



Notice of Meeting

Notice is hereby given that the **Ordinary Meeting** of the **Whitsunday Regional Council** will be held at the Council Chambers 67 Herbert Street, Bowen on **Wednesday 10 June 2020** commencing at **9:00 a.m.** and the Agenda is attached.

Councillors: Andrew Willcox, Jan Clifford, Al Grundy, John Collins, Michelle Wright, Gary Simpson and Michael Brunner

Local Government Regulation 2012

258.(1) Written notice of each meeting or adjourned meeting of a local government must be given to each councillor at least 2 days before the day of the meeting unless it is impracticable to give the notice.

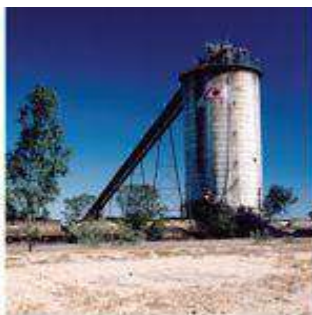
(2) The written notice must state:

- (a) the day and time of the meeting; and
- (b) for a special meeting – the business to be conducted at the meeting

(3) A **special meeting** is a meeting at which the only business that may be conducted is the business stated in the notice of meeting.

Jason Bradshaw
ACTING CHIEF EXECUTIVE OFFICER





Agenda of the Ordinary Meeting to be held at
the Council Chambers, 67 Herbert Street Bowen
on Wednesday 10 June 2020 commencing at **9:00am**

Council acknowledges and shows respect to the Traditional Custodian/owners in whose country we hold this meeting.

9:00 am

- Formal Meeting Commences

10:00 am - 10.30 am

- Morning Tea

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the Council Chambers, 67 Herbert Street Bowen
on Wednesday 10 June 2020 commencing at **9:00am**

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- 17.3.1 Tender Evaluation - 500.2019.0101 - Parking & Infringement Integrated Management System

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- 17.5.1 Flagstaff Hill - Project status update & options for proposed way forward
- 17.5.2 Shute Harbour Marine Transit Facilities Commercial Opportunity Expression Of Interest
- 17.5.3 Funding Opportunity – COVID Works for Queensland 2020/2021

17.6. CONFIDENTIAL MATTERS – ECONOMIC & BUSINESS DEVELOPMENT

- 17.6.1 Business Activity Report - Whitsunday Coast Airport - April 2020

1. Apologies

No Agenda items for this section.

2. Condolences

2.1 CONDOLENCES REPORT

AUTHOR: Tailah Jensen – Governance Administration Officer

RESPONSIBLE OFFICER: Jason Bradshaw - Acting Chief Executive Officer

RECOMMENDATION

Council observes one (1) minutes silence for the recently deceased.

The following report has been submitted for inclusion into Council's Ordinary Council Meeting to be held 10 June 2020.

SUMMARY

Council has received advice of the passing of community members within the Whitsunday Region.

PURPOSE

To acknowledge and observe a minute silence for the recently deceased throughout the Whitsunday Region.

BACKGROUND

Bereavement cards have been forwarded to the families of the deceased by the Mayor and Chief Executive Officer on behalf of the Whitsunday Regional Council.

STATUTORY MATTERS

N/A

ANALYSIS

N/A

STRATEGIC IMPACTS

N/A

CONSULTATION

Andrew Willcox – Mayor

DISCLOSURE OF OFFICER'S INTERESTS

N/A

CONCLUSION

Councillors, committee members, staff, general public and anyone participating in the meeting are to stand and observe a minute silence for the recently deceased.

ATTACHMENTS

N/A

3.1 Mayoral Minute

No Agenda items for this section.

3.2 Mayoral Update

Verbal Update Provided.

4. Confirmation of Minutes

4.1 CONFIRMATION OF MINUTES REPORT

AUTHOR: Tailah Jensen – Governance Administration Officer

RESPONSIBLE OFFICER: Jason Bradshaw – Acting Chief Executive Officer

RECOMMENDATION

That Council confirms the Minutes of the Ordinary Meeting held on 27 May 2020, but note that Cr Grundy, as an elected member of Council is not eligible to be a member of the Shark Control working Group.

The following report has been submitted for inclusion into Council's Ordinary Council Meeting to be held 10 June 2020.

SUMMARY

Council is required to confirm the minutes of the Ordinary Council Meeting Minutes held on 27 May 2020.

PURPOSE

At each Council meeting, the minutes of the previous meeting must be confirmed by the councillors present and signed by the person presiding at the later meeting. The Minutes of Council's Ordinary Meeting held on 27 May 2020 are provided for Council's review and confirmation.

BACKGROUND

In accordance with s272 of the Local Government Regulation 2012, minutes were taken at Council's Ordinary meeting held on 27 May 2020 under the supervision of the person presiding at the meeting. These unconfirmed minutes once drafted were submitted to the Chief Executive Officer for review and are available on Council's website for public inspection.

STATUTORY MATTERS

In accordance with the Act, Council must record specified information in the minutes of a meeting regarding any declared material personal interests or conflicts of interest. At the Ordinary Meeting held on 27 May 2020, the following interests were declared and recorded in the minutes:

Councillor/Officer	MPI/COI	Report No.	Particulars of the interest
Jason Bradshaw	COI	17.1.1	The recommendation being proposed in the report can provide a direct conflict of interest to Mr Bradshaw and his contract of Employment with Whitsunday Regional Council.

Matthew Fanning	COI	17.1.1	The recommendation being proposed in the report can provide a direct conflict of interest to Mr Fanning and his contract of Employment with Whitsunday Regional Council.
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All required information regarding declarations of interest under the Act is recorded in the minutes and consolidated in Council's Councillor COI and MPI Public Register, which is available on Council's website at the following link:

<https://www.whitsunday.qld.gov.au/DocumentCenter/View/5358>

Additionally, the chairperson of a local government meeting must also ensure that details of an order made against a Councillor for unsuitable meeting conduct at a Council meeting are recording in the minutes of the meeting. At the Ordinary Meeting held on 27 May 2020, the following orders were made:

Councillor	Order Made
None for the 27 May 2020 Meeting	

All required information regarding orders made about the unsuitable meeting conduct of councillors at Council meetings under the Act is recorded in the minutes and consolidated in Council's Councillor Conduct Register. This register is available on Council's website at the following link: <https://www.whitsunday.qld.gov.au/DocumentCenter/View/5302>

Local Government Regulation 2012

Section 272 of the Regulation stipulates that the Chief Executive Officer must ensure that minutes of each meeting of a local government are taken under the supervision of the person presiding at the meeting.

Minutes of each meeting must include the names of councillors present at the meeting and if a division is called on a question, the names of all persons voting on the question and how they voted.

At each meeting, the minutes of the previous meeting must be confirmed by the councillors present and signed by the person presiding at the later meeting.

A copy of the minutes of each meeting must be available for inspection by the public, at a local government's public office and on its website, within 10 days after the end of the meeting. Once confirmed, the minutes must also be available for purchase at the local government's public office(s).

ANALYSIS

Council's options are:

Confirm the Minutes of the Ordinary Meeting held on 27 May 2020

If Council is satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 27 May 2020 and comply with legislative requirements outlined in this report, no further action is required other than to confirm the minutes as per the recommendation.

Confirm the Minutes of the Ordinary Meeting held on 27 May 2020 with amendments

If Council is not satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 27 May 2020 and comply with legislative requirements outlined in this report, then they move a motion that they be confirmed but with a list of amendments to ensure they are correct and compliant.

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 1.1: Our Leadership engages with the community and provides open, accountable and transparent local government.

Alignment to Operational Plan

KPI: Council agendas and business papers are delivered to Councillors within required timeframes.

Financial Implications

The price for a member of the public to purchase a copy of the minutes must not be more than the cost to the local government of having the copy printed and made available for purchase, and if the copy is supplied to the purchaser by post, the cost of the postage.

Risk Management Implications

Council risks non-compliance with the local government legislation by not confirming minutes of the previous meeting.

CONSULTATION

Jason Bradshaw – Director Corporate Services

DISCLOSURE OF OFFICER'S INTERESTS

Except as disclosed earlier in this report, no officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

These minutes from the 27 May 2020 are therefore submitted for adoption of their accuracy by the Councillors at this meeting of Council.

ATTACHMENTS

Attachment 1 - Copy of the minutes from Ordinary Meeting held on 27 May 2020

Attached separately

5. Delegations

No agenda items for this section.

6. Petitions

No agenda items for this section.

7. Notice of Motion

7.1 NOTICE OF MOTION – COVID-19 WORKS FOR QUEENSLAND PROJECTS

AUTHOR: Norm Garsden – Acting Manager Governance and Administration

RESPONSIBLE OFFICER: Jason Bradshaw – Acting Chief Executive Officer

COUNCILLOR MOTION

That Council:

- a) determine that the criteria for nomination of projects for the COVID-19 Works for Queensland 2020/21 allocation be solely utilised for renewal projects already included in Council's proposed Capital Works Program; and
- b) include the following projects:
 - \$75,600 Wangaratta c/park pool refurb;
 - \$313,800 Proserpine Aquatic facility demo & kiosk upgrade;
 - \$122,210 Bowen Pool amenity upgrade (Stage 1);
 - \$245,025 Bowen Pool amenity upgrade (Stage 1 & 2);
 - \$70,000 Les Stagg Oval grandstand renewal;
 - \$99,000 Collinsville CYC amenities renewal;
 - \$100,000 Bowen Waterpark renewal;
 - \$42,000 Cannonvale Hall (After school care) roof renewal;
 - \$41,000 Cannonvale Hall (After school care) playground renewal;
 - \$1,038,890 Proserpine Airport roof renewal;
 - \$100,000 Airlie foreshore pedestrian path lighting cont;
 - \$24,000 Collinsville pool amenity & kiosk upgrade (stage 1);
 - \$80,000 Proserpine Water & Sewer Admin Reroof;
 - \$119,000 Cannonvale Depot Office Roof replacement;
 - \$95,865 Bowen Aerodrome Work Camp;
 - \$35,000 Bowen Aerodrome Sewerage Treatment renewal;
 - \$118,610 Collinsville pool amenity & kiosk upgrade (part of stage 2);
 - \$2,720,000 total."

