



ATTACHMENTS TO REPORTS

ORDINARY COUNCIL MEETING

ITEMS UNDER SEPARATE COVER

20 NOVEMBER 2024

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OPERATIONAL PLAN 2024-2025 QUARTERLY REVIEW - JULY TO SEPTEMBER 2024

Operational Plan 2024/25 - Quarter 1

Meeting Date: 20 November 2024

Attachment No: 1

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|--|--------------|---|--------------------------------|--------------|-----------------|---|
| 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 | | | | |
| Submit expressions of interest to LGAQ for inclusion of senior staff and/or elected members on relevant Advisory Committees. | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | | |
| Objective | 1.1.2 | Implement effective and genuine community consultation processes that enable participation, engagement and collaboration | | | | |
| Work with the elected member body to develop and implement a community engagement program | | Community Services | Manager Community Services | 30 JUNE 2025 | On Track | Community engagement procedure developed, however will require review with the new Council. |
| Investigate options and consider the engagement a specialist provider of online stakeholder engagement services (i.e. Bang The Table; Social Pinpoint) | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | Quotes underway | Presentations have been made to compare Engagement HQ (Granicus product) and Social Pinpoint (currently contracted to deliver the Town Planning Scheme consultation). The procurement process is currently being managed by the Coordinator ITS. |
| Objective | 1.1.3 | Build confidence in our communities by being visible, empathetic and by actively listening | | | | |
| Conduct promotion and implement awareness programs relating to environmental health, environmental sustainability, regulatory services, local laws and waste management, including regular social media messaging and engagement with the community, to improve understanding of services delivered to ensure a healthy, safe and sustainable community. | | Environmental Services | Manager Environmental Services | 30 JUNE 2025 | On Track | Department information stall at the DOLA opening, Stanthorpe EcoExpo and Gardenfest. Waste mascot participated in the Warwick Rodeo Street Parade. Monthly social media messaging prepared on a variety of topics (waste, environmental health, animal and pest management), as well as regular contributions to the SDRC e-news. |
| 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 | | | | |
| Through Council's facilities, continue to deliver community and civic events, such as Australia Day, Anzac Day in accordance with the Council Led Civic and Community Events Policy (PL-119). | | Community Services | Manager Community Services | 30 JUNE 2025 | On Track | Council continues to use its facilities for the benefit of the community. Recent example includes the Matt Denny Event in Allora, Citizenship Ceremony in the Stanthorpe Civic Centre. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|-------|---|-----------------------------------|--------------|-----------|--|
| Objective | 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 | | | | |
| Deliver community events, such as NAIDOC Week, Youth Week, Disability Action Week, Seniors Week etc., that ensure delivery of programs that meet the broader needs of the community, whilst allowing growth in understanding. | | Community Services | Manager Community Services | 30 JUNE 2025 | On Track | Council has collaborated and aligned delivery of these events with both community and the State Government, with the next significant event planned being the Seniors Month. Regular communication of these events occurs to ensure appropriate engagement is place. |
| Objective | 1.2.3 | Offer contemporary community development services across the region that reflect the needs and aspirations of the community | | | | |
| Hold quarterly Interagency Meetings with key stakeholder to allow agencies to come together to investigate opportunities to target services for those most in need. | | Community Services | Manager Community Services | 30 JUNE 2025 | On Track | Council regularly holds Interagency meetings, with these happening on a quarterly basis, the next meeting is planned for later in the year. |
| 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 | | | | |
| Through the Stanthorpe and Warwick Art Galleries, deliver exhibitions and educational programs that continue to enhance the arts and culture of the region. | | Community Services | Manager Community Services | 30 JUNE 2025 | On Track | Council works closely with both galleries to deliver art and cultural experiences to the community. With the delivery of revitalised Stanthorpe Art Gallery space, this has now enhanced even further this experience for the community. Both galleries also report regularly through Council meetings those programs delivered. |
| Finalise MOUs with Warwick and Stanthorpe art gallery committees and review the funding models. | | Community Services | Manager Community Services | 31 DEC 2024 | On track | Further meetings required, due to new committees being established by both galleries. |
| Objective | 1.3.2 | Partner with sport and recreation stakeholders to encourage active lifestyles | | | | |
| Develop a Regional Open Space Strategy that looks to improve utilisation of Council's open space for sport and recreational opportunities. | | Sustainability & Strategy | Manager Strategy & Sustainability | 30 JUNE 2025 | On track. | CIS Session booked for 30 November. |
| Objective | 1.3.3 | Plan and provide facilities and programs that enable participation in sport, recreation and cultural and community activity | | | | |
| Work with state agencies and sporting groups to identify programs, grant opportunities and events that allow the community to access sport, recreation and community programs. | | Community Services | Manager Community Services | 30 JUNE 2025 | On Track | Council officers continue to work closely with State to ensure grant opportunities and State program are communicated effectively to local sport groups and families. |
| Develop and implement an Integrated Facility Management Transition Plan to | | Sustainability & Strategy | Manager Sustainability & | 30 JUNE 2025 | On Hold | This activity is on hold, pending other programs of work. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|--------------|--|---|---------------|---------------------------|---|
| uplift the coordinated, sustainable management of soft and hard services to all relevant Council facilities | | | Strategy / Manager Parks and Operations | | | |
| Outcome 2.1 - Public places and open spaces are safe, well maintained and liveable | | | | | | |
| Objective | 2.1.1 | Partner with relevant agencies to ensure community safety and resilience in relation to disaster management of bushfires, floods and other natural disasters | | | | |
| Through the Local Disaster Management Group (LDMG) hold regular meetings to bring responsible agencies together to ensure ongoing alignment of delivery in natural disasters | | Community Services | Manager Community Services | 30 JUNE 2025 | On Track | Meetings are held quarterly. |
| Through the Local Disaster Recovery Group provide recovery and resilience programs relating to the 2023 Bushfire Recovery and Resilience Plan | | Customer and Organisational Services | Director Customer & Organisational Services | 30 JUNE 2025 | On Track | This work is ongoing and part of role of Community Recovery and Resilience Officer (Commentary – Mngr Corp Services) |
| 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 | | | | |
| Implement a staged street tree replacement program in CBD's and townships. | | Parks & Operations | Manager Parks & Operations | 30 JUNE 2025 | Program under development | Ad hoc allocation of funding has occurred for urgent priority street tree replacement. Adequate resourcing will be identified to develop and deliver a street tree plan and program |
| Objective | 2.1.3 | Advocate for, develop and implement environmental strategies that protect and enhance living assets in urban, rural, natural and agricultural landscapes | | | | |
| Develop and deliver the 2024/25 Action Plan to continue implementation of the Environmental Sustainability Strategy 2021-2031. Note, an annual plan is drafted under the strategy, so the action is updated annually to reflect this. | | Environmental Services | Manager Environmental Services | 30 JUNE 2025 | On Track - underway | 2024/25 Action Plan adopted by Council on the 18 September 2024, and implementation of the plan has commenced. |
| 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 | | | | |
| Integrate the Local Government Infrastructure Plan (LGIP) into the new Planning Scheme, ensuring a seamless transition between the current and new LGIP. | | Planning & Development | Manager Planning & Development | 31 MARCH 2025 | Underway – on track | The draft LGIP has been prepared and circulated to ELT for feedback. The draft will be presented to the CIS on 30 November 2024, ready for submission to the State Government. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|--|--------------|---|--|--------------|---------------------|---|
| Undertake an investigation into the feasibility and logistics of Council opening up and operating several gravel pit quarries to provide quality road making material for local roads | | Infrastructure Services | Director Infrastructure Services / Manager Works | 30 JUNE 2025 | | Pending further investigation on existing quarries and financial modelling through CFO |
| Objective | 2.2.2 | Develop and implement water security programs and strategies to ensure a sustainable and reliable water supply for all towns | | | | |
| Collaborate with the Department of Regional Development, Manufacturing and Water, Toowoomba Regional Council and SEQ Water to deliver the Toowoomba to Warwick Pipeline project. | | Water & Wastewater | Manager Water | 30 JUNE 2027 | Ongoing | SDRC have provided feedback on the design. In the process of developing a Head Agreement with SEQ Water and supply and transport agreements with SEQ Water and TRC. |
| Complete all actions in the Drought Resilience Package. | | Water & Wastewater | Manager Water | 30 JUNE 2025 | Ongoing | The last action is underway, the final design of the upgrade to Warwick WTP. SunWater are finalising the implementation of a pump arrangement to access the dead storage of Leslie Dam. |
| Seek funding for renewal of critical water and wastewater assets | | Water & Wastewater | Manager Water | 30 JUNE 2025 | On Track - Underway | Applied to LGGSP for the Warwick Distribution Centre Upgrade and Relining of Sewers. Waiting to see if the EOI was successful. Applied to the HSP for the Warwick West Trunk Sewer Main to service the residential area to the west of Warwick. Waiting on the outcome of this application. |
| Objective | 2.2.3 | Improved resource recovery and waste management and minimisation through new technologies, education and innovation | | | | |
| Participate in the implementation of the Darling Downs Regional Waste Management Plan, focusing on outcomes relevant to the Southern Downs region. | | Environmental Services | Manager Environmental Services | 30 JUNE 2025 | On Track | SDRC has volunteered to host the Regional Waste Coordinator position, and is waiting for the outcome of a funding application to enable recruitment of this position to occur. |
| Implement the annual Waste Education Plan | | Environmental Services | Manager Environmental Services | 30 JUNE 2025 | On Track | Annual waste education plan has been finalised, and work has started on delivering actions. To date, composting workshop has been held at the Stanthorpe EcoExpo, and planning is underway for a National Recycling Week competition and November education week. |
| Develop and implement a new Waste Reduction and Recycling Plan for the region, with a focus on waste minimisation, resource recovery opportunities, technology and innovation and long-term planning of waste management for the region. | | Environmental Services | Manager Environmental Services | 30 JUNE 2025 | On Hold | Not yet commenced. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|--|--------------|---|----------------------------------|--------------|----------------------------|---|
| Outcome 2.3 - Our natural and agricultural environments are healthy, resilient and sustainable | | | | | | |
| Objective | 2.3.1 | Develop and implement a climate change policy and encourage community and business to adopt sustainable practices | | | | |
| Develop a climate change policy in alignment with Council's Environmental Sustainability Strategy 2021-2031. | | Planning & Environmental Services | Manager Environmental Services | 30 JUNE 2025 | On Track | Internal draft prepared, will be presented to Council for adoption when draft is finalised. |
| 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 | | | | |
| Subsequent to completion of a Recreational Open Space Strategy (ROSS), develop and implement revised service standards for provision, and maintenance of, public parks and other urban open space | | Infrastructure Services | Manager Parks & Operations | 30 JUNE 2025 | On Hold | This Action is pending the completion and adoption of the Open Space, Sport and Recreation Master Plan currently being developed. |
| 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 | | | | |
| Promote the outcomes of the Protein Hub project and facilitate the realisation of the desired outcomes with potential developers. | | Executive Services | Manager Economic Development | 30 JUNE 2025 | | |
| Develop and implement a new Invasive Pests Strategic Plan for the region, to ensure Council is complying with its biosecurity obligations, and to assist property owners within the region to achieve their biosecurity obligations. | | Planning & Environmental Services | Manager Environmental Services | 30 JUNE 2025 | Not yet started | Not yet commenced. |
| Consult and coordinate with the Department of transport & Main Roads to try and increase the number local roads accessible by higher productivity vehicles | | Infrastructure Services | Director Infrastructure Services | 30 JUNE 2025 | To be further reconsidered | This sub-objective should be reviewed by the new Council to consider its merits – does Council want more local roads accessed by larger vehicles? |
| Outcome 3.1 - Population growth is maximised within the parameters of maintaining our locality's unique characters and provision of infrastructure | | | | | | |
| Objective | 3.1.1 | Develop and implement a Residential Attraction Strategy and a Job Creation Strategy to attract a diverse range of new residents to the region | | | | |
| Review the Economic Development Strategy and associated action plan to | | Executive Services | Manager Economic Development | 30 JUNE 2025 | On Track | Council working with housing providers Regional Housing. Eco Dev has also provided vacant land opportunities to housing provider Blue CHP |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|--|--|---|------------------------------|--------------|-------------|---|
| Identify key initiatives in relation to residential attraction and job creation | | | | | | |
| Objective 3.1.2 | | Facilitate innovative housing outcomes to allow local businesses to attract employees | | | | |
| Establish the Local Housing Action Plan Working Group and report regularly on progress | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | | |
| Objective 3.1.3 | | Review infrastructure charges and developer incentive policies to provide a balanced and supportive approach to investment | | | | |
| | | | | | | |
| Outcome 3.2 – Businesses thrive and grow | | | | | | |
| Objective 3.2.1 | | Investigate and maintain a jobs, training and recruitment attraction program, facilitate networking and clustering events and undertake a review of key business constraints | | | | |
| Advocate for State and Federal funding to progress the development of a state-of-the-art Protein Hub in the Southern Downs region | | Economic Development | Manager Economic Development | 30 JUNE 2025 | On Track | Advocacy has been done. A Market Sounding – Future Investment Proposal has been sent to 19 existing abattoir operators outlining the opportunity. Four expressions in the proposed project have been received and Eco Dev are working with these companies. |
| Deliver the Locally Led Economic Recovery (LLER) program in conjunction with the Chambers of Commerce, to support traditional businesses | | Economic Development | Manager Economic Development | 30 JUNE 2025 | On Track | Agreement reached with Stanthorpe-Granite Belt Chamber and Warwick for the delivery of the program. Promotion of the associated activities is underway with strong interest in the business education workshops. |
| Review, update and implement the 2024-2025 Economic Development Strategy Action Plan | | Economic Development | Manager Economic Development | 30 JUNE 2025 | On Track | The Economic Development Strategy Action Plan has been reviewed and updated and implementation is underway. |
| Objective 3.2.2 | | Support skills development initiatives such as establishment of a Country University facility and support education and training providers regarding employee retention and attraction pathways | | | | |
| Finalise the establishment of the Southern Downs Country University Centre (SDCUC) and maintain an appropriate level of involvement during the implementation phase. | | Executive Services | Manager Economic Development | 30 JUNE 2025 | On Track | Establishment of the SDCUC is underway. The new Manager has been appointed. Negotiations are currently focused on determining the location of the CUC and finalising a lease. Facility should open on time Q1 next year. |
| Assess options for a satellite hub for SDCUC on the Granite Belt | | Executive Services | Manager Economic Development | 30 JUNE 2025 | Not Started | A Satellite hub in Stanthorpe of the SDCUC will be determined by the success of the Warwick CUC. |
| Objective 3.2.3 | | Advocate for improved water availability and security for the agricultural industry | | | | |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|--------------|---|--|--------------|-------------|--|
| 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 | | | | |
| Undertake business process review of Development Assessment and enquiry processes to identify inefficiencies and improve overall customer experience. | | Planning & Development | Manager Planning & Development | 30 JUNE 2025 | Not started | New position prepared for advertising which relates to customer engagement and business improvement. Each business area has commenced collating a list of business improvements. |
| Improved communication with the building industry to promote Council's building certification services through creating a mail list to send notifications and updates to, promoting through Council's social media and other channels, and meeting one-on-one with key stakeholders in the region to discuss Council's offerings. | | Planning & Development | Built Environment Coordinator | 30 JUNE 2025 | On-going | Mail list has been collated. The Small homes survey was released to this group of stakeholders. |
| Report to council on Development Application processing in relation to the statutory timeframes | | Planning & Development | Manager Planning & Development | 30 JUNE 2025 | Completed | The DA Quarterly report now includes reporting on the compliance with legislative timeframes. This will continue. |
| Objective | 3.3.2 | Develop and implement a Planning and Development Facilitation Program for potential major developments | | | | |
| Objective | 3.3.3 | Support and work with regional partners to undertake targeted branding and marketing activities for major events | | | | |
| Investigate and engage a suitably qualified contractor to refresh the Southern Downs & Granite Belt tourism brand as phase two of the 23/24 SDRC Corporate Branding refresh. This will fall in line with industry developments and further support the future development of a more fulsome place branding strategy. | | Communications & Marketing | Communications and Marketing Coordinator | 30 JUNE 2025 | On track | Comms Team awaited the launch of the new RTO brand for Queensland Country Tourism (to be launched 29 10 2024 in Toowoomba) as well as the new marketing brand for Granite Belt Wine Country (launched 24 10 2024 at Good Food & Wine Show) to inform positioning strategy for Southern Downs & Granite Belt LTO brand. Internal stakeholder consultation will now commence between Comms and EDU to develop an RFQ. |
| Review Council's Destination Marketing Strategy | | Communications & Marketing | Communications and Marketing Coordinator | 30 JUNE 2025 | On track | Review will be completed by Q3 and will support aforementioned SD&GB refresh |
| Review Council's Event Strategy 2021 - 2025 | | Economic Development | Manager Economic Development | 30 JUNE 2025 | On Track | Review will be completed by Q3 |
| Review Council's major event processes and funding models | | Economic Development | Manager Economic Development | 30 JUNE 2025 | On Track | Processes have been discussed and some changes to be implemented Q2. Full review will be completed Q3. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|--------------|---|--|--------------|--------------------|---|
| Outcome 4.1 - Our customers want to do business with us | | | | | | |
| Objective | 4.1.1 | Deliver contemporary customer service experiences that aligns with the expectations of our customers and the community | | | | |
| Investigate relocation options for the Warwick Visitor Information Centre to a larger tenancy that will meet increased visitor demands and enhance the visitor experience thereby building excitement about opportunities to stay longer in the region | | Communications & Marketing | Communications and Marketing Coordinator | 30 JUNE 2025 | On Track | At the Ordinary Council Meeting 18/09/2024 it was resolved (12.3) that 'The Warwick VIC moves to the larger former Wattle-Doo tenancy to allow repairs to their current space to proceed. |
| Update customer service centres to make venues more attractive, user-friendly and contemporary | | Corporate Services | Manager Corporate Services | 30 JUNE 2025 | On hold | Budget dependent / co-project with Facilities |
| Implementation of identified business process improvements for customer service across the organisation including the implementation of customer feedback mechanisms (noting that partial implementation has occurred to date in relation to (dog registrations etc.) | | Corporate Services | Manager Corporate Services | 30 JUNE 2025 | On track | This continues with rates searched, but to some degree awaiting outcome of Gorman report. |
| Continue and finalise the implementation of the insurance review initiative across governance and fleet services. | | Corporate Services | Manager Corporate Services | 30 June 2025 | On track | This will continue to be implemented across the organization, with more focus when governance/insurance officer is recruited Oct/Nov 2024. |
| Enable electronic lodgment of operational works, plumbing and drainage and building applications - <i>eSubmit</i> | | Planning & Development | Manager Planning & Development | 30 June 2025 | Not started | Project yet to commence. |
| Objective | 4.1.2 | Embed a culture of continuous improvement focusing on creating value through innovation and technological advancement, reducing waste and improving efficiency | | | | |
| Migration of the Geographical Information System (GIS) Service to the Cloud environment | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2025 | Completed. | All GIS presentation layers are now all in the Cloud environment. |
| GIS services audit to identify the data holdings of value but no high or medium use. Identify the storage and access options for the data. The outcome is to protect the performance of the system. Removing | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2025 | On track. Ongoing. | The data holdings are assessed for use and need as an ongoing process. Data wasn't automatically transitioned in the move to Cloud Services. When requests to reinstate data are made that has not transitioned, it need is evaluated at this time. |

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| information that is not used consistently but is needed frequently to meet operational needs. | | | | | | |
| Continuous improvement strategy to refine and improve the project management framework as levels of adoption and maturity are achieved | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2025 | On track. | Migration to the TechnologyOne PLM environment has required some revision and adjustment to the PMF to achieve alignment. Incentivization of adoption was instigated by ELT. |
| Deliver Technology One related CIA projects as per the ICT Road map i.e. Finance, Procurement, Corporate Performance Reporting and Request Management. | | Information Technology | Chief Financial Officer | 30 JUNE 2025 | Ongoing | Work has commenced on the Finance – My budgeting module. |
| Complete upgrades to the official <i>SDRC Visitor App</i> under the LLER funding program. This includes facilitating enhanced digitisation of a food trail and the Strange Birds Wine Trail. | | Communications & Marketing | Communications and Marketing Coordinator | 30 JUNE 2025 | Completed | Upgraded version of the Southern Downs & Granite Belt launched in time for Jumpers & Jazz in July 2024. Strange Birds Wine Trail upload will be completed by Q2. |
| Implement new saleyard management software, focusing on training for agents and staff | | Saleyards | Manager Corporate Services | 30 JUNE 2025 | Completed | This was completed and rolled out in July 2024 |
| Continue digitisation of treatment plant maintenance work in accordance with adopted <i>Water Outlook</i> program. | | Water & Wastewater | Manager Water | 30 JUNE 2026 | Ongoing | The sewage pump stations are complete and progressing other areas. |
| Objective | 4.1.3 | We "get stuff done" are and solution seekers | | | | |
| Implement an updated policy framework, supporting templates and roll out education regarding policies and procedures across the organisation | | Corporate Services | Manager Corporate Services | 30 JUNE 2025 | On track | This is well underway with multiple policies and procedures being updated to the new template. Marketing and Comms have trained EAs also in use of templates. |
| Deliver 90% of the 2024-2025 Capital Works Program. Develop a 10 year works program for all infrastructure assets | | Infrastructure Services | Director Infrastructure Services and Managers | 30 JUNE 2025 | Off track | The new Director now looking at new ways to activate programs. Current delivery of programs only sitting at 15% so a reignition of programing needs to be strategised. |
| Objective | 4.2.1 | Improve our safety management system and visible leadership to ensure our people go home safely | | | | |
| Develop and implement the Safety Management System Reset Map in a staged approach with direct oversight from the ELT (50% Safety Reset Map completed FY 24/25) | | Executive Services | Chief Executive Officer, Manager People & Safety | 30 JUNE 2026 | | The SMS Reset Map is progressing well with 45.45% (40 items) completed, 1.14% (1 item) delayed, 1.14% (1 item) behind schedule and 52.27% (46 items) on track. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|-------|--|--|--------------|-------------|---|
| Development and implementation of updated saleyard operating procedures and saleyard quality manual to improve safety and operational efficiencies. | | Saleyards | Manager Corporate Services | 30 JUNE 2025 | On track | SOPs currently being developed, with several drafted for review by stakeholders. Will update the need for SOPs with Agents at a meeting in late October. Additionally, RiskPass sign in/ induction and biosecurity platform now developed and ready to be rolled out when saleyard reopens in Jan 2025 |
| Carry out HAZOP studies for all treatment plants and pump stations | | Water & Wastewater | Manager Water | 30 JUNE 2026 | On hold | This will be undertaken in the new calendar year, when the workload will hopefully be lighter. |
| Objective | 4.2.2 | Improve our wellbeing management including physical and mental health support | | | | |
| Develop and adopt an overarching Workforce Strategy 2024 – 2028 (sub plans and frameworks to be developed) | | People & Safety | Manager People & Safety | DEC 2028 | On track | The Employee Engagement Survey (an action outcome from the Workforce Strategy) was designed, developed and administered across Council employees. The results are now being communicated to Departments and Directorates. A new Exit Survey has been developed to streamline the data collected with a view to trending the information in a workable format. Workforce Planning commenced with the Manager Parks and Operations. The People and Safety Department has discussed the data and trends to be reported on that will be resulting from the Strategy. Workforce Planning template has been designed and developed. |
| Objective | 4.2.3 | Improve our people's capability and provide support and upskilling opportunities | | | | |
| Create a Planning Services team development plan to identify areas of potential knowledge gaps and provide opportunities for staff members to develop new skills. | | Planning & Development | Planning Services Coordinator | 30 JUNE 2025 | Not started | Yet to be commenced as recruitment is underway to fill vacant positions. |
| Communications and Marketing Support Officer to complete Queensland Tourism Industry Council (QTIC) Young Tourism Professionals mentoring program | | Communications & Marketing | Communications and Marketing Coordinator | 30 JUNE 2025 | Completed | Hayley Ritchie obtained her certificate of completion on 25 September 2024 at a gala event in Brisbane. The program, hosted by QTIC and supported by UniSQ, has been supporting young tourism professionals for over a decade. Hayley Ritchie was matched with Mark Greaves as a mentor, who has extensive knowledge and experience in running accredited Visitor Information Centres and provided a |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
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| | | | | | | wealth of assistance throughout the 7-month program. |
| Outcome 4.3 - Our people are proud to work for Council | | | | | | |
| Objective | 4.3.1 | Enable collaborative workplaces and contemporary work practices | | | | |
| Undertake an Employee Engagement Survey | | Executive Services | Manager People & Safety | 30 JUNE 2025 | On track | The survey was undertaken in August 2024. Presentations are currently being organised for each Department. ELT, SLT, People and Safety Department, and the Audit and Risk Committee received presentations. |
| Enterprise Bargaining negotiations Stream B and C | | Executive Services | Manager People & Safety | 30 JUNE 2025 | On track | CFMEU, AWU, TSU have been contacted to delay the negotiations of Stream B & C, thereby aligning the negotiations and timelines with Stream A which has a nominal expiry date of 1 July 2025. TSU and the CFMEU have agreed to the delay. AWU is meeting with members 3 rd week in October to discuss and gain agreement. |
| Workforce Strategy developed, adopted and implementation commenced using a staged approach: <ul style="list-style-type: none"> • Training Strategy (including identification of mandatory, organisation wide and role specific training) developed and adopted • Organisational Development Framework developed and adopted • Competency Training Framework developed and adopted • Workforce Planning commenced within the Directorates | | Executive Services | Manager People & Safety | 30 JUNE 2025 | On track | Workforce Strategy 2024 – 2028 developed and approved. The Competency Training Framework has progressed well and near completion. Workforce Planning template developed and work has commenced with Parks and Operations as the pilot department. The ADPs are currently under review to capture the training needs for the organisation and to align the needs with the next budget cycle. |
| Implement a Comms Helpdesk to assist with managing demands from internal stakeholders | | Executive Services | Communications and Marketing Coordinator | 30 JUNE 2025 | Completed | Comms Helpdesk implemented |
| Undertake a review of Stores Operations and assess opportunities to improve business processes around work practices, safety and customer experience. | | Customer & Organisational Services | Procurement Coordinator | 30 JUNE 2025 | On Track | WHS review has been completed with additional work to be undertaken on improving processes and customer experience. |
| Objective | 4.3.2 | Enable collaborative workplaces and contemporary work practices | | | | |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|-------|---|--|--------------|-----------|--|
| Leadership program sourced, developed and delivered to ELT and SLT | | People & Safety | Manager People & Safety | 30 JUNE 2025 | On track | Work has commenced with sourcing a suitable external leadership development program. Some SLT members have commenced their engagement with external leadership coaches/mentors |
| Continue to work with MP&S to develop and implement a progression and prerequisite matrix for Works Department | | Infrastructure Services | Manager Works | 30 JUNE 2025 | On track | People and Culture is continuing to progress work on a Training Competency Matrix and Progression and Pre-Requisite Matrix for the Infrastructure Services Directorate. |
| Objective | 4.3.3 | Instill in our people the concept of brand ambassadorship | | | | |
| Invest in portfolio branding to strengthen communication with our region. | | Executive Services | Communications and Marketing Coordinator | 30 JUNE 2025 | On track | This has been achieved through Corporate Style Guide 21-26; roll out of corporate policy/procedure templates to ensure consistency across the organisation. |
| 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 | | | | |
| Develop and implement the next phases of Council's Integrated Planning and Reporting Framework | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | | |
| Implement further governance training across the organisation - fraud & corruption, ethical conduct, good decision-making, Administrative Action Complaints, delegations and Authorised Persons | | Corporate Services | Manager Corporate Services | 30 JUNE 2025 | On Track | Good decision-making training rolled out; IPOLA training attended by governance, Records Management staff and others. Further training to be rolled out when full complement of staff is returned to the governance area. Additionally, Go1 solutions for some training being explored |
| Finalisation and implementation of updated delegations register and use of delegation's software | | Corporate Services | Manager Corporate Services | 30 JUNE 2025 | On Track | Council to CEO delegations to be presented to info session in October, for adoption by Council in ordinary meeting; CEO to officer delegations completed, awaiting approval once Council to CEO have been approved. Local laws delegations to follow review of local laws. |
| Review strategic risks and risk appetite statement with newly elected members, implement these and embed in council reporting | | Corporate Services | Manager Corporate Services | 1 AUG 2025 | On Track | Risk Workshop to be presented to Councillors in Feb 2025; Risk Management Policy reviewed and adopted: Enterprise Risk Management Framework to go to workshop in Feb 2025 |
| Provide procurement and contract management related training to staff. | | Financial Services | Procurement Coordinator | 30 JUNE 2025 | On Track | Targeted procurement training is on-going with a broader session group training to be held. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|-------|---|-----------------------------------|--------------|-----------|---|
| Continue the implementation of the backflow prevention device register and commence issuing notices where compliance isn't achieved. | | Planning & Environmental Services | Built Environment Coordinator | 30 JUNE 2025 | On Track | Plumbing Officer commences on 29 October 2024 and will be dedicated to the implementation. |
| Objective | 4.4.2 | Ensure our long-term financial sustainability is a pillar of our decision making | | | | |
| Have definitive 10-year plans (Master Plans) to delivery our services and outcomes. The Master Plans will define the services expected from Assets after being developed in consultation with our community. The Master Plans will be developed to deliver the sustainability of SDRC. | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2027 | On Track | A number of programs are running concurrently to deliver the planned Master Plans. The next group of plans will be put to market in the next quarter. |
| High Risk Asset State Assessment – Using tools such as UAV or Drones, Survey Instruments to record the state of assets that have a high risk of damage due to natural disaster or other event beyond the control of Council, to enable evidence-based claims to funding sources to restore the asset to a minimum of the current condition. | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2025 | On Track | The GIS Team are flying the UAV to the planned program and capturing current sates of assets. |
| Develop the SDRC Services Catalogue targeting the completion of a guiding strategy with current services and costs identified. | | Financial Services | Chief Financial Officer | 30 JUNE 2025 | On Hold | Project to commence from November as the Business Improvement Officer has been assisting the Revenue Team. |
| Undertake quarterly budget reviews and annual budget adopted in line with Act and Legislation. | | Financial Services | Chief Financial Officer | 30 JUNE 2025 | On Track | Budget adopted in July and Q1 review has been completed. |
| Review and update Council's Financial Sustainability Strategy (LTFP). | | Financial Services | Chief Financial Officer | 30 JUNE 2025 | On Track | Draft strategy is being developed and will be linked to the Long-Term Financial Plan. |
| Objective | 4.4.3 | Our asset management is smart, effective and efficient with robust project selection pathways | | | | |
| Achieve the AM Roadmap defined in the SAMP. | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2027 | On Hold | This action is on hold, pending organisational priority |
| Enable Knowledge Based Decision making across the organisation with consolidated knowledge systems (GIS, Assets, Finance). | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2025 | On Hold | Lack of resources has paused this program of work. Other priorities, unplanned leave and other factors have influenced the achievement of this outcome. |

