEETING

Next meeting will most likely be the week prior to formal public consultation. Public Consultation will most likely be end of September, early October. The Public Consultation Period will be for 40 business days.


Meeting Closed at 11:47 pm

ACTIONS

ACTION: Give notice if you have any community meetings coming up.

15.6 Request to Reduce Building Application Fee - PID 33800

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Administration & Project Officer	ECM Function No/s: BLD\20779

Recommendation

THAT Council, in accordance with Section 109 of the *Planning Act 2016*, waive 50% of the building application fees to be paid in accordance with Council's Schedule of General Fees and Charges 2024/25, in relation to the proposed storage shed at 55-65 Horsman Road, Warwick.

REPORT

Background

Council received on 19 August 2024 a request from the Warwick Potters Association Inc to consider reducing the Council application fees associated with the building application for the proposed storage shed at 55-65 Horsman Road, Warwick.

Report

The building application was submitted to Council on 5 August 2024, with further information submitted on 15 August 2024. The application is currently properly made and within the decision stage.

The building application fees for the proposed storage shed is \$1,048.00.

Unlike other application fees listed in Council's Schedule of General Fees and Charges, a 50% discount on the building application fees for a not-for-profit organisation is not available. This is due to the ability for building certification to be undertaken by a private enterprise.

Section 43 of the *Local Government Act 2009* outlines the competitive neutrality principles, which apply to significant business activities only, for which building certification is not. The Act further states that a code of competitive conduct must apply to building certification activities, however Section 38 of the *Local Government Regulation 2012* goes further to list the Council's to which this applies and Southern Downs Regional Council is not listed.

Section 109 of the *Planning Act 2016* allows for assessment managers (Council), to waive all or part of the required fee, in the circumstances prescribed by regulation. In accordance with Section 40 of the *Planning Regulation 2017*, an application fee can only be waived if the application is made by a registered non-profit organisation. The Warwick Potters Association Inc are not registered under the Australian Charities and Not-for-profits Commission, however are listed as an Incorporated Association. The Queensland Office of Fair Trading have previously confirmed that an Incorporated Association is within the definition of a non-profit organisation.

Conclusion/Summary

As Warwick Potters Association Inc is a non-profit organisation, a 50% reduction in the building application fees is considered reasonable.

FINANCIAL IMPLICATIONS

If the request is approved there will be reduction in the fees collected in association with the building application assessed by Council.

RISK AND OPPORTUNITY

Risk

The risk associated with approving such a fee reduction request is that other applicants could make similar requests to Council.

Opportunity

Provide support to a local non-profit organisation.

COMMUNITY ENGAGEMENT

Internal Consultation

Nil

External Consultation

Nil

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009

Local Government Regulation 2012

Planning Act 2016

Planning Regulation 2017

Corporate Plan

Goal 3 Our Prosperity

Outcome: 3.3 The Southern Downs is a destination of choice for business and visitors.

Objective: 3.3.1 Establish a reputation for working collaboratively with developers to deliver mutually beneficial outcomes.

Goal 4 Our Performance

Outcome: 4.1 Our customers want to do business with us.

Policy / Strategy

Council's Schedule of General Fees and Charges 2024-2025.

ATTACHMENTS

1. Warwick Potters Association Inc - Fee reduction request[↓](#)



Warwick Potters' Association

63 Horsman Road, Warwick

P.O. Box 343, Warwick. Qld. 4370
info@potters.org.au

C.E.O.,
Southern Downs Regional Council

Attention: Built Environment

Dear Sir,

I am writing on behalf of the Warwick Potters' Association. We hold a lease with the Council for premises at 63 Horsman Road. This is known as The Potters' Place. We have applied to Council for permission to have a shed erected on site for storage allowing us more room inside our building and this has been given.


Laney's Steel Pty. Ltd is supplying and erecting the shed for us. They have received an tax invoice Applicant No BLD\20779 which we, the Potters will pay. We are requesting a fee reduction as we are a Non-Profit/ Charitable Organisations Exemption and Concession PID 33905 - 63 Horsman Road, Warwick. 4370 acknowledged by Council Ref: GS:Ig:PID 33905 dated 1st August.

Thank you
Yours in Pottery,

Susan Creed
President

15.7 Request to Reduce Building Application Fee - PID 135110

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Administration & Project Officer	ECM Function No/s: BLD\20196

Recommendation

THAT Council, in accordance with Section 109 of the *Planning Act 2016*, waive 50% of the building application fees to be paid in accordance with Council's Schedule of General Fees and Charges 2024/25, in relation to the demolition of internal walls at Lyon Street, Warwick (Part Lot 23 Sec ZZ on SP 301402).

REPORT

Background

Council received on 9 September 2024 a request from the Southern Downs Steam Railway Association Inc to consider reducing the Council application fees associated with the building application for the demolition of internal walls at Lyon Street, Warwick (Part Lot 23 Sec ZZ on SP 301402)

Report

The building application was submitted to Council on 18 January 2024. A Confirmation Notice was issued on the 29 January 2024, which identified a referral agency, as work was proposed on a Queensland Heritage Place. The Department of Environment, Science and Innovation issued an exemption certificate on the 30 May 2024, with Council issuing a Decision Notice approving the works on the 18 June 2024.

The building application fees for the proposed demolition of internal walls is \$343.00.

Unlike other application fees listed in Council's Schedule of General Fees and Charges, a 50% discount on the building application fees for a not-for-profit organisation is not available. This is due to the ability for building certification to be undertaken by a private enterprise.

Section 43 of the *Local Government Act 2009* outlines the competitive neutrality principles, which apply to significant business activities only, for which building certification is not. The Act further states that a code of competitive conduct must apply to building certification activities, however Section 38 of the *Local Government Regulation 2012* goes further to list the Council's to which this applies and Southern Downs Regional Council is not listed.

Section 109 of the *Planning Act 2016* allows for assessment managers (Council), to waive all or part of the required fee, in the circumstances prescribed by regulation. In accordance with Section 40 of the *Planning Regulation 2017*, an application fee can only be waived if the application is made by a registered non-profit organisation. The Southern Downs Steam Railway Association Inc are not registered under the Australian Charities and Not-for-profits Commission, however are listed as an Incorporated Association. The Queensland Office of Fair Trading have previously confirmed that an Incorporated Association is within the definition of a non-profit organisation.

Conclusion/Summary

As Southern Downs Steam Railway Association Inc is a non-profit organisation, a 50% reduction in the building application fees is considered reasonable.

FINANCIAL IMPLICATIONS

If the request is approved there will be reduction in the fees collected in association with the building application assessed by Council.

RISK AND OPPORTUNITY

Risk

The risk associated with approving such a fee reduction request is that other applicants could make similar requests to Council.

Opportunity

Provide support to a local non-profit organisation.

COMMUNITY ENGAGEMENT

Internal Consultation

Nil

External Consultation

Nil

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009

Local Government Regulation 2012

Planning Act 2016

Planning Regulation 2017

Corporate Plan

Goal 3 Our Prosperity

Outcome: 3.3 The Southern Downs is a destination of choice for business and visitors.

Objective: 3.3.1 Establish a reputation for working collaboratively with developers to deliver mutually beneficial outcomes.

Goal 4 Our Performance

Outcome: 4.1 Our customers want to do business with us.

Objective: 4.1.3 We “get stuff done” and are solution seekers.

Goal 1 Our People

Outcome: 1.3 Communities are active, healthy and celebrate cultural diversity.

Objective: 1.3.1 Identify, promote and grow opportunities for arts, cultural expression and the development of creative industries.

Policy / Strategy

Council's Schedule of General Fees and Charges 2024-2025.