OFFICERS RECOMMENDATION

That Council consider this matter in conjunction with item 17.5.3 in this agenda, in a closed meeting.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

Cr Brunner has submitted a Notice of Motion to Council regarding the COVID-19 Works for Queensland allocation 20/21. The Notice of Motion was submitted on 4 June 2020.

PURPOSE

To consider the notice of motion on the matter raised by Cr Brunner.

COUNCILLOR'S SUPPORTING INFORMATION:

This item was discussed at a Councillor confidential Briefing regarding the COVID-19 Works for Queensland 2020/21 program was held on Wednesday 3rd June 2020.

ANALYSIS

The list of proposed projects offered by Cr Brunker does not include new projects and has brought forward other projects from the next years budget into the 2020/21 year. The impact of that means we now have a requirement to fund additional projects to the value of \$363,635. This means that other projects will likely be moved into future years so that a balanced budget can be achieved. All projects need to be reviewed for eligibility to meet the funding criteria that is outlined in the COVID19 W4Q 2020/21 Funding Guidelines.

The Council projects being considered for nomination for the COVID-19 Works for Queensland 2020/21 funding is the subject of a report by the Deputy Director of Infrastructure Services at item 17.5.3 in the Ordinary meeting agenda of the 10 June 2020.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

STRATEGIC IMPACTS

See the report at item 17.5.3 of this agenda.

CONSULTATION

Mr Adam Hagy – Deputy Director Infrastructure Services

Jason Bradshaw – Acting Chief Executive Officer

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is considered more efficient and effective to consider this notice of motion in conjunction with the Officer's report on the COVID-19 Works for Queensland 2020/21 funding program.

ATTACHMENTS

Attachment 1 – Signed Notice of Motion by Cr Brunker

Notice of Motion

Pursuant to the Council Meeting Standing Orders, I give notice that, at Council's ordinary meeting scheduled for Wednesday 10 June 2020, I intend to move the following motion:

That Council:

- a) **determine that the criteria for nomination of projects for the COVID-19 Works for Queensland 2020/21 allocation be solely utilised for renewal projects already included in Council's proposed Capital Works Program; and**
- b) **include the following projects:**
 - \$75,600 Wangaratta c/park pool refurb;
 - \$313,800 Proserpine Aquatic facility demo & kiosk upgrade;
 - \$122,210 Bowen Pool amenity upgrade (Stage 1);
 - \$245,025 Bowen Pool amenity upgrade (Stage 1 & 2);
 - \$70,000 Les Stagg Oval grandstand renewal;
 - \$99,000 Collinsville CYC amenities renewal;
 - \$100,000 Bowen Waterpark renewal;
 - \$42,000 Cannonvale Hall (After school care) roof renewal;
 - \$41,000 Cannonvale Hall (After school care) playground renewal;
 - \$1,038,890 Proserpine Airport roof renewal;
 - \$100,000 Airlie foreshore pedestrian path lighting cont;
 - \$24,000 Collinsville pool amenity & kiosk upgrade (stage 1);
 - \$80,000 Proserpine Water & Sewer Admin Reroof;
 - \$119,000 Cannonvale Depot Office Roof replacement;
 - \$95,865 Bowen Aerodrome Work Camp;
 - \$35,000 Bowen Aerodrome Sewerage Treatment renewal;
 - \$118,610 Collinsville pool amenity & kiosk upgrade (part of stage 2);
 - **\$2,720,000 total."**



Cr Mike Brunker
Councillor Division 6

8. Questions on Notice

No agenda items for this section.

9. Questions from Public Gallery

PUBLIC QUESTION TIME

At this time in the meeting the opportunity is provided to members of the gallery to ask questions of the Council or to make statements about the Council and its operations. Under Council's Standing Orders the following applies in relation to this public question time:

1. In every Council Meeting time shall be set aside to permit members of the public to address the Council on matters of public interest related to local government. Questions from the Public Gallery will be taken on notice and may or may not be responded to at the Meeting and must be submitted in writing to Council prior to the Council Meeting in accordance with Council's Policy for Standing Orders – Meetings. The time allocated shall not exceed fifteen (15) minutes and no more than three (3) speakers shall be permitted to speak at any one (1) meeting. The right of any individual to address the Council during this period shall be at absolute discretion of the Council.
2. If any address or comment is irrelevant, offensive, or unduly long, the Chairperson may require the person to cease making the submission or comment.
3. Any person addressing the Council shall stand, state their name and address, act and speak with decorum and frame any remarks in respectful and courteous language

10. Office of the Mayor and CEO

10.1 OFFICE OF THE MAYOR AND CEO MONTHLY REPORT - MAY 2020

AUTHOR: Tailah Jensen - Governance Administration Officer

RESPONSIBLE OFFICER: Jason Bradshaw – Acting Chief Executive Officer

OFFICER'S RECOMMENDATION

That Council receive the Office of the Mayor and CEO Monthly Report for May 2020.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

To present the activities for the Office of the Mayor and CEO Monthly Report for the month of May 2020. Each Department of Council presents a monthly report to outline the activities and key focus areas and outcomes for the organisation, in demonstrating accountability for the work responsibilities that are distributed across the organisational structure.

PURPOSE

To provide an overview of the Office of the Mayor and CEO (OMCEO) Directorate for the month of May 2020.

BACKGROUND

The OMCEO Directorate has a departmental vision of a prosperous, liveable and sustainable Whitsundays.

The Directorate's vision is delivered through the functions of Human Resources and Safety, Communications & Marketing and Economic Development. This Directorate is also responsible for the oversight of Council decisions, the operations of the local government and advocacy through partnerships with key stakeholders.

STATUTORY/COMPLIANCE MATTERS

The report is presented consistent with the provisions of the Local Government Act 2009 in demonstrating and delivering on the local government principles outlined in section 4 of the legislation.

ANALYSIS

To provide an overview of Whitsunday Regional Council's Office of the Mayor and CEO Directorate for the 2019/2020 Financial Year, with focus on the month May 2020.

Each department presents the activities for the period and the OCEO office has not traditionally been part of that reporting, so this is the initial report for the activities of the areas - Human Resources and Safety, Communications & Marketing and Economic Development.

Option 1 – Receive the OMCEO Monthly Report.

Option 2 – Decline the OMCEO Monthly Report.

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 1.1: Out leadership engages with the community and provides open, accountable and transparent local government.

Alignment to Operational Plan

Strategy 1.1.1: Provide sound, competent leadership as to maximise the organisation's operational performance, productivity and efficiency.

Financial Implications: N/A

Risk Management Implications

Regular reporting on the Directorate's progress and achievements ensures accountability and fosters a positive culture.

CONSULTATION

Lyndal O'Neill – Manager Human Resources

Ry Collins – Project Coordinator – Regional Skills Investment Strategy

Greg Martin – Manager Corporate Communications & Marketing

Lisa Maher – Senior Communications Officer

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council receive and note the OMCEO Monthly Report for April 2020.

ATTACHMENTS

Attachment 1 – Office of the Mayor and CEO Report – May 2020.



Office of the Mayor and CEO

Human Resources & Safety
Communications & Marketing
Economic Development

Monthly Report | May 2020

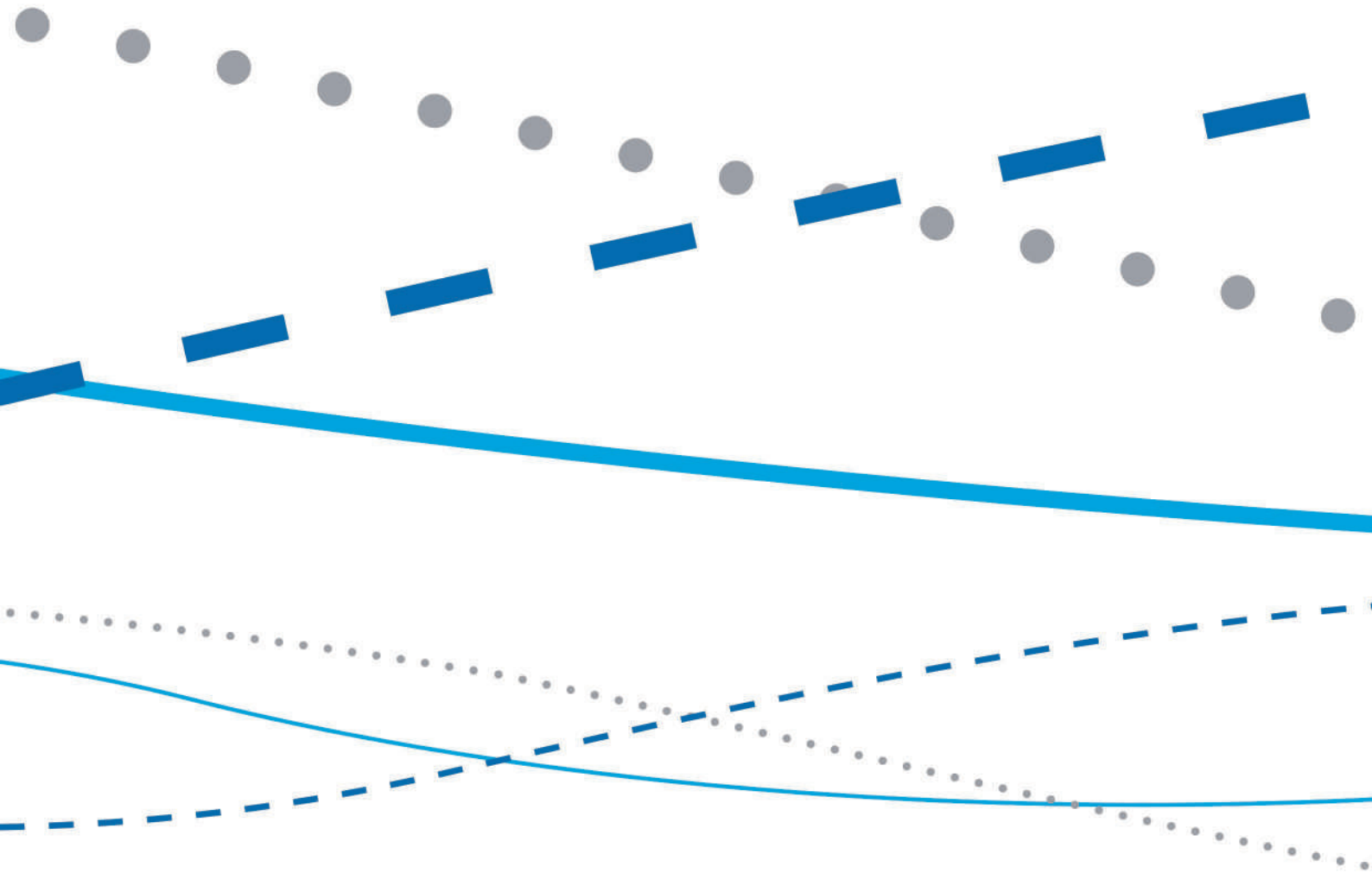


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Acting Chief Executive Officer Report

While the key activities within the OCEO directorate continue, significant effort has been directed towards budget development for 2020/21 and in continuing the activities associated with the Councillor onboarding and induction to ensure that all councillors have a clear understanding of their roles and responsibilities as a Councillor but also how to operate effectively and interact with the Council organisation and the key systems that we use.