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|-------|--|-----------------------------------|--------------|-----------|---|
| Continuous improvement strategy to refine and improve the PMF as levels of adoption and maturity are achieved | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2025 | On Track | Migration to the TechnologyOne PLM environment has required some revision and adjustment to the PMF to achieve alignment. Incentivization of adoption was instigated by ELT. |
| Benefits Realisation programs defined and developed | | Sustainability & Strategy | Manager Sustainability & Strategy | 30 JUNE 2025 | On Hold | Other priorities and a general low level of understanding of benefit identification capability may see this objective reviewed and revisited. |
| Outcome 4.5 - We have genuine and effective leadership | | | | | | |
| 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 | | | | |
| Undertake further work on the business improvement process planning sessions to ensure efficiency and completeness of transactions for internal and external customers. Look for customer service software solutions, including online booking systems to improve efficiency as well as improving customer service reporting data | | Corporate Services | Manager Corporate Services | 30 JUNE 2025 | On Hold | A meeting was held with a provider of an online booking system; however, it did not provide a viable or value for money solution for all stakeholders involved (Parks, Comm services, Customer service) |
| Objective | 4.5.2 | We use a range of advocacy, engagement and communication methods that suit the issue or initiative we are advocating for | | | | |
| Provide ongoing support for Council's communication and liaison with the LGAQ District 4 Policy Executive representative | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | | |
| Objective | 4.5.3 | Our advocacy is well planned with a clearly defined purpose | | | | |
| Provide ongoing support for the Regional Water Assessment Program and advocate for positive outcomes for SDRC | | Water & Wastewater | Manager Water | 30 JUNE 2025 | Ongoing | There has been no action on this project from the State in this quarter. |
| Outcome 4.6 – Our Leaders are authentic | | | | | | |
| Objective | 4.6.1 | Our elected members are collaborative and actively work with Executive Management to deliver desired outcomes | | | | |
| Review Council's 2021 to 2026 Corporate Plan | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | | |
| Complete the elected member induction program and schedule Council Info Sessions for discussion on key issues | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | | |



Operational Plan – Quarter One Progress Update

July-September 2024

| ACTION | | SERVICE/PROGRAM | RESPONSIBILITY | COMPLETION | Q1 STATUS | Q1 COMMENT |
|---|-------|--|-------------------------|--------------|-----------|------------|
| Objective | 4.6.2 | Our Executive Leadership Team is visible, proactive and outcomes focused | | | | |
| | | | | | | |
| Objective | 4.6.3 | Leadership development at all levels including elected members is considered “core business” | | | | |
| Provide training and conference opportunities for elected members | | Executive Services | Chief Executive Officer | 30 JUNE 2025 | | |

REVIEW OF POLICIES

Advertising Expenditure Policy

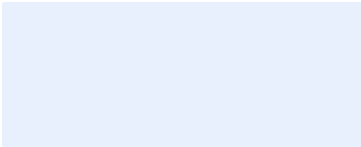
Meeting Date: 20 November 2024

Attachment No: 1

Advertising Expenditure Policy

PL-GV012

ADVERTISING EXPENDITURE POLICY

| | |
|----------------------|--|
| POLICY NUMBER | PL-GV012 |
| DIRECTORATE: | Executive Services |
| SECTION: | Communication and Marketing |
| RESPONSIBLE MANAGER: | Communication and Marketing Coordinator |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of this Policy to provide guidelines for those who work for Southern Downs Regional Council (“Council”) when considering Council advertising as part of their role. The *Local Government Regulation 2012* outlines requirements that must be adhered to in relation to advertising expenditure, which ensures that Council advertising is in accordance with the public interest and Council policies.

The objectives of this Policy are to identify Council approved advertising and processes for specific advertising

2 SCOPE

This policy applies to all Councillors, Council employees and contractors.

This policy applies to any paid advertisement or notice in any media, to promote goods or services provided by Council, including facilities, events and destination marketing.

3 LEGISLATIVE CONTEXT

- *Local Government Act 2009*
- *Local Government Regulation 2012, s 197 (3)*
- *Local Government Electoral Act 2011*

4 POLICY DETAILS

Council may incur expenditure for advertising only if the advertising is for providing information or education to the public, and the information or education is provided in the public interest.

Advertising should not be used to promote the particular achievements or plans of individual Councillors or groups of Councillors. Advertising that is paid for by the Council should not be used to influence the voters in an election.

4.1 ACCEPTABLE USES OF COUNCIL FUNDS FOR ADVERTISING

Under section 197 (2) and (3) of the Local Government Regulation 2012 the following types of advertising are considered to be informative and educational and, unless otherwise specified under the Caretaker Period, may be undertaken at any time:

- Recruitment advertising for staff to fill vacancies at Council
- Tenders for the disposal of assets, or for the supply of goods and/or services to Council
- Statutory notices (i.e. public notices required by statute to be published)
- Social education information including road safety, emergency services and health campaigns
- Promotional advertising to increase public awareness of a new, changed or continuing policy, service or facility provided by the Council
- Promotional advertising to increase the use of a service or facility provided by the Council
- Advising the public of Council business including meeting times, decisions made and requests for public feedback
- To effectively engage with the Community as part of Council’s Community Engagement Policy and change the behaviour of people in the Council area for the benefit of all or some of the community or to achieve the objectives of the Council
- Promotional advertising to promote tourism, events and business opportunities within the Southern Downs region

- To promote the economic development and sustainability of the region
- External communication promoting Council initiatives including promotional materials that feature official customer contact phone numbers, websites and email addresses

4.2 ADVERTISING PLATFORMS AND CHANNELS

As a general principle and in accordance with Council's Communications and Community Engagement Strategy, Council will use its owned channels to inform the community about events, policies, projects, community meetings and changes to Council services or facilities.

Council-owned channels may include:

- Council's websites including www.sdrc.qld.gov.au
- Council's social media platforms including Facebook, Instagram and LinkedIn
- Council's email newsletters
- Council's Apps
- Council emails and email signatures
- Notice boards and screens in Customer Service Centres and Southern Downs Libraries

From time to time Council may make use of paid advertising channels to achieve its communications objectives. Earned and paid channels may include:

- Media releases
- Media responses
- Print advertising
- Direct mail
- On-site signage and posters
- Broadcast channels including paid radio and TV advertising and/or interviews with the Mayor, Councillors and staff

Although the level of engagement may vary across projects and initiatives, at a minimum Council will endeavour to support regional newspapers, radio stations and other print publications available in, or circulating within the region in accordance with the agent's distribution and print/broadcast frequency.

4.3 BRANDING

Council is committed to ensuring a brand that is functional and ensures instant recognition. Advertisements produced for and on behalf of Council will be clearly identifiable as originating from the region.

All graphic design for activities aimed at promoting the brand of Council or informing the community of Council services or facilities through the use of posters, flyers, strategic documents or related online and print collateral must be approved by Council's Communications and Marketing department and follow official branding guidelines as set out in the SDRC Style Guide.

This excludes advertising relating to statutory notices or tenders and where the requirements of Federal and State funding agreements override the SDRC Style Guide.

4.4 ADVERTISING EXPENDITURE APPROVAL

All council employees should be aware of this policy to ensure any requests are referred to the appropriate area.

The approving officer must ensure that advertising expenditure is:

- authorised in accordance with Council's financial delegations.
- in accordance with Council's Procurement Policy
- in accordance with this policy
- appropriate for the number of people it is likely to inform and provides a commensurate benefit to the Council or to the public.

- Funds are available for the cost of the advertising and meets the usual requirements for expenditure approvals and is properly document according to Council's legal obligations.
- A purchase order is raised.

4.5 ADVERTISING DURING CARE-TAKER PERIOD

Section 90D (1) of the *Local Government Act 2009* states that a *local government or a controlled entity of a local government must not, during a caretaker period for the local government, publish or distribute election material.*

Election material as defined by 90(D)(2) of the *Local Government Act 2009*, is anything able to, or intended to-

- influence an elector about voting at an election; or
- affect the result of an election.

The adoption of tight controls over advertising, in the period in question is viewed as a matter of good governance in the lead up to an election so as to bring about levels of fairness and provide a level 'playing field' for all persons seeking office in local government.

Accordingly, Council must not in the caretaker period:

- a) place advertisements relating to future plans unless, unless those plans have been formally adopted by Council or approved by Council or the Chief Executive Officer for public consultation prior to Council consideration of such plans.
- b) advertise or promote the activities of a Councillor.
- c) publish or promote divisional news in a monthly local newsletter or publication at the Council's expense either directly or indirectly or through any arrangement that offers editorial space for advertising paid for by the Council.
- d) place advertisements (including on digital communication platforms) which seek to influence support for a particular Councillor, groups of Councillors or potential candidates in a local government election.

* Note: A by-election does not in itself result in the application of the above restrictions on advertising.

** The above provisions do not preclude Councillors appearing in unpaid publicity or other publicity.

5 DEFINITIONS

| TERM | MEANING |
|-------------|---|
| Advertising | <p>Pursuant to The <i>Local Government Regulation 2012</i>, section 197 (3) defines "Advertising" as "promoting, for the payment of a fee, an idea, goods or services".</p> <p>In accordance with section 197 (2) local government may spend money on advertising only if</p> <ol style="list-style-type: none"> i. the advertising is to provide information or education to the public; and ii. the information or education is provided in the public interest. <p>Advertising expenditure must only occur where these requirements are met. It should not be used to promote the particular achievements or plans of a particular Councillor or groups of Councillors.</p> <p>Advertising must not constitute 'election material' (as defined by the Section 90D(2) <i>Local Government Act 2009</i>) during the 'caretaker period' including</p> |

| | |
|-------------------|--|
| | for example a fact sheet, direct mail out or newsletter that raises the profile of a Councillor. |
| Caretaker period | <p>Section 90A of the <i>Local Government Act 2009</i> defines the caretaker period as:</p> <p>(1) The 'caretaker period' for a local government is the period during an election for a local government that -</p> <p>(a) starts on the day when public notice of the holding of the election is given under the <i>Local Government Electoral Act 2011</i>, section 25(1); and</p> <p>(b) ends at the conclusion of the election.</p> <p>(2) There is no caretaker period during a by-election or fresh election</p> <p>(3) The exact dates of a caretaker period are determined by the Electoral Commission of Queensland (ECQ)</p> |
| Election material | <p>Section 90D(2) of the <i>Local Government Act 2009</i> defines election material as anything able to, or intended to:</p> <p>(a) influence an elector about voting at an election; or</p> <p>(b) affect the result of an election.</p> <p>Example a fact sheet, direct mail out or newsletter that raises the profile of a councillor</p> |

6 RELATED DOCUMENTS

- Code of Conduct for Councillors in Queensland
- PL-FS010 - Procurement Policy
- PL-CS059 - Community Engagement Policy
- PL-CS088 - Local Government Elections Policy
- SDRC Style Guide
- Adopted Budget

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

CCTV Objectives and Operating Policy

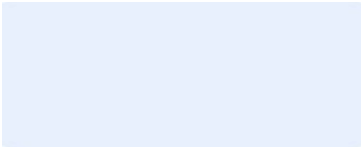
Meeting Date: 20 November 2024

Attachment No: 2

CCTV Objectives and Operating Policy

PL-IS071

CCTV OBJECTIVES AND OPERATING POLICY

| | |
|----------------------|--|
| POLICY NUMBER | PL-IS071 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Information Communications and Technology |
| RESPONSIBLE MANAGER: | Chief Financial Officer |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

SDRC is committed to fostering a local environment within which residents and visitors feel safe to live, work and play by:

- Establishing and maintaining a CCTV System in public places in accordance with approved Australian Standards, State and Federal legislation requirements;
- Assisting law enforcement to minimise criminal and anti-social behaviour and improving safety across the Local Government Area, as well as to minimise non-compliant activity at Council's facilities;
- Conducting a review/audit and evaluation of the CCTV System on a 2 to 3 yearly basis to ensure public confidence and integrity of the system.

2 SCOPE

This Policy is intended to guide the application and operation of the CCTV System(s) installed in the SDRC Local Government area.

3 LEGISLATIVE CONTEXT

- *Local Government Act 2009*
- *Right to Information Act 2009*
- *Information Privacy Act 2009*
- Australian Standard – AS4806.1 – 2006 Part 1: CCTV Management and Operations
- Australian Standard – AS4806.2 – 2006 Part 2: CCTV Application Guidelines
- Queensland State Archives – Managing Closed Circuit Television (CCTV) Records – Guideline for Public Authorities
- Office of the Information Commissioner Queensland report No. 2 of 2012/13
- Australian Privacy Principles

4 POLICY DETAILS

4.1 KEY PRINCIPLES

The key guiding principles for the CCTV SYSTEM are that:

- The System will be operated fairly, within applicable legislative requirements and only for the purposes for which it is established
- The System may be used to identify possible crimes, general anti- social behaviour and non-compliant activities occurring within the area covered by the System
- The System will be operated with due regard to the privacy and civil liberties of individuals.
- The public interest in the operation of the System will be recognised by ensuring the security and integrity of the operational procedures
- A regular review and evaluation of the CCTV SYSTEM will be undertaken to identify whether the System's aims and objectives are being achieved.

4.2 OWNERSHIP OF THE CCTV SYSTEM

- SDRC is the owner of the CCTV SYSTEM
- The Queensland Police Service (QPS) are a partner to the CCTV SYSTEM and have entered into an information sharing agreement with respect to their role in the operation of the CCTV SYSTEM

- SDRC will be responsible for the development, implementation, monitoring and auditing of the CCTV SYSTEM as part of its broader community safety program
- SDRC retains ownership of and has copyright in all equipment, footage, images and documentation pertaining to the System.

4.3 OPERATIONAL BOUNDARIES

The area of operation of the CCTV SYSTEM shall be those locations identified as open space public areas which are considered to be at-risk safety areas.

Council also operates CCTV systems installed:

- Within Council facilities
- Removable/discrete 'farm cameras'
- Body-worn cameras
- Trailer-mounted and/or portable cameras

Having respect to privacy of individuals, Council will not purposefully install cameras:

- Within or directed at private residences
- Within individual businesses

Council will not use intentionally designed covert-style cameras (i.e. 'spy' cameras) or surveillance devices where the location or purpose of the device is intended to be concealed from those in the vicinity.

With the exception of body-worn cameras, no Council cameras are to be configured to capture audio.

4.4 PUBLIC INFORMATION

SDRC will ensure that appropriate signage and collections notices are posted in all areas where the CCTV SYSTEM are operational. Signs will comply with the Australian Standard and will be displayed on the perimeter of the area covered by the System and at other key points.

The signs will:

- Inform the public that they are entering a CCTV SYSTEM area and;
- that cameras may be in operation and;
- cite the relevant act governing the use of the collected information

A collection notice will also be displayed near the CCTV operational area in order for Council to meet its obligations pursuant to the Information Privacy Principles 11 of the *Information Privacy Act 2009*.

4.5 CONFIDENTIALITY

Council reserves the right to withhold technical information relating to the CCTV SYSTEM (including the number of authorised staff, camera capabilities, procedures etc.) from being disclosed to third parties.

All authorised staff members are required to act in accordance with the privacy obligations of SDRC.

Council will maintain a register of authorized staff, access terminals and storage locations subject to an internal approval process through the ICT Steering Committee.

All requests for CCTV footage, either internal to SDRC, contractors of SDRC, QPS or from a member of the general public are to remain confidential as per the provisions of the relevant legislation.

All downloaded footage is to be stored and/or transmitted via encrypted methods only.

4.6 SYSTEM MAINTENANCE AND TECHNICAL SUPPORT SERVICES

The maintenance, installation and technical support of the service will be performed by a suitably experienced and qualified company that will ensure the ongoing operational effectiveness of the CCTV System.

Any contractor appointed for the maintenance, installation and technical support will be responsible for ensuring all appropriate licensing and accreditation required is held by both the company and individuals required to undertake the works.

4.7 SYSTEM INTEGRITY AND STATUTORY COMPLIANCE

All requests for images from external agencies (i.e. State & Federal Law enforcement & Council's contractors) will be actioned pursuant to the conditions of the underlying Information Sharing Agreement with that agency.

All requests for images, from members of the public must follow specific Right to Information procedures. SDRC Right to Information Officers can provide guidance in relation to the application of this element of the Policy.

The delegated Right to Information Officers will assess and endorse any data for release as requested under the *Information Privacy Act 2009* and *Right to Information Act 2009*. The endorsement will ensure the provision of *Information Privacy Act 2009* and *Right to Information Act 2009* have been met.

Council reserves the right to extract and use footage for the purposes of:

- Internal Council investigations
- Matters pertaining to Council property or Council's contractors

Council will not disclose footage from any CCTV system without appropriate authorisation. Footage is to only be extracted/captured by authorized persons via authorized methods. Footage must not be extracted via external capture methods (ie screenshots or photos of terminals).

4.8 COMPLAINTS

All complaints in relation to the CCTV SYSTEM will be fully investigated and actioned appropriately by Council's Chief Executive Officer.

5 DEFINITIONS

| TERM | MEANING |
|-------------|---|
| CCTV | Closed Circuit Television |
| CCTV System | Arrangements for video surveillance in a locality including, but not limited to, the technological system, staff and operational procedures |
| SDRC | Southern Downs Regional Council |
| QPS | Queensland Police Service |

6 RELATED DOCUMENTS

- PL-CS029 – Complaints Management Policy

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]

REVIEW OF POLICIES

Community Housing Policy

Meeting Date: 20 November 2024

Attachment No: 3

Community Housing Policy

PL-CS084

COMMUNITY HOUSING POLICY

| | |
|-----------------------------|--|
| POLICY NUMBER | PL-CS084 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Community Services |
| RESPONSIBLE MANAGER: | Manager Community Services |
| DATE ADOPTED: | 20 September 2017 |
| DATE TO BE REVIEWED: | 22 September 2021 |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

This policy describes how Southern Downs Regional Council (SDRC) will :

- manage Council's community housing tenancies and properties in a way that meets legal, regulatory and funding requirements
- support applicants and tenants fairly and equitably
- make objective decisions in relation to Council's community housing services

2 SCOPE

This policy applies to all SDRC staff and contractors who manage and provide services to SDRC's community housing tenants and properties.

3 LEGISLATIVE CONTEXT

Housing Act 2003

Housing Regulation 2015

Residential Tenancy and Rooming Accommodation Act 2008

Residential Tenancy and Rooming Accommodation Regulation 2009

Information Privacy Act 2009

Human Rights Act 2019

Queensland State Regulatory System for Community Housing

4 POLICY DETAILS

4.1 COMMUNITY HOUSING TENANCY AND PROPERTY MANAGEMENT

4.1.1 TENANCY MANAGEMENT

SDRC is committed to effectively managing its social housing property portfolio by:

- Upholding the principles of fairness, consistency, transparency and legal compliance in all dealings with applicants and tenants in SDRC's community housing properties
- Ensuring equitable access to SDRC's housing services to everyone in the agreed target group
- Ensuring SDRC's tenancy management processes are sensitive to the needs and circumstances of tenants, whilst ensuring compliance with funding and regulatory requirements
- Maintain maximum housing capacity of units
- Ensuring the standard of properties meet legislative requirements as well as meeting acceptable standards including environmental sustainability standards through regular inspections and ethical management using available resources effectively and efficiently.
- Ensuring tenant security is a priority so tenants feel safe in their homes.
- Protecting the value of community housing assets

4.1.2 SUCCESSFUL TENANCIES

SDRC is committed to working with tenants to maintain successful tenancies by ensuring that:

- Rights and responsibilities of both tenants and SDRC as well as any special terms and conditions of the general tenancy agreement and/or housing assistance are upheld

- Issues arising during the tenancy are responded to in a supportive manner
- Responses to issues arising are consistent with relevant legislation and SDRC policies and procedures
- Tenants are provided with an opportunity to ask questions, provide feedback and receive information openly and honestly

4.1.3 ENDING TENANCIES

When ending tenancies, SDRC is committed to ensuring that the process is managed in a way that

- Meets all legislative requirements
- Respects tenants' rights to be treated fairly and equitably
- Ensure tenancies are only terminated if there is just cause

4.2 ELIGIBILITY

Eligibility criteria for all housing services are determined in accordance with the Department of Communities, Housing and Digital Economy's Social Housing Eligibility Criteria ('Criteria')

These include the following:

- The applicant needs to be an Australian Citizen or have permanent residency
- The applicant must be a resident of Queensland, or the applicant is moving to Queensland during the application process
- The applicant and all household members must not own or part own property in Australia or overseas
- The applicant and all household members must not hold liquid assets more than that stipulated in the Criteria.
- The applicant must earn an independent income in Queensland
- The applicant will need to show evidence of total household income
- The applicant must have a need to move because their current housing does not meet their household's needs and have multiple and complex factors that mean they are unable to independently access and sustain stable housing
- Tenants must meet ongoing eligibility criteria
- Exemptions may apply
- For further information see: [Social Housing Eligibility Criteria](#)

4.2.1 APPLICATION AND ALLOCATION OF SOCIAL HOUSING

When responding and managing requests for social housing, SDRC will

- Respond quickly and appropriately to the needs of new, existing and former clients
- Ensure processes for assessing eligibility and allocating services are transparent and inclusive
- Make appropriate and fitting referrals to other agencies where clients are ineligible for SDRC services
- Monitor application and allocation processes

4.2.2 ESTABLISHING THE TENANCY

When establishing a new tenancy, SDRC staff will provide a verbal explanation of the tenancy sign-up process and provide an opportunity for prospective tenants to ask questions.

Tenants may have an advocate present who can convey to the tenant, the process, rights and responsibilities of all parties involved. Interpreters will be organised if required through SDRC with Department assistance.

4.2.3 RENT AND RENT ARREARS MANAGEMENT

- Bonds, equivalent to four (4) weeks rent, will be collected from new tenants and lodged with the Residential Tenancies Authority.

- SDRC will ensure the collection of Bonds will not disadvantage tenants. Bond loans are available
- SDRC's rent management system is compliant with the requirements of the Residential Tenancies and Rooming Accommodation Act 2008
- SDRC's processes are consistent with the Department of Housing, Local Government, Planning and Public Works Community Housing Rent Policy and Policy Guideline Evidence of household income is required – consequences of failing to supply proof of income will be tenants being charged market rent. I'd leave this out, it's not entirely the context of the statement in the Policy guideline. Without income-based rent appraisal, tenants may not be eligible (established need) for community housing
- SDRC will ensure tenants are provided with a clear explanation of how rent is calculated in accordance with the Policy Guideline mentioned above.
- Where tenants encounter difficulties paying rent, arrears payment plans may be Payment plans are available, may be offered, but must be applied for.

4.2.4 SUSTAINING TENANCIES

SDRC will respond to the changing needs of tenants by:

- Transferring and rehousing tenants, including mutual exchange where possible to best suit needs.
- Succession of tenancies where relevant
- Modifying accommodation where appropriate and possible
- Referring to more appropriate housing where appropriate
- Dealing with over/under occupancy of properties in a productive manner

4.2.5 ENDING THE TENANCY AGREEMENT

Tenants are provided information regarding the ending of tenancy agreement to minimise the impact of termination on all parties and to ensure they are informed of their rights and responsibilities.

Tenants are advised to seek legal advice and advocacy from relevant agents to assist in ending tenancy agreements

4.2.6 PROPERTY MANAGEMENT

The current statements are about asset management, not about Tenant relationships. Not sure what purpose this section serves. I don't see any other references to it in departmental policies.

4.2.7 AUTHORISATIONS AND DELEGATIONS – NOT APPLICABLE FOR THE POLICY- REMOVED

5 DEFINITIONS

| TERM | MEANING |
|-------------------|---|
| Applicant | means any person seeking a social housing service. |
| Assessable income | means all general income, including pensions, benefits and allowances, wages and work allowances, and other income sources as specified in the Community Housing Rent Policy, published by the department from time to time, and available on the government's website. |
| Community Housing | means the provision of a community housing service. Community Housing Service is as defined under the <i>Housing Act 2003</i> . |

| | |
|--------------------|---|
| Eligible applicant | means those persons who meet the eligibility criteria as specified in the Social Housing Eligibility Criteria |
| Household | means all persons named on the application for housing assistance, or identified in the residential tenancy agreement, regardless of age or relationship. |
| Social housing | means the provision of a social housing service to an individual for residential use, other than crisis accommodation. Social Housing Service is as defined under the <i>Housing Act 2003</i> . |
| Tenancy management | means all the processes, systems and activities of housing managers to identify and select tenants, respond to tenant needs and deal with tenancy-related matters. This involves actively managing tenancies and promoting a responsive person-centered approach, including pathways to build a tenant's capacity and optimal level of independence. |
| Tenant | is the person to whom the right to occupy residential premises under a residential tenancy agreement is given. Note— Under the Acts Interpretation Act 1954, section 35A, a reference in an Act to a person as lessee includes a reference to the person's personal representatives, successors and assigns. Under schedule 1 of that Act, a lessee includes a tenant. A tenant also includes— (a) the person to whom the right to occupy residential premises is to be given under a proposed residential tenancy agreement; and (b) the subtenant of a tenant. As defined under the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> |

6 RELATED DOCUMENTS

- Queensland Government Community Housing Providers Policies and Guidelines.
- Community Housing Rent Policy – Guideline – Department of Housing, Local Government, Planning and Public Works
- PL-CS079 - Community Housing Notification Policy

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

Community Housing Notifications Policy

Meeting Date: 20 November 2024

Attachment No: 4

Community Housing Notifications Policy

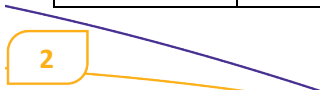
PL-CS079

COMMUNITY HOUSING NOTIFICATIONS POLICY

| | |
|----------------------|--------------------------------------|
| POLICY NUMBER | PL-CS079 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Community Services |
| RESPONSIBLE MANAGER: | Manager Community Services |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of the policy is to ensure council, as a provider of community housing under the Queensland State Regulatory System for Community Housing (QSR SCH), notifies the Queensland Register of changes in business operations that may impact compliance under the QSR SCH. Council is required to have a notifications policy under the *Housing Act 2003*.

2 SCOPE

This policy applies to Council, Council staff and contractors associated with Community Housing properties where the Department of Housing, Planning and Public Works have a vested interest.

3 LEGISLATIVE CONTEXT

- *Housing Act 2003*

4 POLICY DETAILS

4.1 POLICY STATEMENT

The Queensland State Regulatory System for Community Housing (QSR SCH) aims to ensure that as part of good governance, Community Housing providers comply with mandatory notification requirements under the *Housing Act 2003* where certain events and incidents occur that:

- Damage, or could damage, the community housing sector's reputation.
- May affect an organisations ability to meet their condition of the registration.

Council will take a proactive approach in reviewing, disclosing and addressing issues of non-compliance as they arise.

Council's failure to notify the Queensland Registrar of such events occurring within the timeframes specified, may trigger compliance action by the Queensland Registrar.

Council will need to comply with the list of notification as set out in Schedule 3, Part 1, Section 6 of the *Housing Act 2003* and the associated timeframes.

The notification must be in writing.

This policy is intended to be read in conjunction with the Guideline for Local Government – Notification to the Queensland Registrar as amended from time to time.

4.2 NOTIFICATIONS

Changes in council's business operations may have an adverse impact on its compliance under the QSR SCH. It is the responsibility of council to determine whether a change in its business operations may have an adverse impact on compliance, and therefore whether it should notify the Queensland Registrar.

Some examples of changes in the business operations that may impact on compliance include:

- Significant unplanned turnover and/or resignation or removal of the Chief Executive Officer or senior staff.
- Instances of serious or repeated breaches of the Code of Conduct or instances of fraud, corruption or criminal conduct.
- Any proceedings in a court or tribunal against council (housing related).
- Significant operational restructure.
- New affiliations with other entities or significant change to existing affiliations.

These examples are provided as a guide only, and are not exhaustive. Further reference should be made to the Guidelines for Local Government – Notification to the Queensland Registrar.