ATTACHMENTS

1. Waive reduction request - Southern Downs Steam Railway [↓](#)

From: "Chairman@sdsr.com.au" <chairman@sdsr.com.au>
Sent: Mon, 9 Sep 2024 14:01:35 +1000
To: "SDRC Building Applications" <sdrcbuilding@sdrc.qld.gov.au>
Cc: "Kevin Reynolds" <pm@sdsr.com.au>; "info@sdsr.com.au" <info@sdsr.com.au>
Subject: Re: Reduction in Building Fee's - BLD\20196 - Demolition of Internal Walls at
Lyons Street Warwick Qld 4370

Hi Skye
The Southern Downs Steam Railway Association Inc
Would like to apply for the 50% fee reduction for the above mentioned project
Cheers
Kelvin Hutchinson
Southern Downs Steam Railway Association Inc

On 9 Sep 2024, at 1:44 PM, SDRC Building Applications
<sdrcbuilding@sdrc.qld.gov.au> wrote:

Good Afternoon Kelvin,

Was nice to speak to you this afternoon. As discussed if you wish apply for the 50% reduction in building application fee's for Non-profit organisations can you please provide a written request made to the CEO, Attention: Built Environment to request a fee reduction. This request must include verification of the non-profit status as well as supporting information outlining the reasons for the request.


Please don't hesitate to contact me should you require further assistance.

Kind regards

Skye Ripphausen
ADMINISTRATION & PROJECT OFFICER
Southern Downs Regional Council
t 1300 MY SDRC (1300 697 372)
www.sdrc.qld.gov.au

15.8 Request to Reduce Infrastructure Charges - PID68765

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Planning and Development Director Planning and Environmental Services	ECM Function No/s: MCU\02526

Recommendation

THAT Council refuse to reduce or waive the Infrastructure Charges levied in accordance with Council's Charges Resolution (No. 4.2) 2023, for the Material Change of Use for the purpose of a Tourist park (Self-contained caravan park), on land at 1-17 Hamilton Street, Warwick, described as Lot 9 SP305423, as it is inconsistent with its Infrastructure Charges – Concessions for Eligible Community Organisations Policy.

REPORT

Background

On 27 February 2024, Council issued a Development Permit for Material Change of Use for the purpose of a Tourist park (Self-contained caravan park), on land at 1-17 Hamilton Street, Warwick, described as Lot 9 SP305423, subject to conditions.

The applicant subsequently submitted change representations in relation to a number of conditions. A Negotiated Decision Notice was issued on 29 August 2024.

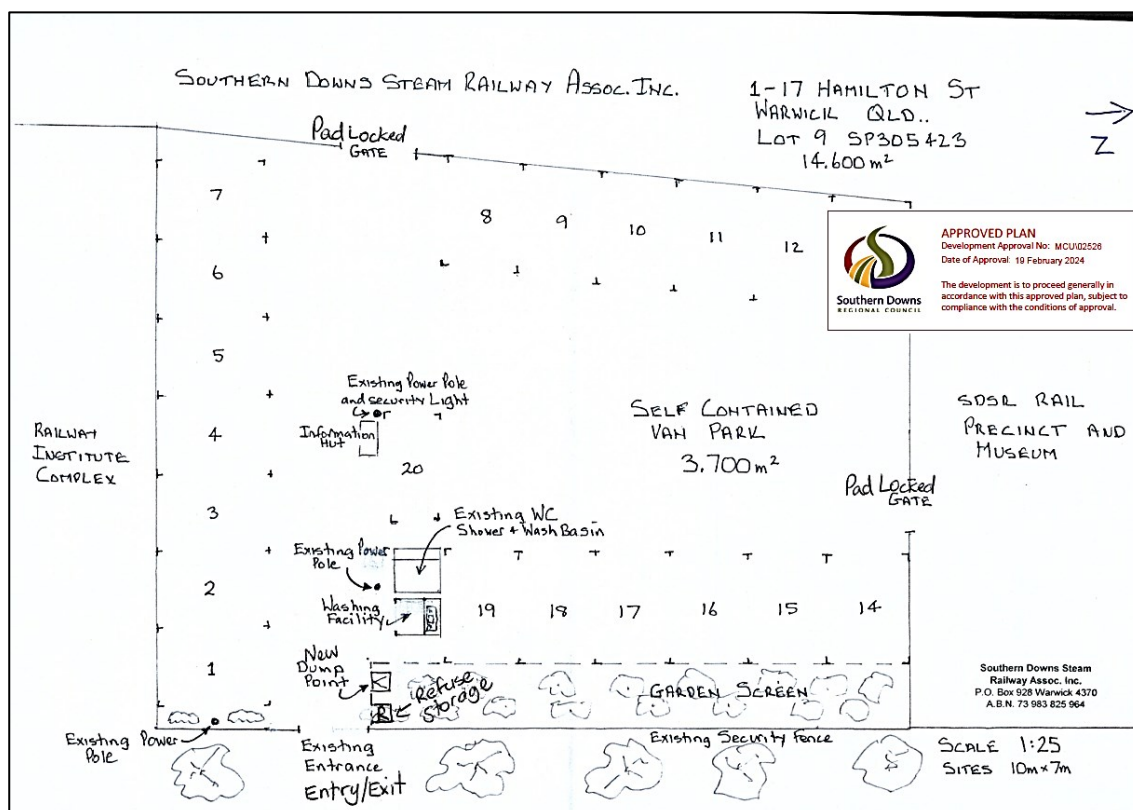


Figure 1 – Approved Plan

The subject site has a total area of 1.46 hectares, with frontages to Fitzroy Street and Hamilton Street to the north and east respectively. The site also adjoins the existing railway station and rollingstock maintenance areas to the west.

The subject site is in an urban locality, in close proximity to the Warwick CBD. Land further east of the site generally contains residential activities, with land to the west in the Mixed use or Community facilities zones.

The proposed development is to establish a Tourist park use on the site, catering for self-contained caravans, for up to 20 sites. The applicant, Southern Downs Steam Railway Inc., currently operates the rail museum and associated tourism rail experiences. The proposal is to provide for camping and secure storage of caravans, while visitors take part in the tourism experiences. The Tourist park operations are intended to operate in conjunction with the operation of the Downs Explorer tours.

The applicant states that, in order to maintain the safety and functionality of the site as an operating rail yard, tourist park activities will cease at times when locomotive operations require the designated camping areas.

Report

The applicant has requested a 100% reduction of Infrastructure Charges from Council. A copy of the request is attached to this report. Council currently has a policy that enables the reduction of Infrastructure Charges for Eligible Community Organisations, for outlined uses.

Local government cannot fund all of the municipal infrastructure that is required to support development and maintain a solid and stable fiscal position. In determining the applicable infrastructure charges for development, consideration has been afforded to whether the charges are set too high or too low enabling *Charges Resolution (No. 4) 2023*. Set too low, local government will under-recover money to pay for infrastructure; however, set too high, projects will not proceed and housing affordability will be further eroded.

The Infrastructure Charges levied on the subject application are as follows, in accordance with *Charges Resolution (No. 4.2) 2023*, which commenced on 13 December 2023.

Development Type	Network	Charge Rate	Proposed	Credit	Charge
Accommodation (short term) - Tourist park	All	\$3,500/tent or caravan site	20 sites	Nil	\$70,000
TOTAL:					\$70,000.00

In accordance with Section 122 of the *Planning Act 2016*, the infrastructure charge is payable when the change of use happens. As the application involves a Material Change of Use, a payment plan could be entered into to progressively pay off the levied charges.

On 28 June 2023, Council resolved to adopt the charges for providing trunk infrastructure for development as outlined in *Charges Resolution (No. 4.1) 2023*, to be effective on 28 June 2023.

On 13 December 2023, *Charges Resolution (No. 4.2) 2023* commenced which reflected the second part of amendments resulting from a comprehensive review of *Charges Resolution (No. 4) 2023*. The first part of the amendments was adopted under *Charges Resolution (No. 4.1) 2023*.