The COVID19 pandemic has provided both challenges and opportunities for the organisation and the BCP has been affected and maintained to ensure ongoing service and support to the community and our council services. As the COVID19 restrictions ease, we will look to return staff to offices and resume what we will see now as a new business as usual.

Council representatives met with Jangga representatives and Isaac Regional Council representatives at Mt Coolon in accordance with the Indigenous Land Use Agreement (ILUA) to ensure an ongoing communication and discussion on issues associated with cultural heritage across the northern part of the Council area. These discussions were held in person and were productive towards maintaining effective working relations between the parties. Some matters were identified for follow up with Council officers and these will be addressed in future workshop discussions with Council.

A key focus remains on the economic recovery for the region and the role Council plays in leading and supporting key business and industry across the region. Council Officers have been in active discussion with the stakeholders and industry groups and the confirmation of the Jobs Portal at the 24th May Meeting will help drive the local focus and content for the region.

Communication remains a key activity for Council and the report attached from the Manager outlines key achievements and recognises the current focus of social media channels and their relevance to Council. Regular videos have been shot from the CEO to Council staff to provide updates on key projects and changes within Council. There is an opportunity to enhance the internal communications within Council to ensure regular updates are available to the Council workforce via video updates from the CEO and Directors.

There have been regular discussions through the GWCoM CEOs group around advancing the regional priority projects for funding opportunities associated with the broader economic recovery of the region. The project listing when advanced will be reported to Council for review as the maturity and readiness for projects is evaluated and agreed.

General

The OMCEO Directorate has a departmental vision of a prosperous, liveable and sustainable Whitsundays.

This Directorate is responsible for implementing Council decisions, the operations of the local government and advocacy through partnerships with stakeholders.

The directorate's vision is delivered by bringing together the functions of Human Resources & Safety, Communications & Marketing and Economic Development.

Human Resources & Safety

The Human Resources and Safety Branch is responsible for recruiting, managing and administering the wellbeing and safety of all staff employed within the Whitsunday Regional Council, this includes but not limited to Workforce Planning, Operations, Talent Management, Recruitment, Learning and Development, Payroll and Work, Health and Safety.

The Human Resources and Safety Branch is responsible for recruiting, managing and administering the wellbeing and safety of all staff employed within the Whitsunday Regional Council, this includes but not limited to Workforce Planning, Operations, Talent Management, Recruitment, Learning and Development, Payroll and Work, Health and Safety.

Recruitment

Figure 4 shows the number of finalised recruitments during the financial 2019/20 year. The graph demonstrates the slowing of recruitment activities that can be attributed to the restrictions due to the Pandemic as well as Council reviewing its positions as they become vacant.

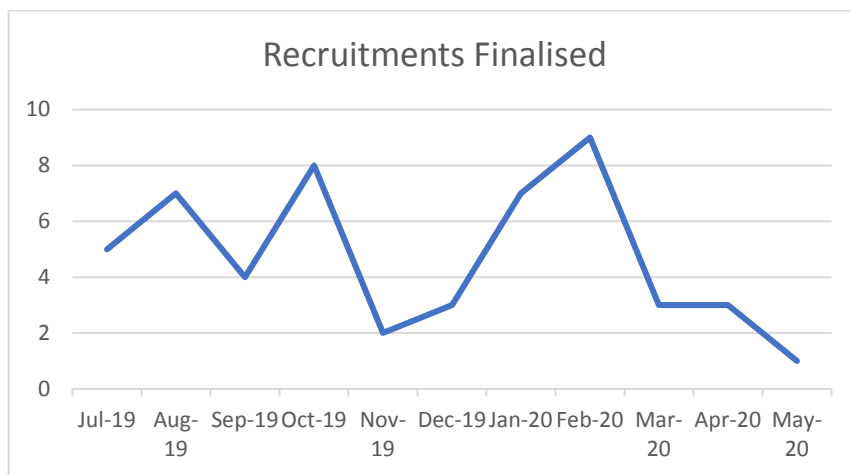


Figure 1

Learning and Development

Council provides a range of learning and development opportunities for employees. The following graph (figure 5) indicates the number of people trained by Directorate during the financial year to date. Training during the last few months has declined rapidly during the COVID-19 Pandemic.

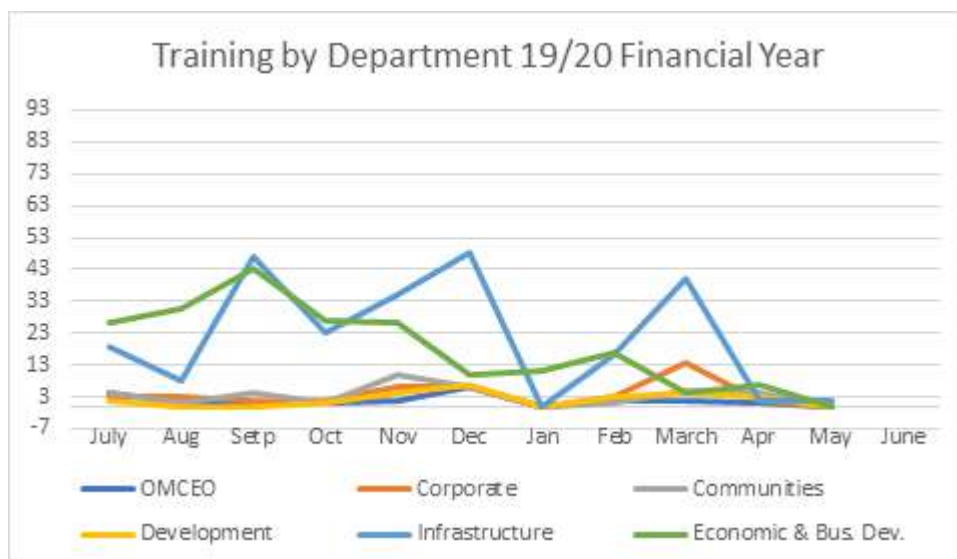


Figure 2

Workplace Health and Safety

Council offers Flu vaccinations each year to employees. To date 189 employees have had a Flu vaccination supplied by Council.

Communications & Marketing

The Communications and Marketing Branch is responsible for the management of media relations, website, social media, video production, graphic design, internal and external corporate newsletter and the promotion and advertising through corporate publications, promotional literature, press and electronic advertising, public notices and support to promoting organisational service programs including Council events and celebrations.

Communications Highlights for May 2020

This is the first monthly report required to be submitted by the Communications and Marketing Team at late notice and as such the content may change in future reports.

Community Engagement

Current Consultations/ Surveys:

- Marine Stinger Nets – Have Your Say!
- Customer Service Survey
- EOI's Open for Local Carbon Offsets

Recently Completed Consultations:

- Airlie Beach – Proposed Road Access Changes

Your Say Whitsunday - Monthly Stats

Council's online engagement space [Your Say Whitsunday](#) has a range of online tools such as surveys, guestbook comments, polls and mapping tools, plus all the information needed to give feedback on a range of projects.

During May 2020, there were:

- 906 total visits to the website
- 39 new registrations
- 58 engaged visitors (people who completed surveys or other actions)
- 313 informed visitors (people who clicked on information on the website)
- 763 aware visitors (people who visited at least one page)

Top 3 Traffic Sources during May 2020:

1. Facebook mobile - 49%
2. Google – 36%
3. Facebook desktop – 4%

Campaigns and Advertising

In addition to the issuing of public notices and tenders in local newspapers, the following was undertaken in May:

- Mini campaign reminding residents to put their bins out the night before or before 6am on the day of collection to avoid missing pick-up. Campaign rolled out via radio, social media and print media.
- Water meter readings to commence – ¼ page strip ads in local newspapers over 2 weeks and social media. (Also requests residents to keep their meters clear).
- Core Magazine – May/June edition (digital only due to COVID-19). Promotion of new Councillors and Council's new online Grant Finder portal.
- Our Whitsunday monthly update – double page spread in all local newspapers.

- Four-week radio campaign commenced in last week of May for four weeks to promote Whitsundays to our close neighbours in Mackay and Townsville for day tripping or weekends away as restrictions continue to be lifted. This campaign also promotes the #lovewhitsundays #ourwhitsunday photo sharing competition being undertaken between Council and Tourism Whitsundays to win a 5 night stay in the Whitsundays.

Digital and Social Media Highlights

Digital Production

For the month of May, 12 videos were filmed and edited in-house and posted to social media and numerous grabs were sent to the local news stations. One (1) digital staff newsletter was filmed, edited and distributed.

During the COVID-19 pandemic, Council has had to adapt to new ways of doing things. To ensure our library is able to maintain a level of service to the community, our team has filmed and edited a range of videos for Facebook to take the place of the library programs for children normally delivered at the individual branches. These include Library Play, Story Time and Baby Bounce. They have been very successful across the Whitsunday region and one of the videos was shared by the Australian Library and Information Association.