The notification list as set out with the Housing Act 2003 requires notifications to occur within the regulated timeframes. Table 1 outlines the notification periods for specific events:

| TYPE OF EVENT | THE QUEENSLAND REGISTRAR MUST BE NOTIFIED OF THE EVENT WITHIN THE FOLLOWING TIMEFRAME |
|---|---|
| A decision to appoint a voluntary administrator | As soon as practicable after the decision |
| A decision to wind-up | As soon as practicable after the decision |
| The appointment of a receiver | As soon as practicable after the provider learns of the receiver's appointment |
| A decision to apply for cancellation of the local government's registration on the QSRCH registrar | As soon as practicable after the decision and at least 28 days before the day the application is made |
| A decision to conduct a vote at a meeting on a matter that may affect the providers eligibility to remain registered on the register of the category of the provider's registration | As soon as practicable after the decision and at least 28 days before the day the meeting is held |
| A change in the provider's affairs that may have an adverse impact on its compliance with the Housing Act 2003 | Before the change or within three days of the change |
| Any other event for which the registrar gives the provider notice | Within the time stated in the notice |

4.3 MAINTAINING THE REPUTATION OF THE COMMUNITY HOUSING SECTOR

As a registered local government for community housing council is required to notify the Queensland Registrar under the Queensland State Regulator Code. Councils are required to maintain high standards of probity.

The below table outlines examples of reportable incidents that may damage the reputation of the community housing sector and are provided as a guide only and are not intended to be an exhaustive list.

Further reference should be made to the Guidelines for Local Government – Notification to the Queensland Registrar.

4.4 OBLIGATION TO NOTIFY

Community Services Coordinator will, in conjunction with the Housing officer, keep an updated register of all notifiable events for reporting to Queensland State Regulatory System for Community Housing (QSRSCH). The Community Services Coordinator will duly inform the Manager Community Services of such events.

The events that fall outside of Manager Community Services jurisdiction, will be notified by Manager Corporate Services.

4.5 DETAILS OF NOTIFIABLE EVENTS

The following information is required to be provided to Queensland Registrar:

- Details of the incident including when it happened or is going to happen.
- The person's involved, the action taken or planned to be taken by council.
- Contact details of the person responsible for managing the response by council.
- Whether the incident has been notified to any other regulators or external agencies and the details of the notification provided.

| TYPE OF EVENT | THE QUEENSLAND REGISTRAR MUST BE NOTIFIED WITHIN THE FOLLOWING TIMEFRAME |
|--|--|
| Proven serious or repeated breaches of council's code of conduct | Within 72 hours of any incident that damages or may damage the reputation of the community housing sector. |
| Substantiated fraudulent or other criminal behaviour by staff, management or volunteers | |
| Any incident within the community housing program, which results in the involvement of the Queensland Police Service or media exposure / involvement | |
| Any other matter that may bring disrepute to the community housing sector | |

Notifications should be made by:

Email: QLDHousingRegistrar@hpw.qld.gov.au

Mail: Queensland Registrar
Regulatory Services
Department of Housing and Public Works
GPO BOX 690
BRISBANE QLD 4001

4.6 FAILURE TO NOTIFY

Council is required to be proactive in reviewing and disclosing notifications of events / incidents to the Queensland Registrar and addressing any areas of non-compliance as they arise.

Notifying the Queensland Registrar of any event is a requirement under the Housing Act 2003, the Queensland State Regulatory System for Community Housing and the Queensland State Regulatory Code.

Failure to notify may trigger compliance action to council by the Queensland Registrar.

5 DEFINITIONS

| TERM | MEANING |
|------------------|--|
| Notifiable event | any serious event that compromises the quality of services, the good governance or viability of the organisation and which would raise public concern about standards of probity |

6 RELATED DOCUMENTS

- PL-CS084 - Community Housing Policy

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

Entertainment & Hospitality Expenditure Policy

Meeting Date: 20 November 2024

Attachment No: 5

Entertainment & Hospitality Expenditure Policy

PL-GV011

ENTERTAINMENT & HOSPITALITY EXPENDITURE POLICY

| | |
|----------------------|--|
| POLICY NUMBER | PL-GV011 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Corporate Services |
| RESPONSIBLE MANAGER: | Manager Corporate Services |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of this policy is to ensure compliance with section 196 of *Local Government Regulation 2012* (the Regulation) and that Council's spending on entertainment or hospitality is reasonable and appropriate.

2 SCOPE

This policy applies to all Councillors and employees

3 LEGISLATIVE CONTEXT

Local Government Regulation 2012, section 196

4 POLICY DETAILS

4.1 PRINCIPLES

1. All entertainment and hospitality spend must be incurred in the public interest, or as a legitimate means of promoting Council business. Examples of entertainment or hospitality include:
 - Entertaining members of the public to promote a Council project;
 - Providing food or beverages to a person visiting Council in an official capacity;
 - Paying for a Councillor or Council employee to attend a function as part of their official duties or obligations.
2. The person authorising the spending must be able to validate the benefits to Council and the community.
3. The amount spent on entertainment and hospitality must be commensurate with the benefit received by Council or the community.
4. The spending must be within Council's budget and be authorised in accordance with Council's accounting procedures.
5. Entertainment and hospitality expenses may only be charged to a corporate purchase card if prior authorisation has been obtained and such spending has been authorised within a specified limit.
6. Approvals for spending are as follows:
 - Employees may not authorise their own spending.
 - Spending by a Council employee must be authorised by the employee's Manager/Supervisor.
 - Spending by the Chief Executive Officer must be authorised by the Mayor or Deputy Mayor.
 - Spending by a Councillor must be authorised by the Mayor or Chief Executive Officer,
 - Spending by the Mayor must be authorised by the Chief Executive Officer
 - All alcohol expenditure must be approved by the Chief Executive Officer prior to being incurred
 - Appropriate documentation must be supplied when claiming reimbursement for expenses incurred (e.g. tax invoices, receipts etc.) including sufficient details for Fringe Benefit Tax purposes.
 - Where there is some doubt about the validity of claiming particular spending, the principles of this policy should be used to make the determination.
7. Fringe Benefits Tax (FBT) may be payable on certain types of expenditure and the officers requesting and approving entertainment and hospitality expenditure should be aware of the FBT implications.

5 DEFINITIONS

| TERM | MEANING |
|---|---|
| Authorised officer | A council officer at manager level or above who has sufficient financial delegation to authorise the expenditure. |
| Reasonable and appropriate expenses | <p>Council must make sound judgements and consider what is appropriate, responsible and acceptable to the community when determining reasonable levels of expenditure.</p> <p>To assess whether expenditure is reasonable, the person claiming the expenditure must be comfortable in disclosing the expense, should that be required, and be able to identify the benefit for Council, and the public generally. They should be satisfied that the claim was reasonable, prior to the authorisation of any such payment or reimbursement.</p> <p>Expenditure considered reasonable as official hospitality includes the provision of tea, coffee, sugar, milk, morning, afternoon tea and lunch for official visitors and appropriate staff. Dinner may also be applicable if Council is hosting an evening event.</p> <p>Also considered reasonable is the provision of tea, coffee, sugar and milk in all Council staff kitchens which can also be used by external people when invited on site.</p> |
| Not reasonable and appropriate expenses | <p>Examples include:</p> <ul style="list-style-type: none"> - Tips or gratuities – tipping is not customary in Australia, however when travelling overseas and tipping is the custom, these will be considered official expenditure; - Dinners/functions at the private residence of a Councillor or Council officer; - Stocking of bar fridges; - Mini bar expenses; - Alcohol during seminars, workshops, training, courses and other functions unless deemed appropriate and approved by the Chief Executive Officer - Staff working on Council premises where food and beverages are on sale are not entitled to charge food and beverages to Council in the normal course of their duties. |

6 RELATED DOCUMENTS

- PL-FS010 - Procurement policy
- PL-CS024 - Reimbursement of Expenses and Provision of Facilities for Councillors policy
- PL-CS052 - SDRC Code of Conduct policy
- Code of Conduct for Councillors in Queensland

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

Fleet Replacement Lifecycle Policy

Meeting Date: 20 November 2024

Attachment No: 6

Fleet Replacement Lifecycle Policy

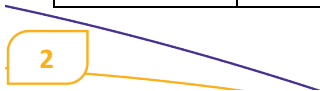
PL-IS104

FLEET REPLACEMENT LIFECYCLE POLICY

| | |
|----------------------|----------------------------------|
| POLICY NUMBER | PL-IS104 |
| DIRECTORATE: | Infrastructure Services |
| SECTION: | Parks and Operations - Fleet |
| RESPONSIBLE MANAGER: | Manager Parks and Operations |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

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1 PURPOSE

Council owns, controls, manages and maintains an extensive range of “fit for purpose” plant, equipment and vehicles.

The objective of the Fleet Replacement Lifecycle Policy is to:

- Establish the framework for effectively managing a modern, efficient and safe fleet of vehicles and plant
- Ensure that Council decisions with respect to fleet are based around staff and public safety, productivity and cost-effectiveness
- Provide assets that enable affordable and competitive internal hire rates.

2 SCOPE

This policy applies to all assets of vehicles and plant owned and managed by Southern Downs Regional Council

3 LEGISLATIVE CONTEXT

- *Heavy Vehicle National Law Act 2012*
- *Local Government Act 2009*
- *Work Health and Safety Act 2011*

4 POLICY DETAILS

4.1 POLICY OVERVIEW

This policy applies to all assets of vehicles and plant Council has direct responsibility for and control over including (but not limited to):

- Plant and machinery;
- Maintenance and emergency equipment (SES, Generators etc.); and,
- Passenger and utility vehicles.

This Policy establishes a fleet replacement schedule, which takes a range of factors into account, including:

- Industry benchmarks for optimum fleet replacement
- Current resale value of the asset
- Past trade-in trends for the asset type
- Maintenance and servicing costs
- Other whole of life costs
- Data from fleet dealers and resale auctions

4.2 POLICY EXCEPTIONS

Exceptions to this schedule may occur on a case by case basis under the following circumstances:

- Changes to operational requirements.
- Excessive wear, exceptional circumstances and/or favourable market conditions to achieve optimum resale price.

- Balancing Council budget requirements against other non-fleet priorities.
- Condition of auxiliary systems on truck mounted units, where replacement of the truck itself will involve considerable engineering.
- Certain items of plant with low utilisation rates (when compared to industry standards) are required in areas for daily operational use, such as forklifts and backhoes operating predominantly in Council depots and other facilities

All exceptions shall be referred in writing to the Fleet and Workshops Coordinator for review, in conjunction with the relevant department Coordinator/Overseer, before final approval by the Manager Parks and Operations.

4.3 REPLACEMENT LIFECYCLE TIMES

In general, replacement lifecycle times and or meter readings for plant and vehicles should be as follows:

| GROUP TYPE | SDRC REPLACEMENT YEARS | SDRC KM/HR |
|--|------------------------|------------|
| Excavator (<25T) | 8 | 7000 hrs |
| Forklift | 8 | 2000hrs |
| Grader | 8 | 9000hrs |
| Loader | 10 | 8000hrs |
| Loader-Backhoe | 7 | 5000hrs |
| Mower – Out Front and Folding Wing | 5 | 2000hrs |
| Mower – Reach 6m (Flail Arm) | 5 | - |
| Mower - Slasher | 7 | - |
| Mower - Zero Turn | 5 | 1500hrs |
| Other - Paver or Road Profiling Machine | 8 | 5000hrs |
| Other - Wood Chipper | 10 | 5000hrs |
| Roller (Rubber Tyre, Vibrating, Steel etc) | 8 | 5000hrs |
| Skid Steer | 5 | 4000hrs |
| Street Sweeper | 5 | 6000hrs |

| | | |
|--|----|-----------|
| Tractor | 8 | 5000hrs |
| Trailer - Box / Tradesman Trailer | 15 | - |
| Trailer - Heavy Transport Trailer inc Quad Float | 10 | - |
| Trailer - Plant Trailer | 10 | - |
| Truck - Heavy Duty (HR and HC) - 9T to 16T and Prime Mover | 10 | 500 000km |
| Truck - Light Duty (LR) - < 2T | 8 | 150 000km |
| Truck - Medium Duty (MR) - 2T to 8T | 8 | 200 000km |
| Truck - Patching | 10 | 200 000km |
| Vehicles - Diesel 2WD Utes and Dual Cabs | 4 | 90 000km |
| Vehicles - Diesel 4WD Utes and Dual Cabs | 4 | 90 000km |
| Vehicles - High Clearance/ Diesel SUV | 4 | 90 000km |
| Vehicles - Mobile Library Van | 15 | 200 000km |
| Vehicles - Offroad (ATV's) | 10 | - |
| Vehicles - Sedans, SUV and 4WD wagons | 4 | 150 000km |
| Vehicles - SES | 10 | 90 000km |
| Water Tanks (Designated) | 20 | - |
| Water Tanks (Slip In) | 10 | - |
| Water Trucks (Designated) | 10 | 250 000km |

4.4 FINANCIAL BUDGETING

The Fleet and Workshops Coordinator will maintain a ten (10) year fleet replacement plan with proposed budget forecasts, as well as a financial year budget for the following financial year. This approach requires

sustained organisational commitment so that all of Council's plant and vehicles are replaced while still in an efficient and safe condition and yielding an optimum resale value.

The Fleet and Workshop Coordinator will maintain and update these budgets, at a minimum, on a quarterly basis. Reviews will be undertaken of all utilisation and plant hire rates at least annually to ensure an appropriate revenue return for each plant item and the fleet as a whole.

The Fleet and Workshop Coordinator and Manager Parks and Operations shall review the budgets, utilisation and future plant and vehicle requirements and provide the latest ten (10) year plan and future financial year information to Council as part of the annual budgeting process.

When determining the most economical time to replace an asset, consideration is given to the type of plant, utilisation (hours/km), age, service history, consumables, repair costs, suitability for the role, reliability, current plant value, technology and WH&S requirements.

The specifications for a replacement asset shall consider the resale value, suitability for purpose, performance and operational profitability, efficiency requirements (size), parts and service backup, consumable costs, WH&S and technology requirements, maintenance and operator assessment. The Fleet and Workshops Coordinator will ensure that, at all times, a consultative approach is applied to specifying and procuring plant which meets as many of Councils requirements as possible.

4.5 PLANT AND FLEET PROCUREMENT

All plant and vehicles shall be purchased in accordance with the provisions of Southern Downs Regional Council Procurement Policy (PL-FS010).

Where a vehicle or plant item is approved for replacement in a financial year, and a change of business requirements results in an increase in the forecast cost associated with the replacement, such changes will require approval from Council by resolution.

Where the change in business requirements does not change the forecast cost, or reduces it, such changes will require approval of the CEO.

5 RELATED DOCUMENTS

- PL-FS010 – Procurement Policy
- PL-HR003 – Work Health and Safety Policy



REVIEW OF POLICIES

Grants to Community Policy

Meeting Date: 20 November 2024

Attachment No: 7

Grants to Community Policy

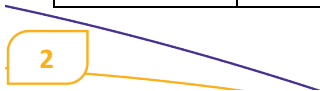
PL-CS075

GRANTS TO COMMUNITY POLICY

| | |
|----------------------|--------------------------------------|
| POLICY NUMBER | PL-CS075 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Community Services |
| RESPONSIBLE MANAGER: | Click or tap here to enter text. |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

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1 PURPOSE

The Grants to Community Policy is designed to meet the *Local Government Regulation 2012* statutory requirement, noted below at item 3, and to outline Council's commitment to supporting communities in the region by providing financial assistance.

Council recognises the important contribution community organisations and community members make to the safety, health, equity, vibrancy and inclusiveness of their communities. Council's Grants to Community program will foster a community wide partnership approach to addressing social, cultural, environmental and economic objectives.

2 SCOPE

This policy applies primarily to the following Grants to Community Funding Streams and is to be read in conjunction with the Community Grants Guidelines. Additionally, the following will be briefly addressed:

- Major Event Sponsorship
- Annual Operational Funding Recipients
- Regional Arts Development Fund ('RADF')
- Council as an Auspicing Organisation

This policy does not apply to River Improvement Trusts.

3 LEGISLATIVE CONTEXT

- *Local Government Regulation 2012*, Part 5, Section 194
- A local government may give a grant to a community organisation only –
 - (a) If the local government is satisfied
 - i. the grant will be used for a purpose that is in the public interest; and the community organisation meets the criteria stated in the local government's community grants policy.
- A local government must prepare and adopt a policy about local government grants to community organisations (a **community grants policy**), which includes the criteria for a community organisation to be eligible for a grant from the local government.
- *Local Government Act 2009*

4 POLICY DETAILS

4.1 GOVERNANCE

The purpose of *Grants to Community* is to offer financial assistance to community members and not-for-profit community organisations for their facilities and activities.

The governance of Grants to Community is undertaken by Council staff in accordance with the Grants to Community Policy and Community Grants Guidelines.

4.2 FUNDING STREAMS

Council offers the following Grants to Community Funding Streams subject to budgetary allocation each financial year:

- Grants to Community - Community Grant



4.3 GRANTS TO COMMUNITY PHILOSOPHY

The Grants to Community is developed with a philosophy of partnership, whereby Council provides a range of grants to encourage, engage and support groups in the community to make a positive and ongoing contribution to the region's environmental sustainability, community wellbeing, economic prosperity and cultural and sporting life. Grants to Community will be via a competitive process, with ongoing funding not guaranteed.

4.4 COMMUNITY GRANTS GUIDELINES

Council's grant programs are administered in accordance with the guidelines. The guidelines set out the philosophy, objectives, eligibility, application and assessment criteria, acquittal process and the terms and conditions. Guidelines are approved by Council in conjunction with the Grants to Community Policy and are reviewed annually.

4.5 GRANTS TO COMMUNITY FUNDING

The allocation of funds for Grants to Community will be in accordance with Council's budget priorities and the objectives of Council's Corporate Plan. The amount of funding made available each year will be determined by Council in its annual budget process.

4.6 GRANTS TO COMMUNITY ELIGIBILITY CRITERIA

To be assessed for a community grant, the organisation must show the following:

- The applicant organisation, or its auspicing organisation, need to be a legal incorporated not-for-profit ("NFP") entity and will be required to attach evidence of its legal structure to the grant application.

The four (4) common legal structures that are used to incorporate a not-for-profit organisation based in Queensland are:

- o Incorporated Association ("IA")
- o Company Limited by Guarantee ("CLG")
- o Cooperative ("Co-Op")
- o Indigenous Corporation ("IC")

The Australian Charities and Not-For-Profits Commission ("ACNC") registers NFP charitable organisations that generally use one of the above four legal structures ("Charity").

- The applicant organisation, or its auspicing organisation, needs to have an Australian Business Number ("ABN") and attach evidence to the application form.
- The applicant organisation must operate within the Southern Downs Regional Council area.
- The applicant organisation, or its auspicing organisation, needs to confirm that it has fully acquitted any previous funding received from Council.
- The applicant needs to advise if it has any debt to Council which includes, outstanding lease fees, capital loan repayments, rates, debts or scheduled payment arrangements.
- The applicant organisation, or its auspicing organisation, needs to demonstrate it has current and appropriate insurance cover for the project and attach evidence to the application form.
- The applicant organisation needs to confirm if it has a Lease with Council and if successful, will need to seek approval before commencing the project.

4.7 GRANTS TO COMMUNITY ASSESSMENT

Assessment of the pre-eligibility and application assessment criteria for the Grants to Community – Community Grant applications will be undertaken by a delegated Council officer and approved under delegation by the Manager responsible for Grants to Community.

4.8 SIZE OF GRANTS

The maximum grant available for each Funding Stream is noted below however, the average grant awarded may be less. Council is not able to be the sole funder for every project and has the discretion to offer applicants partial funding.

Applicants may receive only one Community Grant per financial year and cannot receive funding for the same project from more than one Council funding stream.

Grants to Community Funding Streams are subject to budgetary allocation each financial year.

| Funding Stream | Maximum Grant Available |
|---------------------------------------|-------------------------|
| Grants to Community – Community Grant | Capped at \$2,000 |

4.9 TYPE OF GRANT

The Grants to Community – Community Grant will be offered as a continuing program to not-for-profit organisations of the Southern Downs region all financial year, subject to budgetary allocation.

4.10 PROMOTION

The Grants to Community will be promoted using a combination of one or more of the following approaches:

- Online via the Southern Downs Regional Council's website;
- Media releases & advertisements in local newspapers;
- Community Information Sessions;
- Direct email;
- Telephone 'on-hold' message;
- Facebook;
- MY SDRC App;
- Southern Downs eNews; and
- Customer Service Centres.

4.11 POLICY OUTCOMES

The outcomes of this policy include:

- Achieving the outcomes of Council's Corporate Plan (as amended) or another visionary document.
- Providing not-for-profit community organisations and community members with financial support to meet identified community need and providing benefit to the broader Southern Downs region.
- Developing vibrant, engaged and more resilient communities.
- Providing a standard approach and framework to establish community partnerships.
- Distributing funds in an equitable, transparent and sustainable manner.

4.12 DEALING WITH PERFORMANCE ISSUES

Grant recipients may fail to deliver on aspects of their Funding Offer & Agreement for a range of reasons. In such instances following interventions may occur:

- Request the funding be returned; or
- Place the applicant on the not-acquitted list and, until the full acquittal is received, the applicant remains on the list indefinitely.

4.13 RECORD-KEEPING

The Grants to Community records are managed by the Community and Cultural Services department. All records are electronically filed into Council's ECM Records Management System. All documents relevant to Grants to Community need to be stored by Council for at least seven (7) years.

Accurate record keeping tracks the interactions between Council and each unique grant applicant throughout the entire grant process.

4.14 GRANTS TO COMMUNITY REPORTING

All financial assistance awarded through Grants to Community will be reported in Council's Annual Report.

4.15 GRANTS TO COMMUNITY ACKNOWLEDGEMENT

The manner in which Council's support is to be acknowledged will be specified in the Funding Offer & Agreement entered into with successful grant recipients.

4.16 GRANTS TO COMMUNITY REVIEW

An annual review of the Grants to Community should occur and be based on what worked? What didn't work? What would we do differently next time? After the review, all Grants to Community governing documents should be updated to reflect the lessons learned in an endeavour to continuously improve Council's Grants to Community.

Achievements and implementation will be evaluated as follows:

- Council staff will be responsible for reviewing the Grants to Community lessons learned and implementing any improvements approved by Council's senior management.
- Should Policy amendments be required a Report will be presented to the Ordinary Council Meeting for consideration, and adoption.
- It is envisaged that whilst reporting, monitoring and assessment data will be used, the review may also seek information from key stakeholders.

4.17 MAJOR EVENT SPONSORSHIP

Council supports a number of Major Events and Festivals in the Region. This support falls outside the remit of this policy. The Major Events and Festivals are supported by the Southern Downs Regional Council under strict contractual conditions and have a proven and significant impact on the regional economy.

Organisations that are supported by Council through the Major Event Sponsorship are not eligible to apply for Council's Grants to Community.

4.18 OPERATIONAL FUNDING RECIPIENTS

Organisations that receive annual operational funding from Council are not eligible to apply for Grants to Community.

4.19 REGIONAL ARTS DEVELOPMENT FUND

The Regional Arts Development Fund (RADF) is a partnership between State and Local Governments which invests in quality arts and cultural experiences across Queensland based on locally determined priorities.

Organisations that are supported by Council through the Major Event Sponsorship are eligible to apply for RADF funding.

Organisations that receive annual operational funding from Council are eligible to apply for RADF funding.

Organisations that receive Grants to Community – Community Grant funding from Council are eligible to apply for RADF funding, as long as the applicant is requesting funding for a different project.

4.20 COUNCIL AS AN AUSPICING ORGANISATION

In the event Council is approached by an individual or organisation to be their Auspicing Organisation for a purpose outside of Council's Grants to Community, they are to be directed to Council's Corporate Services Department.

5 DEFINITIONS

| TERM | MEANING |
|------------------------|---|
| Acquittal | A report completed by the grantee to demonstrate that grant funds were expended as agreed in the Funding Agreement and to provide proof that all other requirements of the grant were met |
| Community organisation | As defined in Schedule 8 of the Local Government Regulation 2012, community organisation means: (a) an entity that carries on activities for a public purpose; or (b) another entity whose primary object is not directed at making a profit. N.B Schedule 1 of the Acts Interpretation Act 1954 defines “entity” to include a person and an unincorporated body. |
| Conflict of interest | A potential, perceived or actual conflict between a team member’s or Councillor’s official duties and responsibilities in serving the public interest and their private interests. A conflict of interest can arise from gaining a personal advantage or avoiding a personal loss, either pecuniary or non-pecuniary. This includes advantages to relatives, friends and business associates. |
| Councillors | All elected representatives, including the Mayor |

6 RELATED DOCUMENTS

- Community Grants Guidelines which can be found on Council’s website [Grants to Community - Southern Downs Regional Council \(sdrc.qld.gov.au\)](https://www.sdrc.qld.gov.au/grants-to-community)

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]

REVIEW OF POLICIES

Infrastructure and Public Place Naming Policy

Meeting Date: 20 November 2024

Attachment No: 8

Infrastructure and Public Place Naming Policy

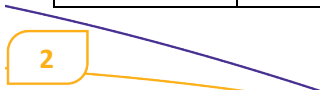
PL-IS092

INFRASTRUCTURE AND PUBLIC PLACE NAMING POLICY

| | |
|----------------------|--------------------------------------|
| POLICY NUMBER | PL-IS092 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Sustainability and Strategy |
| RESPONSIBLE MANAGER: | Manager Sustainability and Strategy |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of this policy is to provide guidelines for the naming or renaming of infrastructure (such as but not limited to roads, streets, parks, bridges, pathways, and other assets) and public places within the jurisdiction of Southern Downs Regional Council (Council).

The key objectives of this policy are:

- To provide a consistent policy for naming or renaming.
- To increase the use of names which have a locally relevant historical, flora or fauna theme.
- To provide staff, community and developers with clear information on Council's requirements for the naming or renaming.

2 SCOPE

This policy applies to the naming or the renaming of infrastructure, land or public place¹ for which Council is the custodian.

This policy does not apply to:

- Towns, geographic communities and village names; or,
- Roads and bridges under State Government control.

3 LEGISLATIVE CONTEXT

Local Government Act 2009

Human Rights Act 2019

4 POLICY DETAILS

4.1 COMMON PRINCIPLES FOR NAMING

4.1.1 A PROPOSED NAME MUST ADHERE TO ONE OR MORE OF THE FOLLOWING PRINCIPLES:

- Be appropriate to the local, indigenous, geographical, environmental or physical character;
- Be of verifiable historical or cultural significance;
- Relate to the local flora, fauna, landscape;
- Be named after a benefactor, eminent person, pioneer or long-term land holder of verifiable significance;

4.1.2 A PROPOSED NAME MUST:

- Be unique in nature;
- Be sensitive to diverse cultures in accordance with community standards and values;
- Be spelt using contemporary Australian English;
- Be spelt correctly; and
- Be referred to and approved by the relevant traditional owners/custodians of the land on which the asset is located if the name is indigenous in origin or of indigenous cultural significance

¹ Local Government Act 2009, Section 125 (5)

4.1.3 A PROPOSED NAME MUST NOT:

- Be a duplication of another name
- Have significant similarity to an existing name;
- Generally contain abbreviations;
- Cause confusion;
- Be offensive or likely to give offence;
- Be interpreted as advertising for a commercial or industrial enterprise;

4.1.4 A PROPOSED NAME MUST CONFORM TO THE REQUIREMENTS OF:

- This policy;
- Any other relevant Council policies;
- Department of Transport and Main Roads' Manual of Uniform Traffic Control Devices; and,
- Australian/New Zealand Standard AS/NZS 4819:2011 Rural and Urban Addressing Section 4.

4.1.5 COUNCIL RESERVES THE RIGHT TO:

- Adopt or decline any name proposed by an individual, group, or organisation;
- Adopt an alternative name

4.2 NAMING/RENAMING OF ROADS AND BRIDGES

A road may be named or renamed as a result of one of the following circumstances:

- Change of name for an existing road;
- Previously unnamed road; or
- Road extension.

A road name will be defined by the area of the formed road. Unformed roads will not be named unless a name is required for addressing purposes except in exceptional circumstances. Officers will assign the Road Type using the definitions defined by AS/NZS 4819:2011 4.3 Road Name Components - Road Type.

For renaming of roads, where a road crosses a Council boundary, consultation will be held with the relevant boundary Council.

Wherever practicable, roads will have a single and unique name and be continuous from the designated start to the designated end of the road asset, irrespective of Council boundaries, terrain and intersecting roads.

Road names are intended to be enduring, and should only be changed if and where necessary

4.3 NAMING OF ROADS IN NEW SUBDIVISIONS

Proponents should propose three (3) suggested names, in order of preference and including a reason for the preferred names with demonstration of adherence to the requirements of this policy, for each road within the new subdivision at the time of submitting their Operational Works Application.

4.4 NAMING/RENAMING OF PARKS AND INFRASTRUCTURE WITHIN A PARK

The primary purpose of a park is for recreation, not as a memorial, and naming after persons will only be considered under circumstances relating to benefaction or bequest; or where there has been substantial and verifiable community contribution made to the local community by the nominated person and there is broad and extensive community support.

A park may be named or renamed as a result of one of the following circumstances:

- Change of name for a previously unnamed or default named park; or,
- Overwhelming and verifiable change in community attitude and support.