At the time of adopting *Charges Resolution (No. 4.2) 2023*, Council also adopted the *Infrastructure Charges – Concessions for Eligible Community Organisations Policy*. This policy identified scenarios whereby community organisations may be eligible for a concession on their infrastructure charges. This policy was developed to provide support to eligible community

organisations, allowing the organisation to provide essential facilities and related services to the community. The concessions in accordance with the policy are as follows:

Type of Organisation	Purpose of Development	Concession
Charitable Organisations (non-profit and volunteer based) and Community Organisations	Community service facilities	100%
	Residential facilities	Nil
Charitable Organisations (non-profit)	Community service facilities	100%
	Residential facilities	Nil
Sporting or Recreation Organisations (non-profit and volunteer)	Sporting or recreation facilities (including clubhouse amenities)	100%
Community, Sporting or Recreation Organisations (non-profit and gaming or liquor licence)	Community service, sporting or recreation facilities (including amenities)	100%
	Social, entertainment, gaming or liquor facilities	Nil
Religious Organisations	Place of Worship	Nil
	Community service facilities	100%

The policy provides a further explanation of the Purpose of Development, which are as follows:

Use Class	Uses eligible for a concession	Uses not eligible for a concession
Community service facilities	Community halls Community meeting facilities Community use (eg. historical museums, heritage centres) Facilities for volunteer based essential services (eg, Rural Fire Fighters; Emergency Services) Community services club facilities Ancillary use areas such as offices or storage spaces dedicated to community service activities of a community organisation Craft or hobby workshops	Hospitals Place of worship (including ancillary use areas) Child care centre Schools Kindergarten Entertainment, bar or dining facilities operated by a community organisation
Sport or recreation facilities	Community sporting venues run primarily by volunteers or club members Clubhouses Ancillary use areas such as offices or storage dedicated to the sport or recreation activities within a premises	Major sport, recreation and entertainment facilities (eg. regional sports/entertainment venues) Entertainment, bar or dining facilities operated by a sporting or recreational club

The policy specifically states that:

5.4 Commercial operations associated with community uses

Commercial activities that are operated by qualifying organisations for the primary purpose of providing welfare and assistance to disadvantaged and low income or vulnerable members of the community are entitled to receive a concession. However, where an organisation engages in commercial activities that do not directly provide a community service, but are for the purpose of raising revenue for the organisation, that use is not eligible for the concession. This applies irrespective of how the revenue raised is expended.

Conclusion/Summary

There is no policy which enables the reduction or waiving of the infrastructure charges levied on the subject development. Therefore, the request should be refused to ensure consistency.

If Council wishes to provide a reduction/waiver it should do so in accordance with Section 254H(b) of the *Local Government Regulation 2012*.

FINANCIAL IMPLICATIONS

There will be a reduction in the infrastructure charges collected in association with the development applications assessed by Council. The waiving or reduction of infrastructure charges will result in reduced available funding for future infrastructure upgrades and extra demand on the infrastructure resulting from the development.

RISK AND OPPORTUNITY

Risk

The risk associated with approving such a request is that other applicants may make similar requests to Council.

The risk associated with approving a reduction of Infrastructure Charges is that funding may not be available when required to upgrade infrastructure.

Opportunity

The Policy will encourage growth and development of community organisations in the region, providing essential cultural and social services to the broader area.

COMMUNITY ENGAGEMENT

Internal Consultation

Nil

External Consultation

Nil

LEGAL / POLICY

Legislation / Local Law

Local Government Act 2009

Local Government Regulation 2012

Planning Act 2016

Planning Regulation 2017

Corporate Plan

Goal 3 Our Prosperity

Outcome: 3.3 The Southern Downs is a destination of choice for business and visitors.

Objective: 3.3.1 Establish a reputation for working collaboratively with developers to deliver mutually beneficial outcomes.

Goal 4 Our Performance

Outcome: 4.1 Our customers want to do business with us.

Objective: 4.1.3 We “get stuff done” and are solution seekers.

- 4.1.2 Embed a culture of continuous improvement focusing on creating value through innovation and technological advancement, reducing waste and improving efficiency.

Policy / Strategy

Charges Resolution (No. 4.3) 2023

Infrastructure Charges – Concessions for Eligible Community Organisations Policy

Southern Downs Planning Scheme (v.5)

ATTACHMENTS

1. Infrastructure Charges waiver request - PID68765 [↓](#)

Date: 5 SEPTEMBER 2024 at 09:30:20 GMT+10

To: Joel Richters <Joel.Richters@sdrc.qld.gov.au>

Cc: Scott Riley <Scott.Riley@sdrc.qld.gov.au>, Southern Downs Steam Railway
<info@sdsr.com.au>

Subject: Meeting request

Dear Councillor Richters,

**Re: Negotiated Decision Notice MCU/02526 – Request for Dispensation and
Amendment**

I am writing on behalf of the Southern Downs Steam Railway Inc. (SDSR) regarding the recently received Negotiated Decision Notice MCU/02526 (see attached). We seek your assistance and guidance in addressing **Infrastructure**

Charges Notice – Condition No. 40 outlined in the notice attached (page 8) that significantly impacts our organisation's operations and future sustainability of our proposed Self-contained Van Park in Hamilton Street Warwick.

1. Infrastructure Charges Notice – Condition No. 40 (Page 8)

The notice stipulates:

“\$70,000 payment is to be made to Council in accordance with the Infrastructure Charges Notice attached to the decision notice. If payment is made more than two years after the date of the Infrastructure Charges Notice, the charge will increase in line with the Road and Bridge Construction Index for Queensland.”

We respectfully request the deletion of this charge based on the following grounds:

- **Not-for-Profit Status and Financial Constraints:** SDSR is a **not-for-profit, volunteer run incorporated association** dedicated to preserving and operating heritage rail experiences, which serve as one of the region's largest tourist attractions. Our operations are primarily funded through train ticket sales, which alone are insufficient to cover ongoing maintenance and operational costs hence the need to operate a van park to supplement our income. The imposed infrastructure charge of \$70,000 presents a substantial financial burden that could jeopardize our ability to continue providing valuable services to the community and tourists alike.
- **Historical Use of the Site:** The entire site in question has functioned as a council approved Queensland Rail (QR) van park (work camp), providing both short and long-term accommodation for over 35 years until just four weeks ago. Throughout this period, there have been no detrimental effects on the site or the surrounding community. QR Trucks, Utes etc have frequented the site over that period. Watco and SDSR cranes, trucks and many visitor and volunteer cars visit and use the site currently 7 days a week. QR has been paying SDSR for the use of this van park. Given this longstanding approved van park usage, we believe that there is no substantial 'Material Change of Use' warranting such an infrastructure charge.
- **Existing Infrastructure:** The existing Van Park site is already equipped with essential infrastructure previously approved by council, including a metered water supply, sewerage system, power supply, security lighting, security fencing, level grounds with proven stormwater runoff and drainage systems, and visual barrier landscaping—all established and maintained over the past 35 years. No changes at all are needed to this infrastructure to continue with the operation of this van park. Additionally, adequate onsite parking and facilities such as showers, toilets, and washing amenities have been in place since 1998. As no new infrastructure development or 'Material Change of Use' ruling is required, we contend that the imposed charge is unwarranted.
- **Background:** When we initially approached council regarding this existing operation council was aware that there was an existing van park and that all infrastructure for the existing van park was in place and that we simply just wanted to continue with the status quo. Council officers suggested we make application to

formalise the operation to current standards which we agreed to as it was, in our mind, just a formality. Conditions imposed and the subject headworks charges where never suggested as it was, as discussed just a formality not a new application for a self-contained van park.

Conclusion

We are committed to continuing our role as a key cultural and tourist asset within the Southern Downs region. The requested dispensation and amendment is critical to ensure our financial viability and our ability to serve the community effectively.

We kindly seek your assistance in reviewing this matter with fellow councillors and council officers involved, to facilitate a sustainable future for SDSR. We are open to discussing this matter further and exploring suitable solutions that align with both council regulations and the best interests of SDSR and the community.


Thank you for your time and consideration. Can we please meet either late Tuesday afternoon or anytime Wednesday next week at a location convenient for you to discuss this matter in more detail?

Cheers

Kelvin Hutchinson - 0407733836
Chairman
Southern Downs Steam Railway Assoc Inc
chairman@sdsr.com.au

15.9 Pest Management Advisory Committee Meeting

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Environmental Services	ECM Function No/s:

Recommendation

THAT Council receive the Minutes of the Pest Management Advisory Committee meeting held in Warwick on Thursday, 22 August 2024.

REPORT

Background

The Pest Management Advisory Committee (PMAC) met in Warwick on Thursday, 22 August 2024. This was the first meeting of the Committee in the new term of Council.

Report

The minutes of Council's Pest Management Advisory Committee are submitted for Council's information and consideration of any recommendation/s following each meeting. The minutes of the meeting held on 22 August 2024 are attached (Attachment 1). Officer's reports referred to in the minutes are also attached (Attachments 2 and 3).

Conclusion/Summary

That Council receive the Minutes from the Pest Management Advisory Committee meeting.