Social Media

Facebook Likes:

As at 1 May – 8748

As at 31 May – 8810

Total increase in Likes = 62

Facebook Followers:

As at 1 May – 9088

As at 31 May – 9155

Total increase in followers = 67

Below is the social media video highlight for the month of May:



Communications and Marketing

May 2020

SOCIAL MEDIA HIGHLIGHT

Shute Harbour Restoration Project Update Video



Economic Development

The Economic development department undertakes actions that progress the growth and overall prosperity of the region. This includes the provision of support to local businesses, delivery of actions contained within the Economic Development strategy, stakeholder engagement, facilitation and development of investment enquiries and business cases for targeted investment, advocacy toward issues of regional economic and social importance and development of research and reports on the economy.

Monthly Highlights

- Implemented and promoted COVID-19 Business Impacts survey
- Awarded contract for Whitsunday Trails Concept project to Dirt Art commencing project delivery.
- Held initial two meetings of the Economic Recovery Sub-Group
- Provided assistance to new business looking to establish in the region in the areas of a new integrated retail/ sports attraction, aquaponics production, mobile food service, soy bean product manufacturing, Hydrogen powered boats and collaborative workspace facility.
- Finalised proposal to initiate Regional Jobs Board service
- Completed initial work on regional project register and draft 'Priority Projects' advocacy document
- Commenced scoping potential new business cases for Regional Food Branding, Airport Export Hub and Superyacht strategy initiatives.

Current Projects

- Regional Skills investment strategy
- ASBAS Digital Skills program
- Regional Blueprint
- Whitsunday Trails
- Regional Workforce Plan and Jobs Board
- Small Business start-up program
- Revised Investment Prospectus and Protocols

Stakeholder Meetings

- Participated in periodic collaborative meetings with key industry partners and government organisations including Tourism Whitsundays, Bowen Tourism, GW3, RDA MIW, DSDMIP, TIQ, Austrade, Bowen Gumlu Growers and the Queensland Resources Council.
- Attended the quarterly Regional Jobs Committee meeting focusing on development strategies for future workforce needs of the MIW region.
- Met with consultants from the Greater Whitsunday Food Network to identify growth markets and opportunities in Agri-Tourism in the Whitsunday Region.
- Met with the proponents of the Funnel Bay Hotel Development and Yangaro trail to discuss details of the project and support being requested from council.
- Met with the proponents of the Whitsunday Paradise Development to discuss details of the project and support being requested from council.
- Met Griffith Institute for Tourism to discuss partnership in the Thriving Coasts CRC.
- Met with Whitsunday Chamber regarding local business think tank and involvement of business leaders in developing innovative solutions to economic recovery.
- Met with Resource Industry Network regarding communication strategy for local mining and manufacturing businesses in METS Export study project.

11. Corporate Services

11.1 UNCONFIRMED AUDIT & RISK COMMITTEE MINUTES - 12 MAY 2020

AUTHOR: David Royston-Jennings - Governance and Legislation Advisor

RESPONSIBLE OFFICER: Jason Bradshaw - Acting Chief Executive Officer

OFFICER'S RECOMMENDATION

That Council:

- 1. Receive the unconfirmed minutes of the Audit & Risk Committee Meeting held on 12 May 2020;**
- 2. Endorse the Committee's recommendation to implement the agreed management actions contained within the following internal audit reports:**
 - i. Right to Information and Information Privacy;**
 - ii. Delegations of Authority; and**
 - iii. Project Management Framework; and**
- 3. Endorse the actions arising from the Audit & Risk Committee Meeting as per the table included at point 10 of the minutes from the meeting (Attachment 1).**

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

Council are required to review and consider the recommendations of the Audit & Risk Committee. The minutes will also be confirmed by this Committee at the next available meeting.

PURPOSE

The Audit & Risk Committee does not have decision-making authority and any recommendations it makes must be adopted by Council resolution prior to implementation or action.

BACKGROUND

Whitsunday Regional Council's Audit & Risk Committee met on 12 May 2020.

Minutes were recorded from this meeting and are provided to Council to consider and review the Committee's recommendations, in accordance with section 211(1)(c) of the Local Government Regulation 2012.

The primary objective of the Audit & Risk Committee is to promote good corporate governance through the provision of independent assurance, oversight and advice to Council on matters relating to:

- Internal Audit
- External Audit
- Financial Statements and Reporting
- Risk Management

- Internal Controls
- Legislative and Organisational Compliance

STATUTORY/COMPLIANCE MATTERS

The Audit & Risk Committee operates in accordance with the requirements of s105 of the Local Government Act 2009 and s210 of the Local Government Regulation 2012, as well as the Audit & Risk Committee Constitution adopted by Council on 26 June 2019.

ANALYSIS

A number of actions arise from the Audit and Risk Committee that require confirmation by the Council and in this instance, this includes the market testing the internal audit services.

Council's options are:

Support the recommendation

Council can adopt the officer's recommendation and thereby receive the minutes of the Audit & Risk Committee's 12 May 2020 meeting, adopt the recommendations therein and endorse any actions arising from that meeting.

Amend the recommendation

If on review, Council require clarification on any of the recommendations or actions arising and wishes to amend them, then this is the appropriate opportunity to address any concerns or issues with the minutes and the recommendations and actions arising therein.

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 1.1: Our Leadership engages with the community and provides open, accountable and transparent local government.

Alignment to Operational Plan KPI:

The Mayor and Councillors are provided with relevant, accurate and timely advice and support in accordance with approved levels of service.

Financial Implications

The committee recommendation on matter 7.7 Provision of internal audit services will have a direct financial implication on Council, as the recommendation is that the Committee endorses a new quotation/tender process be called regarding the provision of Council's internal audit

function. This process and eventual selection will have a financial implication which is not yet known.

Risk Management Implications

Council risks non-compliance with the Audit & Risk Committee Constitution if they do not consider and review the recommendations of the Committee.

CONSULTATION

Audit & Risk Committee Members

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

Given the expertise of the members of the Audit & Risk Committee, it is the Officer's recommendation that Council receive the minutes, adopt the recommendations and endorse the actions arising from the meeting of 12 May 2020.

ATTACHMENTS

Attachment 1 – Unconfirmed Audit & Risk Committee Minutes – 12 May 2020



Minutes of the Audit & Risk Committee Meeting 12 May 2020



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Whitsunday Regional Council
Audit & Risk Committee Meeting
12 May 2020 commencing at 9.05am

Committee Members Present:

Graham Carpenter (Chair) - via teleconference; Mayor Andrew Willcox; Cr John Collins - via teleconference; John Finlay; Graham Webb - via teleconference

Council Officers Present:

Jason Bradshaw (Acting Chief Executive Officer); Stephen Fernando (Chief Financial Officer - WRC) - via teleconference; Julie Moller (Senior Management Accountant - WRC) - via teleconference; David Royston-Jennings (Governance and Legislation Advisor); Tailah Jensen (Governance Administration Officer – Secretary WRC)

Presenters:

Donna Sinanian (Crowe Australasia) - via teleconference; Matthew Monaghan (William Buck) - via teleconference; Junaide Latif (William Buck) - via teleconference; Lyndal O'Neill (Manager Human Resources) - via teleconference; Charlie List (Workplace, Health & Safety Manager) - via teleconference; Matthew Fanning (Director Infrastructure Services); Scott Wilkinson (Manager Innovation & Technology) - via teleconference; Lisha Belbin (Information Management & GIS Coordinator) - via teleconference, Cynthia Iafano (Crowe Australasia).

Other Details:

The meeting commenced at 9.05am

The meeting closed at 12.34pm



Whitsunday Regional Council
Minutes of the Audit & Risk Committee Meeting held on
12 May 2020 commencing at 9.00am

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1. Apologies

No Apologies for the meeting of 12th May 2020.

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**2. Minutes of Previous Meeting**

**2.1 CONFIRMATION OF MINUTES**

**ACTION:** *Governance Administration Officer/Minute Taker to make changes to the previous minutes to include Cr John Collins in the attendee list via teleconference.*

**ACTION:** *Report to be included on next agenda regarding follow up of Employee Conflicts of Interest policy.*

**SUMMARY**

The Audit Committee is required to confirm the minutes of the Audit & Risk Committee Meeting held on 18 February 2020.

**RECOMMENDATION**

That the Audit and Risk Committee confirms the Minutes from the meeting held on 18 February 2020.

**RESOLUTION**

**Moved by: G CARPENTER**

**Seconded by: G WEBB**

**That the Audit and Risk Committee confirms the Minutes from the meeting held on 18 February 2020, subject to the changing the attendee list to include John Collins as present, via teleconference.**

**MEETING DETAILS:**

The motion was Carried 5/0

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CARRIED



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2. Minutes of Previous Meeting

2.2 ACTIONS ARISING FROM PREVIOUS MEETING

SUMMARY

The actions arising from the previous meeting are submitted for inclusion into this meeting for the Audit & Risk Committees review.

RECOMMENDATION

The Audit & Risk Committee receives the update on the status of Actions Arising from the meeting held on 18 February 2020.

RESOLUTION

Moved by: **A WILLCOX**

Seconded by: **J COLLINS**

The Audit & Risk Committee receives the update on the status of Actions Arising from the meeting held on 18 February 2020.

MEETING DETAILS:

The motion was Carried 5/0

CARRIED

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### 3. Audit & Risk Committee Operations

#### 3.1 CEO BRIEFING

ACTION: That the CEO Briefing be included on the Agenda as a standing item.

Moved by: G WEBB

Seconded by: J FINLAY

That the Audit & Risk Committee note the verbal briefing from the Acting Chief Executive Officer.