Park names should be unique within the locality and have general appeal and relevance to the community in which they are located. Parks shouldn't have the same name as other parks within the region and if existing, should be distinguished additionally by their location

Park names should be unique within the locality and have general appeal and relevance to the community in which they are located. Parks shouldn't have the same name as other parks within the region and if existing, should be distinguished additionally by their location.

4.5 REQUEST FOR NAMING OR RENAMING OF AN INFRASTRUCTURE ASSET

Renaming is discouraged however an infrastructure asset may be renamed under special circumstances with the below elements being considered to assist Council's decision:

- The person or body or entity after which the infrastructure asset was named has been discredited or dishonoured;
- There is strong community desire for the name change;
- The name is duplicated elsewhere in the Council area;
- It is found that the information submitted regarding the naming of the infrastructure asset is factually incorrect; or
- The name does not comply with AS/NZS 4819.2011 Rural and Urban Addressing.

4.6 SUBMITTING A REQUEST TO COUNCIL

All requests relating to the naming of an asset must be submitted to Council in writing or on the relevant application form. Requests should contain all relevant details, including supporting documentation, background for the request and contact details for the applicant.

4.7 ASSESSMENT OF A REQUEST

Upon receipt of a request Council officers will undertake the following assessment process:

1. An analysis will be made of the request.
2. If none of the proposed names are in accordance with the Policy, the application will not be approved and the applicant advised accordingly.
3. If there is a proposed name/s in accordance with the Policy then a report will be presented to Council putting forward a proposed name (based on the applicable criteria) to go out for official public consultation.
4. The proposed name will then be available for public comment for a minimum period of 21 calendar days and shall include:
 - a) Advertising in the relevant media;
 - b) Written advice to all adjacent landholders;
 - c) Written advice to any other stakeholders for input; and
 - d) Input from internal departments.
5. After the end of the consultation period, a report will be prepared for submission to the next available Council meeting. The report shall advise of the details of the application, together with any correspondence received. At this meeting a suitable name should be adopted based on both the applicable criteria and the outcomes of the public consultation.
6. The applicant and relevant stakeholders will be advised of the outcome.

4.8 ADOPTION OF NEW NAME

After adoption of the new name, correspondence will be forwarded to the applicant, any respondents, adjacent landholders and stakeholders advising of the decision.

All relevant departments, including but not limited to, the Department of Resources, the Department of Fire and Emergency Services, Telstra, Ergon Energy and Australia Post are to also be advised of any road or place name changes

5 DEFINITIONS

| TERM | MEANING |
|------|---------|
| | |
| | |

6 RELATED DOCUMENTS

PR-ES48 Road and Street Naming Procedure

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]

REVIEW OF POLICIES

Infrastructure and Public Place Naming Procedure

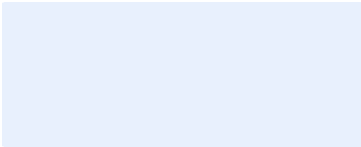
Meeting Date: 20 November 2024

Attachment No: 9

Infrastructure and Public Places Naming Procedure

PR-ES48

INFRASTRUCTURE AND PUBLIC PLACES NAMING PROCEDURE

| | |
|----------------------|--|
| PROCEDURE NUMBER | PR-ES48 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Sustainability and Strategy |
| RESPONSIBLE MANAGER: | Manager Sustainability and Strategy |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of this procedure is to provide guidelines for the naming or renaming of infrastructure within the Southern Downs Regional Council area. Policy PL-IS092 Infrastructure and Public Place Naming Policy has precedence over this procedure. This document is meant as a guide to support the community in understanding this policy.

2 SCOPE

The scope of the procedure is:

- To provide a consistent procedure to infrastructure and street naming or renaming
- To increase the use of names which have a locally relevant historical, flora or fauna theme
- To provide staff, community and intending developers with clear information on Council's requirements for the naming or renaming of infrastructure

3 LEGISLATIVE CONTEXT

Local Government Act 2009, s60(c) and (d)

4 PROCEDURE DETAILS

4.1 INFORMATION TO BE PROVIDED

A written proposal submitting three suggested names in order of preference including a reason for the preferred names, together with a plan showing the location of the road to be named or renamed is to be submitted to Council.

4.2 ASSESSMENT PROCESS

Council Officers will initially assess the proposed names against the guidelines outlined in section 4.4 in order of preference listed in the submission. If a proposed name is in accordance with the guidelines the proposed name will be advertised for public comment for a minimum period of 14 calendar days and shall include:

- Advertising in the relevant local newspaper;
- SDRC Social Media.

For renaming of roads, where a road crosses a Council boundary, consultation will be held with the relevant boundary Council.

If none of the proposed names are in accordance with the guidelines, the application will not be approved and the applicant advised accordingly.

After 14 calendar days advertising of the proposed road name, a report will be prepared for submission to the next available Council meeting. The report shall advise of details of the application together with any correspondence received.

4.3 ADOPTION OF THE ROAD NAME

After adoption of the road or street name a letter shall be forwarded to the applicant.

The Department of Natural Resources and Mines and the Department of Emergency Services, Telstra and Australia Post are to also be advised of any road or street name changes.

4.4 GUIDELINES FOR NAMING OF INFRASTRUCTURE

Council determines road names for unnamed roads and renaming of roads, based on the merit of each request. The following criteria will be used in assessing proposals for road and street names within the Southern Downs Regional Council area.

4.4.1 UNIQUENESS

Duplication of names within the Region will be avoided. If possible duplication of names in proximity to adjacent localities should also be avoided. This requirement is to avoid confusion particularly for emergency services.

4.4.2 PREFERRED SOURCES

The preferred sources for road and street names include;

- Names of founding mothers and fathers, prominent citizens or identities, excluding living persons
- Flora and fauna, generally using the local name and avoiding lengthy or complex scientific names
- Animals e.g. Emperor Avenue, Shark Street
- Name of Region e.g. Junabee Road, Clintonvale-Goomburra Road
- Local Landmarks e.g. Mt Marshall Road, Spring Creek Road
- Theme Area e.g. Kidman Drive in Cinema Heights Estate
- Explorers Names e.g. Cunningham Street.

4.4.3 APPROPRIATENESS

Names should be appropriate to the physical, historical or cultural character of the area concerned.

4.4.4 ORIGIN

The origin of each name should be clearly stated and subsequently recorded.

4.4.5 VARIATION

A variation to preferred road and street names will be considered on the individual merits of the proposal.

4.4.6 FORMAT

Unduly long names and names comprised of two or more words should be avoided.

- A given name should only be included with a family name where it is essential to identify an individual or where it is necessary to avoid ambiguity. The use of given names should generally be avoided.
- Whilst street and cul-de-sac names should only have one word, it is recognized that some roads require a two-word name because of their geographic relationship e.g. New England Highway

4.4.7 SPELLING

- Where it is intended that a road have the same name as a place or feature with an approved geographical name as shown on the Locality Names and Boundaries plan prepared by the Department of Natural Resources and Mines, then particular care should be taken to ensure that the correct spelling is adopted.
- Generally, road or street names proposed should not contain abbreviations e.g. The "Creek" in "Gecko Creek Road" should not be abbreviated.
- The apostrophe mark should be omitted in the possessive case e.g. "Fred's Road" should be "Freds Road". Apostrophes forming part of an eponymous name may be included (e.g. O'Brien Road).
- It is preferable to delete a possessive "s" unless the euphony becomes harsh e.g. "Smith Road" not "Smiths Road".
- The use of hyphens should be avoided.

- A road name shall not be similar in spelling or sound (e.g. Johnson, Johnsen) to any other road name in the region.

4.4.8 ROAD TYPE

Proposals for road and street names should include an appropriate road type suffix.

- Assistance to travellers should be a major consideration in the choice.
- The suffix should generally reflect the form of the road or street e.g. Crescent – a crescent or half-moon, re-joining the road from where it starts; Place, Close or Court for a cul-de-sac.

4.4.9 LIST OF SUFFIXES

The following list of road suffixes considered suitable for Southern Downs Regional Council is included for convenience:

- Avenue
- Boulevard
- Close
- Court
- Crescent
- Drive
- Lane
- Parade
- Place
- Road
- Street
- Terrace
- Walk.

In most cases, the connotations are clear, however, where necessary, a definition can be checked in the dictionary. There is to be no prefix or additional suffix used in a road name. The use of similar words to Upper, Lower, Extension, North, East, South, West should be avoided where possible to prefix or suffix a road name. Council Officers will determine the final suffix in accordance with the Policy.

4.5 NAMING OF ROADS IN NEW SUBDIVISIONS

Developers should propose three suggested names, in order of preference and including a reason for the preferred name, for each road within the new subdivision at the time of submitting their Operational Works Permit.

Council has the discretion at all times to advertise for public comment for any road name/s within subdivisions.

5 DEFINITIONS

| TERM | MEANING |
|------|---------|
|------|---------|

| | |
|-------------|--|
| Road | For the purpose of this procedure, means any road, street or vehicle/pedestrian access-way in either road reserve or group title. It does not include access- ways on private property (including those under easement). |
| Road name | Is the official name to be used for the purpose of locating and addressing. The road name excludes the road type portion (eg Street, Close, etc). |
| Renaming | Is when a road which already has an official name is to be changed in part or whole. |
| Duplication | Refers to the road name itself and does not include the road type. For example, Alice Street is considered a duplication of Alice Lane. |

6 RELATED DOCUMENTS

PL-IS092 Infrastructure and Public Place Naming Policy

7 APPENDIX

[Insert references to material or resources used to prepare the procedure, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

Public Art Policy

Meeting Date: 20 November 2024

Attachment No: 10

Public Art Policy

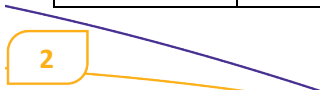
PL-CS107

PUBLIC ART POLICY

| | |
|----------------------|--------------------------------------|
| POLICY NUMBER | PL-CS107 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Community Services |
| RESPONSIBLE MANAGER: | Manager Community Services |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

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1 PURPOSE

The purpose of the Public Art Policy is to establish Council's role in arts and cultural development in the region's public space that it owns and/or operates by providing:

- A vision and framework identifying key opportunities and strategies for implementation, which drive arts and cultural development in the Southern Downs Region; and
- A "blue print" used by the Council to guide the decision-making on where to strategically best allocate the available resources.

The policy applies to the cultural programs and facilities of Council, the Regional Arts Development Fund program ("RADF") and the broader community arts, culture and heritage sector programs and activities where the are is to be displayed in a location that is owned and/or operated by Council.

Council is committed to:

- Working in partnership with the community to achieve shared public art policy objectives; and
- Engaging with federal and state government funding bodies to secure adequate resources and investment in regional projects and programs.

The Public Art Policy objectives are to:

- Recognise the diverse nature of Public Art expression;
- Increase understanding of Public Art through interpretation, engagement and education;
- Encourage and support initiatives that provide interpretive signage and Public Art that has local or regional relevance, explains meaning behind place names and gives insight into natural and cultural heritage of towns, villages and significant related sites.
- Ensure artworks held in the public domain are of high artistic standard and their selection or acquisition follows the processes outlined in any Public Art Procedure developed by the Council.

2 SCOPE

This policy applies to all Councillors, Council officers, Council contractors and Galleries (those galleries that receive operational funding from Council) who are engaged in the process or receipt of donations or acquisition, requests or commissions for Public Art and artworks to be held by the Council.

3 LEGISLATIVE CONTEXT

Local Government Act 2009

4 POLICY DETAILS

4.1 OBJECTIVES

The Public Art Policy objectives are to:

- Recognise the diverse nature of Public Art expression;
- Increase understanding of Public Art through interpretation, engagement and education;
- Encourage and support initiatives that provide interpretive signage and Public Art that has local or regional relevance, explains meaning behind place names and gives insight into natural and cultural heritage of towns, villages and significant related sites.
- Ensure artworks held in the public domain are of high artistic standard and their selection or acquisition follows the processes outlined in any Public Art Procedure developed by the Council.



4.2 COUNCIL'S COMMITMENT

Council is committed to ensuring Public Art is sensitive to its environment and all proposals for Public Art and collections are subject to uniform evaluation processes. Public Art collected by Council will reflect community values and aspirations. Public Art commissioned or collected by Council represents important work held in trust for the public for the future.

4.3 THEMES TO ADDRESS

The Public Art Policy will address generally the following themes:

- Infrastructure - Appropriately developed, maintained and enhanced community infrastructure, facilities and spaces driven by the cultural aspirations of the users and the real needs of the programs and services delivered within these spaces.
- Community and Lifestyle - An environment where arts and cultural activities can flourish and contribute to the Region as a great place to live, work, play and stay.
- Growth and Opportunity - Development of the arts and cultural sector, within broader regional economic development activities, including promotion and cultural tourism, and enhancement of the economic viability of individuals and creative businesses working in the Region.

Council officers responsible for the receipt, commissioning, procurement and placement of Public Art should refer to the Public Art Procedure (as amended), that may be developed from time to time.

Council will not accept custodianship of Public Art requiring protection of a standard above that which Council can reasonably provide.

Council will honour the moral rights of artists in accordance with the *Copyright Act 1968*.

An Art register will be maintained of all items of Public Art under Council's custodianship detailing the origin and location of each such item.

4.4 TRANSITIONAL ARRANGEMENTS

The Public Art Policy shall be retrospective and cover those items or works already in the public domain.

5 DEFINITIONS

| TERM | MEANING |
|-----------------|---|
| Artist/Designer | An artist refers to practitioners (professional, semi-professional and emerging) in the creative industries, visual arts, craft or design. |
| Art Register | An arts register is a comprehensive listing of all Public Art and/or collections currently in the public domain under the responsibility of Council. This register is to be available to the public through Council's website, which should also include the cost to deliver the project (where available). |
| Collection | Art works held in the public domain through acquisition, donation, commission or bequests. The Public Art Policy does not cover historical items held in trust by the regions Heritage Museums or libraries. |
| Commission | The commissioning of Public Art is a way of assuring that all plans and components of a Public Art work are designed, installed, and maintained |

| | |
|---------------|---|
| | <p>according to the operational requirements of the owner or final client. These guidelines recognise that work may be commissioned through:</p> <ul style="list-style-type: none"> - An open competition or a call for an 'expression of interest' from artists; - 'Limited tender' where a number of artists' agencies, galleries or representatives are approached or a jury of experts or advisory panel is used to recommend artists for the commission; - 'Direct commission' where artists are approached directly for the commission. |
| Copyright | <p>The legal, economic and moral rights automatically granted to artists when they create an original form of expression through their skill and labour. Copyright applies to the material form of an idea rather than the idea itself and the right to reproduce an artwork can be assigned or licensed to another party by the creator.</p> |
| Public Art | <p>Public Art refers to contemporary arts practice that occurs outside the gallery or museum system.</p> <p>Public Art may include or contribute towards the:</p> <ul style="list-style-type: none"> - Development of community facilities - Development of public precincts and places - Interpretation of place and local stories - Cultural animation and cultural programming, including festivals and public events - Permanent, temporary or ephemeral installations - Land art and work with landscape architects - Public Art project outcomes may result in: <ul style="list-style-type: none"> o Visual artworks including painting, sculpture, installation and digital media o Artworks that have functional aspects such as reception areas, water features, street furniture and signage o The design treatment of architectural spaces and hardware <p>Public Art must be robust enough to withstand the physical environment where it is located, be responsive to its location, relevant to its audience and help to create places that inspire investigation and interaction.</p> <p>For the purposes of this policy, Council recognises the significance of memorials and monuments in the life of the community and intends that this policy will also encompass such installations.</p> |
| Public Domain | <p>The public domain refers to a public space or a public facility's internal or external environment. The public domain includes but is not limited to, parks, streetscapes, community centres, foreshores, entry way to National Parks, shopping centres, local government offices, hospitals or areas that are accessible to general public and/or in the ownership of Council, State Government or Commonwealth Government agencies.</p> |

6 RELATED DOCUMENTS

PR-CS084 - Public Art Procedure

PL-CS053 - Arts and Culture Policy

Arts Queensland – Regional Arts Development fund Guideline

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

Public Art Procedure

Meeting Date: 20 November 2024

Attachment No: 11

Public Art Procedure

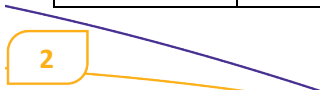
PR-CS084

PUBLIC ART PROCEDURE

| | |
|----------------------|--------------------------------------|
| PROCEDURE NUMBER | PR-CS084 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Community Services |
| RESPONSIBLE MANAGER: | Manager Community Services |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

This procedure is established in accordance with Council's Public Art Policy to generate and support the implementation of Public Art in the Southern Downs and to provide a rationale for collections of artworks via gifts, bequests, donation or acquisition; and provide for deaccessioning

The Public Art Policy will address generally the following themes:

- Infrastructure - Appropriately developed, maintained and enhanced community infrastructure, facilities and spaces driven by the cultural aspirations of the users and the real needs of the programs and services delivered within these spaces.
- Community and Lifestyle - An environment where arts and cultural activities can flourish and contribute to the Region as a great place to live, work, play and stay.
- Growth and Opportunity - Development of the arts and cultural sector, within broader regional economic development activities, including promotion and cultural tourism, and enhancement of the economic viability of individuals and creative businesses working in the Region.

2 SCOPE

This procedure applies to all Councillors, Council staff, Council Contractors, both Art Galleries that receive operational funding from Council, the community and developers where art is to be placed on public land owned and/or controlled by Council.

3 LEGISLATIVE CONTEXT

[i.e., Local Government Act 2009, s12; Legislation name]

4 PROCEDURE DETAILS

4.1 THE BENEFITS OF PUBLIC ART TO THE COMMUNITY

Council's vision is to improve the community's cultural experience through the enhancement of public space through public art. The benefit of public art is that it will:

- Add to the distinctiveness of Place.
- It is a way of expressing and telling a story.
- It identifies the uniqueness of a place in the present or past or describes its aspirations for the future.
- Well managed Public Art projects provide the community and visitors to the Southern Downs with an opportunity to connect with local stories and values.
- Community run Public Art projects are an opportunity for residents to connect with each other whilst gaining skills and celebrating and sharing matters that are significant to the community.
- Public Art that employs professional artists in the development of the project enriches the cultural life of the community whilst developing skills.
- Public Art provides economic, tourism and educational benefits for the community by providing points of reference and understanding of the region.
- Enhancement of the quality of urban and open space environments through the sensitive placement of locally relevant and meaningful Public Artworks.
- Artwork held in trust through Council may be shared around the region.
- Public Art offers the opportunity for community engagement with the built environment and is a mechanism to undertake community consultation and determination.

4.2 PUBLIC ART REFERENCE GROUP

4.2.1 ESTABLISHMENT

A dedicated Public Art Reference Group (“PARG”) to support the policy and procedure implementation shall be established and comprise of up to ten (10) people. Group membership must include both Stanthorpe and Warwick Art Gallery representatives, with additional members being identified through invitation. These additional members must have appropriate expertise in the following disciplines or areas of interest to ensure a good cross section of community representation and reflection in the decisions made:

- Curatorial experience
- Workplace Health and Safety and risk assessment
- Education and arts
- A Regional Arts Development Fund (“RADF”) Reference Group representative
- Landscape or architectural design experience
- Council employee working in capital projects, maintenance, facilities and/or parks
- Arts industry specialist
- Councillor Representative
- Cultural Services representative
- Local business representative
- Local community representative

It is noted that some representatives may have experience across a number of the above areas, meaning separate individuals for these areas of expertise may not be required.

Vacancies on the Public Art Reference Group will be advertised and appointments made by Council resolution. The Councillor Representative will be appointed for the current term of Council.

Applications for appointment will be assessed on submission.

Works that meet the general criteria of the policy and procedure will be assessed for inclusion in the Council Public Arts collections by the PARG. This may be at one of the twice-yearly assessment meetings; or, should a quick response be required, by circulating to the PARG via email (“flying minute”) for their immediate consideration.

The PARG shall have no authority on their own to approve, with any assessment made being placed before Council as a recommendation for the Council to consider for approval.

A Chairperson shall be appointed for the PARG, which will be a Councillor when available, generally the Councillor who holds such portfolio.

4.2.2 ROLE OF THE PARG

The PARG will assess any applications or proposals for the development or acquisition of Public Art and make recommendations to the Council on their appropriateness for approval or not.

The PARG will assess each application for the creation or acquisition of Public Art in accordance with the Public Art Policy and against the criteria outlined in the Public Art Procedure. Each submission will be assessed against clause 4.3 of the Assessment/Evaluation of Public Art.

Public Art, Artworks and items offered for donation, acquisition or by commission to Council must also be assessed for suitability for collection by the PARG before being considered for approval by Council.

A Public Art Proposal that is seeking RADF funding must first be assessed by the PARG and approved by Council before an application is made. For further information on the RADF, refer to the RADF program guidelines that can be found on Council’s website.

4.2.2.1 Assessment of artwork recommended for deaccession

The PARG will assess public art recommended for deaccession against criteria set out in Item 4.4.1 of this procedure and make a recommendation to Council for its consideration.

4.2.2.2 Provision of specialist cultural, artistic, aesthetic and/or design advice

The PARG may be called on to provide specialist advice to Council on matters requiring specialist experience. This may occur through the meeting process, through assessment or call for input out of round that may be managed online or via post or by meetings called out of rounds.

4.3 ASSESSMENT AND EVALUATION OF PUBLIC ART

Proposals for Public Art in public space must be accompanied by a Public Art Assessment/Evaluation Plan and/or Checklist submitted by the applicant. The details of those plans and/or checklist should cover the following areas.

4.3.1 PURPOSE

The Public Art Assessment Plan and/or checklist should be submitted with a request, with the following areas addressed:

Project Description

Describe what the project is about, where it will take place, who is the primary audience, what will the outcome be and what research has been undertaken to support the project and concept.

Demonstrated Community Benefit

Public Art should be of benefit to the community. Applications must demonstrate the benefit to the community, which community will benefit from the project, identify how the community finds out about and engages with the project and what community needs will the project meet.

Stakeholders

Identify who is involved, who are the community stakeholders, who will be the project manager, what artists are involved, who will audit the budget, if the project is a group project who are the office bearers and what groups or individuals have been consulted.

Concept Drawings

Include concept drawings of proposed artwork, photos or computer-generated concept pictures. Include as many views as possible, i.e. from various angles and if possible illustrated as if in situ.

Budget

Detailed budget including artist fees, fabrication costs, insurance, project management, in kind support, grants and other funding, sponsorship, administration costs, transportation, installation, maintenance. An estimated cost for future maintenance and repairs should also be included in the budget. This amount should be determined after discussions with the artist, appropriate restoration experts and Council staff that have responsibility for the asset, which will generally be the location that the asset is located.

Risk assessment

Attach a risk assessment of the project. Risk assessments must include consideration of all aspects of public safety, vandalism and workplace safety management.

Timeline

Detail information shall include project start date, community consultations, meetings, insurance, WHS inspections, call for artists expressions of interest or commission, assessment and selection of artwork, submission of artwork and project proposal to Council, planned communications to community, any road closures, installation dates.

Maintenance

This schedule should detail all parts used in the Public Art, a material safety data sheet if applicable, list of suppliers, materials used to protect surfaces and what maintenance regime is recommended to maintain the asset through its life.

Evidence of Suitability of Site

A description of the site and general location should be provided, with the following questions addressed:

- Why is this project appropriate for this site?
- Have other sites been considered, and if so, where?
- Have you identified who owns and uses the site?
- Has formal permission been requested to use the site and approval granted?
- Are there structural or engineering implications?
- Does the proposed Public Art comply with or in keeping with any planning requirements, neighbourhood plans or character studies of the area?

Site Specific works or proposals for Sculpture Symposiums must provide evidence of site suitability. This means works to be created on site must be developed from submitted concept plans and examples of similar work by artist.

Evidence of Community Support and Consultation

What methods have been used to communicate and consult with the community? Document what consultations have occurred or are to occur. Provide supporting documentation and letters of support to indicate that adequate consultation has or will occur.

Education and Engagement Plan

Providing information for didactic plaques, information for the media, school, local heritage, art and tourism groups is an important way to engage the community with a piece of Public Art. This information should include information about the work, the artist, the concept, the funding body (if one exists) and its relation to place. Consider how you might wish this work to be understood by the community and visitors.

Essential education material should include the artist's name, the title of the work, the medium in which it is created, the date of creation, any organisations involved in the project creation, information about the Public Art and its meaning and connection to place, accommodation, public programs, landscaping and signage

Other

Include any other items that may be relevant and support the justification for the inclusion of the public art.

Development

Council promotes the benefits of Public Art within private development to enhance quality of life, cultural tourism and place making. In projects where the value of the development exceeds \$100,000, a voluntary contribution towards locating Public Artworks in the public realm that are accessible to the general public should be considered.

Any contribution towards Public Art is voluntary and does not form part of nor is creditable against infrastructure charges applied by Council under its Adopted Infrastructure Charges Resolution (as amended).

4.4 RETENTION / DEACCESSION

4.4.1 DEACCESSION RATIONALE

Public Art or Artwork held in the public domain may need to be moved, or deaccessioned over a period of time due to a range of circumstances.

Council may deaccession artwork for a number of reasons including:

- Inadequate storage and appropriate conservation resources to maintain a collection or the specific artwork
- A permanent or temporary work that has exceeded its expected longevity
- An artwork that no longer meets functional or aesthetic requirements
- An artwork that no longer can be considered safe

- An artwork that has been irreparably damaged
- An artwork that requires an increase in maintenance that cannot be sustained
- An artwork whose location is no longer appropriate due to redevelopment, road works or building demolition

The deaccession process may include relocation of artwork, sale of artwork, donation of artwork, storage of artwork and destroying of artwork.

4.4.2 POLICY REQUIREMENTS

Legislation and Council policies that guide the acceptance and disposal of gifts and the procurement and disposal of goods and services include:

- *Copyright (moral rights) Amendment Act 2000*
- *Local Government Act 2009*
- Procurement Policy
- Public Art Policy

Disposing of artworks should comply with Council's policies and or procedures. Damaged artwork, artwork deemed no longer safe, would be considered to be valued at less than \$1,000. Items under the value of \$1,000 can be disposed of at the Chief Executive Officer's discretion.

The Chief Executive Officer may dispose of gifts by any of the following methods, having regard for the relevant provisions of the *Local Government Act 2009* and Council's Procurement Policy:

- Disposal with or without payment;
- Disposal as authorised by resolution of Council (for purposes such as staff reward and recognition);
- Transfer to other public agencies or authorities;
- Transfer as a gift to a recognised charitable, aid or non-profit organisation;
- Archival action by the Queensland Museum or State Library;
- Reduction to scrap; or
- Destruction.

4.4.3 MORAL RIGHTS

The creator of an art work is entitled to certain non-economic rights.

Moral rights include the right to be named as the author of the work and the right to take action if the work is manipulated in a way that damages the integrity of the work.

Council has a number of obligations to artists when deaccessioning works, which will include:

- Suitable notice should be given to artists should Council decide to deaccession their artwork;
- In the case of a community arts project where there are several creators, the organising committee or project manager should be notified;
- Notice should be given three (3) months prior to any action taken;
- Artists should be given the opportunity to record or photograph their work in situ prior to its removal;

In the event that the work is to be disposed of other than through the sale or donation of work, the artists should be given the option to acquire the work. In the event that the artist does not wish to or unable to acquire the work then the organising committee and project manager should then be given the next option.

4.4.4 OUTCOME

Should an application be unsuccessful via Council Resolution, the applicant may have the opportunity to review and re-apply via the full PARG Process. The maximum number of times an application may be submitted for an unsuccessful project is twice per calendar year.

5 DEFINITIONS

| TERM | MEANING |
|---------------|---|
| Art/Designer | An artist refers to professional practitioners in the creative industries, visual arts, craft or design. |
| Art Register | An arts register is a comprehensive listing of all Public Art and/or collections currently in the public domain under the responsibility of Council. This register is to be available to the public through Councils website. |
| Collection | Art works held in the public domain through acquisition, donation, commission or bequests. The Public Art Policy does not cover historical items held in trust by the regions Heritage Museums or libraries. |
| Commission | <p>The commissioning of Public Art is a way of assuring that all plans and components of a Public Art work are designed, installed, and maintained according to the operational requirements of the owner or final client. These guidelines recognise that work may be commissioned through:</p> <ul style="list-style-type: none"> - An open competition or a call for an 'expression of interest' from artists; - 'Limited tender' where a number of artists' agencies, galleries or representatives are approached or a jury of experts or advisory panel is used to recommend artists for the commission; - Direct commission' where artists are approached directly for the commission. |
| Copyright | The legal, economic and moral rights automatically granted to artists when they create an original form of expression through their skill and labour. Copyright applies to the material form of an idea rather than the idea itself and the right to reproduce an artwork can be assigned or licensed to another party by the creator. |
| Public Art | <p>Public Art refers to contemporary arts practice that occurs outside the gallery or museum system.</p> <p>Public Art may include or contribute towards the:</p> <ul style="list-style-type: none"> - Development of community facilities - Development of public precincts and places - Interpretation of place and local stories - Cultural animation and cultural programming |
| Public Domain | The public domain refers to a public space or a public facility's internal or external environment. The public domain includes but is not limited to, parks, streetscapes, community centres, foreshores, entry way to National Parks, shopping centres, local government offices, hospitals or areas that are accessible to general public and/or in the ownership of Council, State Government or Commonwealth Government agencies. |

6 RELATED DOCUMENTS

- PL-CS053 - Arts and Culture Policy
- PL-CS107 - Public Art Policy
- PL-FS010 – Procurement Policy

7 APPENDIX

[Insert references to material or resources used to prepare the procedure, if applicable. Otherwise, leave blank]

REVIEW OF POLICIES

Public Interest Disclosure Policy

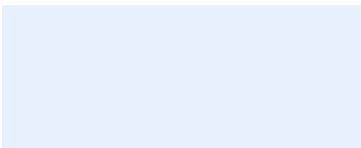
Meeting Date: 20 November 2024

Attachment No: 12

Public Interest Disclosure Policy

PL-CS091

PUBLIC INTEREST DISCLOSURE POLICY

| | |
|----------------------|--|
| POLICY NUMBER | PL-CS091 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Corporate Services |
| RESPONSIBLE MANAGER: | Manager Corporate Services |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

By complying with the *Public Interest Disclosure Act 2010* (PID Act), Council will:

- promote the public interest by facilitating public interest disclosures (PIDs) of wrongdoing;
- ensure that PIDs are properly assessed and, where appropriate, properly investigated and dealt with;
- ensure appropriate consideration is given to the interests of persons who are the subject of a PID;
- ensure protection from reprisal is afforded to persons making PIDs.