FINANCIAL IMPLICATIONS

Nil

RISK AND OPPORTUNITY

Risk

Nil

Opportunity

Nil

COMMUNITY ENGAGEMENT

Internal Consultation

Nil

External Consultation

The Pest Management Advisory Committee is a community consultative committee.

LEGAL / POLICY

Legislation / Local Law

Biosecurity Act 2014

Corporate Plan

Goal 2 Our Places

Outcome: 2.3 Our natural and agricultural environments are healthy, resilient and sustainable.

Objective: 2.3.3 Develop policies and implement measures to enhance our agricultural sector and protect priority agricultural land from invasive pest animals and pest plants and non-rural development incursion.

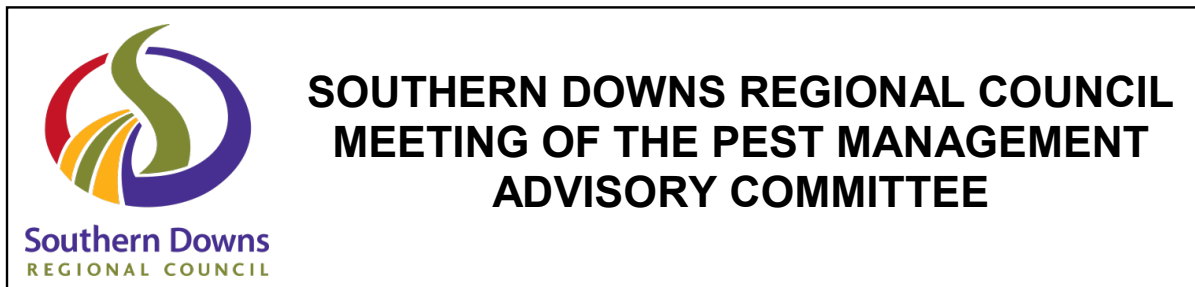
Policy / Strategy

Southern Downs Environmental Sustainability Strategy 2021-2031

Southern Downs Invasive Pests Strategic Plan 2021-2024

ATTACHMENTS

1. Minutes of the Pest Management Advisory Committee Meeting - 22 August 2024[↓](#)
2. SDRC Pest Management Report[↓](#)
3. Darling Downs Moreton Rabbit Board Report[↓](#)



MINUTES OF PEST MANAGEMENT ADVISORY COMMITTEE

Held in the Council Chambers, Warwick

Thursday 22nd August 2024 at 1:00pm

THURSDAY 22ND AUGUST 2024

ORDER OF BUSINESS:

1. PRESENT.....	3
2. APOLOGIES	3
3. BUSINESS ARISING FROM PREVIOUS MINUTES	3
4. SDRC PEST MANAGEMENT OFFICERS ACTIVITY REPORT	3
5. UPDATE BY MEMBERS GROUPS.....	4
6. GENERAL BUSINESS	5
7. NEXT MEETING.....	5
8. CLOSURE	5

1. PRESENT

Cr Carla Pidgeon (Chair), Nicole Collett (SDRC Manager Environmental Services), Ray Lambert (SDRC Local Laws Coordinator), Bryan Potter (SDRC Environmental Compliance Officer), Clive Smith (Southern Downs Wild Dog Management Advisory Committee), Andrew McCartney (Southern Queensland Landscapes), Dugald Spenceley (Condamine Headwaters Landcare Group), Dave Burges (SDRC CEO) and Jenny Watt (Minute Secretary)

Via Teams: Carol Booth (Invasive Species Council)

The meeting commenced with introductions from all those attending, advising where they are from, their positions and what they are attending to represent.

2. APOLOGIES

Scott Riley, Kathleen MacDonald, Ted Vinson, Chris Job, Angus Ferrier, Mat Warren

3. BUSINESS ARISING FROM PREVIOUS MINUTES

a) Minutes of Last Meeting

Item 13.3 of the Ordinary Council Meeting held on 19 April 2024.

Resolution

Moved Cr C Gow

Seconded Cr A Gale

CARRIED

THAT Council receive the Minutes of the Pest Management Advisory Committee meeting held in Stanthorpe on Thursday, 29 February 2024.

The minutes of the Pest Management Advisory Committee meeting held on Thursday 29 February 2024 were noted.

b) Review of Actions:

- Scott Riley was again unavailable to provide an update on update from Council's Economic Recovery Hub or on the Rabbit Board being part of the LDMG & Disaster Recovery group – **Action:** update to be provided next meeting.

4. SDRC PEST MANAGEMENT OFFICERS ACTIVITY REPORT – RAY LAMBERT AND BRYAN POTTER

Ray provided an overview of who the SDRC Pest Management Officers are and what they do. Some of the responsibilities of the Local Laws Officers include:

- Animal control
- Managing overgrown allotments
- Parking enforcements
- Issuing grazing permits/stock permits
- Abandoned vehicles
- Illegal fences

With the major focus being pest management.

- Roadside weeds officers manage approx. 3700kms of roads as well as reserves under our care
- Increasing outreach is a current priority

- Coordinated baiting program – 3 to 4 programs annually
- Advice on pig control – especially grain baiting
- Annual aerial baiting – wild dogs
- Equipment hire – Spray units, tree pear injectors and box thorn pullers
- Maintain two wild dog SPUR fences
- Regularly attend a meeting in the Toowoomba Region to collaborate with Councils
- Wild Dog bounties
- Rabbit control/fence – partnership with Rabbit Board
- Field Days

Bryan provided the meeting with a report, circulated to Committee Members with the Agenda, on current activities since the last Pest Management Advisory Committee meeting.

Bryan responded to a question on how notification happens on baiting. He advised bulk email sent to about 300 people with information on requirements of landowners. Council organizes the Deed Poll that the landowner needs to sign with conditions. Only a small number of active coordinators in area.

5. UPDATE BY MEMBERS GROUPS

Andrew McCartney (SQL)

South Queensland Landscapes operates primarily in environmental recovery work and sustainable agriculture initiatives. They are apolitical, only interested in good science. A current program is looking at screening irrigation pumps, aimed at reducing native fish loss. Other programs include fencing of springs, Ramsar wetlands at Currawinya, two other environmental programs, one looking at Brigalow areas and another looking at an endangered protected species from Granite Belt area to past Roma. Queensland Government program to commence in relation to outcomes for soil, native vegetation etc. Federal and State Government programs funding are much reduced but other opportunities opening.

Carol Booth (Invasive Species Council)

Environmental entity, mainly advocacy but sometimes work on ground when beneficial for advancing a broader agenda. Primarily developing policy and advocating for stronger prevention, eradication and management of invasive species. One issue they have been very prominent advocate for fully funding the fire ant eradication project to ensure every chance of success. Also, do work on management of protected areas ie Feral horses are controlled in Mt Kosciuszko National Park. Concern for public money being well spent and achieving outcomes.

Clive Smith (Southern Downs Wild Dog Management Advisory Committee)

Wild dog committee supports the continuation of aerial baiting.

Clive advised that pigs need to be baited at 40 baits/km (best) as they can eat 10 baits and still live. He is worried that 1080 baits will get taken off the counter – Clive feels it is the best bait and needs to be kept. Some SDRC area land adjoins Acciona and it appears they are pushing dogs into the area. Council needs to have more environmental management on windfarms. Dave Burges advised that Councils are lobbying to get more say in their approval/decision making process.

Dugald Spenceley (Condamine Headwaters Landcare Group)

With participation at PMAC group it is hoped to help engage with local landholders. Trying to get adoption and improvement across the district. They have a range of projects focused on

land management primarily with pest management having a fair bit to do with that. Interested to learn what group is involved in and the multitude of other pests that impact the region.