#### MEETING DETAILS:

The motion was Carried 5/0

CARRIED

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Key Points from Acting CEO's Briefing:

- CEO, Kenn Donohoe has resigned and returned to WA.
- Business Continuity Plan – the organisation has been split into 3 pods around the workforce. These pods were based on areas to include North, South and the third pod being those working from home. This was to ensure that if anyone became infected the organization could continue to operate across the pods. A total of 90 plus staff working from home currently. Council has been managing the security with deploying people working from home. This has been very successful, and the transition has occurred seamlessly.
- The Government has closed public areas including parks, pools etc. – there is an existing workload for people and no one from the organisation has been stood down.
- There are no current cases in the Whitsundays as we move into the recovery phase and the impacts for the next financial year are still be evaluated.
- COVID-19 has been a relative success for business continuity and the focus is now on the recovery.
- A Willcox commented – From a local disaster perspective Council are in a stand-up phase and low resources and looking forward to recovery. Council are now looking at what Community measures we can provide.
- G Carpenter questioned – Airport issues and issues relating directly to Virgin – owing us some money and the future implications of aviation.
- CEO advised that the Airport has been shut down as a result of the COVID-19 and revenue has ceased. They are only on standby for emergency work. Council has been seeking to open discussions with airline carriers and discuss what their proposition will look like for return travel.
- CEO Responded regarding the Virgin Airline Impacts – money is owed by Council to them and Virgin owe money to Council. Formal process to manage these exposures are currently underway and legal advice has been sought.
- G Webb – Business continuity plan has a comprehensive overview – has there been any issues or guidance provided by the QAO etc in relation to the security and fraud activity with staff working from home?



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- CEO advised that there have been no cyber treats identified. There has been testing of activity to ensure people are staying vigilant.
- A Willcox commented that we will come out of the pandemic as a better organisation with the use of technology from IT. With such a large area, we will be using a lot more of these tools in the future to save time and money. Organization has kept up the productivity through this difficult time.
- G Webb questioned the timing of staff getting back into the Proserpine Office. Also questioned if the insurance matters are all sorted.
- A Willcox – advised that the Proserpine Administration Building is on track for September completion and the outstanding insurance matter has been sorted by the A/CEO.

3. Audit & Risk Committee Operations

3.2 AUDIT & RISK COMMITTEE PRIORITIES GUIDE REVIEW

SUMMARY

The Audit & Risk Committee Priorities Guide has been updated in accordance with the actions arising of the Committee's last meeting.

RECOMMENDATION

That the Audit and Risk Committee endorse the updated Priorities Guide.

RESOLUTION

Moved by: **G CARPENTER**

Seconded by: **G WEBB**

That the Audit and Risk Committee endorse the updated Priorities Guide.

MEETING DETAILS:

The motion was Carried 5/0

CARRIED

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**3. Audit & Risk Committee Operations**  
**3.3 AUDIT RECOMMENDATIONS UPDATE**

**ACTION:** Report to be included on next agenda regarding Local Buy strategic procurement review.

**SUMMARY**

The Audit & Risk Committee regularly receive updates on Council's progress towards the completion and implementation of recommendations received by Council's internal and external auditors.

**RECOMMENDATION**

That the Audit & Risk Committee receives an update on Council's progress towards the completion and implementation of recommendations received by Council's internal and external auditors.

**RESOLUTION**

Moved by: **G CARPENTER**

Seconded by: **G WEBB**

That the Audit & Risk Committee receives an update on Council's progress towards the completion and implementation of recommendations received by Council's internal and external auditors.

**MEETING DETAILS:**

The motion was Carried 5/0

**CARRIED**

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4. Financial Reporting

4.1 FINANCIAL REPORT - FY 19/20 - PERIOD ENDING MARCH 2020

SUMMARY

The report presents the financial position of Council for the period ended 31 March 2020.

RECOMMENDATION

That the Audit & Risk Committee receive the financial statements for the period ended 31 March 2020 for the financial year 2019/2020.

RESOLUTION

Moved by: **J FINLAY**

Seconded by: **G WEBB**

That the Audit & Risk Committee receive the financial statements for the period ended 31 March 2020 for the financial year 2019/2020.

MEETING DETAILS:

The motion was Carried 5/0

CARRIED

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*David Royston-Jennings left the meeting at 9.58am and returned at 10.00am.*

*Junaide Latif and Cynthia Iafano joined the meeting at 10.13am.*



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**4. Financial Reporting**

**4.2 BUSINESS ACTIVITIES REPORT**

*ACTION: Review the process of valuing inventories at the Quarry to ensure Operational Costs are aligned with Revenue. Action for me. Due Date around November 2020.*

**SUMMARY**

Business Activities Reports for March 2020.

**RECOMMENDATION**

That the Audit and Risk Committee receive the Business Activities Reports for March 2020.

**RESOLUTION**

Moved by: **J FINLAY**

Seconded by: **J COLLINS**

**That the Audit and Risk Committee receive the Business Activities Reports for March 2020.**

**MEETING DETAILS:**

The motion was Carried 5/0

**CARRIED**

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Mayor Andrew Willcox left the meeting at 10.14am and returned at 10.15am.



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4. Financial Reporting
4.3 FINANCIAL RESERVE DETAILS

SUMMARY

The detailed breakdown of the Reserves are provided in this report, as requested for by the committee at its meeting held on 18 February 2020.

RECOMMENDATION

That the Audit & Risk Committee receive the report.

RESOLUTION

Moved by: **G CARPENTER**

Seconded by: **J FINLAY**

That the Audit & Risk Committee receive the report.

MEETING DETAILS:

The motion was Carried 5/0

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**CARRIED**



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**4. Financial Reporting**

**4.4 2020 SHELL FINANCIAL STATEMENTS**

**SUMMARY**

The Shell Financial Statements for the financial year ending 30 June 2020 are presented herewith. The statements incorporate changes required as per the revised Accounting Standards AASB 15, AASB 16 & AASB 1058.

**RECOMMENDATION**

That the Audit and Risk Committee receive the Whitsunday Regional Council's Shell Financial Statements.

**RESOLUTION**

Moved by: J FINLAY

Seconded by: J COLLINS

That the Audit and Risk Committee receive the Whitsunday Regional Council's Shell Financial Statements.

**MEETING DETAILS:**

The motion was Carried 5/0

**CARRIED**

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Stephen Fernando & Julie Moller left the meeting at 10.18am.

The Committee adjourned for the purpose of Morning Tea at 10.18am.

The Committee reconvened from Morning Tea at 10.30am.

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5. Internal Audit

5.1 INTERNAL AUDIT REPORTS

SUMMARY

This report presents the Committee with reports prepared by Council's internal auditors Crowe Horwath in accordance with the Internal Audit Plan.

RECOMMENDATION

That the Audit and Risk Committee:

1. Receive the internal audit reports regarding reviews of:
 - a. Right to Information and Information Privacy;
 - b. Delegations of Authority; and
 - c. Project Management Framework
2. Requests management to implement the agreed management actions made in the reports.

RESOLUTION

Moved by: **A WILLCOX**

Seconded by: **G WEBB**

That the Audit and Risk Committee:

1. Receive the internal audit reports regarding reviews of:
 - a. Right to Information and Information Privacy;
 - b. Delegations of Authority; and
 - c. Project Management Framework
2. Requests management to implement the agreed management actions made in the reports.

MEETING DETAILS:

The motion was Carried 5/0

CARRIED

~~~~~

*Matthew Fanning joined the meeting at 10.34am to discuss item 5.1 (1(c) Project Management Framework, as per the above resolution.*

*Mayor left the meeting at 10.45am and returned to the meeting at 10.47am.*

*Matthew Fanning left the meeting at 10.59am.*



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**6. External Audit**

**6.1 WHITSUNDAY REGIONAL COUNCIL 2020 EXTERNAL AUDIT REPORTS**

**SUMMARY**

This report presents the Committee with the External Audit briefing paper and 2020 Interim Management letter provided by the Queensland Audit Office.

**RECOMMENDATION**

That the Audit and Risk Committee:

1. Receive the Whitsunday Regional Council - Audit and Risk Committee Briefing Paper 12 May 2020 from the Queensland Audit Office and 2020 QAO Interim Management Letter; and
2. Endorse the inclusion of identified internal control issues in the 2020 QAO Interim Management Letter into Council's Audit Recommendations Register.

**RESOLUTION**

Moved by: **G CARPENTER**

Seconded by: **J COLLINS**

That the Audit and Risk Committee:

1. Receive the Whitsunday Regional Council - Audit and Risk Committee Briefing Paper 12 May 2020 from the Queensland Audit Office and 2020 QAO Interim Management Letter; and
2. Endorse the inclusion of identified internal control issues in the 2020 QAO Interim Management Letter into Council's Audit Recommendations Register.

**MEETING DETAILS:**

The motion was Carried 5/0

**CARRIED**

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Charlie List and Lyndal O'Neill joined the meeting at 11.11am.



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7. Internal Controls/Risk & Compliance

7.1 LOCAL GOVERNMENT WORKCARE (LGW) WHS AUDIT REPORT UPDATE

SUMMARY

To maintain Council's Self Insurance Scheme, members of Local Government Workcare are required to undergo external audit every 2 years. This requirement is set by Q-Comp who are the regulator for workers compensation in Queensland. A WHS Audit of council was undertaken in July 2019 with a result of 61%, which is short of the 70% benchmark set by Q-Comp. This result highlighted the improvements required to elevate Council to the desired benchmark. Actions raised from the audit have been captured in an action plan. Key stakeholders in the organisation have been assigned actions for completion.

RECOMMENDATION

That the Audit & Risk Committee:

1. Note the actions from the findings of the WHS Audit Report prepared by LGW; and
2. Support and monitor the implementation of the WHS Audit Action Plan.

RESOLUTION

Moved by: **J FINLAY**

Seconded by: **J COLLINS**

That the Audit & Risk Committee:

1. Note the actions from the findings of the WHS Audit Report prepared by LGW; and
2. Support and monitor the implementation of the WHS Audit Action Plan.

MEETING DETAILS:

The motion was Carried 5/0

CARRIED

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*Charlie List and Lyndal O'Neill left the meeting at 11.24am.*

*John Finlay left the meeting at 11.26am and returned at 11.27am.*



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## 7. Internal Controls/Risk & Compliance

### 7.2 CYBER/ NETWORK SECURITY

#### SUMMARY

Council has many quality security controls in place but remains low in its overall score with legacy decisions leading to unsupported systems that need rectification to achieve Essential Eight Level 3.

Focus is also required on PCI compliance and the findings to come from its first external and internal Penetration Test.

#### RECOMMENDATION

That the Audit and Risk Committee receive the cyber security update report noting that:

1. Essential eight items and actions have been added to Council's risk register and are to be monitored by the Audit Committee on a quarterly basis.
2. Reporting on Council's first penetration test results will be presented to a future meeting of Audit and Risk Committee,
3. This cyber security project will be reviewed to ensure PCI compliance using compliant third-party specialist providers.

#### RESOLUTION

Moved by: **G CARPENTER**

Seconded by: **J FINLAY**

That the Audit and Risk Committee receive the cyber security update report noting that:

1. Essential eight items and actions have been added to Council's risk register and are to be monitored by the Audit Committee on a quarterly basis.
2. Reporting on Council's first penetration test results will be presented to the next meeting on 21 July 2020.
3. This cyber security project will be reviewed to ensure PCI compliance using compliant third-party specialist providers.

#### MEETING DETAILS:

The motion was Carried 5/0

**CARRIED**

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David Royston-Jennings left the meeting at 11.37am and returned at 11.38am.



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7. Internal Controls/Risk & Compliance

7.3 ERP/CORPORATE APPLICATIONS ROADMAP AND DISCUSSION

SUMMARY

This report has outlined the background for the current circumstances that Council is in and identifies after much investigation and analysis a pragmatic and cost-conscious approach towards improving technology systems within Council's daily operations. It proposes a staged and considered investment into existing systems to ensure that the current business requirements can be managed, and technology leveraged to produce workable solutions through sound business principles while recognising the resource constraints of Council.

RECOMMENDATION

That the Audit and Risk Committee receive the report and confirm support for proposed approach outlined with the ongoing implementation of corporate technology systems to meet the current requirements of Council.

RESOLUTION

Moved by: **J FINLAY**

Seconded by: **J COLLINS**

That the Audit and Risk Committee receive the report and confirm support for proposed approach outlined with the ongoing implementation of corporate technology systems to meet the current requirements of Council.

MEETING DETAILS:

The motion was Carried 5/0

CARRIED

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*The Committee agreed to bring forward item 7.10 of the Agenda and discuss the matter prior discussing item 7.4.*



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**7. Internal Controls/Risk & Compliance**

**7.10 EXTERNAL PEER REVIEW**

**ACTION:** *A report be brought back to the Committee regarding external peer review on the Committees Operations and activities.*

**SUMMARY**

In accordance with the Audit & Risk Committee's Priorities Guide 2020, the Committee is to arrange for an external peer review of its operations and activities, with the results of the review being provided directly to Council.

**RECOMMENDATION**

That the Audit and Risk Committee arrange for an external peer review of its operations and activities.

**RESOLUTION**

**Moved by: G CARPENTER**

**Seconded by: G WEBB**

**That to satisfy the requirement to undertake an external peer review in accordance with the Audit & Risk Committee Priorities Guide 2020, Council approve the proposal that the CEO & Manager Governance and Administration seek feedback from key stakeholders and provide a report (including independent observations on the committee's performance).**

**MEETING DETAILS:**

*CEO proposed for himself and Norman Garsden as newcomers, to make some observations on the committee's performance and provide a report back.*

*G Webb & John Finlay satisfied for them to submit their independent views to the committee.*

*Norm & CEO to get feedback from key stakeholders and bring a report back.*

*G Carpenter agreed with the decision and emphasised the importance of this as it provides a view of independence.*

The motion was Carried 5/0

**CARRIED**

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Donna Sinanian and Cynthia Iafano left the meeting at 12.05pm.

The Committee agreed to bring forward item 7.7 of the Agenda and discuss the matter prior discussing item 7.4.



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7. Internal Controls/Risk & Compliance

7.7 PROVISION OF INTERNAL AUDIT SERVICES

SUMMARY

Council is required to establish an efficient and effective internal audit function.

RECOMMENDATION

That the Audit and Risk Committee endorses a new quotation/tender process be called regarding the provision of Council's internal audit function.

RESOLUTION

Moved by: **G WEBB**

Seconded by: **G CARPENTER**

That the Audit and Risk Committee endorses a new quotation/tender process be called regarding the provision of Council's internal audit function for a 4-year period.

MEETING DETAILS:

The motion was Carried 5/0

CARRIED

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*The Committee agreed to bring forward item 7.6 of the Agenda and discuss the matter prior discussing item 7.4.*



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**7. Internal Controls/Risk & Compliance**

**7.6 2020 COUNCILLOR INDUCTION**

**SUMMARY**

The intent of this report is to provide the Audit & Risk Committee with an understanding of Council's 2020 Councillor Induction following the 2020 Local Government Elections.

**RECOMMENDATION**

That the Audit and Risk Committee note the update regarding Council's 2020 Councillor Induction process.

**RESOLUTION**

Moved by: J FINLAY

Seconded by: G CARPENTER

That the Audit and Risk Committee note the update regarding Council's 2020 Councillor Induction process.

**MEETING DETAILS:**

The motion was Carried 5/0

**CARRIED**

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7. Internal Controls/Risk & Compliance

7.4 RECORDS AND INFORMATION MANAGEMENT AUDIT 2019

SUMMARY

Council continues to monitor its approach and resourcing to ensure ongoing compliance and work toward better practice. The aim is to reach an information management and records maturity level of 24 out of 30 in two years at the next external audit scheduled for August 2021. Implementing the recommendations provided in the report will require support for adequate resourcing of the projects. Once Council reaches a maturity level of 24 or better, then external auditing to be reduced to every 4 years to ensure the level of recordkeeping is being maintained.

RECOMMENDATION

That the Audit and Risk Committee receive the report and note the actions proposed.

RESOLUTION

Item to be tabled to the next meeting.

TABLED

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**7. Internal Controls/Risk & Compliance**

**7.5 RISK MANAGEMENT**

**SUMMARY**

In accordance with the actions arising from the 18 February 2020 Audit & Risk Committee Meeting, the Committee are provided with an update on Council's risk management.

**RECOMMENDATION**

That the Audit and Risk Committee note the update on Council's Risk Management.

**RESOLUTION**

Item to be tabled to the next meeting.

**TABLED**

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7. Internal Controls/Risk & Compliance

7.8 COMPLIANCE REVIEW

SUMMARY

In accordance with the Audit & Risk Committee's Priorities Guide 2020, the Committee is to review Council's compliance with legislation.

RECOMMENDATION

That the Audit and Risk Committee note the update regarding Council's compliance with the Local Government Act 2009 and Local Government Regulation 2012.

RESOLUTION

Item to be tabled to the next meeting.

TABLED

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**7. Internal Controls/Risk & Compliance**

**7.9 COUNCIL POLICIES REVIEW**

**SUMMARY**

The Audit & Risk Committee 2020 Priorities Guide stipulates that the Committee shall consider if appropriate policies are in place and being upheld at Council at the 12 May 2020 Committee Meeting.

**RECOMMENDATION**

That the Audit and Risk Committee note the status of Council policies.

**RESOLUTION**

Item to be tabled to the next meeting.

**TABLED**

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8. General Business

The chair advised the Committee about correspondence he had received from a resident of the Whitsunday Regional Council area, making an enquiry regarding the Council's solvency and financial position.

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## 9. Evaluation of Meeting

*Graham Carpenter acknowledged how the Committee have adapted well to the COVID-19 situation with the process of doing the meeting online. Meeting went smoothly and no issues were identified.*

~~~~~

10. Actions Arising from this Audit & Risk Committee Meeting

Minute Item #	Description	Person Responsible	Due Date
2.1	Governance Administration Officer/Minute Taker to make changes to the previous minutes to include Cr John Collins in the attendee list, via teleconference.	Governance Admin officer	21 July 2020
2.1	Report to be included on next agenda re. follow up of Employee Conflicts of Interest policy.	Governance & Legislation Advisor	21 July 2020
3.1	Include the CEO Briefing as a standing Item.	Governance Admin officer	N/A
3.3	Report to be included on next agenda re. Local Buy strategic procurement review.	Dir Corporate Services	21 July 2020
4.2	Review the process of valuing inventories at the Quarry to ensure Operational Costs are aligned with Revenue.	Dir Corporate Services	24 November 2020
7.10	A report be brought back to the Committee regarding external peer review on the Committees Operations and activities.	Manager Governance Administration	21 July 2020
7.7	That the Audit and Risk Committee endorses a new quotation/tender process be called regarding the provision of Council's internal audit function for a 4-year period.	Manager Governance Administration	30 June 2020
7.4	Item to be tabled to the next meeting.	Governance Admin officer	21 July 2020
7.5	Item to be tabled to the next meeting.	Governance Admin officer	21 July 2020
7.8	Item to be tabled to the next meeting.	Governance Admin officer	21 July 2020
7.9	Item to be tabled to the next meeting.	Governance Admin officer	21 July 2020



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**The meeting closed at 12.34pm.**

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Confirmed as a true and correct recording this 21 July 2020.

Graham Carpenter
CHAIRPERSON

11. Corporate Services

11.2 CORPORATE PLAN AMENDMENT

AUTHOR: David Royston-Jennings - Governance and Legislation Advisor

RESPONSIBLE OFFICER: Jason Bradshaw - Acting Chief Executive Officer

OFFICER'S RECOMMENDATION

That Council adopt the amended Corporate Plan 2016-2021.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

Council must adopt its Corporate Plan in sufficient time to allow a budget and annual Operational Plan to be adopted.

PURPOSE

The purpose of this report is to present Council with an amended Corporate Plan for adoption which is inclusive of the 2020/21 financial year.

BACKGROUND

A local government's Corporate Plan must outline the strategic direction of the local government and state the performance indicators for measuring the local government's progress in achieving its vision for the future of the local government area. It also must include specified information on each of the organisation's commercial business units.

Council's current Corporate Plan 'Whitsunday 2020' does not extend into the approaching financial year (2020/21). As the annual budget must be consistent with Council's Corporate Plan, Council is required to amend the Corporate Plan so that it extends into the coming financial year to ensure integration with the 2020/21 budget. The content has been updated and presented in a different format to ensure closer integration with other planning documents and the budget.

STATUTORY/COMPLIANCE MATTERS

Role and Responsibilities

Sections 12 and 13 of the Local Government Act 2009 (the Act) prescribed that all Councillors and employees are responsible for ensuring that Council achieves its Corporate Plan.