As required under the PID Act, the Chief Executive Officer will implement procedures to ensure that:

- any public officer who makes a PID is given appropriate support;
- PIDs made to Council are properly assessed and, where appropriate, properly investigated and dealt with; appropriate action is taken in relation to any wrongdoing which is the subject of a PID;
- a management program for PIDs made to Council, consistent with the standard issued by the Queensland Ombudsman, is developed and implemented;
- public officers who make PIDs are offered protection from reprisal by Council or other public officers of Council.

2 SCOPE

This policy applies to all Councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

3 LEGISLATIVE CONTEXT

Anti-Discrimination Act 1991

Crime and Corruption Act 2001

Human Rights Act 2019

Local Government Act 2009

Ombudsman Act 2001

Public Interest Disclosure Act 2010

Public Records Act 2002

Public Sector Ethics Act 1994

4 POLICY DETAILS

4.1 WHAT IS A PUBLIC INTEREST DISCLOSURE

Under the PID Act, any person can make a disclosure about a:

- substantial and specific danger to the health or safety of a person with a disability;
- substantial and specific danger to the environment;
- reprisal because of a belief that a person has made, or intends to make a disclosure. In addition, public sector officers can make a disclosure about the following public interest matters:
 - corrupt conduct;
 - maladministration that adversely affects a person's interests in a substantial and specific way;
 - a substantial misuse of public resources;
 - a substantial and specific danger to public health or safety;
 - substantial and specific danger to the environment.

A discloser can have either a 'reasonable belief' that wrongdoing has occurred, or provide evidence which tends to show the wrongdoing has occurred.

A disclosure amounts to a PID and is covered by the PID Act even if the:

- discloser reports the information as part of their duties – such as an auditor reporting a fraud or an occupational health and safety officer reporting a safety breach;
- disclosure is made anonymously – the discloser is not required to give their name or any identifying information;
- discloser has not identified the material as a PID – it is up to Council to assess information received and decide if it is a PID;
- disclosure is unsubstantiated following investigation – the discloser is protected when the information they provide is assessed as a PID, whether or not it is subsequently investigated or found to be substantiated.

4.2 WHY MAKE A PUBLIC INTEREST DISCLOSURE

Employees who are prepared to speak up about public sector misconduct, wastage of public funds, suspected unlawful activity or danger to health, safety or the environment can be the most important sources of information to identify and address problems in public sector administration.

Council supports the disclosure of information about wrongdoing because:

- implementing systems for reporting and dealing with wrongdoing contributes to the integrity of Council;
- the outcomes of PIDs can include improvements to systems that prevent fraud and other economic loss to Council;
- the community's trust in public administration is strengthened by having strong processes in place for reporting wrongdoing.

When making a PID the discloser receives the protections provided under the PID Act, including:

- confidentiality – the discloser's name and other identifying information will be protected to the extent possible;
- protection against reprisal – the discloser is protected from unfair treatment by Council and employees of Council as a result of making the PID;
- immunity from liability – the discloser cannot be prosecuted for disclosing the information but is not exempt from action if they have engaged in wrongdoing;
- protection from defamation – the discloser has a defence against an accusation of defamation by any subject officer.

4.3 PUBLIC INTEREST DISCLOSURE MANAGEMENT PROGRAM

The Chief Executive Officer has overall responsibility for ensuring that SDRC develops, implements and maintains a PID management program. The Council PID management program encompasses:

- Commitment to encouraging the internal reporting of wrongdoing;
- Senior management endorsement of the value to Council of PIDs and the proper management of PIDs;
- A communication strategy to raise awareness among employees about PIDs and Council's PID procedure;
- A training strategy to give employees access to training about how to make a PID, information on the support available to a discloser, and advice on how PIDs will be managed;
- Specialist training and awareness about PIDs for senior management and other staff who may receive or manage PIDs, disclosers or workplace issues relating to PIDs;
- The appointment of a specialist officer/unit to be responsible for issues related to the management of PIDs;
- Ensuring effective systems and procedures are in place so that issues and outcomes from PIDs inform improvements to service delivery, business processes and internal controls;
- Regular review of the Public Interest Disclosure Procedure and evaluation of the effectiveness of the PID management program.

The Chief Executive Officer has designated the following roles and responsibilities for managing PIDs within Council

| ROLE | RESPONSIBILITIES | OFFICER |
|--------------------------|--|--|
| PID Coordinator | <ul style="list-style-type: none"> - principal contact for PID issues within Council; - document and manage implementation of PID management program; - review and update PID procedure annually; - maintain and update internal records of PIDs received; - report data on PIDs to Queensland Ombudsman; - assess PIDs received; - provide acknowledgment of receipt of PID to discloser; - undertake risk assessments in consultation with disclosers and other relevant officers; - liaise with other agencies about referral of PIDs; - allocate Investigator and Support Officer to PID matter. | Manager Corporate Services / Senior Legal Officer |
| PID Support Officer | <ul style="list-style-type: none"> - provide advice and information to discloser on Council's PID procedure; - provide personal support and referral to other sources of advice or support as required; - facilitate updates on progress of investigation; - proactively contact discloser throughout PID management process | An appropriate Council staff member or external representative will be appointed to this role for each PID investigated depending upon the type of disclosure and other relevant considerations. |
| Investigator | <ul style="list-style-type: none"> - conduct investigation of information in PID in accordance with terms of reference; - prepare report for delegated decision-maker. | An appropriate internal or external investigator will be appointed for each PID investigated depending upon the type of disclosure and other relevant considerations. |
| Delegated Decision-maker | <ul style="list-style-type: none"> - review investigation report and determine whether alleged wrongdoing is substantiated. | An appropriate decision-maker will be appointed for each PID investigated |

4.4 WHO TO DISCLOSE TO

A PID must be made to the 'proper authority' to receive disclosures of the type being made.

Disclosers are encouraged to make a disclosure to an appropriate officer of Council first. If the matter is not resolved, or the discloser is concerned about confidentiality, the disclosure may be made to another appropriate agency.

| WHO TO CONTACT WITHIN COUNCIL | OTHER AGENCIES THAT CAN RECEIVE PIDS |
|---|---|
| <p>Any person (including employees) can make a disclosure to:</p> <ul style="list-style-type: none"> - any person in a supervisory or management position; - Manager Corporate Services; - Manager People and Culture; - Chief Executive Officer. | <p>Disclosures can be made to an agency that has a responsibility for investigating the information disclosed:</p> <ul style="list-style-type: none"> - Crime and Corruption Commission (CCC) for disclosures about corrupt conduct including reprisal; - Queensland Ombudsman for disclosures about maladministration; - Queensland Audit Office for disclosures about a substantial misuse of resources; - Department of Child Safety, Youth and Women for disclosures about danger to the health and safety of a child or young person with a disability; - Department of Communities, Disability Services and Seniors for disclosures about danger to the health and safety of a person with a disability; - Office of the Public Guardian for disclosures about danger to the health and safety of a person with a disability; - Department of Environment and Science disclosures about danger to the environment - A Member of the Legislative Assembly (MP) for any wrongdoing or danger; - The Chief Judicial Officer of a court or tribunal in relation to a disclosure about wrongdoing by a judicial officer |

A disclosure can also be made to a journalist if the following conditions have been met:

- a valid PID was initially made to a proper authority; and
- the proper authority:
 - o decided not to investigate or deal with the disclosure; or
 - o investigated the disclosure but did not recommend taking any action; or
 - o failed to notify the discloser within six months of making the disclosure whether or not the disclosure was to be investigated or otherwise dealt with.

A person who makes a disclosure to a journalist in these circumstances is protected under the PID Act. However, disclosers should be aware that journalists are not bound under the confidentiality provisions of section 65 of the PID Act.

4.5 HOW TO MAKE A PUBLIC INTEREST DISCLOSURE

A discloser can make a PID in any way, including anonymously, either verbally or in writing.

To assist in the assessment, and any subsequent investigation of a PID, disclosers are requested to:

- provide contact details (this could be an email address that is created for the purpose of making the disclosure or a telephone number);
- provide as much information as possible about the suspected wrongdoing, including:

- who was involved;
- what happened;
- when it happened;
- where it happened;
- whether there were any witnesses, and if so who they are;
- any evidence that supports the PID, and where the evidence is located;
- any further information that could help investigate the PID;
- provide this information in writing.

A discloser can make a PID in the following ways:

- In writing and addressed to:
Chief Executive Officer
PO Box 26
WARWICK QLD 4370
- In writing using the Complaints form available on Council's website <http://www.sdrc.qld.gov.au> or at one of Council's Community Contact Centres.
- By telephone – contact Southern Downs Regional Council on 1300 697 372.
- Via Email – mail@sdrc.qld.gov.au
- In person at one of the Community Contact Centre at:
 - Warwick - 64 Fitzroy Street, Warwick.
 - Allora Library - Herbert Street, Allora.
 - Stanthorpe - 61 Marsh Street, Stanthorpe.

4.6 ASSISTANCE WITH LODGING A PUBLIC INTEREST DISCLOSURE

Assistance will be provided to any discloser requiring it. This may include an officer hearing a PID and compiling notes on the discloser behalf or assisting them to complete the online Complaints Form.

- If a person needs an interpreter they can call the National Translating and Interpreting Service (TIS) on 131 450. This is a free service for related businesses of Council.
- People who are deaf or have a hearing or speech impairment can call Council through the National Relay Service (NRS) [About the National Relay Service \(NRS\) | Access Hub](#)

4.7 LODGING A PUBLIC INTEREST DISCLOSURE ON BEHALF OF ANOTHER PERSON

If a discloser is unable to lodge their PID personally due to ill health, distance, language, legal or other reasons, it may be lodged by another person or agent acting on their behalf.

The officer who receives the PID will take all reasonable steps to confirm that the person claiming to act on behalf of the complainant has the appropriate authority to do so.

Written authorisation by the person making the PID on someone else's behalf must be provided for any matter that involves disclosing personal information.

If a PID is formally lodged by an authorised agent such as a solicitor or accountant, responses will be provided directly to that agent.

4.8 DECIDING WHETHER A MATTER IS A PUBLIC INTEREST DISCLOSURE

If there is any doubt as to whether a matter is a PID, further information may be obtained to inform the decision. If doubt still remains, the matter will be considered and managed as a PID.

Mere disagreements over policy do not meet the threshold for a PID under the PID Act. It is an offence under the PID Act to intentionally give false or misleading information intending it be acted on as a PID.

Employees may be subject to disciplinary action for intentionally giving false or misleading information in a PID, or during an investigation into a PID.

Where a discloser states they are making a PID, but it is assessed that the matter is not a PID Council will advise the discloser:

- that their information has been received but was not assessed as a PID;
- the reasons for the decision;
- the review rights available if the discloser is dissatisfied with the decision and how to request review;
- any action Council proposes to take in relation to the matter;
- any other options the discloser has in relation to the matter.

4.9 ASSESSING A PUBLIC INTEREST DISCLOSURE

The disclosure will be assessed in accordance with the PID Act, the PID Standard, this Policy and any other relevant procedure(s). Once the matter has been assessed as a PID, Council will advise the discloser:

- that their information has been received and assessed as a PID;
- the action to be taken by Council in relation to the disclosure, which could include referring the matter to an external agency, or investigating;
- the likely timeframe involved;
- the name and contact details of the Council Support Officer they can contact for updates or advice of the discloser's obligations regarding confidentiality;
- the protections the discloser has under the PID Act;
- the commitment of Council to keep appropriate records and maintain confidentiality, except where permitted under the PID Act;
- how updates regarding intended actions and outcomes will be provided to the discloser;
- contact details for the Council Employee Assistance Program.

If the PID has been made anonymously and the discloser has not provided any contact details, Council will not be able to acknowledge the PID or provide any updates.

Upon receiving a PID, Council will conduct a risk assessment to assess the likelihood of the discloser suffering reprisal action as a result of having made the disclosure. This assessment will consider the actual and reasonably perceived risk of the discloser suffering detriment and will include consultation with the discloser.

Consistent with the assessed level of risk, Council will arrange any reasonably necessary support or protection for the discloser.

4.10 REFERRING A PUBLIC INTEREST DISCLOSURE

If Council decides there is another proper authority that is better able to deal with the PID, the PID may be referred to that agency. This may be because:

- the PID concerns wrongdoing by that agency or an employee of that agency;
- the agency has the power to investigate or remedy the matter.

Before referring the PID to another agency, Council will conduct a risk assessment, and will not proceed with the referral if there is an unacceptable risk of reprisal. It may also be necessary to refer the PID to another agency because of a legislative obligation, for example, refer a matter to the Crime and Corruption Commission where there is a reasonable suspicion that the matter involves or may involve corrupt conduct (as required by section 38 of the *Crime and Corruption Act 2001*).

The confidentiality obligations of the PID Act permit appropriate officers of Council to communicate with another agency about the referral of a PID. Officers will exercise discretion in their contacts with any other agency.

The discloser will be advised of the action taken by Council in referring the PID to another agency.

4.11 DECLINING TO ACT ON A PUBLIC INTEREST DISCLOSURE

Under the PID Act, the SDRC may decide not to investigate or deal with a PID in various circumstances, including:

- the information disclosed has already been investigated or dealt with by another process;
- the information disclosed should be dealt with by another process;
- the age of the information makes it impractical to investigate;
- the information disclosed is too trivial and dealing with it would substantially and unreasonably divert Council from the performance of its functions;
- another agency with jurisdiction to investigate the information has informed Council
- that an investigation is not warranted.

The CEO has the delegation under S30(1) and (2) (a) of the PID Act to decide not to investigate or deal with a public interest disclosure in certain circumstances and (b) give written reasons for a decision not to investigate.

If the discloser is dissatisfied with the decision they can request a review by writing to the Chief Executive Officer of Council within 28 days of receiving the written reasons for decision.

4.12 RISK ASSESSMENT AND PROTECTION FROM REPRISAL

Disclosers should not suffer any form of detriment as a result of making a PID. Upon receiving a PID, Council will conduct a risk assessment to assess the likelihood of the discloser (or witnesses or affected third parties) suffering reprisal action as a result of having made the disclosure. This assessment will take into account the actual and reasonably perceived risk of the discloser (or witnesses or affected third parties) suffering detriment, and will include consultation with the discloser.

A risk assessment will be undertaken if the discloser is anonymous on the basis of information available in the PID. The risk assessment will also consider the risk to persons who may be suspected of making the PID.

Consistent with the assessed level of risk, Council will develop and implement a risk management plan and arrange any reasonably necessary support or protection for the discloser (or witnesses or affected third parties).

Council will regularly reassess the risk of reprisal while the PID is being managed, in consultation with the discloser and review the risk management plan if required.

In the event of reprisal action being alleged or suspected, Council will:

- attend to the safety of the discloser (or witnesses or affected third parties) as a matter of priority;
- review its risk assessment, risk management plan and any protective measures needed to mitigate any further risk of reprisal;
- manage any allegation of a reprisal as a PID in its own right

4.13 INVESTIGATING A PUBLIC INTEREST DISCLOSURE

Pursuant to s 17 (3) (a) of the PID Act, the CEO has the power to receive a public interest disclosure where the local government is a proper authority for the purposes of s 15 of the PID Act.

If a decision is made to investigate a PID, this will be done with consideration for the:

- principles of natural justice;
- obligation under the PID Act to protect confidential information;
- obligation under the PID Act to protect officers from reprisal;
- interests of subject officers.

If as a result of investigation, the information about wrongdoing provided in the PID is substantiated, appropriate action will be taken.

Where the investigation does not substantiate wrongdoing, Council will review systems, policies and procedures to identify whether there are improvements that can be made and consider if staff training is required.

4.14 COMMUNICATION WITH DISCLOSERS

Under the PID Act, the Council must give reasonable information to a discloser. Council will maintain contact with the discloser and provide regular updates during the management of the PID. In accordance with the PID Act, after finalising action in response to the PID, the Council will advise the discloser in writing of the action taken and the results of the action.

4.15 CONFIDENTIALITY

While Council will make every attempt to protect confidentiality, a discloser's identity may need to be disclosed to:

- provide natural justice to subject officers;
- respond to a court order, legal directive or court proceedings.

Council will ensure that communication with all parties involved will be arranged discreetly to avoid identifying the discloser wherever possible. Disclosers should be aware that while Council will make every attempt to keep their details confidential, it cannot guarantee that others will not try to deduce their identity. Information and support will be provided to the discloser until the matter is finalised.

4.16 SUPPORT FOR DISCLOSERS

Council recognises that providing appropriate support to a discloser is an important feature of an effective PID management.

An assessment will be undertaken to identify the support needs of the discloser. Where appropriate, a PID Support Officer will be assigned to the discloser. The PID Support Officer will assist the discloser to access information about PIDs, protections available under the PID Act and the PID management process. The PID Support Officer will proactively contact the discloser to offer support. Information and support will be provided to the discloser until the matter is finalised.

Making a PID does not prevent reasonable management action. That means that the discloser will be continue to be managed in accordance with normal, fair and reasonable management practices during and after the handling of the PID.

4.17 RIGHTS OF SUBJECT OFFICERS

Council acknowledges that for officers who are the subject of a PID the experience may be stressful. Council will protect their rights by:

- assuring them that the PID will be dealt with impartially, fairly and reasonably in accordance with the principles of natural justice;
- confirming that the PID is an allegation only until information or evidence obtained through an investigation substantiates the allegation;
- providing them with information about their rights and the progress and outcome of any investigation;
- referring them to the Employee Assistance Program for support.

Information and support will be provided to subject officer until the matter is finalised.

4.18 RECORD KEEPING

In accordance with its obligations under the PID Act and the *Public Records Act 2002*, SDRC will ensure that:

- accurate data is collected about the receipt and management of PIDs;
- anonymised data is reported to the Office of the Queensland Ombudsman in their role as the oversight agency, through the PID reporting database.

Details about disclosures, investigations, and related decisions will be kept secure and accessible only to the people involved in the management of the PID. Council will ensure that communication with all parties involved will be arranged discreetly to avoid identifying the discloser wherever possible.

4.19 CONSULTATION

The Chief Executive Officer will consult with the Office of the Queensland Ombudsman when preparing any policy about how Council will deal with public interest disclosures.

5 DEFINITIONS

| TERM | MEANING |
|--------------------------|--|
| Administrative Action | Means any action about a matter of administration, including, for example: <ul style="list-style-type: none"> - a decision and an act; and - a failure to decide or do an act, including a failure to provide a written statement of reasons for a decision; and - the formulation of a proposal or intention; and - the making of a recommendation, including a recommendation made to a Minister; and - an action taken because of a recommendation made to a Minister; and - does not include an operational action of a police officer or of an officer of the Crime and Corruption Commission. |
| Confidential Information | Includes information about the identity, occupation, residential or work address or whereabouts of a person: <ul style="list-style-type: none"> - who makes a public interest disclosure; or - against whom a public interest disclosure has been made; and - information disclosed by a public interest disclosure; and - information about an individual's personal affairs; and - information that, if disclosed, may cause detriment to a person; and - does not include information publicly disclosed in a public interest disclosure made to a court, tribunal or other entity that may receive evidence under oath, unless further disclosure of the information is prohibited by law. |
| Corrupt Conduct | As defined in section 15 of the <i>Crime and Corruption Act 2001</i> : (1) Corrupt conduct means conduct of a person, regardless of whether the person holds or held an appointment, that— (a) adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of powers of — i. a unit of public administration; or ii. a person holding an appointment; and (b) results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph (a) in a way that— i. is not honest or is not impartial; or |

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| | <p>ii. involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly; or</p> <p>iii. involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment; and</p> <p>(c) would, if proved, be —</p> <p>i. a criminal offence; or</p> <p>ii. a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment.</p> <p>(2) Corrupt conduct also means conduct of a person, regardless of whether the person holds or held an appointment, that —</p> <p>(a) impair, or could impair, public confidence in public administration; and</p> <p>(b) involves, or could involve, any of the following —</p> <p>i. collusive tendering;</p> <p>ii. fraud relating to an application for a licence, permit or other authority under an Act with a purpose or object of any of the following (however described) —</p> <p>(A) protecting health or safety of persons;</p> <p>(B) protecting the environment;</p> <p>(C) protecting or managing the use of the State's natural, cultural, mining or energy resources;</p> <p>iii. dishonestly obtaining, or helping someone to dishonestly obtain, a benefit from the payment or application of public funds or the disposition of State assets;</p> <p>iv. evading a State tax, levy or duty or otherwise fraudulently causing a loss of State revenue;</p> <p>v. fraudulently obtaining or retaining an appointment; and</p> <p>(c) would, if proved, be —</p> <p>i. a criminal offence; or</p> <p>ii. a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment.</p> |
| Detriment | <p>Includes —</p> <ul style="list-style-type: none"> - personal injury or prejudice to safety; - property damage or loss; - intimidation or harassment; - an adverse discrimination, disadvantage or adverse treatment about career, profession, employment, trade or business; - a financial loss; - damage to reputation, including, for example, personal, professional or business reputation. |

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| Disability | <p>As defined in section 11 of the <i>Disability Services Act 2006</i>, for the purpose of this procedure:</p> <p>(1) A disability is a person's condition that—</p> <p>(a) is attributable to—</p> <ul style="list-style-type: none"> (i) an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment; or (ii) a combination of impairments mentioned in subparagraph (i); and <p>(b) results in —</p> <ul style="list-style-type: none"> (i) a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self-care or management; and (ii) the person needing support. <p>(2) For subsection (1), the impairment may result from an acquired brain injury.</p> <p>(3) The disability must be permanent or likely to be permanent.</p> <p>(4) The disability may be, but need not be, of a chronic episodic nature.</p> |
| Discloser | A person who makes a disclosure in accordance with the <i>Public Interest Disclosure Act 2010</i> . |
| Employee | Of an entity, includes a person engaged by the entity under a contract of service. |
| Journalist | A person engaged in the occupation of writing or editing material intended for publication in the print or electronic news media. |
| Maladministration | <p>As defined in schedule 4 of the <i>Public Interest Disclosure Act 2010</i>, maladministration is administrative action that—</p> <p>(a) was taken contrary to law; or</p> <p>(b) was unreasonable, unjust, oppressive, or improperly discriminatory; or</p> <p>(c) was in accordance with a rule of law or a provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances; or</p> <p>(d) was taken—</p> <ul style="list-style-type: none"> (i) for an improper purpose; or (ii) on irrelevant grounds; or (iii) having regard to irrelevant considerations; or <p>(e) was an action for which reasons should have been given, but were not given; or</p> <p>(f) was based wholly or partly on a mistake of law or fact; or</p> <p>(g) was wrong.</p> |
| Natural Justice | Natural justice, also referred to as 'procedural fairness' applies to any decision that can affect the rights, interests or expectations of individuals in |

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| | <p>a direct or immediate way. Natural justice is at law a safeguard applying to an individual whose rights or interests are being affected. The rules of natural justice, which have been developed to ensure that decision-making is fair and reasonable, are:</p> <ul style="list-style-type: none"> - avoid bias; and - give a fair hearing. - act only on the basis of logically probative evidence. |
| Organisational Support | <p>For the purposes of this procedure, organisational support means actions such as, but not limited to:</p> <ul style="list-style-type: none"> - providing moral and emotional support; - advising disclosers about agency resources available to handle any concerns they have as a result of making their disclosure; - appointing a mentor, confidante or other support officer to assist the discloser through the process; - referring the discloser to the agency's Employee Assistance Program or arranging for other professional counselling; - generating support for the discloser in their work unit where appropriate; - ensuring that any suspicions of victimisation or harassment are dealt with; - maintaining contact with the discloser; - negotiating with the discloser and their support officer a formal end to their involvement with the support program when it is agreed that they no longer need assistance |
| Proper Authority | A person or organisation that is authorised under the <i>Public Interest Disclosure Act 2010</i> to receive disclosures. |
| Public Officer | A public officer, of a public sector entity, is an employee, member or officer of Council. |
| Reasonable Belief | A view which is objectively fair or sensible. |
| Reasonable Management Action | <p>Action taken by a Manager in relation to an employee, includes any of the following taken by the Manager—</p> <ul style="list-style-type: none"> (a) a reasonable appraisal of the employee's work performance; (b) a reasonable requirement that the employee undertake counselling; (c) a reasonable suspension of the employee from the employment workplace; (d) a reasonable disciplinary action; (e) a reasonable action to transfer or deploy the employee; (f) a reasonable action to end the employee's employment by way of redundancy or retrenchment; (g) a reasonable action in relation to an action mentioned in paragraphs (a) to (f); |

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| | (h) a reasonable action in relation to the employee's failure to obtain a promotion, reclassification, transfer or benefit, or to retain a benefit, in relation to the employee's employment. |
| Reprisal | The term 'reprisal' is defined under the <i>Public Interest Disclosure Act 2010</i> as causing, attempting to cause or conspiring to cause detriment to another person in the belief that they or someone else: • has made or intends to make a disclosure; or • has been or intends to be involved in a proceeding under the disclosure Act against any person. Reprisal under the <i>Public Interest Disclosure Act 2010</i> is a criminal offence and investigations may be undertaken by the Queensland Police Service. |
| Subject Officer | An officer who is the subject of allegations of wrong doing made in a disclosure. |
| Substantial and Specific | Substantial means 'of a significant or considerable degree'. It must be more than trivial or minimal and have some weight or importance. Specific means "precise or particular". This refers to conduct or detriment that is able to be identified or particularised as opposed to broad or general. |

6 RELATED DOCUMENTS

PL-CS052 SDRC Code of Conduct Policy

PL-CS029 Complaints Management Policy

PL-GV061 Risk Management Policy

Code of Conduct for Councillors in Queensland

REVIEW OF POLICIES

Reimbursement of Expenses & Provision of facilities for Councillors

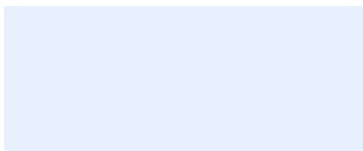
Meeting Date: 20 November 2024

Attachment No: 13

Reimbursement of Expenses & Provision of Facilities for Councillors

PL-CS024

REIMBURSEMENT OF EXPENSES & PROVISION OF FACILITIES FOR COUNCILLORS

| | |
|----------------------|--|
| POLICY NUMBER | PL-CS024 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Corporate Services |
| RESPONSIBLE MANAGER: | Manager Corporate Services |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of this policy is to ensure accountability and transparency in the reimbursement of expenses and the provision of facilities provided or incurred by Councillors in the conduct of Council business.

2 SCOPE

This policy applies to all Councillors

3 LEGISLATIVE CONTEXT

Local Government Regulation 2012, section 250

4 POLICY DETAILS

4.1 GUIDING PRINCIPLES

1. Council is committed to ensuring Councillors are provided with facilities and have Council business expenses paid or reimbursed to enable them to perform their duties.
2. Councillors should not be financially disadvantaged when discharging their duties and responsibilities and should be fairly and reasonably compensated in accordance with statutory requirements and community expectations.
3. The payment and/or reimbursement of expenses and provision of facilities for Councillors is:
 - To occur within statutory requirements;
 - To be open and transparent, prudent and responsible;
 - Based on ensuring economy and efficiency; and
 - Subject to budget provisions.
4. A spouse, partner or family member of a Councillor is not entitled to reimbursement of expenses or to have access to facilities allocated to Councillors, other than for use of vehicle.

4.2 PAYMENT OF EXPENSES

Councillors are only entitled to payment/reimbursement for the expenses listed in the categories below.

Expenses will be paid to a Councillor through administrative processes approved by Council's Chief Executive Officer, subject to the limits outlined in this policy and within budget.

4.2.1 GENERAL COUNCIL BUSINESS

Council will pay or reimburse expenses incurred in undertaking Council business which includes attendance at:

- a. Meetings that are a statutory requirement of the Councillor's role or are officially recorded in minutes or other public records. Examples include:
 - Council meetings that the Councillor is entitled to, or asked to attend;
 - conferences, deputations and inspections.
- b. Events and functions. Examples include:
 - ceremonial openings of buildings or facilities;
 - fetes and carnivals;
 - annual or presentation dinners;
 - public meetings;
 - private meetings for the purpose of conducting discussions of business of Council (e.g. for a resident of the region, documented in official records or diary).

4.2.2 PROFESSIONAL DEVELOPMENT

Council pays or reimburses expenses incurred by a Councillor attending the following professional development.

- a. Mandatory Training Including:
 - Councillor induction, code of conduct, meeting procedures and legislative obligations;
 - Training determined by the Chief Executive Officer such as conferences or specific events relevant to Councillors and committee members.
- b. Discretionary training relevant to the Councillor's role and approved by the Mayor. Examples include conferences, workshops or training. The funding limit for discretionary training is \$9,000 for each Councillor during their four-year term in office.