6. GENERAL BUSINESS

- Nominations for the community representative – A social media post calling for submissions will be sent out on the SDRC outlets. Keep an eye out and spread the word.
Action: Nicole to organise community representative for the group.
- Cr Pidgeon gave an update from the summary of the Feral Pig Action Meeting held on 1 August 2024, provided by Bill Bowen. Copy distributed to attending members.
- Community Support - we need to actively support all property owners. There is a lot of people coming into the district that need educating about all sorts of pest management.
- Upcoming Events
 - Eco Expo at Stanthorpe on Saturday 7 September 2024.
 - Gardenfest & Trade Fair at Stanthorpe on 11 & 12 October 2024
 - SDRC Local Laws in the process of organising a Field Day.
- Fact sheets on weeds/plant pests – these can be found on the SDRC Website and there is also a “Weeds of the Southern Downs” book available in the SDRC foyers.
- Cluster/Exclusion Fencing - Andrew asked if still happening in SDRC area. There is still Round 3 going. He thinks they are highly effective and, in some areas, landowners do their own.
- Wild Pigs -with wild pigs being a big thing in our community at the moment, Carol was asked if the Invasive Species Council are doing anything in the wild pig space. They are mainly in NSW with nothing in QLD specific to pigs. Any learnings from the NSW work would be good to know to assist/incorporate in future programs.
- Tropical Soda Apple –In large areas of north-east NSW. It is prohibited in QLD and if found needs to be reported. Cattle love it and it likes highly disturbed sites like cattle yards etc. Easy to be identified and brochures available. A few natives look like it but as far as we know not yet in QLD. Cr Pidgeon suggested the Youth Council take these brochures back to schools to educate young people.
Action: Nicole to follow up
- Citizen Science – Andrew advised is coming back into focus. Very popular for things like bird surveys etc. Possibility to use for biosecurity monitoring using Apps, Smartphones. Make QR codes available with signage/fact sheets.
Action: Nicole - Capture during review of Pest Management Strategy for education.
Need to educate everyone.
- Nicole drew attention to the Darling Downs Moreton Rabbit Board Report that was provided by Mat Warren and distributed to attendees.
- Future Meeting – Please pass on ideas for future meetings.

NEXT MEETING – 14 November 2024 in Stanthorpe

Meeting Closed at 2:20pm

Southern Downs Regional Council
Pest Management Advisory Committee Meeting 22 August 2024
Pest Management Report



Invasive Weeds

- Roadside weed program for winter weeds continues with a focus on Tree Pear and Mother of Millions.
- 300 litre spray units have been purchased and are ready to hire out to the public (Awaiting purchase of lifting gear for loading onto utes and or trailers).
- Preliminary planning for a SDRC field day has commenced, focusing on the equipment hire available to control invasive weeds.

Invasive Animal Control Programs and Activities:

- Wild dog bounties payments July 2024- \$2300.
- 2023 / 2024 financial year - \$35900.
- Wild Dog ground baiting 21 -23 August 2024 at our 16 baiting stations around the region.
- Pest management staff have recently grain baited several properties for feral pigs at Goomburra, Upper Freestone, and Braeside. Combined, staff have baited around 500kg of soaked grain. Feedback from landholders has been positive with reports of 40 to 50 pigs per event being poisoned. Most of these properties have historically baited and have reduced numbers in prior baiting events. In those previous events, numbers were even higher with one property reporting approximately 180 mortalities.
- The effectiveness of 1080 grain baiting is very high if conducted correctly, however landowners often do not want to pre-feed for 7 to 10 days due to cost and time involved. Many of these landholders defer to meat baiting as it requires less time and resources, however, it is considered less effective on reducing overall numbers. To have any lasting impact on numbers, a baiting event has kill 80% of the population, meat baiting does not achieve this level of mortality.

Wild Dog Spur and Cluster Fences.

- Identification of the 2024 replacement fence sections of Stanthorpe Wild Dog Spur Fence has occurred, construction expected to commence in the coming months.
- Expressions of interest were sort for the replacement sections on the Killarney Wild Dog Spur fence. A quote has now been accepted, works to commence in the coming months.
- Wild dog cluster fence project in nearing completion by the end January 2025.



DDMRB Report for SDRC PMAC

Reporting Period: 1st March to 15th August 2024

DDMRB would like to thank SDRC for the opportunity to participate in the Pest Management Advisory Committee. We are looking forward to working with the other committee members and staff to guide and address invasive species issues in the region.

Compliance Activities

- A total of 195 properties inspected for rabbits in the Southern Downs Regional Council (SDRC) local government area (LGA) between 1st March and 15th August 2024. **Map 1** shows the location of the property inspections.
- The inspected sites comprised 86 new properties and 109 follow-up inspections.
- The 86 new properties were found to support 122 breeding places (**Map 2**).
- A total of 121 breeding places were removed during the reporting period.
- After receiving rabbit reports from SDRC pest management staff and members of the community, DDMRB officers resurveyed several properties along Spring Creek Road at The Head. The surveys identified significant new rabbit populations across seven (7) properties where 332 breeding places were found (**Map 3**). The breeding places were a mix of in-ground warrens, warrens under timber stacks and warrens under poorly stored materials. This level of infestation represents a significant biosecurity risk and DDMRB officers are working closely with the impacted landholders to destroy the breeding places.

Rabbit Barrier Fence

- DDMRB were involved in this year's Untamed Boarder Run. Patrol staff worked with organisers to ensure the sections of fence utilised by the event were safe for the participants and transported marshals along the fence in our ATVs.
- The rabbit barrier fence audit has been completed with the last sections from The Head to Wilson's Peak being completed in late July. The audit mapped a suite of attributes and the fences general condition along its 550km length. This has been a mammoth undertaking but worth the effort. The data will be used to improve fence asset management and planning.

Board Activities and Governance

- The DDMRB CEO distributed the April to June 2024 Quarterly Communique on 3 June. The Communique highlights the Boards activities for the period (attached).



DDMRB Report for SDRC PMAC

- The Board's 2024/2025 budget and operational plan was approved on 5th June by Minister Furner.
- The next DDMRB Board meeting is scheduled for 22nd August in the Lockyer Valley.
- The construction of our new office accommodation at 139 McEvoy Street is complete with staff moving into the new premises at the start of May.
- DDMRB hosted an information and education stand at this years Brisbane Ekka (Plate 1 and Plate 2). The stand was staffed by DDMRB staff and Directors and showcased the Boards activities while providing a wide array of information on the destructive impacts caused by wild rabbits. Popular elements of the stand included the interactive quizzes and the bad bunnies photo board. The level of engagement by the public exceeded our expectations with staff literally talking to hundreds of people each day.



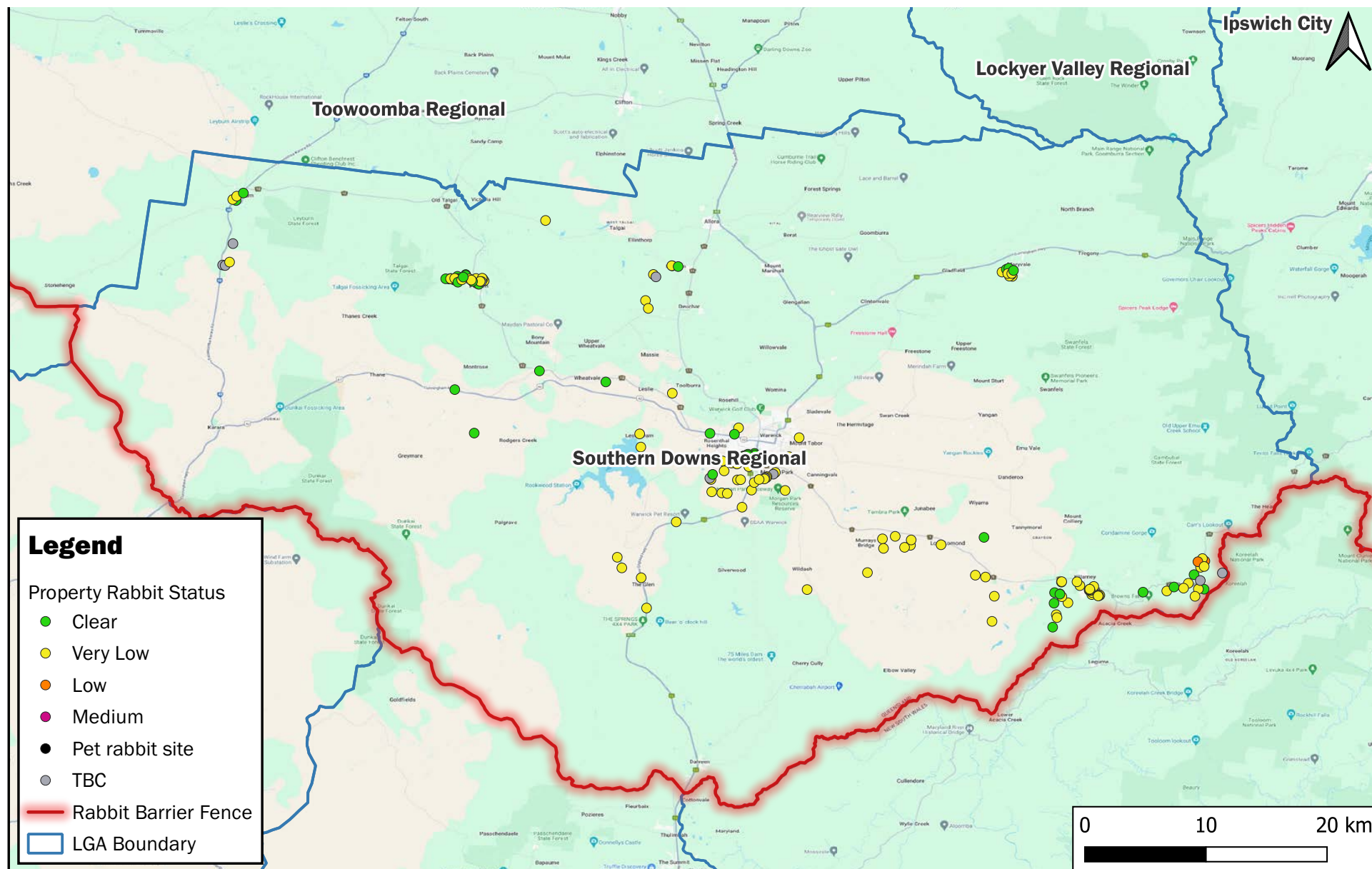
Plate 1: DDMRB Ekka stand ready for action on the opening day.