The Act refers to the Corporate Plan as a financial planning document prepared for the local government which is 5 years in duration and incorporates community engagement.

The Local Government Regulation 2012 (the Regulation) adds that the Corporate Plan may, by resolution of the local government, be amended at any time and that the local government must discharge its responsibilities in a way that is consistent with the Corporate Plan.

Community Engagement

The Act mandates that the Corporate Plan includes community engagement. However, as noted within the amended document (attachment 1), meaningful community engagement has been hindered by delays in the declaration of election results in April 2020 and the restrictions imposed in response to the COVID-19 pandemic.

Compliance with the legislation has been achieved, in that the document is only an amendment to the Whitsunday 2020 Corporate Plan and the engagement feedback which informed that Plan is still applicable. However, it is noted that a comprehensive community consultation process is aimed at being undertaken in late 2020/early 2021 to inform a new Corporate Plan for the 5-year period of 2021-2026.

ANALYSIS

The amended Corporate Plan retains the themes, outcomes and strategies within the Whitsunday 2020 Corporate Plan, with only minor updates to this content as follows:

Strategy	Changes (tracked)
1.1.2	Develop Maintain and enhance a Governance Framework that provides to ensure the provision of best practice , accountable and transparent decision making, and which supports Council in meeting its legislative responsibilities.
1.1.5	Develop and Implement and enhance a Council's Community Engagement Strategy, that identifying multiple approaches to inform, consult and involve the community in Council decisions and initiatives.
1.1.6	Operate advisory committees, industry reference groups and community reference groups. Facilitate and participate in internal and external committees, groups and other bodies as required.
4.1.1	Develop and Implement and enhance an Council's Economic Development Strategy and Regional Investment Prospectus.

Additional information around the region and organisation have been omitted from the amended Corporate Plan, as this content will be revised, updated and incorporated into a new comprehensive plan moving forward.

Council's options are:

Adopt the amended Corporate Plan:

The Officer's recommendation is that Council adopt the amended Corporate Plan as presented at attachment 1 to this report.

Adopt the amended Corporate Plan with further amendment:

The Council may choose to adopt the amended Corporate Plan subject to further amendments. For example, a motion may be moved to adopt the amended Corporate Plan as presented at attachment 1 to this report, subject to specific changes being made to the document (for instance, removing a strategy listed).

Do nothing:

Council may choose to do nothing. However, this would result in Council having no Corporate Plan on which to base the annual budget.

STRATEGIC IMPACTS

Alignment to Operational Plan

Council is currently developing a draft Operational Plan for the financial year 2020/21. The structure of the document will be a departure previous Operational Plans which have focused on individual departments and key performance indicators based on the levels of service each business unit will provide.

The Operational Plan must be consistent with the annual budget and state how the local government will progress implementation of the Corporate Plan during the period of the plan. To that end, the 20/21 Operational Plan is currently being prepared in partnership across the organisation to contain actions which are targeted at achieving the outcomes and strategies contained within the Corporate Plan.

Council will be presented with the 20/21 Operational Plan for consideration and adoption alongside the annual budget.

Financial Implications

There are no direct additional costs to Council associated with the Officer's recommendation. However, as noted, a financial implication is that Council's annual budget must be consistent with the adopted Corporate Plan.

Risk Management Implications

The amended Corporate Plan contains a section dedicated to risk management. This part of the document includes a list of strategic risks to the organisation and notes the specific strategy within the Plan which is aimed at mitigating or managing those risks.

It is noted that Council risks non-compliance with the legislation if it does not resolve to adopt a Corporate Plan covering the 20/21 financial year period, as the annual budget must be consistent with the Corporate Plan. If there is no Corporate Plan outlining Council's strategic objectives for 20/21, then the annual budget is not able to be consistent with this document.

CONSULTATION

Councillors received an overview of the Corporate Plan and Operational Plan as part of their induction process during a workshop held on 22 April 2020, at which time they were advised of the need to review and consider amending the Corporate Plan.

The amended document has been submitted to Council's Executive Leadership Team and Middle-Management Group for feedback and comment as part of the engagement process around linking the 20/21 Operational Plan to the outcomes and strategies contained within the Corporate Plan.

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council adopt the amended Corporate Plan to include the 20/21 financial year.

ATTACHMENTS

Attachment 1 – Whitsunday Regional Council Amended Corporate Plan



CORPORATE PLAN

2016 - 2021

UPDATED JUNE 2020 FOLLOWING
ELECTION OF 2020-24 TERM OF COUNCIL

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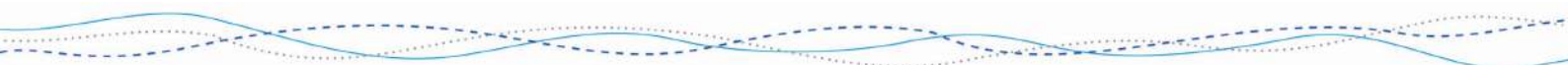
Whitsunday Regional Council
Proserpine
83-85 Main Street
Proserpine QLD 4800

Collinsville
Cnr Stanley & Conway Sts
Collinsville QLD 4804

P 1300 972 753
whitsundayrc.qld.gov.au

Bowen
Cnr Herbert & Powell Sts
Bowen QLD 4805

Cannonvale
Shop 23, Whitsunday Plaza,
Shute Harbour Road, Cannonvale QLD 4802



An aerial photograph of a stunning tropical lagoon. The water is a vibrant turquoise color, with intricate patterns of white sandbars and shallow reefs visible beneath the surface. The lagoon is surrounded by dark, dense forested land, with small islands and peninsulas jutting into the water. The overall scene is one of natural beauty and tranquility.

**“Natural beauty,
global attraction.
We have it all.”**

Our Vision

Foreword

We are pleased to present the Whitsunday Regional Council Corporate Plan 2016-2021. This Plan has been developed utilising the 2014-2019 Corporate Plan and the 2011-2021 Community Plan, which were prepared following consultation and engagement with our local community and elected members.

This Corporate Plan shares our visions and aspirations for the future and outlines how we will work towards a bright future for the Whitsunday Region community. This document is essentially an amendment to the 2014-2019 Corporate Plan: *Whitsunday 2020*, prepared in accordance with section 165 of the Local Government Regulation 2012, and updates essential information about who we are, whilst reaffirming our commitment to relevant strategies espoused in that original document.

In 2011, in adherence with the *Local Government Act 2009* requirements, the Whitsunday Regional Council developed a 10-year Community Plan, *Whitsunday Regional Council Community Plan 2011-2021: Our Conversation with Our Community*. The requirement to have a 10-year Community Plan was subsequently removed from the *Local Government Act 2009*. Council values the extensive community engagement undertaken during the development of the Community Plan 2011-2021 and desires to continue engaging and working closely with our community.

Our fast-growing region has seen a large number of projects delivered since the 2011-2021 Community Plan was adopted. Council is again planning to engage with our community to renew our 10-year Community Plan. This engagement was planned to commence in 2020, however due to the current COVID-19 situation, and our commitment to keeping our community safe and to working with the State and Federal Governments, this may be delayed.

In the interim whilst managing in the current situation, to maintain our strategic direction and focus, the elected members and staff have drawn deeply on their ongoing communications and engagement with our community to develop this amended Corporate Plan.



We believe we have continued to capture our community's aspirations and have reflected these in our desired outcomes. As a local government, we will continue to work in partnership with our community and key stakeholders to deliver these outcomes using the strategies detailed in this Corporate Plan.

We look forward to continuing our focus to ensure the Whitsunday Regional Council retains our vision of 'natural beauty, global attraction. We have it all'.

Andrew Willcox
Mayor

Jason Bradshaw
Acting Chief Executive Officer

June 2020

Our Region

as at 30 June 2019:

ASSUMPTIONS	STATISTICS ^{1 2}	FINANCIAL INFORMATION ³
 1.8% Inflation Rate	 7 Elected Members	\$83,136,363.00 Rates Revenue
 Increasing Population	 395 Employee Headcount	\$3,485,387.00 Fees and Charges
 Increasing Levels of Service	 23,819 Km² Area	\$123,175,380.00 Operating Revenue
 Stable Operations	 33,778 Population	\$121,349,204.00 Operating Expenditure
 Balanced Annual Budget	 22,161 Electors	\$47,239,723.00 Cash Backed Reserves
 29% Employee Costs (% of Operating Revenue)	 16,077 Dwellings	\$80,714,972.00 Long Term Borrowings

¹Whitsunday Regional Council website, 'Whitsunday Region'

²Australian Bureau of Statistics, Whitsunday (R) (LGA37340) 2016 Census of Population and Housing, viewed 29 March 2020

³Whitsunday Regional Council 2018-19 Annual Report

Our Community's Voice

The community's input is vital to the strategic planning for Whitsunday Regional Council. Council planned to undertake a detailed engagement project, seeking our community's input in developing a new Corporate Plan.

This engagement has been postponed due to the current COVID-19 situation, with the intent to be undertaken as soon as possible. Our key focus at the present is ensuring the health and wellbeing of our region.

Council is committed to maintaining our strategic focus and delivery of services for our community. In developing this amended Corporate Plan, our elected members and staff reviewed and considered the community engagement pieces undertaken across the organisation, and the ongoing conversations with our community and key stakeholders, drawing on this knowledge to ensure this Plan is aligned to our community's desire for the Whitsundays.

We also retained the knowledge gained through the extensive community consultation undertaken in 2011, as part of the development of the Community Plan 2011-2021. The Corporate Plan 2014-2019 development also included an engagement program from February – May 2014. There have been multiple community engagement projects undertaken since these major engagements. The results of these engagements were taken into consideration during the review for the Corporate Plan early in 2020 and subsequent development of the Whitsunday Regional Council Corporate Plan 2016-2021. An extensive community engagement program is scheduled for later in 2020 as part of a major review of the Community Plan and Corporate Plan, however, as highlighted above, the health and wellbeing of our community in the current COVID-19 situation is our priority and this engagement program will be planned to occur in a safe manner.

The engagement processes previously undertaken included a key focus on seeking the community's aspirations, vision and objectives for the future and feedback in relation to services and facilities provided by the Whitsunday Regional Council.