4.2.3 TRAVEL EXPENSES

In line with budget allocation, Council pays or reimburses local, interstate and overseas travel expenses incurred by a Councillor as set out in this policy provided the expenses are deemed necessary for undertaking Council business or training. Travel expenses include:

- between a Councillor's home and a Council facility for Council business, via a route that would not be considered a significant deviation from the most direct route.
- Where approval to attend a conference or training has occurred, this automatically approves the associated travel expenses.

Councillors must travel via the most cost effective, practical and direct route, using the most economical and efficient mode of transport.

Councillors may claim for transport (e.g. taxi, Uber, flights etc.) to attend official Council business only.

NOTE:

- Councillors may make use of a Council vehicle for travel associated with representing Council on Official Council Business
- Councillors should coordinate and car pool wherever possible to reduce the cost of the travel.
- Councillors are to travel via the most direct route, using the most economical and efficient mode of transport.
- Individual travel trips of less than 10km will not be eligible for reimbursement.
- All fines incurred while travelling in either a Council or privately-owned vehicle on Official Council Business, will be the responsibility of the Councillor incurring the fine.
- Council will be responsible for the payment of toll fees incurred during travel associated with representing Council on Official Council Business.
- All airline travel will be booked and paid for by Council at the economy class rate.
- Requests for travel should be made in sufficient time to take advantage of discounts and to gain access to the widest range of flights.
- Retail reward scheme points – where these accrue from the use of a corporate credit card or other purchasing arrangement, the reward scheme points belong to Council.

4.2.4 ACCOMMODATION

Council will meet reasonable accommodation costs for Councillors whilst on Council business.

- a. When attending conferences, Councillors must take advantage of any package provided by conference organisers unless prior approval has been granted by the Mayor. In all other cases, the Mayor must determine if the expense is warranted.
- b. When the Mayor is attending, the Chief Executive Officer must determine the legitimate accommodation costs.

4.2.5 MEALS

Councillors may claim for the actual cost of meals when travelling outside of the Southern Downs Regional Council area for Council business. Reasonable reimbursement will be as per the Australian Taxation Office Determination (TD 2024/3 or current equivalent).

4.2.6 ENTERTAINMENT OR HOSPITALITY

It is recognised that on occasions Councillors may host people in the course of their official duties. Council will reimburse entertainment or hospitality expenses for the Council and others where the meeting directly relates to Council business and:

- It appears appropriate and reasonable;
 - Can withstand the public defensibility test; and
 - Is in the best interest of Council ratepayers.
- a. Where Councillors incur hospitality expenses in accordance with Council's PL-GV011 Entertainment and Hospitality Expenditure Policy, the maximum amount that may be reimbursed is:
 - \$550 per annum for each Councillor; and
 - \$550 per annum for the Mayor
 - b. Where the Mayor has delegated the attendance at a function on the Mayor's behalf to another Councillor, any costs incurred by the Councillor for that function are to be charged against the Mayor's hospitality budget.

4.2.7 OTHER BUSINESS

In the event a particular activity is not included in this list, the Mayor has discretion to determine if a particular activity of attendance is considered as Council business.

4.3 PROVISION OF FACILITIES

Facilities provided to Councillors must be deemed necessary and required to assist Councillors in their official capacity. All facilities provided to Councillors remain the property of Council and must be accounted for during annual equipment audits.

The facilities must be returned to Council when the Councillor's term expires unless Council agrees to dispose of the facility in some other manner.

Councillors should seek independent taxation advice for any provision of facilities they receive.

Councillors are only entitled to the facilities listed in the categories listed below.

4.3.1 COUNCIL OFFICE AMENITIES

Council provides office accommodation and access to meeting rooms for Councillors. Furniture and fittings for Councillor offices will be of a standard to allow Councillors to adequately undertake their roles as a Councillor. In general, offices would be located at Council owned or controlled premises such as Service Centres or community centres.

4.3.2 ADMINISTRATIVE SUPPORT

Administrative Support will be provided to Councillors as required to assist them in their role and as endorsed by the Chief Executive Officer in accordance with section 170AA of the Act.

Subject to approval by the Chief Executive Officer, Councillors may be provided with any other administrative necessities to meet the business of Council.

4.3.3 INFORMATION TECHNOLOGY

Councillors are provided with a laptop or tablet for Council use. Council will provide peripheral computer equipment that is associated with the choice of computer for the Councillor's office and the Councillor's home office as required, such as a monitor. Councillors may request a quote to purchase hardware at the end of their term.

4.3.4 PHONE AND INTERNET ACCESS

One mobile phone will be provided to each Councillor for Council use, including internet access. The model provided will be in accordance with the standard device made available to employees. Incidental private use is allowed within the phone plan. Councillors may request a quote to purchase their mobile phone at the end of their term.

4.3.5 OFFICE EQUIPMENT

Councillors are entitled access to general office equipment for Council use at the Councillor's office including printers, photocopiers and secured document disposal services. Councillors will be entitled to a standard printer at the Councillor's home if required.

4.3.6 STATIONARY

Councillors are provided with Council stationery for Council business. Council stationery (such as letterhead) is not to be converted or modified in any way and may only be used for carrying out the functions of the role of Councillor. Stationery does not include any form of advertising or promotional material produced by Council.

4.3.7 PUBLICATIONS AND MEMBERSHIP FEES

Councillors are provided with copies of relevant legislation, books and journals considered necessary for undertaking their duties. Where possible, these items will be provided in electronic format.

Councillors who hold membership of professional bodies, which are related to Council business or functions, will be eligible for reimbursement of membership fees to a maximum amount of \$1,000 per annum (e.g. Australian Institute of Company Directors).

Publications and membership fees for Councillors are approved by the Mayor. Publications and membership fees for the Mayor are approved by the Chief Executive Officer.

4.3.8 ADVERTISING

In accordance with the PL-GV012 Advertising Expenditure Policy Council will not reimburse, provide funds, services or facilities for the purposes of advertising for Councillors.

4.3.9 COMMUNITY CONSULTATION

Councillors may use facilities provided to correspond with community representatives for the purpose of undertaking their role. Where a Councillor chooses to undertake further community consultation on a particular matter, in addition to that approved by Council, the Councillor is responsible for those costs.

4.3.10 MAINTENANCE COSTS

Council will cover all ongoing maintenance costs associated with Council owned equipment to ensure it is operating for optimal professional use.

4.3.11 VEHICLES

Councillors will have access to a suitable Council vehicle for **Official Council Business** wherever possible. A Councillor wishing to use a Council vehicle for Official Council Business must submit a request to the Chief Executive Officer.

A fully maintained Council owned vehicle shall be provided for unlimited use by the Mayor for all Council business and private purposes in recognition of the duties required to be performed by the Mayor and the irregular hours required to attend Council business responsibilities. The standard of vehicle provided will be in accordance with Council's Motor Vehicle Tender Specification.

- All fines incurred while travelling in either a Council or privately-owned vehicle on any Council related business, will be the responsibility of the Councillor incurring the fine.

Use of a Councillor's private vehicle for Official Council Business will be reimbursed by Council in circumstances where a Council vehicle is unavailable.

Councillors making a claim for reimbursement of using their private vehicle for Official Council Business shall submit the appropriate form, detailing the relevant travel based on log book details, to the CEO.

4.3.12 INSURANCE COVER

Council will include Councillor's under its annual Local Government Workcare (LGW) Worker's Compensation policy under section 107(4) *Local Government Act 2009*.

Cover under this policy will provide substantially similar benefits to those provided to employees, with the exception that elected members cannot bring a common law claim for damages against the Council under the *Worker's Compensation and Rehabilitation Act 2003*.

Cover will be provided at all times whilst a Councillor is engaged in Official Council Business. The Council will also include Councillors under its Local Government Mutual (LGM) Professional Indemnity policy.

4.3.13 LEGAL REPRESENTATION

Council will cover costs incurred through injury, investigation, hearings or legal proceedings into the conduct of a Councillor, or arising out of, or in connection with the Councillors performance of his/her civic functions. Where it has been found that the Councillor breached the provisions of the *Local Government Act 2009*, the Councillor will reimburse Council with all associated costs incurred by Council. Refer to PL-CS081 Council's Legal Services for Councillors and Employees Policy for further details regarding the circumstances under which funding will be provided, the level of funding that will be provided and the associated process for coverage.

4.4 NON-ALLOWABLE EXPENSES

The following are not allowable expenses and will not be reimbursed under this policy:

- excessive alcohol consumed in conjunction with a meal.
- unreasonable personal telephone expenses.
- applying for or renewing passports.
- toiletries.
- mini-bar purchases.
- traffic infringements (including parking infringements).
- laundering or dry cleaning.
- airline membership.
- in-house movies.
- expenses incurred by, or on behalf of partners, family members and associates

4.4.1 CARETAKER PERIOD

Once the caretaker period commences, Councillors will only be eligible to claim expense reimbursement for costs relating to routine activities or as otherwise approved by Council.

Councillors may continue to use Council resources, including newsletters, brochures and emails as part of ongoing communication with their constituents about Council-related activities during the caretaker period provided, they are not used for electioneering or political purposes, or contain election material.

Councillors must not use public funds or Council resources:

- a. to purchase or distribute promotional items or giveaways during the caretaker period, regardless of when the items were ordered, paid for or received; or

- b. for electioneering or activities that could be perceived as being related to or supporting an electoral campaign.

5. DEFINITIONS

| TERM | MEANING |
|---------------------------|---|
| Approved activities | Activities approved by the resolution of Council. |
| Discretionary training | Training is discretionary where a Councillor identifies a personal interest in attending such training on the basis that the training will improve their skills and knowledge relevant to their role as a Councillor. Examples of this type of training courses, public speaking development courses, etc. All discretionary training must be directly related to Council business and must be approved by Council. |
| Expenses | Expenses are payments made by Council to reimburse Councillors for their reasonable expenses incurred or to be incurred when discharging their duties as Councillors. These payments are not regarded as remuneration. The expenses may be either reimbursed to Councillors or paid direct for something that is deemed a necessary cost or charge when performing their roles. |
| Facilities | Facilities provided by Council to Councillors are "tools of trade" and constitute a fair and reasonable allocation of resources required to enable them to conduct their duties of office with relative ease and at a standard appropriate to fulfil the community expectation of their role |
| Mandatory training | Training is mandatory where Council has resolved that one or more Councillors should attend due to a direct correlation between the particular training and the Councillor's duties of office. Examples of such training include, but are not limited to: the Australian Local Government Association (ALGA) Conference, the Local Government Association of Queensland (LGAQ) Conference, or specific conferences of events that are relevant to the business of a particular Council Committee, such as the Planning Institute of Australia (PIA) Conference. Subject to approved budget limits, no expenditure limit will apply to the costs for mandatory training |
| Official council business | where a Councillor is required to undertake tasks to satisfy legislative requirements or achieve business continuity for the Council. Council business should result in a benefit being achieved either for Council, the local government area or the community. This includes: <ul style="list-style-type: none"> - Preparing for, attending and participating in Statutory Council meetings (including Committee, Ordinary and Special Meetings), other meetings as described by Council's Meetings Policy and deputations and inspections at which the Councillor is entitled or required to attend; - Attending Portfolio meetings, Advisory Committee meetings and Other Committee meetings as the nominated Councillor as outlined within |

| | |
|-------------------|---|
| | <p>Council's Councillor Portfolio's, Advisory Committee and Other Committees Policy;</p> <ul style="list-style-type: none"> - Attending to Portfolio, Advisory Committee or Other Committee business arising from a meeting as the nominated Councillor and where specifically requested by the Advisory Committee or Other Committee in a meeting; - Attending scheduled Council workshops, briefing sessions and public consultation forums; - Attending civic ceremonies and community events such as representing Council at Anzac Day ceremonies or opening a school fete, where they have been formally invited in their capacity as Councillor to undertake the official duty; - Attending civic ceremonies and community events as the Mayor's official delegate; - Attending meetings of community groups (Scout Associations, Progress Associations, etc.) where specifically invited in writing to speak about Council programs or initiatives; - Attending scheduled community meetings where details of discussions are documented in official records; - Attending meetings with constituents (residents, ratepayers, community groups, developers, etc.) and undertaking inspections as part of the general duties of a Councillor; - Attending mandatory training and approved discretionary training opportunities |
| Reasonable | Council must make sound judgements and consider what is prudent, responsible and acceptable to the community when determining reasonable levels of facilities and expenditure. |
| Statutory meeting | Meetings of a Local Government as well as Committee Meetings mandatory under legislation. |

6. RELATED DOCUMENTS

PL-CS081 Legal Assistance for Councillors and Employees Policy

Code of Conduct for Councillors in Queensland

PL-GV012 Advertising Expenditure Policy

PL-GV011 Entertainment and Hospitality Expenditure Policy

TD2024/3 Australian Taxation Office Determinations

7. APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]

REVIEW OF POLICIES

Social Media and Digital Engagement Policy

Meeting Date: 20 November 2024

Attachment No: 14

Social Media and Digital Engagement Policy

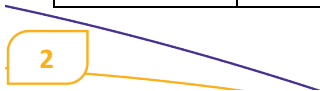
PL-EX082

SOCIAL MEDIA AND DIGITAL ENGAGEMENT POLICY

| | |
|----------------------|----------------------------------|
| POLICY NUMBER | PL-EX082 |
| DIRECTORATE: | Click or tap here to enter text. |
| SECTION: | Click or tap here to enter text. |
| RESPONSIBLE MANAGER: | Click or tap here to enter text. |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of this policy is to provide guidelines for those who work for Southern Downs Regional Council (“Council”) when communicating, engaging and moderating Council-owned websites, digital communications, engagement and social media platforms on behalf of Council as part of their role.

Council engages in social media to provide information on Council initiatives, facilities, services, events and programs. Social media is considered an important tool for Council to actively engage with our community, providing a place for discussions and active exchange of ideas.

Council also acknowledges that Councillors and Council employees may use social media professionally in their capacity as a representative of the Council and personally as an individual and member of the community. The purpose of this policy is to establish:

- a culture of openness, trust and integrity in Council’s social media activities;
- responsibilities and expectations for the professional and personal use of social media by Councillors and Council employees.
- acceptable rules of engagement on Council’s Council-owned websites, digital communications, engagement and social media platforms by Council representatives and the community.

2 SCOPE

This policy collectively refers to **Council representatives** as Councillors, Council staff (permanent, temporary or casual), contractors (permanent, temporary or casual) and volunteers.

This policy governs Council-owned websites, digital communications, engagement and social media platforms; and influences the personal use of social media in that as **Council representatives** information posted by you may be viewed as representative of Council.

3 LEGISLATIVE CONTEXT

- *Public Records Act 2002*
- *Public Ethics Act 1994*
- *Local Government Act 2009*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- *Information Privacy and Other Legislation Amendment Act 2023*
- [Queensland Government Principles for the use of social media networks and emerging technologies](#) 2017
- Code of Conduct for Councillors in Queensland

4 POLICY DETAILS

4.1 ACCOUNT MANAGEMENT

1. Council’s Communications and Marketing Department is the administrator of all Council-owned websites, digital communications, engagement and social media platforms and, is supported by the Information Technology Services Department.



2. The role of the Communications and Marketing Department is to create content suitable to each platform that supports Council's community engagement and brand objectives; moderate Council's social media platforms; and, ensure Council adheres to the terms of use for each platform.
3. The Communications and Marketing Coordinator approves or revokes authorised user status for Council representatives. Authorised users are members of Council staff who are authorised to post, comment and engage on behalf of Council.
4. The creation and deletion of any new websites or social media accounts used to communicate on behalf of Council are at the discretion of the CEO.
5. Unauthorised use of Council logos, avatars or insignia in original or amended form, on personal or business platforms is prohibited.
6. Social media content created, sent and received by council officials (including councillor's) acting in their official capacity is a council record. Council adheres to strict recordkeeping practices and authorised users must ensure that social media feeds are appropriately captures and be discoverable according to Queensland State Archive's Retention & Disposal Schedule and relevant legislation.

4.2 ADMINISTRATIVE GUIDELINES FOR COUNCILLORS

1. For the purposes of this policy, Councillor social platforms are not Council social media platforms. Councillors are responsible for the administration and moderation of their own social media platforms.
2. Councillor behaviour both online and in person are at all times governed by the Code of Conduct for Councillors in Queensland.
3. Councillors are encouraged to support Council's community engagement objectives by sharing publicly available information on their social media platforms.
4. Councillors are personally responsible for the content they publish on their own social media accounts. It is recommended that a Councillor's social media platform must include house rules for engagement including a disclaimer to the following effect: *"The views expressed and comments made on this social media platform are my own and not that of the SDRC"*.

4.3 STANDARD OF CONDUCT

1. Authorised users must at all times adhere to the SDRC Code of Conduct and the engagement frameworks as set out in this policy.
2. Councillor engagement with Council's digital and social media platforms is governed by the *Code of Conduct for Councillors in Queensland*.
3. The *SDRC Social Media and Digital Engagement Terms of Use* applies to all users of Council's digital and social media platforms.
4. Council staff will always interact with children and young people on these platforms in a manner which adheres to our [Code of Conduct for Interacting with Children and Young People Policy](#) PL122.
5. Council social media platforms are not suitable for formal complaints and users wanting to lodge a formal complaint to Council should refer to the SDRC Complaints Management Policy PL-CS029.

4.4 MODERATION

1. Council endeavours to maintain the currency and accuracy of information published on its social media sites; however, it does not guarantee that the information is accurate, complete, or current, or that the data is free from defects or malicious code such as viruses. Wherever possible, authorised users will remove outdated content and/or update social media posts i.e. in the event of an unfolding weather or emergency event
2. Authorised users must take care when 'following', 'liking' or 'sharing' content as this can be seen as an endorsement of the publisher. Authorised users should be aware that they may be considered a publisher' of any content uploaded onto a social media platform they administer, including content that:
 - a. is uploaded by a third party i.e. a marketing contractor; and/or
 - b. appears on their social media platform because they have 'liked', 'shared', or 'retweeted' the content, or similar
3. Removal of content, blocking and banning of users is covered in the SDRC Social Media and Digital Engagement Terms of Use and applies to all Council-owned websites, digital communications, engagement and social media platforms.
4. Council reserves the right to turn off comments on social media at any time or when resources do not permit active moderation and engagement.
5. Accounts will be monitored during normal business hours.

5 DEFINITIONS

| TERM | MEANING |
|---------------------------------|--|
| Authorised administrator | A Council staff member who has the authority, in accordance with their delegations, to represent Council on social media. |
| Avatar | The profile image or profile name displayed on the social media account to identify ownership. |
| Council representative | All Councillors and Council staff (permanent, temporary or casual), volunteers, contractors (permanent, temporary or casual). |
| Livestreaming | (Alt: live streaming, live-streaming): Livestreaming refers to online streaming media simultaneously recorded and broadcast in real-time. |
| Moderator | A designated Council employee who monitors online communications. The moderator may also answer general questions via the channel and respond to complaints or provide basic Council information or clarifications. A moderator is also an authorised administrator. |
| Official Council Accounts/Pages | Social media pages labelled: 'Southern Downs Regional Council; Southern Downs Libraries, Washpool Camping Reserve; Warwick Visitor Information |

| | |
|----------------------------------|--|
| | Centre; Stanthorpe Visitor Information Centre; Southern Downs and Granite Belt, Warwick Saleyards, Stanthorpe Out of School Hours Care. |
| Personal use of social media | means you are not identified as a Council employee when participating on social media, however staff are bound by the SDRC Code of Conduct. |
| Professional use of social media | means you are authorised to comment as a Council representative and your participation on social media is on behalf of Council. |
| Page Ban/Page Block | A technical measure intended to restrict access and interaction with Council social media content and Council officers in charge of managing social media. |
| Social media | The collective of online communication channels dedicated to community-based input, interaction, content-sharing and collaboration. These channels allow users to transfer text, video, audio, images and general information easily and, often, instantaneously among social media users. |
| Trolling | Posting inflammatory, extraneous, or off-topic messages with the primary intent of provoking readers into an emotional response or of otherwise disrupting normal on-topic discussion. |

6 RELATED DOCUMENTS

PL-CS052 – SDRC Employee Code of Conduct Policy

PL-EX004 – Media Relations Policy

PL-CS044 – Information Technology Hardware and Systems Security Policy

PL-CS029 – Complaints Management Policy

Queensland State Archives Retention and Disposal Schedule

SDRC Communications and Community Engagement Strategy

7 APPENDIX

SDRC Social Media Guidelines



7.1 SDRC SOCIAL MEDIA AND DIGITAL ENGAGEMENT TERMS OF USE

Southern Downs Regional Council (Council) welcomes open dialogue with visitors to its online platforms. Council does not discriminate against any views and encourages constructive on-topic discussion on our available channels, including any social media platforms. The SDRC Social Media and Digital Engagement Terms of Use aim to help create a safe environment for all users.

Council's social media channels are widely followed and exist to share information about events in the Southern Downs, to promote Council activities and to broadcast important information such as disaster management alerts.

It is not the purpose of these channels to lodge formal requests or provide formal feedback to Council for consideration. Using social media for this purpose is virtually impossible because many users are anonymous and it is important that Council has contact details for follow-up purposes.

Formal request of Council can be made by any of the following methods:

- Contact Council by phone on 1300 MY SDRC (1300 697 372)
- Contact Council via email to mail@sdrc.qld.gov.au
- Download the free MySDRC App and use the 'Fix It' tab to log a service request
- Visit <https://www.sdrc.qld.gov.au/council/contact-us/lodge-a-complaint/lodge-a-complaint> to follow Council's formal complaint process

When you choose to post or comment on Council's social media channels, or otherwise respond to posts, you are agreeing to abide by the following terms of use.

All users of social media, including Facebook have the right to remove unwanted content posted by others on their page, and Council reserves the right to moderate comments and remove any content that is considered to be inappropriate without explanation.

Council staff will always interact with users on these platforms in a manner which adheres to Councils Social Media and Digital Engagement Policy.

Council asks that when contributing your views on any of its social media or digital platforms that you show courtesy, kindness and respect for Council, Councillors, Council staff and all other contributors.

Council wants everyone to be comfortable visiting its social media channels to get the important information Council aims to provide.

What is inappropriate? Comments that are:

- prejudicial, racist, defamatory, inflammatory, repetitive, vexatious, offensive or otherwise inappropriate
- personal attacks or harassment against other users. Please be respectful of others and their opinions. It is not acceptable to harass, abuse or threaten other visitors to this site
- likely to offend others, including discrimination, hate speech, references to an individual's race, age, gender, sexuality, political leaning, religion or disability
- off-topic to the original post or trolling in nature by aiming to 'bait' people, which means deliberately provoking an argument or emotional reaction. It is unnecessary to post repeat comments continuously.
- misleading or contain factually incorrect information, fraudulent, deceiving, misleading, irrelevant, repetitive or unintelligible
- swearing, or use of other offensive language not relevant to the article being commented on
- identifying or revealing personal or sensitive information about others. Please remember these sensitivities before you post, and never post private information, including email addresses, phone numbers or home addresses. In accordance with the Information Privacy Act 2009, comments, posts or messages must not contain personal information or breach a person's privacy.
- a re-post of other people's appeals, requests or offers, or anything else that could be considered spam or commercial in nature. It is not acceptable to promote anything that may constitute spam, including business

and commercial interests, solicitations, advertisements or endorsements of any non-governmental agency, including links to any other Facebook pages Council has not approved.

- in relation to or in response to children (anyone under the age of 18) that represents inappropriate contact or abuse in any form that could impact the child or young person's physical, emotional, cultural or social wellbeing

Council further reserve the right to send any comments we deem appropriate to law enforcement authorities for investigation as we feel necessary or is required by law.

Blocking or banning

Council strives to foster a collaborative, safe and welcoming online environment which encourages meaningful interaction and feedback.

Anyone who does not adhere to the terms of use above will have their comments hidden or deleted.

Users found to be repeatedly engaging in any inappropriate activity mentioned above will be banned from this platform.

Records will be kept of any activity which does not adhere to the above guidelines with a "three strikes and you're out" policy in place. Users can dispute a page ban or comment removal by visiting <https://www.sdrc.qld.gov.au/council/contact-us/lodge-a-complaint/lodge-a-complaint> and following Council's formal complaint process.

Council may remove comments and take any discussion 'offline' or into a private message if moderators believe that the content is personal in nature, or is affecting the enjoyment of the page for other visitors.

Certain comments or activity may trigger an immediate ban from Council's social media channels and websites including:

- Threatening language
- Violence
- Any activity from an account which is suspected to be 'fake', or a pseudonym

By following these simple guidelines, you allow Council to focus on keeping residents of, and visitors to, the Southern Downs region informed and up to date.

Council wants its social media platforms to be a tool of constructive, open discussion and debate, however, without limitation, we reserve the right to determine whether contributions to our social media channels breach our guidelines.

Council will moderate all social media platforms on a regular basis within work hours, Monday to Friday 8.15 am to 4.45 pm, excluding public holidays.

We want everyone to feel safe and welcome on Council platforms. We welcome your constructive on-topic comments and hope you enjoy spending time here.

Council reserves the right to modify or amend these Terms of Use at any time without notice to you, and modifications will be binding on all users once published.

REVIEW OF POLICIES

Southern Downs Youth Policy

Meeting Date: 20 November 2024

Attachment No: 15

Southern Downs Youth Policy

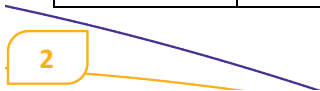
PL-CS077

SOUTHERN DOWNS YOUTH POLICY

| | |
|----------------------|--------------------------------------|
| POLICY NUMBER | PL-CS077 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Community Services |
| RESPONSIBLE MANAGER: | Manager Community Services |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: | <div></div> |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

The purpose of this policy is to guide Council in decision making and project delivery that affects young people in the region.

The Council recognises the importance of young people to the future of our community and the value of considering young people and facilities for the region. In recognising this, Council is committed to addressing the needs of youth in our community, both directly and indirectly through collaboration with other agencies and non-government organisations (NGOs). Emphasis will be on building partnerships, developing young people to have a voice and support to become self-sufficient.

2 SCOPE

The Youth Policy applies to all young people in the Southern Downs Regional Council local government area. The policy will apply to all aspects of delivery of services to young people by Council.

3 LEGISLATIVE CONTEXT

Local Government Act 2009, Section 4

4 POLICY DETAILS

4.1 PRINCIPLES

The Youth Policy is underpinned by four (4) core principles

4.1.1 COMMUNICATION

Ensure effective communication and engagement with young people, including genuine and regular communication between Council, local schools and young people. The schools are integral to this process and ensure that the communication between Council and the region's Youth prospers.

4.1.2 BUILDING COMMUNITY CAPACITY

Increase the capacity of young people and youth organisations to respond to the current and future needs of the Southern Downs community.

4.1.3 LEADERSHIP

Provide leadership opportunities and skills development for young people and represent youth interests to all levels of government and the broader community.

4.1.4 EQUITY AND INCLUSIVENESS

Consider the diverse needs of young people, providing for all ages, abilities and backgrounds across the Southern Downs region.

4.2 COUNCIL'S ROLE

4.2.1 ADVOCATE

Council will advocate the local needs and priority concerns of the region's young people to all tiers of government, and within the community services sector.

4.2.2 YOUTH DEVELOPMENT

Council will in partnership provide youth activities and programs to build the capacity and develop the skills of the region's young people. This will include workshops, training, recreation and events.

4.2.3 PARTNER

Council will partner with young people, service providers, stakeholders, and community to support and facilitate collaboration, identify service needs and opportunities for the region's young people.

4.2.4 COMMUNITY ENGAGEMENT

Council will collaborate with the service sector, young people and community to identify local needs and priority concerns of young people and youth stakeholders in the region.

4.3 OBJECTIVES

4.3.1 PARTICIPATION AND ENGAGEMENT

Council recognises the importance of youth participation and engagement in Council processes, civic activities, active recreation and community. Council is committed to positively encouraging young people through participatory leadership processes to empower them to make decisions and actively participate in their community. Furthermore, Council will seek appropriate forms of communication to connect with young people in general.

4.3.2 PARTNERSHIPS, ROLES AND COLLABORATION

Council recognises the value of the youth, including their role, and the importance of the retention of youth leaders in the region. Council will endeavour to consult with young people and youth stakeholders within the region in a timely and appropriate manner on matters that will, or are likely to, impact youth. Council will create effective partnerships with community and service sector in the development and implementation of programs and initiatives.

4.3.3 PLANNING AND DECISION-MAKING

Council acknowledges the importance of planning communities and public space that are inclusive of, and address the needs of young people. Council is committed to proactively involving young people and youth stakeholders through engagement and decision-making processes.

To achieve this objective Council implemented a "Youth Council", which created a conduit for input into Council activities and decisions.

4.3.4 DIVERSITY

Council recognises its role and responsibility to consider the diversity of young people and their particular needs when making decisions and considering relevant planning, policy and projects within the community. Council recognises the value of, and will encourage, young people from all backgrounds to participate in the cultural life of the community.

4.3.5 EMPLOYMENT, EDUCATION AND TRAINING

Council is committed to working in partnership with all tiers of government and the community, to encourage the development of employment, education and training opportunities for young people within the region.

4.3.6 RECREATION

Council will continue working in partnership with other tiers of government, young people, stakeholders and the broader community to ensure that a range of affordable facilities and activities exist.