DDMRB Report for SDRC PMAC

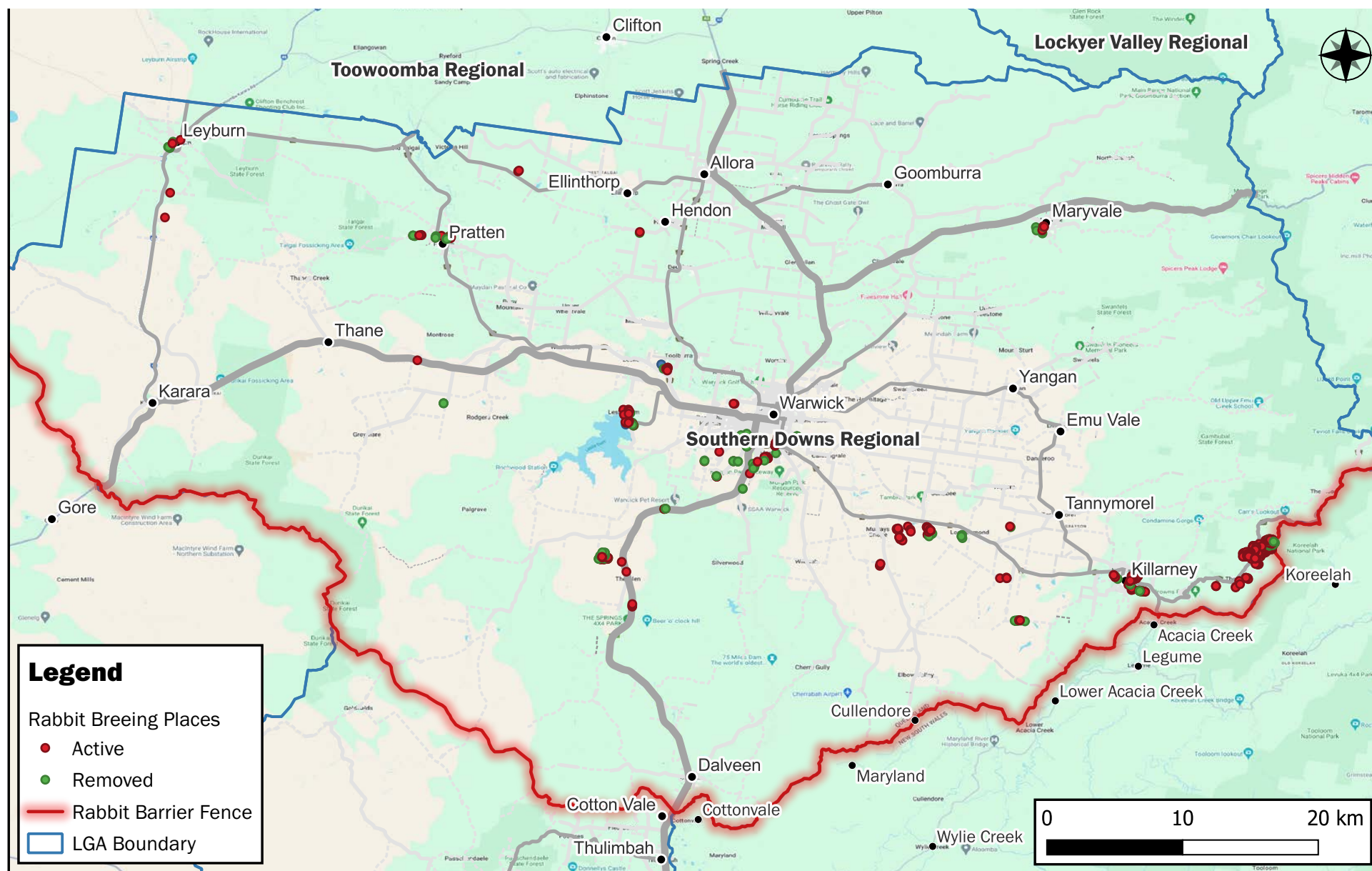


Plate 2: DDMRB staff in action with Ekka visitors.



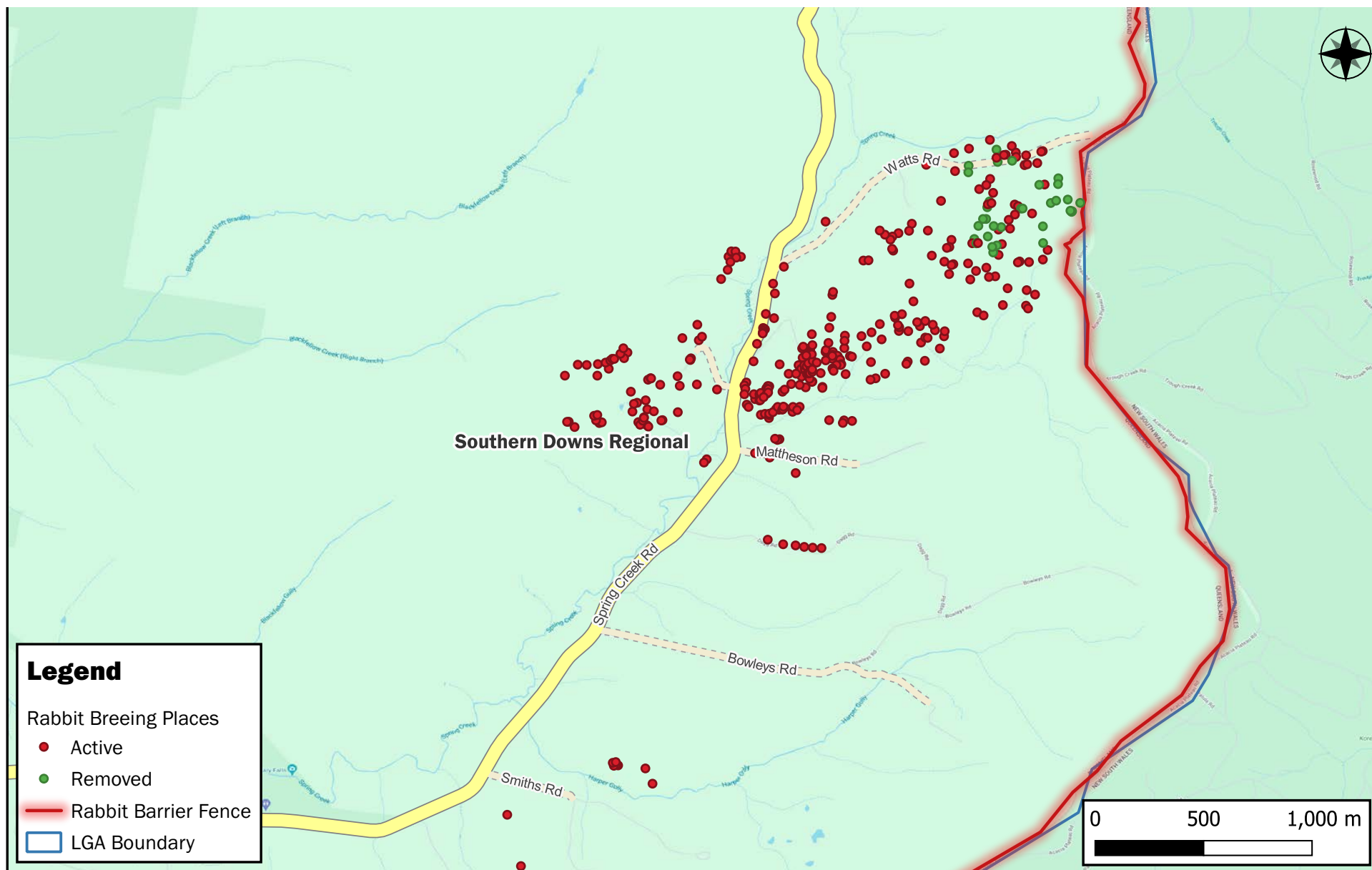
Map 1: DDMRB property inspections March to 15th August 2024