4.3.7 FUNDING

Council will strive to attract and secure funding for youth development, recreation, capacity building and participation opportunities for young people across the region.

4.3.8 SERVICES AND STRATEGIES

Council is committed to working with young people and youth stakeholders to plan, innovate, and support strategies that can improve the access, identification of gaps, and promotion of the range of youth services within the region (including e.g., but not limited to, Transport, Housing, and Health services).

4.3.9 SAFETY

Council recognises the need for young people to live in a safe community and will work in partnership with other tiers of government, young people, stakeholders, police, other relevant bodies, and the broader community to achieve this aim.

4.3.10 HEALTH AND WELLBEING

Council recognises the importance of supporting and promoting the health and wellbeing of young people across the Southern Downs including raising awareness of existing services and current health issues for young people.

5 DEFINITIONS

| TERM | MEANING |
|----------------------|---|
| Council | Southern Downs Regional Council, including Councillors and staff. |
| Region | Southern Downs local government geographic area. |
| Youth Council | An advisory committee whose role is to represent the voice of young people who live, work, study or volunteer in the Southern Downs region, to provide input into Council activities and decisions. |
| Young people / Youth | Young people aged 12-25 in the Southern Downs Local Government area. |

6 RELATED DOCUMENTS

- Queensland Youth Strategy – “Building young Queenslanders for a global future” - 2017
- SDRC Corporate Plan 2021-2026
- Mackay Regional Council Youth Policy
- Latrobe Council Youth Policy
- City of Greater Dandenong Youth Strategy
- Kingborough Youth Policy
- Yarra Council Youth Policy
- Cairns Regional Council Youth Policy
- City of Devonport Youth Policy

- Campbelltown City Council Youth Policy
- Ipswich City Council Youth Policy

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

Works Near Council's Water and/or Sewer Infrastructure Policy

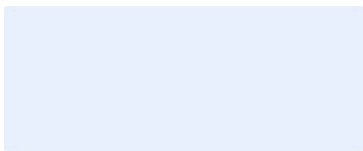
Meeting Date: 20 November 2024

Attachment No: 16

Works Near Council's Water and/or Sewer Infrastructure Policy

PL-IS023

WORKS NEAR COUNCIL'S WATER AND/OR SEWER INFRASTRUCTURE POLICY

| | |
|-----------------------------|--|
| POLICY NUMBER | PL-IS023 |
| DIRECTORATE: | Infrastructure Services |
| SECTION: | Water and Waste Services |
| RESPONSIBLE MANAGER: | Manager Water |
| DATE ADOPTED: | Click or tap here to enter text. |
| DATE TO BE REVIEWED: | Click or tap here to enter text. |
| DATE REVIEWED: | [Date Reviewed] |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
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1 PURPOSE

This policy sets out guidelines for works, other than Council works, near water and/or sewer infrastructure to be applied when Council's delegate consent to these works.

2 SCOPE

This policy applies to all works, except Council works near Council's water and/or sewer infrastructure where:

1. The proposed work does not comply with an acceptable solution from QDC MP 1.4
2. There are no relevant acceptable solutions for the application in QDC MP 1.4
3. The application includes an alternative solution instead of QDC MP 1.4
4. The work is for a class 2-9 building located less than five meters from Council's water and/or sewer infrastructure (as QDC MP 1.4 does not provide acceptable solutions for these building classes).

3 LEGISLATIVE CONTEXT

- *Water Supply (Safety and Reliability) Act 2008, s 192 (2)*
- *The Planning Act 2016*
- *The Planning Regulations 2017*
- *The Building Act 1975*
- *Building regulation 2006*
- *The Local Government Act 2009*
- The Building Code of Australia (BCA)
- The Queensland Development Code Part MP 1.4 – "Building over or near relevant infrastructure", dated 13 November 2014. (available at: Development Code MP 1.4 – Building over or near relevant infrastructure)

4 POLICY DETAILS

4.1 OBJECTIVES

The objectives of this policy are to ensure that:

1. Any work near or over Council's water and/or sewer infrastructure does not:
 - Adversely affect the function of the service; or
 - Place any additional load on the service.
2. Access is maintained to:
 - Access covers;
 - Water hydrants;
 - Sewer jump-ups and connection points; and
 - Water main tapplings, service connections and meter boxes.
3. Access is maintained for repairs to sewer and water mains; and
4. Legal access and the liabilities for owning works in close proximity to Council's water and/or sewer infrastructures are recorded on the property where these works may adversely restrict access to the infrastructure in the future

4.2 ASSESSMENT OF WORKS

It is highly undesirable for any works to be located over or in very close proximity to Council's water and/or sewer infrastructure.

Any building work proposed to be undertaken over or near relevant infrastructure must be assessed and certified to comply with Queensland Development Code Mandatory Part 1.4 (MP 1.4).

Relevant infrastructure includes sewers, water mains, and combined sanitary drains.



Building development applications must be referred to Southern Downs Regional Council and an application for a works near water and sewer infrastructure must be made in accordance with this policy where:

1. Proposed work does not comply with an acceptable solution from QDC MP 1.4,
2. There are no relevant acceptable solutions for the application in QDC MP 1.4, or
3. If the application includes an alternative solution instead of QDC MP1.4 solutions, and
4. The work is for a class 2-9 building located less than five meters from Council's water and/or sewer infrastructure (as QDC MP 1.4 does not provide acceptable solutions for these building classes).

SDRC will normally process this application within 20 business days and a Council delegate may consent to the works in accordance with this policy.

4.3 APPLICATION AND CONSENT

Where applicable, all applications for works near Council's water and/or sewer infrastructure must be made on Council's "Works near Water Supply or Sewerage Infrastructure Application Form". This application form is located on Council's website under Council Forms tab.

The Application Form is to be accompanied with:

1. Payment of an inspection (location of services) fee as per Council's current Schedule of Fees and Charges;
2. Details of works and a site plan including:
 - Location of the proposed and existing structures, pavements and landscaping;
 - Location of Council's water and/or sewer infrastructure in relation to the works.

Council delegate may request for additional information from the applicant to support their application. The applicant shall be responsible for all costs associated with producing the information unless agreed otherwise.

Council delegate will advise the applicant in writing via recorded email or letter.

4.4 APPLICATION OF POLICY BY COUNCIL

Council will assess any work near water and/or sewer application in accordance with this policy whilst considering the protection and ongoing operation and maintenance of its infrastructure.

This approach will include the following order in assessment:

1. Relocate the proposed building/structure to meet the requirements of QDC MP 1.4
2. Relocate Council's infrastructure at applicant's cost to meet the requirements of QDC MP 1.4
3. In cases where it is impractical or not feasible to undertake any of the options above, Council's delegate may consent to alternative solution.

Council may require remedial or other works (including CCTV with an inspection report, location of existing infrastructure where in doubt) to Council's infrastructure prior, during and post construction works.

Where preconstruction inspections and/or assessments have identified that:

1. The works may interfere with the future servicing or replacement of an infrastructure component; or,
2. The condition of the infrastructure component is inadequate to outlast the proposed works;

then Council may require remedial or other works to the relevant infrastructure.

Remedial works could include replacement or relining of the pipe. The applicant shall liaise with Council's Delegate to determine the further actions that are needed. Council's Delegate will advise the applicant what works are required. Any works required to be carried out on water or sewer infrastructure shall be done by Council or a contractor approved by Council's Delegate.

All costs associated with remedial or other works to Council's infrastructure required prior to or during construction works are the sole responsibility of the applicant. This includes, but is not limited to: materials and labour for the works, engineering designs, inspections by engineers, Council or other agents of Council, relocation

of an existing service.

In the event that Council's water and sewer infrastructure is damaged prior to, during or after construction as a result of it, Council must be notified immediately. All costs associated with rectification of damage to Council assets will be recovered from the applicant.

4.5 LEGAL RESPONSIBILITIES

Council accepts no responsibility or liability for any damage caused to a building or structure due to the location of the footings near a sewer either at the date of Council's consent or at any time thereafter where damage arose as a result of this work or otherwise.

Council accepts no responsibility or liability for damage caused to a building or structure moved, relocated or dismantled, in order to access the water and sewer infrastructure for maintenance purposes whether the damage arose as a result of this work or otherwise. Any relocation of structures will be undertaken at the owner's expense.

Council may require this work to be undertaken to allow it to perform maintenance or emergency works on the water and sewer infrastructure. In the case of maintenance works, 24-hour prior notification will be provided to the owner unless urgent reactive maintenance work is to be completed in which case notice may not be provided.

In any case where building work is permitted within 3 meters of Council's water and/or sewer infrastructure where there is no existing easement, an easement must be acquired for SDRC to access the subject infrastructure for its operation and maintenance. This easement must be registered on the property title.

4.6 ENFORCEMENT

Should the applicant or property owner fail to correctly apply this policy or comply with the associated conditions for the relevant works type, then the approval of Council to build over or adjacent to the Water and/or Sewer infrastructure shall be taken to not have been obtained. In this case, the owner is in breach of the Water Supply (Safety and Reliability) Act 2008 and Queensland Development Code, MP 1.4 – Building over or near relevant infrastructure and Council's policy, and may be subject to prosecution.

If the breach is notified to Council immediately and further direction and approved corrective action followed, then prosecution may be avoided.

Existing unauthorised building work located over or adjacent to Council's Water and/or Sewer infrastructure shall also be bound by the provisions of this policy unless otherwise approved by Council.

5 DEFINITIONS

| TERM | MEANING |
|---|--|
| Associated structures | Sewer manholes, access holes, connection points, water meter, valve boxes or supporting concrete works |
| Building | A "building" or "structure" as those terms are defined in the Building Act 1975, and, where the context requires, the act of constructing or installing same |
| Local Government Service Infrastructure | Includes Water, Wastewater, Recycled Water and associated structures. |

| | |
|-------------------------|---|
| Development Application | In order to carry out certain types of developments, a DA may need to be made for a development permit. The development application provides information to the assessment manager about the proposed development to enable the assessment manager to properly assess the application. DA's shall be assessed under new planning legislation – the Planning Act 2016. |
| RPEQ | Registered Professional Engineer of Queensland. |
| Sewer | Includes sanitary drain jump-ups and capped slope junctions and manholes |
| Service | For the purpose of this Policy and Technical Guidelines includes sewer and water mains. Its meaning is interchangeable with “Local Government Service Infrastructure” |
| Structure | Includes a wall or fence and anything fixed to or projecting from a building, wall, fence or other structure (e.g. deck, pergola, swimming and spa pool, satellite dish and water storage tank). |

6 RELATED DOCUMENTS

7 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]



REVIEW OF POLICIES

Rate Exemption by Resolution

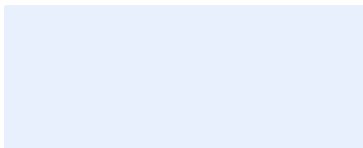
Meeting Date: 20 November 2024

Attachment No: 17

Rate Exemption by Resolution Policy

PL-CS062

RATE EXEMPTION BY RESOLUTION POLICY

| | |
|----------------------|--|
| POLICY NUMBER | PL-CSO62 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Financial Services |
| RESPONSIBLE MANAGER: | Chief Financial Officer |
| DATE ADOPTED: | 5 March 2012 |
| DATE TO BE REVIEWED: | 30 June 2025 |
| DATE REVIEWED: | 30 June 2024 |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
|------------|---------|--|
| 03/06/2016 | 1 | Change to new Policy format and update Regulation references |
| 09/06/2017 | 2 | Update for changes due to new concessions policy |
| 19/09/2019 | 3 | Reviewed |
| 22/07/2020 | 4 | Reviewed |
| 27/06/2022 | 5 | Reviewed |
| 12/07/2023 | 6 | Reviewed |
| 30/06/2024 | 7 | Reviewed |
| 31/10/2024 | 7 | Eligibility criteria updated |

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1 POLICY BACKGROUND

A policy is required with respect to land that is exempted from rating by resolution of a local government. Section 93 (3) of the *Local Government Act 2009* provides that certain land is exempted from rates, with subsections (3) (h) and (3) (i) requiring a resolution by a local government to exempt land from rating.

Section 93 (3) (h) refers to: Land that is:

- (i) primarily used for show grounds or horse racing; and
- (ii) exempted from rating by resolution of a local government.

Section 93(3) (i) refers to:

Land that is exempted from rating, by resolution of a local government, for charitable purposes.

The Act and Regulations also provide for rate exemptions that do not require a resolution. These rate exemptions are not subject to this policy although the definitions provided in this policy will be used in determining eligibility. Determining the eligibility of properties for rate exemption will be the responsibility of a rate categorisation officer appointed under the Regulations.

2 PURPOSE

This policy has been developed to ensure consistency in the determination of resolutions for rate exemptions with respect to Sections 93(3) (h) and 93(3) (i) of the *Local Government Act 2009*.

3 SCOPE

The scope of this policy is limited to rate exemption under Section 93(3) (h) and 93(3) (i) of the *Local Government Act 2009* being land that is exempted from rating, by resolution of a local government, for:

- Showgrounds
- Horse racing
- Charitable purposes.

This policy also provides guidance in determining eligibility for exemption under the Act or regulations.

The rate exemption granted by this policy apply to all rates other than utility charges and will take effect from the beginning of the rating period in which the ratepayer applied for rate exemption under this policy.

Applications will only be accepted on submission of the appropriate form. The form must be completed by the applicant and must be supported by any information required to assist in the decision-making process. Such information includes documents relating to an organisation's constitution, tax status and activities carried on by the organisation.

4 LEGISLATIVE CONTEXT

- Local Government Act 2009 - Section 93(3)

5 POLICY DETAILS

For community organisations as defined in this Policy, the rate exemption granted under this Policy will be limited to:

- All rates other than utility charges; and
- The rate exemption will take effect from the beginning of the rating period in which the ratepayer

applied for rate exemption under this policy.

Applications will only be accepted on the form 'Rate Exemption/Concession Application Form'. The form must be completed by the applicant in its entirety and must be supported by information sufficient to allow the application to be fully assessed (including a copy of the community organisation's constitution).

Council or its delegate will have regard to the following elements when considering applications for rate exemption:

- The extent of financial activity and position evidenced by audited (or similar) financial statements as required at the discretion of the authorised Council Officer;
- Any other relevant material which will assist in the application/assessment process as required by the authorised Council Officer.

5.1 SUBJECT LAND

For land to be subject to this policy, the land must be primarily used for:

- Showgrounds;
- Horse racing; or
- Charitable purposes

To help in the deliberation and determination of the above land uses, the terms as described in the Policy definitions may be considered.

Properties that satisfy these definitions will be rate exempt for the purposes of a local government resolution.

The granting of rate exemption under this section ends upon change of ownership or the change of the purpose for which the property is used (as determined by an authorised Council Categorisation Officer) and subsequently a new application for rate exemption is required to be submitted.

5.2 DURATION

The granting of rate exemption under this section ends three years after the current application is approved; upon change of ownership; or upon the change of the purpose for which the property is used (as determined by an authorised Council Categorisation Officer) whichever is the sooner. Subsequently a new application for rate exemption is required to be submitted.

5.3 ELIGIBILITY

Council will not allow a rate exemption where:

- There is either an actual or perceived competitive advantage obtained by the 3rd party through Council allowing such an exemption;
- The organisation receives income from gaming machines, gambling activities and/or holds a commercial liquor license for the property (community license/permits allowed).

6 EXEMPTIONS BY ACT AND REGULATIONS

Definitions included in this policy should also be used for determining if land attracts a rate exemption for other reasons provided by the Act and the Regulations and is therefore not entitled to consideration under this policy. Refer to the policy definitions in section 7 of this policy and the Rate Exemption Chart in Appendix 1 to determine

if land is entitled to a rate exemption under the Act or under the Regulations. These properties are not covered by this policy.

7 DEFINITIONS

For the purpose of this Policy and interpreting relevant legislation refer to:

- Schedule 4 Dictionary of the *Local Government Act 2009*;
- Schedule 8 Dictionary of the *Local Government Regulation 2012*;
- Schedule 6 Dictionary of the *Land Act 1994*.

In addition, and for the purpose of this Policy, key definitions are:

| TERM | MEANING |
|-----------------------------|---|
| Showground | An open-air setting for agricultural displays, competitions, etc. |
| Horse racing | The sport in which horses and their riders take part in races, typically with substantial betting on the outcome |
| Charitable purpose | Land that is used by a community organisation on a non-profit basis for purposes relating to: <ul style="list-style-type: none"> a. Education; or b. Assistance to the ill, infirmed or disabled; or c. Assistance to the poor; or d. Other purposes of benefit to the community generally but excludes any land used for subsidised housing that is not provided in connection with item b. above. |
| Community organisation | A non-profit organisation excluding any organisation that has gaming machines, gambling revenue and/or a commercial liquor license. |
| Non-profit | An organisation if it is not carried on for the profit or gain of its members. This applies for direct and indirect gains and both while the organisation is being carried on and on its winding up (i.e. its constitution or governing documents prohibit distribution of profits or gains to individual members and its actions are consistent with the prohibition). This definition is consistent with the definition used by the Australian Taxation Office. |
| Public Purpose | The object or purpose of the organisation's activities is something which is beneficial to a section of the public rather than to private individuals as such – the section of the public may be relatively small, but it must not be so small or specialised that the group is on any common sense view no more than a "private club". |
| Religious entity | A recognised religious organisation is an organisation that– <ul style="list-style-type: none"> a. Is affiliated with a recognised denomination declared under the <i>Marriage (Recognised Denominations) Proclamation 2018</i>, and b. Fulfils the requirement of a charity under section 5 of the <i>Collections Act 1966</i>. |
| Used for/primarily used for | The primary purpose for which land legally able to be used and how regularly the land is used for that purpose. Land may be used for a |

| | |
|--|---|
| | particular purpose even if it has not been developed and no specific activities take place on the land. |
| | |

8 RELATED DOCUMENTS

- Grants to Community Organisations

9 APPENDIX

Rate Exemption Chart



9.1 APPENDIX 1: RATE EXEMPTION CHART

| | | | | | | | | | | | | |
|--|------------------------|--|---|---|--|---|--|--|---|---|---|---------------------------------|
| What is the property used for or how is it owned? Check along each of the lines for a match. | Exempted by Act | Unallocated State land | occupied by Gov't State | State Forest or Timber reserve | Aboriginal/Torres Strait | Strategic Port land | Strategic Port land | Rail Corridor | Commercial Corridor | Airport Land | Local Gov't (not leased) | Exempt under another Act |
| | | 93(3)(a) | 93(3)(b) | 93(3)(c) | 93(3)(d) | 93(3)(e)(i) | 93(3)(e)(ii) | 93(3)(e)(iii) | 93(3)(e)(iv) | 93(3)(f) | 93(3)(g) | 93(3)(j)(i) |
| | | | Not a GOC not exempted from paying rates | Not occupied under an occupation permit or stock grazing permit | Not part of land used for commercial or residential purposes | under transport Infrastructure Act | under transport Infrastructure Act | under transport Infrastructure Act | under transport Infrastructure Act | within the meaning of the Airport Assets (restructuring & disposal) Act 2008 | owned or held by local gov't | |
| | | | Not leased to State or Gov't entity by other than a state or | Not occupied under the Land Act | | occupied by Port Authority, the State or a | occupied by wholly owned subsidiary of Port Authority, and is used in connection | existing or new rail corridor | commercial corridor not subject to a lease | used for a runway, taxiway apron, road, vacant land, buffer zone or grass verge | not leased to someone other than another local government | |
| | Exempted by Regulation | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act | Exempt By Act |
| | | owned by religious entity | owned by religious entity | owned by religious entity | owned by religious entity | vested in person under an Act | vested in person under an Act | land used for purposes of public hospital | Land owned by a community organisation | Land owned by a community organisation | Land owned by a community organisation | land used for a cemetery |
| | | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) | 93(3)(i)(i) |
| | Exempted by Resolution | Reg 73(a)(i) | Reg 73(a)(ii) | Reg 73(a)(iii) | Reg 73(a)(iv) | Reg 73(b)(i) | Reg 73(b)(ii) | Reg 73(c) | Reg 73(d)(i) | Reg 73(d)(ii) | Reg 73(d)(iii) | Reg 73(e) |
| | | used for religious purposes | used for education, health, or community services (includes facilities for aged and disabled) | used for administration of the religious entity | used for housing incidental to previous | for a public purpose that is recreational or sporting | for a charitable purpose | is part of a private hospital complex | less than 20 ha | less than 20 ha | less than 20 ha | |
| | | | | | | | | or a private and public hospital complex | used for providing accommodation | used for providing accommodation | used for providing educational, training or information services | |
| | Exempted by Resolution | | | | | | | and land is more than 2 ha and separate from rest of complex | associated with the protection of children | for students | aimed at improving labour market participation or leisure opportunities | |
| | | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation | Exempt By regulation |
| | | Show Grounds | Horse racing | Charitable purposes | Charitable purposes | Charitable purposes | Charitable purposes | | | | | |
| | Exempted by Resolution | 93(3)(h) | 93(3)(h) | 93(3)(i) | 93(3)(i) | 93(3)(i) | 93(3)(i) | | | | | |
| | | primarily used for show grounds | primarily used for horse racing | Not for Profit | Not for Profit | Not for Profit | Not for Profit | | | | | |
| | | | | does it relate to the advancement of education | does it relate to the giving of assistance to the poor | Does it relate to the giving of assistance to the sick (ill & infirm) | Does it relate to some other purpose of benefit to the community generally | | | | | |
| | Exempted by Resolution | Exempt Resolution | Exempt Resolution | Exempt Resolution | Exempt Resolution | Exempt Resolution | Exempt Resolution | | | | | |

REVIEW OF POLICIES

Rate Concessions Policy

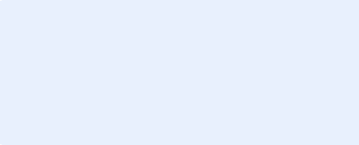
Meeting Date: 20 November 2024

Attachment No: 18

RATE CONCESSIONS POLICY

PL-FS076

RATE CONCESSIONS POLICY

| | |
|-----------------------------|--|
| POLICY NUMBER | PL-FS076 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Financial Services |
| RESPONSIBLE MANAGER: | Chief Financial Officer |
| DATE ADOPTED: | 28 June 2017 |
| DATE TO BE REVIEWED: | 30 June 2025 |
| DATE REVIEWED: | 30 June 2024 |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
|------------|---------|--|
| 19/06/2018 | 2 | Reviewed – Invasive Pest Control rebate adjusted and Public amenities on leased government property rebate added |
| 27/03/2019 | 3 | Reviewed tank rebate |
| 22/05/2019 | 4 | Reviewed tank rebate |
| 23/10/2019 | 5 | Review document |
| 27/11/2019 | 6 | Update Policy name and review document |
| 17/01/2020 | 7 | Update policy for water tank rebate |
| 22/07/2020 | 8 | Update policy name, add water relief & home haemodialysis provisions and reviewed |
| 23/06/2021 | 9 | Review document, remove Covid-19 & IPCSR concession, add Warwick Polocrosse and subdividers valuation concession |
| 30/07/2021 | 10 | Update hardship |
| 27/10/2022 | 11 | Add Amosfield Road and Condamine River Sports Group concession |
| 23/08/2023 | 12 | Add Orchards & Vineyards and Small Crops & Fodder concession |
| 25/10/2023 | 13 | Add Private Forestry concession |

| | | |
|------------|----|--|
| 03/06/2024 | 14 | Reviewed and aligned the document to the FY24/25 Revenue Statement |
| 31/10/2024 | 15 | Amend section 5.1 NFP and 5.4 Financial Hardship |



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1 POLICY BACKGROUND

Council levies property rates and charges pursuant to the *Local Government Act 2009* and the *Local Government Regulations 2012*. Council requires payment of such rates and charges within the specified period. It is Council's policy to levy and pursue the collection of all outstanding rates and charges diligently but with due concern for the following:

- Financial hardship which may be faced by some members of the community;
- Economic development of the region; and
- Cultural, environmental, historic, heritage or scientific significance within the region.

Chapter 4, Part 10 of the *Local Government Regulations 2012* allows local governments to relieve some of the above concerns by granting ratepayer/s a concession for rates or charges.

Section 121 only allows the following types of concessions:

- a. A rebate of all or part of the rates or charges;
- b. An agreement to defer payment of rates or charges;
- c. An agreement to accept a transfer of unencumbered land in full or part payment of the rates or charges.

2 PURPOSE

This policy aims to establish guidelines to assess requests for rates and charges concessions in order to alleviate the impact of rates and charges.

This policy has been developed to ensure consistency in the determination of concessions for rate and charges with respect to Chapter 4, Part 10 of the *Local Government Regulations 2012*.

In considering the application of concessions Council will be guided by the principles of:

- The same treatment for ratepayers with similar circumstances.
- Transparency by making clear the requirements necessary to receive concessions.
- Flexibility to allow Council to respond to local economic issues.

Consideration may be given by Council to granting a class concession in the event all or part of the Southern Downs Regional Council area is declared a natural disaster area by the State Government.

3 SCOPE

This policy applies to any person, group or organisation seeking rebates and concessions for rates and/or charges.

The scope of this policy is limited to rate concession types under section 121(a) and 121(b) of the *Local Government Regulations 2012* being:

- a. A rebate of all or part of the rates or charges; and/or
- b. An agreement to defer payment of rates or charges.

Concession or rebates for general fees and charges or other items not covered under chapter 4 part 10 of the Regulations are outside the scope of this policy.

This policy supersedes any previous ongoing concessions granted by Council.

4 LEGISLATIVE CONTEXT

- Local Government Regulation 2012 – Chapter 4, Part 10

5 RATE CONCESSIONS

Rate concessions are considered for the following ratepayers' categories.

5.1 NOT-FOR-PROFIT/CHARITABLE ORGANISATIONS

Pursuant to sections 120(1)(b)(i), section 121(a), and section 122(1)(b), (4), (5) and (6) of the *Local Government Regulation 2012*, Council grant a concession to approved organisations whose objectives do not include the making of profit and who provide services to their membership and the community.

The granting of rate concessions under this section ends three years after the current application is approved; upon change of ownership; or upon the change of the purpose for which the property is used (as determined by an authorised Council Categorisation Officer) whichever is the sooner. Subsequently a new application for rate concession is required to be submitted.

5.1.1 ELIGIBILITY

Not-For-Profit/Community Organisation – An incorporated body who:

- Does not include the making of profit in its objectives;
- Is located within the Council area and the majority of its members reside in the Council area;
- Does not receive income from gaming machines, gambling activities and/or does not hold a commercial liquor license (community liquor license/permits allowed);
- Is the owner, lessee or life tenant of the property and is the incorporated bodies main grounds/base/club house or residence;
- Has, either solely or jointly with a co-owner, the legal responsibility for the payment of rates and charges which are levied in respect of the property;
- Does not have any Community Grant acquittals or refunds outstanding as per PL-CS075 Grants to Community Policy;
- Is not a religious, State or Federal body or entity or educational institution;
- Does not pay any monies to board members or any other financial incentive to such including but not limited to share entitlements (excludes reimbursement of expenses).

Council will not allow any rate concession where there is either an actual or perceived competitive advantage obtained by the 3rd party through Council allowing such a concession. Should an applicant only have part ownership of the property the Council rebate is similarly reduced.

5.1.2 APPLICATIONS

Applications must be submitted on the appropriate form. The form must be completed by the applicant and must be supported by any information required to assist in the decision-making process. Such information includes:

- The organisation's constitution;
- Tax status;
- Most recent audited Financial Statements; and
- Primary activities carried on by the organisation.

Eligibility for a concession is assessed by Council triennially prior to the issue of the first rate notice each financial year (generally June/July). Organisations not provided with a concession, and believe they meet the relevant criteria, may apply for approval at any time. If an application is approved by Council, concessions are applied from the beginning of the current rating period (concessions are not applied retrospectively).

5.1.3 AMOUNT OF REBATE FOR NOT-FOR-PROFIT/CHARITABLE ORGANISATIONS

| Category | Organisations Include | General Rates | Separate Rates/Charges | Special Rates/Charges | Water Access Charges | Water Consumption Charges | Sewerage Charges | Annual Cap |
|--|---------------------------|---------------|------------------------|-----------------------|----------------------|---------------------------|------------------|------------|
| 1. Organisations which rely mainly on volunteer labour, excluding properties used as a shop, office, gallery, sales area or other commercial like activity (including rental properties) | Senior Citizens Clubs | N/A * | N/A * | N/A * | 50% | 0% | 50% | N/A |
| | QCWA | | | | | | | |
| | Showgrounds & Racecourses | | | | | | | |
| | Sporting and other clubs | | | | | | | |
| | Rural Fire Brigades | N/A * | N/A * | N/A * | 100% | 0% | 100% | N/A |
| 2. Properties used as a shop, office, gallery, sales area or other commercial like activity | | N/A * | N/A * | N/A * | 25% | 0% | 25% | N/A |
| * Exempt under Rates Exemption by Resolution Policy | | | | | | | | |

5.2 PERMITS TO OCCUPY PUMP SITES AND SEPARATE PUMP SITE ASSESSMENTS

Pursuant to sections 120(1)(c), section 121(a), and section 122(1)(b), (5) and (6) of the *Local Government Regulation 2012*, Council grant a concession by way of a rebate of 50% of the general rate subject to the conditions below:

- A permit to occupy for a pump site has been issued;
- The permit to occupy is not valued with other rateable land; and
- Where the total assessable area is 25 square meters or less.

Council is satisfied that such circumstances justify the exercise of the rebate power.

5.3 LEASED COUNCIL VACANT LAND

Pursuant to sections 120(1)(c), section 121(a), and section 122(1)(b), (5) and (6) of the *Local Government Regulation 2012*, Council grant a concession to lessees of Council land by way of a rebate of 100% of the general rate, separate charges and special charges subject to the conditions below.

1. The land is owned or held as Trustee by Council; and
2. The land is leased to another person; and
3. The land is vacant; and
4. The land is not used for any business or commercial/industrial purpose (excluding a grazing lease); and
5. The land is not valued with other rateable land held by the lessee.

Council is satisfied that such circumstances justify the exercise of the rebate power.

5.4 FINANCIAL HARDSHIP

Pursuant to sections 120(1)(c), section 121(a) and (b), and section 122(1)(b), (5) and (6) of the *Local Government Regulation 2012*, Council may grant a concession to ratepayers who are having difficulty in paying their rates in one of the following circumstances:

1. Major medical situation; or
2. Unusual and severe circumstances.

The concession is granted by way of waiving any interest charges accrued in the current financial year and deferral of all interest charges and legal recovery from the date of application until 30 June of the current financial year subject to compliance by the ratepayers with the conditions below.

1. The property is included in one of the following differential general rating groups:
 - a. Residential; or
 - b. Primary Production.
2. The property is the ratepayers principal place of residence;
3. The ratepayer completes the form “Hardship Application for Rates Deferral”;
4. The deferral of interest charges and legal recovery expires annually and the ratepayer must make a new application if the situation continues;
5. The levied rates and charges on the property are still required to be paid in full;
6. The nature of applications for concession is generally determined on a case-by-case basis against the principles outlined in this policy;
7. Where the rate payer has shown a history of payment defaults the reasons as to why these have occurred need to be clearly explained within the application;
8. Where an application is made in the last quarter of the financial year, the application will be approved to 30 June of the following financial year.

5.4.1 MAJOR MEDICAL SITUATIONS

Where a ratepayer is having difficulty in paying their rates due to them and/or associated persons (spouse/children/parents) suffering from one of the following major medical situations:

1. Illness involving long term hospitalisation;
2. Incapacitation;
3. Major trauma (e.g. accident);
4. Life threatening illness (e.g. terminal cancer); or
5. Emergency operation

The concession is granted, subject to compliance by the ratepayers with the conditions below:

1. The ratepayer must complete and submit an application for deferral concession with the following details:
 - a. Details of the relevant major medical situation as listed above;
 - b. If the circumstances involve an associated person, how that affects the ratepayers ability to pay;
 - c. The date and duration of the major medical situation; and
 - d. Supporting letter/statement by doctor/medical practitioner confirming the major medical situation.
 - e. Details on advice sought from a Financial Counsellor if applicable.

Any application made for a deferral concession under major medical situations may be approved by the Chief Executive Officer or as delegated.

5.4.2 UNUSUAL AND SEVERE CIRCUMSTANCES

Where a ratepayer is having difficulty in paying their rates due to them and/or associated persons (spouse/children/parents) suffering from unusual and severe circumstances. These may include:

1. Sudden and unexpected loss of income;
2. Sudden and unexpected major expenditure;
3. Other unusual and severe circumstance.

The concession is granted, subject to compliance by the ratepayers with the conditions below:

1. The ratepayer must seek advice from a Financial Counsellor
2. The ratepayer must complete and submit an application for deferral concession with the following details:
 - a. Details of the relevant unusual and severe circumstance;
 - b. The date and duration of the circumstance;
 - c. Details on advice sought from a Financial Counsellor;
 - d. If the circumstances involve an associated person, how that affects the ratepayer's ability to pay; and
 - e. The circumstances must demonstrate unusual and severe difficulty rather than the usual frustrations and trials to which other ratepayers or similar organisations are subjected to from time to time.

Any application made for a deferral concession under unusual or severe circumstances may be approved by the Chief Executive Officer or as delegated.

5.5 WATER CHARGES - RELIEF FROM WATER CONSUMPTION

Pursuant to sections 120(1)(c), section 121(a), and section 122(1)(b), (5) and (6) of the Local Government Regulation 2012, Council will grant a concession to property owners who have higher than usual water consumption due to an unapparent plumbing failure within the property owners infrastructure (to a maximum of 250 kilolitres) OR a plumbing failure to Council's water infrastructure leading to consumption being recorded on the applicable meter - by way of a partial rebate of the water consumption charge for a single water billing period subject to the criteria and calculation below. If a plumbing failure affects two or more water billing periods, any approved rebate will be calculated for the one billing period when the application was made. No concession will be considered where a Smart Meter has been installed at the property for more than 6 months or where the rebated kilolitres is 10 kilolitres or less.

5.5.1 CRITERIA FOR WATER CONSUMPTION RELIEF

1. To qualify for relief, the property owner must clearly demonstrate that:
 - a. The quantum of the water consumption charge levied was as a consequence (upon investigation) of:
 - i. An unapparent plumbing failure of the property owners water infrastructure; or
 - ii. A plumbing failure of Council water infrastructure; and
 - b. When the owner of the property became aware of the unusually high-water consumption on the property, all reasonable steps were taken to locate and repair that failure without delay. Council allows five (5) business days for the property owner to investigate the water loss and an additional ten (10) business days to have any leaks repaired. This timeframe begins from the date that the property owner became aware of the potential water loss. Applications with investigations and repair outside of these timeframes may not qualify for relief.
 - i. A property owner can become aware of the potential water loss through their own investigations, advice from Council via phone or notices (see below) or other external party;
 - ii. Council will deem the owner aware of the potential water loss five (5) business days after the issue of a written notice detailing actual or suspected water usage/loss. A notice includes a rate notice, a high-water usage letter or any correspondence from Council to the owner notifying that there could be a leak on the property. Notification via telephone or email is deemed notified on day of call or email sent date;
 - iii. Investigation of water loss can include conducting a water leak test and/or arranging for a plumber on site to conduct a water leak test and further investigations; and
 - c. For Property water infrastructure - The repair was carried out by a licensed plumber who confirms that the water loss was, in the plumber's opinion, due to an unapparent plumbing failure. This can be proven by obtaining a report from the plumber that assessed the property, or
 - i. If the failure requires the expertise of a technician other than a licenced plumber (e.g. a leaking air conditioner may require an electrician, not a plumber), the repair and report can be provided by a suitable licensed contractor.
 - d. For Council water infrastructure - The repair was carried out by or inspected by Council who confirms that the water loss was due to the failure of Council infrastructure;
2. If the failure is found on a property connected to untreated dam water no plumbers report is necessary. A letter from the property owner stating the nature of the failure and steps taken to locate and repair the failure must accompany the application.
3. The owner must apply for relief on or prior to 30 days after the due date for payment of the relevant water consumption charge. Any applications made after the above date will not be considered.
4. If water infrastructure from the water meter to the ratepayer's property runs through multiple lots, regardless if the lots are owned by the same owner, evidence of regular monitoring of the water line must be conducted in order to apply for relief from water consumption.

5.5.2 APPLICATION FOR WATER CONSUMPTION RELIEF

An "Application for Relief from Water Consumption Charges" form (the application form) must be completed and forwarded to Council with the relevant documentation from the plumber/contractor that assessed the property (e.g. report and tax invoice). The submission of an application form will not:

- Extend a due date for payment;
- Halt any applicable interest charges that may be incurred; or
- Halt any debt recovery processes.

5.5.3 CALCULATION OF REBATE AMOUNT

If the property owner clearly meets the requirements of Section 5.5.1 the rebate amount will be credited to the property owner's rate account. The rebate will be calculated by one of the following methods:

5.5.3.1 Property Water Infrastructure

The water loss was a direct result of an unapparent plumbing failure in the property owner's infrastructure (property side of the meter), the calculations of the rebate amount will be as follows:

$(A - B) \times 50\% = \text{Rebated Daily Average (DA)}$

A = The DA consumption in the application period

B = Average DA consumption on 3 previous readings

Rebated DA x number of days in the application period = Rebated kilolitres (Minimum 10 kilolitres to a maximum of 250 kilolitres).

Rebated kilolitres x property's current water consumption charge per kilolitre = Rebate amount to be applied to the property.

5.5.3.2 Council Water Infrastructure

The water loss was a direct result of a plumbing failure in Council water infrastructure, the calculations of the rebate amount will be as follows:

$(A - B) = \text{Rebated Daily Average (DA)}$.

A = The DA consumption in the application period

B = Average DA consumption on 3 previous readings

Rebated Daily Average x number of days in the application period = Rebated kilolitres (minimum 10 kilolitres)

Rebated kilolitres x property's current water consumption charge per kilolitre = Rebate amount to be applied to the property

5.5.3.3 Average Kilolitres

Where the following has occurred within the previous three (3) reading periods the applicable daily average kilolitre (item B) calculation will be used:

1. A new water meter was installed - the daily average consumption will be calculated based from the installation date of the current water meter;
2. A change of ownership has occurred - the daily average consumption will be calculated based on from the closest reading to the change of ownership date;
3. Where a new water meter has been installed and a change of ownership has occurred - the average daily usage will be calculated on the later of the two;
4. Council may obtain water meter readings after the repair if an accurate previous daily average usage is unable to be obtained. This will overrule all other conditions listed above;

5.5.3.4 Levelled Water Consumption Charges

If the property consumption includes an amount in a second level water charge, the current water consumption charge will be calculated on the second level portion first followed by any first level portion if required.

5.5.4 SUBSEQUENT APPLICATIONS FOR WATER CONSUMPTION RELIEF

This policy only covers one claim per five (5) year period per property. Any subsequent applications for relief on a property made within a 5-year period of a previous application, regardless of whether relief was allowed in the first instance, will be considered by:

- For the second application - the Chief Executive Officer or delegated officer.
- For the third or more application – at an Ordinary Council Meeting.

A subsequent application received after 5 years is seen as a new application.

For any subsequent application (including outside of the 5 year period), the application will **NOT BE** accepted unless the applicant can prove to the Council's satisfaction that usage has been monitored (e.g. recorded water meter readings including dates readings obtained) on a regular (at least monthly) basis. If a change of ownership has occurred within the 5 year period, the monitoring requirement may be waived.

5.6 WATER CHARGES - HOME HAEMODIALYSIS WATER ALLOWANCE

Pursuant to sections 120(1)(c), section 121(a), and section 122(1)(b), (5) and (6) of the Local Government Regulation 2012, Council will grant a concession to property owners who receive regular treatment on a haemodialysis machine at home by way of a partial Rebate of the water consumption charge subject to the criteria and calculation below.

5.6.1 CRITERIA FOR WATER ALLOWANCE

This policy will apply where:

1. The haemodialysis patient resides permanently at the nominated address within the Southern Downs Regional Council area.
 2. The haemodialysis patient receives their regular treatment on a haemodialysis machine at home (the nominated address) and not through a hospital or other haemodialysis centre.
 3. The doctor, renal specialist or a Queensland Health haemodialysis centre manager provides a supporting letter confirming the patient as receiving haemodialysis treatment at home.
 4. The Home Haemodialysis Water Allowance application form must be submitted to Council with the relevant documentation from the doctor, renal specialist or Queensland Health haemodialysis centre manager. This documentation must advise the timeframe (e.g. hours required) and regularity of the treatment
 5. Home Haemodialysis Water Allowances expire annually at the end of every financial year (30 June). A new application must be submitted at the beginning of each financial year for consideration.
 6. The patient authorises Council to provide the relevant Council Officers with their contact details (address and phone number/s) to facilitate contact during emergency or fault situations. Council will use its best endeavours to ensure that confidentiality is maintained.
- If there is to be a planned interruption to the water supply, Council will endeavour to inform the haemodialysis patient, as a matter of priority, of the interruption to supply.
 - In emergency or fault situations, Council Officers will endeavour to communicate with and assist affected haemodialysis patients to minimise disruptions to their treatment.
 - Council will ensure that the necessary repairs are carried out as a high priority.

Haemodialysis patients need to ensure that they have been suitably trained by their dialysis care provider on how to manage interruptions to their water supply.

5.6.2 CALCULATION OF WATER ALLOWANCE

Council will provide an allowance of equal to 65 kilolitres per reading period, calculated at the first level of the relevant water consumption rate (Tariff) of the property.

This amount will be applied as a credit to the property before the Water Consumption Notice is issued to the ratepayer.

If the patient receiving the Home Haemodialysis treatment is not the property owner, the patient will have no claim with Council to have this credit refunded directly to them.

5.6.3 CEASING OF ALLOWANCE

The applicant or patient must advise Council in writing of the date that the Home Haemodialysis ceased by any of the following reasons:

1. If the home haemodialysis patient relocates within the Southern Downs Regional Council area, a new Home Haemodialysis Water Allowance application is required to be completed and submitted to Council. Once eligibility is confirmed, Council will apply a pro-rata adjustment of the allowance based on the date supplied on the new application.
2. If the home haemodialysis patient relocates outside of the Southern Downs Regional Council area, it is the applicant/patient's responsibility to advise Council in writing of the date that the treatment ceased at the property. Council will apply a pro-rata adjustment of the allowance based on the date supplied.
3. In the unfortunate event that the home haemodialysis patient passes away, Council will allow the water allowance on the next Water Consumption Notice to be issued to the property. The allowance will cease after that Notice has been issued.
4. If Council is not notified that the Home Haemodialysis treatment has ceased, Council will remove the allowance at the start of the forthcoming financial year and any allowances already granted will be reversed and will become due and payable.

5.7 AGED CARE FACILITIES

Pursuant to sections 120(1)(b)(i) and (c), section 121(a), and section 122(1)(b), (5) and (6) of the *Local Government Regulation 2012*, Council grant a concession to properties used for aged care facilities by way of a rebate of 50% of sewerage charges related to soil fixtures contained within building/s that are not being used for aged care, administration or any other purpose. Cleaning and minor maintenance does not constitute usage. The rebate pertains to entire buildings not being used, not merely section/s of buildings or rooms.

The granting of rate concessions under this section ends three (3) years after the current application is approved; upon change of ownership; or upon the building/s commencing use whichever is the sooner. Subsequently a new application for rate concession is required to be submitted. Applications must be submitted in writing. A building may remain unused to a maximum of 10 years and still be eligible for the concession, after which the concession will no longer apply.

Eligibility for a concession is assessed by Council biennially prior to the issue of the first rate notice each rating period. Organisations not provided with a concession, and believe they meet the relevant criteria, may apply for approval at any time. If an application is approved by Council, concessions are applied from the beginning of the current rating period (concessions are not applied retrospectively).

5.8 PID 107525 – 112 AMOSFIELD ROAD

Pursuant to sections 120(1)(c), section 121(a), and section 122(1)(a) of the *Local Government Regulation 2012*, Council grant a concession to property at 112 Amosfield Road, Stanthorpe (PID 107525) by way of 100% rebate of all Council rates and charges, but excluding the Emergency Management Levy. The concession is granted due to the ongoing dispute in relation to the land being on the Environmental Management Register.

The granting of rate concessions under this section commences from 1 July 2021 and ends upon the Chief Executive Officer considers the matter finalised or upon change of ownership of the property, whichever is the sooner.

Council is satisfied that such circumstances justify the exercise of the remission power.

5.9 CONDAMINE RIVER SPORTS GROUP INC.

Pursuant to sections 120(1)(b)(i) and (c), section 121(a), and section 122(1)(b), (5) and (6) of the *Local Government Regulation 2012*, Council grant a concession to the Condamine River Sports Group and its member clubs which lease land from Council located at or near Queens Park and St Mark's Park, Warwick on the banks of the Condamine River by way of 100% rebate of utility charges and (potable) water consumption charges.

The granting of rate concessions under this section commences from 1 July 2022 and ends on 30 June 2032 or upon cancellation of the lease, whichever is the sooner.

Council is satisfied that such circumstances justify the exercise of the rebate power.

5.10 OTHER

Other rebate or rate deferral requests will be assessed on their individual merits. Council reserves the right to limit rate increases under special arrangements made with Council pursuant to Section 116 of the *Local Government Regulation 2012*.

5.11 COST REPORT

At the budget meeting each year, a report must be prepared and presented to Council showing the cost of each rate concession granted for the current financial year and for the time since the concession was first granted.

6 DEFINITIONS

| TERM | MEANING |
|------------------------------|--|
| Hardship | When payment of due rates and charge was made, the ratepayer would be left unable to provide for themselves, their family or other dependents the following: <ol style="list-style-type: none"> 1. Food; 2. Accommodation; 3. Clothing; 4. Medical treatment; 5. Education; or Other basic necessities. |
| Unusual | Not habitually or commonly occurring or done. Rarely occurring or appearing: infrequent, occasional, rare, sporadic, uncommon |
| Severe | Very serious, harsh, unnecessarily extreme, demanding, exacting |
| Unapparent plumbing failure | The structural failure of a supply pipe, the water loss resulting from which is not readily evident upon any exposed surface |
| Council water infrastructure | Water network assets leading up to and including the water meter but excludes pushfit fittings on property owner/s side of the meter installed after April 2024 |
| Property ownership | A full change of owner/s since the last application made will be seen as a full change of ownership. If there is a continued ownership presence, this will not be seen as a property ownership change i.e. If there are 2 owners and owner 2 sells their share to owner 1, this is not a full change of ownership. |

| | |
|--------------------|---|
| Nominated Address | The address that the home haemodialysis patient resides and receives the home haemodialysis treatment. |
| Haemodialysis | The use of a machine by people with chronic kidney disease which performs the function of pumping the patient's blood through a dialyser. The machine uses considerable volumes of water in this process. |
| Home Haemodialysis | The use of a Haemodialysis machine at home by people with chronic kidney disease |
| Reading Period | Water meters are read every 6 months, equating to a period of approximately 26 weeks. |
| Allowance Period | The Allowance Period is based on a financial year e.g. 1 July to 30 June. The Allowance expires annually on 30 June. |

7 RELATED DOCUMENTS

- PL-FS013 – Revenue Policy
- PL-FS013 – Revenue Statement
- PL-FS057 – Debt Recovery Policy

8 APPENDIX

[Insert references to material or resources used to prepare the policy, if applicable. Otherwise, leave blank]

REVIEW OF POLICIES

Procurement Policy

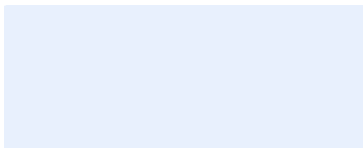
Meeting Date: 20 November 2024

Attachment No: 19

Procurement Policy

PL-FS010

PROCUREMENT POLICY

| | |
|-----------------------------|--|
| POLICY NUMBER | PL-FS010 |
| DIRECTORATE: | Customer and Organisational Services |
| SECTION: | Financial Services |
| RESPONSIBLE MANAGER: | Chief Financial Officer |
| DATE ADOPTED: | 26 May 2009 |
| DATE TO BE REVIEWED: | 30 June 2025 |
| DATE REVIEWED: | 28 June 2024 |
| APPROVED BY: |  |

REVISION RECORD

| Date | Version | Revision description |
|------------------|---------|--|
| 31 July 2013 | 2.0 | Schedule of Procurement Delegations and associated references removed. |
| 25 May 2016 | 3.0 | Annual Review - minor amendments |
| 12 June 2017 | 4.0 | Annual Review – minor amendments |
| 28 February 2018 | 5.0 | Complete review of policy |
| 26 April 2018 | 5.1 | Minor amendments to Attachment 1 Delegation Limits |
| 23 July 2019 | 6.0 | Annual Review – minor amendments to 5 and 5.2 Quoting & Tender Requirements and Attachment 1 Delegation Limits |
| 5 November 2019 | 7.0 | Amendments to Attachment 1 Delegation Limits |
| 18 May 2020 | 8.0 | Amendments to the Quoting and Tender Requirements |
| 22 July 2020 | 9.0 | Amendments to the Quoting and Tender Requirements |
| 27 January 2021 | 10.0 | Amendments to Attachment 1 Delegation Limit |
| 28 June 2023 | 11.0 | Annual Review – Minor Amendments |
| 28 June 2024 | 12.0 | Annual Review – Local Preference added. |
| 31 October 2024 | 13.0 | Review – Amendments to the Quoting and Tender Requirements Clause 5.1, 5.2 and 5.3. |

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1 PURPOSE

A Procurement Policy is required under The *Local Government Regulation 2012*.

This document sets out the Council's policy for the acquisition of goods and services and carrying out of the procurement principles.

This policy is supported by the SDRC Procurement Handbook which establishes sound procurement practices based on the prudent use of public resources in order to achieve Council's objectives as outlined in the Corporate Plan, Operational Plan and other prescribed requirements.

2 SCOPE

This policy applies to the procurement of all goods, equipment and related services, construction contracts and service contracts (including maintenance) undertaken by the Southern Downs Regional Council.

3 LEGISLATIVE CONTEXT

- *Local Government Act 2009*
- *Local Government Regulation 2012*

4 POLICY DETAILS

4.1 OVERVIEW

Southern Downs Regional Council (SDRC) will carry out all procurement activities in accordance with the prescribed legislative framework and the Southern Downs Regional Council Procurement Procedures Handbook.

The *Local Government Act 2009* prescribes five (5) sound contracting principles. These principles are to ensure fairness, responsible financial management, legislative compliance and opportunities for business growth and development are adhered to. Equal consideration of each principle is not required. The sound contracting principles are as follows:

- value for money
- open and effective competition
- the development of competitive local business and industry
- environmental protection
- ethical behaviour and fair dealing.

Additionally, Council will apply the ethics principles of integrity and impartiality, promoting the public good, commitment to the system of government, and accountability and transparency in undertaking its procurement activities.

4.2 QUOTING AND TENDER REQUIREMENTS

The sound contracting principles always apply and all of the suppliers invited must always be able to reasonably supply the goods and services at competitive prices. The following table sets out the requirements for purchasing by all Council employees.

Note: Evidence of written quotes and contract number (where applicable) must be attached to all relevant purchase orders.

| PURCHASE THRESHOLD AND TYPES (EX GST) | REQUIREMENTS |
|--|--|
| Purchases with Council Purchase Cards | Refer to Council's Purchase Card Procedure and financial delegation register for relevant authorisation. |
| Less than \$5000 | One verbal or written quote required. This doesn't apply to petty cash transactions. |
| \$5,000 to less than \$15,000 | <ul style="list-style-type: none"> - Minimum invitation of 2 written quotes required from suppliers. - Utilising a Local Buy arrangement does not negate the requirement to obtain competitive quotes. - If Exception is to be utilised, approval from CEO must be sought with Exception Form completed and attached to Purchase Order. |
| \$15,000 to less than \$200,000 (Medium- sized contractual arrangement) | <ul style="list-style-type: none"> - Minimum invitation of 3 written quotes from suppliers. - Contract number required unless a Purchasing Arrangement has been utilised and an exceptions form completed. - Quotes are to be released via VendorPanel only. However, invitation by email will only be sent via procurement in extenuating circumstances. - A contract number must be recorded on the Purchase Order where a Local Buy or Council arrangement (Preferred Supplier Arrangement, Register of Prequalified Suppliers etc.) is utilised. - Utilising a Local Buy arrangement does not negate the requirement to obtain competitive quotes as prescribed under the <i>Local Government Regulations 2012</i>. |
| \$200,000 or more (Large-sized contractual arrangement). | <ul style="list-style-type: none"> - Council will invite formal written tenders which are to be released via VendorPanel. - Contract number required unless a Purchasing Arrangement has been utilised and an exceptions form completed. - A contract number must be recorded on the Purchase Order where a Local Buy or Council arrangement (Preferred Supplier Arrangement, Register of Prequalified Suppliers etc.) is utilised. - Utilising a Local Buy arrangement does not negate the requirement to obtain competitive quotes as prescribed under the <i>Local Government Regulations 2012</i>. |

*Refer to SDRC Procurement Handbook for further details.

It must be noted that the *Local Government Regulation 2012* states that for both medium and Large-sized contractual arrangements, the expected value of a contractual arrangement with a supplier for a financial year, or over the proposed term of the contractual arrangement, is the total expected value of all of the local government's contracts with the supplier for goods and services of a similar type under the arrangement.

Example— A contractual arrangement for the supply of a service over a 5-year period that is expected to be worth, exclusive of GST, \$80,000 each year has a total expected value of \$400,000.

The Exceptions form is a form found on the intranet for Council employees and includes exceptions to inviting quotes or tenders under the *Local Government Regulations 2012*. All Exceptions must be approved by the Chief Executive Officer.

4.3 USE OF CONSULTANTS TO FILL AN INTERNAL VACANCY

Where a consultant is appointed to fill an internal vacancy or to perform work due to lack of skills/capacity within Council (where applicable as determined by relevant Director) consideration is to be given to the possibility that the contract include a commitment to build skills/capacity within Council as one outcome of the consulting process and that Council satisfies itself as to the outcome of that process.

A quarterly report will be presented to Council where the contracted amount or the actual year to date payments to a consultant is greater than \$50,000 ex GST and where the role is not externally funded.

4.4 CONTRACT CONFIDENTIALITY CLAUSE

Council staff must consider Council's obligations under the *Right to Information Act 2009*.

Proposed confidentiality and commercial-in-confidence clauses should not be entered into as a matter of course and only included where there is strong justification for confidentiality. Any identified confidentiality or commercial-in-confidence clauses must be presented to Council for approval prior to entering into contracts with suppliers.

4.5 LOCAL PREFERENCE

Unless otherwise stated within a Request for Quotation or Tender document, a "local supplier" is a supplier which:

- (a) Is beneficially owned by persons who are residents or rate payers of the local government area of Council;
- (b) Has its principal place of business within the local government area of Council; or
- (c) Otherwise has a place of business within the local government area of Council which solely or primarily employs persons who are residents or rate payers of the local government area of Council.

Local suppliers should be invited to quote where possible. An evaluation criteria percentage for local suppliers maybe added to evaluation criteria of up to 10% where applicable. Where offers such as quotes or tenders from nonlocal suppliers are sought or evaluated, the officer with the delegation relevant to the procurement, will need to be satisfied that such an approach clearly reflects the most advantageous outcome for Southern Downs.

Evaluation Panel are to be aware that the evaluation criteria scoring for local content range is 0-5 with 5 being considered a "local supplier". A maximum score of 4 can be given to suppliers that are "non-local" but have demonstrated how they can contribute to the local economy.

4.6 SPLITTING ORDERS

Splitting orders or splitting contracts to stay below certain purchasing thresholds is not permitted.

4.7 VARIATIONS

For the purpose of this policy, variations refer solely to a financial deviation from the original contract. The contract can be SDRC purchase order or agreement signed by a delegated Council officer. Other variations

such as non-financial scope changes, extension of time etc. are to be managed by delegated Council officers as per contractual conditions.

All variations are to be approved in writing and a purchase order amendment must be approved by a delegated officer with sufficient financial and contractual delegation for the entire new aggregated order amount including the variation. The procurement and finance team need to be notified of any financial variations in writing.

4.8 TENDER EVALUATION PANEL

Three suitably qualified people must be on the tender evaluation panel and evaluation must be supervised by a non-scoring member from the procurement team.

Refer to the SDRC Procurement Handbook for further details.

4.9 FINANCIAL AND CONTRACTUAL DELEGATION

The Chief Executive Officer implements Council's policies and decisions (e.g. spending in accordance with the adopted budget). Refer also to Appendix 1.

Other officers may only incur expenditure on behalf of Council if:

- the officer has been granted the financial and contractual delegation by the Chief Executive Officer and this delegation has been recorded in the Register of Delegations; and
- the expenditure is provided for in Council's budget

5 RELATED DOCUMENTS

- Council staff must refer to the Procurement Handbook for all other procurement enquiries or contact the Procurement team;
- Suppliers may refer to the legislation or can contact the Procurement team at Council with any questions.

6 APPENDIX

Financial and Contractual Delegation Limit

6.1 FINANCIAL AND CONTRACTUAL DELEGATIONS LIMITS

Officers may incur expenditure on behalf of Council but only if the expenditure is provided for in Council's Budget and the Council officer's position has been delegated the power to enter into contracts up to an amount not less than the amount of the expenditure proposed to be incurred.

The delegation is based on an officer's position within Council and can be delegated (if approved) to their back-up if the incumbent is on leave. The delegation lapses if the delegate is transferred or promoted to a different position.

Any officer incurring expenditure on behalf of Council must do so in accordance with any constraints imposed by Council or the Chief Executive Officer.

| Delegation Level | Purchasing Expenditure Limit | Purchase Card (PC) Limit | PC Transaction Limit |
|---|------------------------------|--------------------------|----------------------|
| Mayor | \$0 | \$10,000 | \$5,000 |
| CEO | \$10,000,000 | \$20,000 | \$15,000 |
| Directors | \$2,000,000 | \$20,000 | \$10,000 |
| CFO/Managers | \$200,000 | \$10,000 | \$5,000 |
| Principals | \$100,000 | \$5,000 | \$2,000 |
| Coordinators | \$50,000 | \$5,000 | \$2,000 |
| Supervisors/Team Leaders/Other Roles (L4 – L5) | \$20,000 | \$5,000 | \$1,000 |
| Other Roles / Administration (L2 – L4) /Field Staff (L5 – L9) | \$5,000 | \$2,000 | \$1,000 |
| Administration (L1 – L2) /Field Staff (L1 – L4) | \$2,000 | \$2,000 | \$500 |

All delegation amounts are GST exclusive and any spend over \$1m for capital works will require a Council resolution regardless of procurement method.

The Chief Executive Officer can utilise emergency provisions of the *Local Government Act 2009*. However, these require a subsequent Council Resolution.