Map 2: Rabbit breeding places in the Southern Downs Operational Area.





Map 3: Rabbit breeding places Spring Creek Road The Head.



COUNCIL COMMUNIQUE

April - June 2024



Board Meetings

18 April – Warwick

The Board considered partner Councils' feedback and adopted our 2024-25 Budget and Operational Plan.

20 June – Warwick

We were very pleased to host Chief Biosecurity Officer and Deputy Director-General Dr Rachel Chay, including an inspection of the rabbit fence.

Adopted revised Strategic Plan 2021-2025.

Scheduled Meetings

Dates	Location
22 August 2024	Gatton



We've moved!

- We are now operating out of our new premises at 139 McEvoy Street, Warwick. This site in the Warwick industrial estate consolidates our office, workshop and main depot functions. Our postal address and all other contact details remain unchanged.



Director nominations

- The term of our current Board of Directors is set to expire on 7 August 2024 (although the *Biosecurity Act 2014* provides for the current Directors to continue in their roles until a new board is appointed). Minister for Agricultural Industry Development and Fisheries and Minister for Rural Communities, the Hon Mark Furner MP recently wrote to the CEOs of our 8 partner Councils seeking nominations. It is anticipated the new Board will be appointed in the coming months.

Fence highlights

- Flood repair works are ongoing in the Millmerran area, with replacement floodways constructed to a more resilient standard to better withstand future flood events.
- Grid complexes at Captains Mountain on the Gore Highway and Cottonvale on the New England Highway were refurbished in June on behalf of TMR. Grid complexes are those points where rabbit fence grids have been removed by TMR on their roads, due to safety concerns, with parallel fencing and other components to mitigate the risk of incursion. Further refurbishment works are scheduled in 2024-25 for Karara on the Cunningham Highway and Rywung on the Warrego Highway.
- Replacement of 13km of end of life rabbit fence with dog height fence between Chinchilla and Miles is well underway, after being delayed multiple times by wet weather.



2024-25 Budget

- The Board considered feedback received from our partner Councils on the 18 January 2024 consultation drafts and adopted the 2024-25 Budget and Operational Plan at the 18 April 2024 meeting.
- Minister Furner subsequently approved the budget under sections 85 and 86 of the Biosecurity Act on 5 June 2024.
- DAF will invoice partner Councils for their 2024-25 Land Protection Fund contributions, which include DDMRB components as consulted upon. Top-netting accounts will be issued to relevant Councils separately by DDMRB.

QFPI7

- Inception meetings have been held with three of the five participating Councils in our round 7 Queensland Feral Pest Initiative (QFPI7) project, *Consolidating the Rabbit Fence: Working together to keep rabbits out of Qld*. We will be working with Councils and other stakeholders in those areas on the fringes of our operational area to identify the extent of rabbit populations, provide best practice control advice to facilitate their removal, and to ensure actions to mitigate the risk of further spread into and beyond our area are embedded in local government biosecurity plans.
- The project also involves communication and engagement activities and during the reporting period, DDMRB exhibited at FarmFest 2024 and SQ Landscapes Healthy Soil and Water Expo in Stanthorpe, including a mechanical harbour destruction demonstration.

Points of interest

- DDMRB was very pleased to again support the *Untamed Border Run* ultramarathon in the Killarney district. The course traverses the rabbit fence through some spectacular parts of the Southern Downs. Organisers are adding a 100km event to the 2025 program!
- Through its membership of the Foundation for Rabbit Free Australia, DDMRB contributed to development of a business case for a national rabbit management coordinator. The Centre for Invasive Species Solutions (CISS) now has carriage of the business case and is seeking investment from government and other partners.
- Most DDMRB staff are male, live in rural areas and spend much of their working time on their own. In recognition of these risk factors, we have a strong culture of supporting positive mental health. The recent decision by our Board of Directors to include TradeMutt TIACS shirts in our field and corporate uniform reinforces it.

Compliance

- 203 properties were inspected during the period (53 in Toowoomba, 86 in Southern Downs, 23 in Lockyer Valley, 24 in Ipswich City, 6 in Logan City, 7 in Scenic Rim and 4 in City of Gold Coast).
- 463 new rabbit breeding sites were identified during property inspections across 42 properties. This unusually high number of new breeding sites can be attributed to a small grouping of properties in the Southern Downs with significant infestations. It was identified by our compliance staff as the source area for several nearby reports of activity. DDMRB is working with the owners to remove the sites.
- 56 breeding sites were removed across 32 properties. 1 report of a pet rabbit was received.
- 40 properties were surveyed in the Bunya Mountains/Mowbullun residential areas to assess changes in the rabbit populations from surveys 12 months previous. Residents have reduced or removed harbour on their properties and of the 40 properties inspected, 34 now have no rabbit activity or harbour and the other 6 properties still had available harbour but no fresh activity.
- Virus results were received from samples collected from properties near Highfields (RHDV2) and Warwick (negative).
- Fee for service harbour removal work was completed on private property at Karrabin, west of Ipswich. DDMRB was contracted by the property owner to destroy burrows and remove above ground harbour.
- DDMRB compliance staff undertook training with Toowoomba and Lockyer Valley Regional Council staff.
- DDMRB compliance staff attended a feral pig workshop in Kilcoy as a networking opportunity and met with Somerset Regional Council and Seqwater staff to discuss collaborations.

More Information

For more information or to arrange a meeting on these issues or any DDMRB business, please contact:

Craig Magnussen


Chief Executive Officer

ceo@ddmrp.org.au

0427 231 274

15.10RFQ 25_024- Supply of Gas Flare and Gas Field Management

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Manager Environmental Services	ECM Function No/s:

Recommendation

THAT Council:-

1. In accordance with Section 234 of the Local Government Regulation 2012 enter into a contract with LGI Limited for contract 25_024 for the Supply of Gas Flare and Gas Field Management; and
2. Delegate authority to the Chief Executive Officer to enter into any variations to the contract terms as deemed necessary for the duration of the contract.

REPORT

Background

Council have been approached by LGI Limited to install a system at the Warwick landfill for flaring landfill gas, to convert methane generated from the landfill to carbon dioxide.

Report

Methane gas is constantly emitted from landfills. Cell 2 at the Warwick landfill was operational for approximately 30 years, and therefore contains a significant volume of waste. LGI Limited have undertaken a desktop review and believe there is a likelihood a landfill gas flaring project will be feasible on the site.

LGI Limited are responsible for landfill gas flaring projects across Australia, particularly in regional landfills in Queensland. They are registered on LocalBuy, and therefore Council can engage in a contract directly with them for this service. The draft contract (in Attachment 1) provides opportunity for revenue to Council through a share of Australian Carbon Credit Units (ACCUs) as per a progressive royalty schedule. The contract also has expansion opportunities, based on an assessment of feasibility, to consider inclusion of power generation at the Warwick landfill and landfill gas flaring at the Stanthorpe landfill. Should the extraction of landfill gas at the Warwick landfill not be feasible, the installation project will cease and there will be no cost to Council for work undertaken.

Whilst Council does not currently have a legislative requirement to undertake landfill gas management at the Warwick landfill, it is a requirement to undertake landfill gas monitoring and take action should excessive levels be identified. The landfill gas flaring project will be a positive environmental outcome for Council, help ensure compliance of the landfill activity, and contribute to meeting the goals of Council's Environmental Sustainability Strategy 2021-2031.

Conclusion/Summary

It is recommended that Council enter into contract 25_024 with LGI Limited for the Supply of Gas Flare and Gas Field Management, as per the draft document in Attachment 1, and delegate

authority to the Chief Executive Officer to enter into any variations to the contract terms as deemed necessary for the duration of the contract.

FINANCIAL IMPLICATIONS

The main cost to Council will include staff time to manage the contract. It is a requirement for Council to provide three phase electrical power to enable the works to occur, which is already provided to the Warwick Waste Facility, so there will be no additional cost to Council for this.

Depending on the volume of landfill gas extracted from the landfill, Council will be allocated a share of the ACCUs as per the royalty schedule in Schedule B of the Contract.

RISK AND OPPORTUNITY

Risk

There is a review currently underway on the ACCU Scheme, including the methodology regarding landfill gas units. It is therefore recommended to ensure the project is registered under the current scheme, for a contract to be signed as soon as possible.

Opportunity

The proposed landfill gas flaring will be an improved environmental outcome for Council, allowing methane generated from the Warwick landfill to be converted to carbon dioxide. This aligns with Council's Environmental Sustainability Strategy 2021-2031, and helps ensure compliance of the landfill site with Council's Environmental Authority to operate.

There is also opportunity built into the contract to consider the feasibility of electricity generation at Warwick, and landfill gas flaring at Stanthorpe.

COMMUNITY ENGAGEMENT

Internal Consultation

Council's Procurement team

Mayor and Councillors (Council Information Session 26 June 2024)

External Consultation

LGI Limited

LEGAL / POLICY

Legislation / Local Law

Environmental Protection Act 1994

Local Government Act 2009

Waste Reduction and Recycling Act 2011

Corporate Plan

Goal 2 Our Places

Outcome: 2.2 Public places, services and facilities are accessible, sustainable and cost effective.

Objective: 2.2.3 Improved resource recovery and waste management and minimisation through new technologies, education and innovation.

Policy / Strategy

Waste Reduction and Recycling Plan 2021-2024


Environmental Sustainability Strategy 2021-2031

ATTACHMENTS

1. Draft Contract (Confidential - Provided to Councillors only)

15.11 Environmental Sustainability Strategy Action Plan Review 2023-2024

Document Information

	Report To: Ordinary Council Meeting	
	Reporting Officer:	Meeting Date: 18 September 2024
	Sustainability & Environment Officer	ECM Function No/s:

Recommendation

THAT Council:

1. Receive and note the review of the Southern Downs Environmental Sustainability Action Plan for 2023-2024; and
2. Receive and note the Southern Downs Environmental Sustainability Action Plan proposed for the 2024-25 financial year.

REPORT

Background

The Environmental Sustainability Strategy Action Plan 2021-2031 was developed to meet the outcomes of the Environmental Sustainability Strategy 2021-2031 (the Strategy) and set out actions to be achieved in the 10-year timeframe. At the end of each financial year a review of the actions is carried out and new actions set for the following financial year. The review considers outcomes, achievements and progress towards the actions. The review was undertaken in conjunction with the departmental managers.

Report

The Strategy sets out Council's commitment to sustainability and the Southern Downs' natural environment. The Strategy reflects the community and Council aspirations for sustaining our quality of life, while identifying actions for developing our community and protecting local ecosystems and waterways.

This Strategy identifies four priorities that will drive actions to improve environmental sustainability outcomes for our region. These are: Valuing Water; Reducing Our Footprint; Valuing Nature; and Building Economic Resilience.

Whilst the Action Plan adopted in 2021 was for a ten year period, an annual review of actions has been conducted, to identify progress to date. A 'traffic light' system has been utilised to show progress. The outcome of the review is found in Attachment 1- SDRC Environmental Sustainability Strategy Action Plan 2023-2024 Review. As it can be seen, significant progress has been undertaken in commencing or completing items in the Action Plan.

In addition, an Action Plan has been developed for items intended to be progressed in the 2024-25 financial year. Council has a dedicated resource, the Sustainability and Environment Officer, to facilitate delivery of the Strategy, and consultation has occurred with all members of the Senior Leadership Team in updating the Action Plan for 2024-25. This can be found in Attachment 2- SDRC Environmental Sustainability Strategy Action Plan 2024-25.

It is intended to publish these documents on Council's website, to continue to raise awareness of the work being conducted and share the messaging of environmental sustainability with the community.

Conclusion/Summary

A review of Environmental Sustainability Strategy Action plan for the 2023-2024 has been completed, and an Action Plan for the 2024-25 financial year prepared. Both documents are presented for Council to receive and note prior to being made available to the public on Council's website.

FINANCIAL IMPLICATIONS

Actions are delivered under the Environmental Sustainability Strategy Action Plan 2021-2031 in accordance with Council's budget. By preparing an Action Plan for the coming financial year in consultation with the Senior Leadership Team, it helps facilitate budget planning.

RISK AND OPPORTUNITY

Risk

There is a risk that if the Action Plan is not regularly reviewed, and a renewed and revised Action Plan is not implemented for the upcoming year, that delivery of the Environmental Sustainability Strategy 2021-2031 will not be monitored and therefore may not be achieved at the end of the ten year period.

Opportunity

By regularly reviewing the Action Plan, it allows progress to be monitored and opportunity for improvement in delivery to be identified. It also helps facilitate future resource and budget planning.

COMMUNITY ENGAGEMENT

Internal Consultation

Senior Leadership Team and Executive Leadership Team
Council Information Session- 21 August 2024

External Consultation

The finalised documents will be made available on Council's website.

LEGAL / POLICY

Legislation / Local Law

Nil

Corporate Plan

Goal 2	Our Places	
Outcome:	2.3	Our natural and agricultural environments are healthy, resilient and sustainable.
Objective:	2.3.2	Plan for and provide an integrated and accessible network of open space, parkland, trails, corridors and natural areas including recreational waterways.
	2.3.3	Develop policies and implement measures to enhance our agricultural sector and protect priority agricultural land from invasive pest animals and pest plants and non-rural development incursion.

Goal 4 Our Performance

Outcome: 4.4 Council has embedded risk management, good governance, transparency and accountability into what we do.

Objective: 4.4.1 Provide assurance through effective governance, audit and risk management practices.

Outcome: 4.5 We have genuine and effective partnerships.

Objective: 4.5.2 We use a range of advocacy, engagement and communication methods that suit the issue or initiative we are advocating for.

Policy / Strategy

Environmental Sustainability Strategy 2021-2031

ATTACHMENTS

1. SDRC Environmental Sustainability Strategy Action Plan 2023-2024 Review (Excluded from agenda - Provided under separate cover)[⇒](#)
2. SDRC Environmental Sustainability Strategy Action Plan 2024-25 (Excluded from agenda - Provided under separate cover)[⇒](#)

16. REPORTS OF DEPUTATION OR CONFERENCE & REPORTS FROM DELEGATES APPOINTED BY COUNCIL TO OTHER BODIES

Nil

17. CONSIDERATION OF CONFIDENTIAL BUSINESS ITEMS

In accordance with the provisions of Section 254J(3) of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public and move 'into Committee' to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

Recommendation

THAT the meeting be closed to the public and move into committee to discuss the following items, which are considered confidential in accordance with Section 254J(3) of the *Local Government Regulation 2012*, which permits the meeting to be closed to the public for business relating to the following, as indicated:

17.1 New Southern Downs Planning Scheme

Reason for Confidentiality

This item is considered confidential in accordance with section 254J(3)(g) of the *Local Government Regulation 2012*, as it contains information relating to negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government.

18. GENERAL BUSINESS