The following pages reflect the strategic goals developed based on our community's previously expressed aspirations.

As the gateway to the Great Barrier Reef and the magnificent seventy-four Whitsunday Islands, the Whitsunday region has one of the fastest growing populations in Queensland. Boasting a strong and diverse economy driven by the agriculture, construction, mining and tourism industries; the Whitsunday region has the potential to become the economic powerhouse of North Queensland.

Our Mission

We are committed to providing the Whitsunday region with strong and responsive local government and achieving an innovative, efficient and sustainable organisation.

Our Values

Accountability – being open, diligent and ethical in our decisions and actions.

Unity – working together to get things done.

Trust – in our team mates, our service partners and our customers.

Community – building pride, strength and confidence amongst our region, residents and ratepayers.

Continuous Improvement – always looking for solutions and ways to do things better.



Our Elected Council

Whitsunday Regional Council is led by a Mayor and six Councillors, who are elected by the region's residents and ratepayers for a four-year term. Together, the Mayor and Councillors comprise the governing body of Whitsunday Regional Council and are required to discharge their roles in accordance with the Local Government Act 2009.

The Mayor and Councillors represent the current and future interests of the local government area through the development of policies and strategies which set the future direction for the region.

All Councillors, including the Mayor, are responsible for ensuring that Council achieves its Corporate Plan

The incumbent Mayor and Councillors were sworn in on Wednesday 22 April 2020, following the 2020 Quadrennial Local Government Elections



Councillors (from left to right): Cr Michael Brunker, Cr Jan Clifford, Cr Gary Simpson, Mayor Andrew Willcox, Cr John Collins, Cr Michelle Wright, Cr Allen Grundy.

Cr Andrew Willcox – Mayor

M: 0458 442 323

E: andrew.willcox@whitsundayrc.qld.gov.au

Cr Jan Clifford – Division 1

M: 0412 721 969

E: jan.clifford@whitsundayrc.qld.gov.au

Cr Michelle Wright – Division 4

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E: michelle.wright@whitsundayrc.qld.gov.au

Cr Allen Grundy – Division 2

M: 0417 588 248

E: al.grundy@whitsundayrc.qld.gov.au

Cr Gary Simpson – Division 5

M: 0439 631 272

E: gary.simpson@whitsundayrc.qld.gov.au

Cr John Collin – Division 3

M: 0429 059 726

E: john.collins@whitsundayrc.qld.gov.au

Cr Michael Brunker – Division 6

M: 0419 708 351

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Our Integrated Planning Framework

All Queensland local governments are required to establish a system of financial management that includes a 5-year corporate plan, incorporating community engagement, under *Section 104(5) of the Local Government Act*.

The Whitsunday Regional Council takes an integrated approach to its planning to ensure Council operations are focussed on delivering the best outcomes for the community now and into the future.

Integrated Strategic Planning is a process designed to enable and encourage the community and local government stakeholders to be involved in shaping the future of the regional community. Council's Integrated Strategic Planning Framework provides the organisation with a clear structure, guiding a coordinated and collaborative process to develop the Whitsunday Regional Council's strategic direction and subsequent organisational activities.

Strategic Community Planning

Whilst no longer a legislative requirement for Queensland Local Governments, the Community Plan is Council's principal strategy and planning tool, guiding the remainder of Council's strategic planning. Community engagement is central to the Community Plan.

The Whitsunday community had a strong involvement and voice in the development of the Community Plan 2011-2021 and the Corporate Plan 2014-2019. The community were invited to share their vision, aspirations and objectives for the future of the Whitsunday Regional Council, and the Corporate Plan has subsequently been reviewed and updated to reflect the community aspirations.

This information provided a valuable insight into the key issues and aspirations, as held by the local community. Importantly for the Council, these views have helped establish clear priorities and shaped the visions, values, objectives and strategies contained within the Corporate Plan.

Corporate Plan

Achieving the community's vision requires the development of strategies to address each goal contained within the Community Plan. Careful operational planning and prioritisation is required to achieve the objectives and desired outcomes due to the limited resources available. This planning process is formalised by the development of the Corporate Plan. The Corporate Plan then converts the Community Plan into action through the adoption of an Annual Budget and Operational Plan and an annual basis.

Actions requiring funding will only be undertaken once approved within the statutory budget and subject to funding availability.

Operational Plan

The Operational Plan forms an important part of Council's strategic planning framework and sets out the work Council plans to deliver towards the achievement of the Corporate Plan. The significant activities outlined in the Operational Plan are funded from the annual budget.

The Chief Executive Officer must present a written assessment of the local government's progress towards implementing the Operational Plan at a council meeting held at regular intervals of no more than 3 months. Whitsunday Regional Council provides these updates on a quarterly basis to Council throughout the year.

Annual Budget

The annual budget, as the primary instrument of financial control for a council, is a major responsibility of a local government to prepare and adopt. It is a detailed financial plan for the coming financial year covering all aspects of a council's operations and should reflect the resources generated by way of revenue and the resources consumed by way of expenditure.

The key objectives of budgeting in local government are:

- a) to provide a fiscal management tool for the carrying out of council's programs in the ensuing year;
- b) to provide the means by which the council is accountable to the community for the rates to be levied; and,
- c) to provide the basis for the setting of rates.

The annual budget is a short-term reflection of the local government's plan for the future as outlined in its operational plan for that period. It represents, financially, the actions expected to be taken by the council in achieving its objectives.

Above all, the budget must be realistic and achievable at all levels within the local government.

How the annual budget is to be prepared and the content of the budget is prescribed under section 169 of the Local Government Regulation 2012.

Workforce Plan

The Workforce Plan provides the workforce management and resource strategies necessary to deliver the objectives, outcomes and strategies of the Council's Community Plan.

Workforce issues have been considered during the development of this Corporate Plan and the financial impacts of the Workforce Plan captured within the Long-Term Financial Plan.

Strategic Resource Plan

Council is taking a combined approach to asset management and long-term financial planning processes to produce an overarching Strategic Resource Plan. A key objective of the Strategic Resource Plan is to highlight and define key long-term strategies to maintain financial and asset services to the community over the long term.

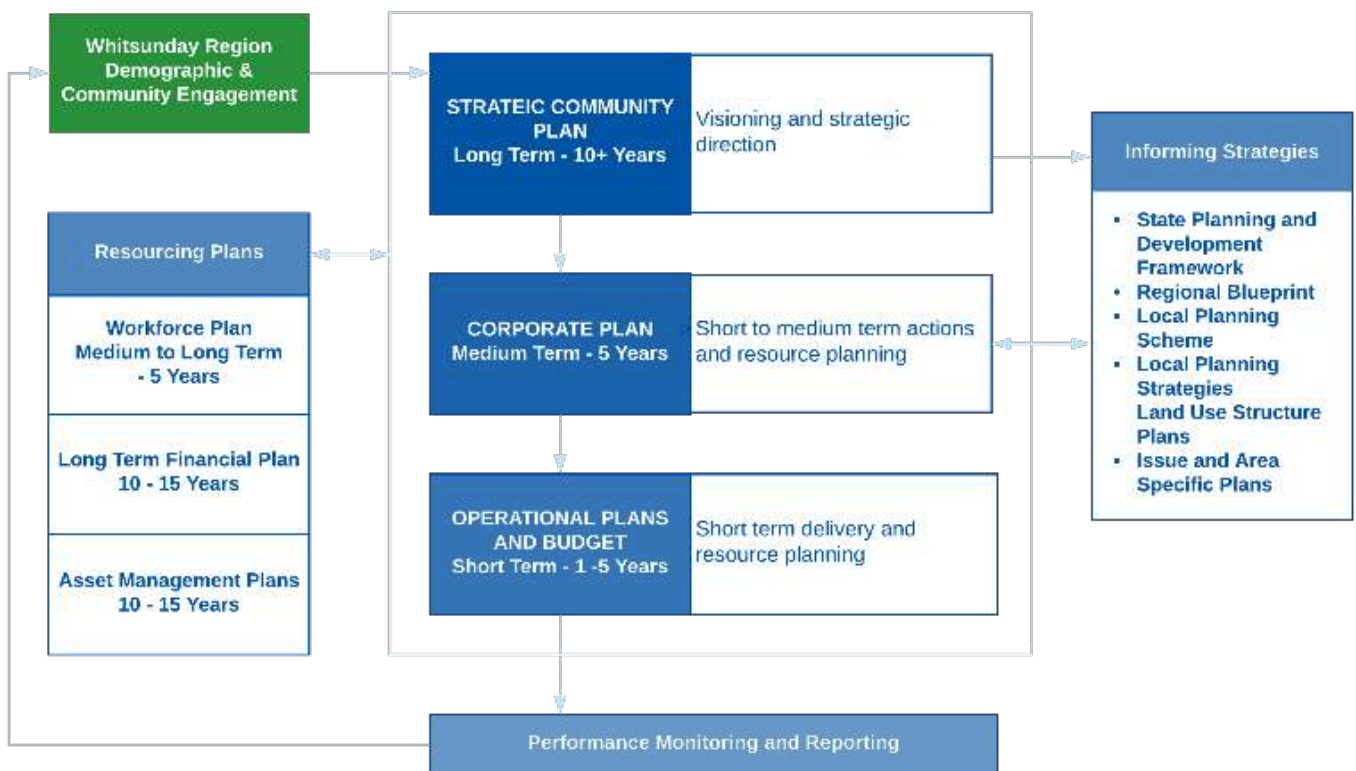
Asset Management Planning Component

The Council has developed Strategic Asset Management Plans for major asset classes in accordance with Council's Asset Management Policy. The Asset Management Plans form a component of an overall Asset Management Strategy which addresses Council's current processes and sets out the steps required to continuously improve the management of Council controlled assets.

Long-Term Financial Planning Component

The Whitsunday Regional Council is planning for a positive and sustainable future. Council seeks to maintain, and where possible, improve service levels into the future while maintaining a healthy financial position.

Elements of the Integrated Planning and Reporting Framework



Our Corporate Plan

Strategic Objectives

Council's Corporate Plan outlines our strategic agenda for the 2016-2021 five-year period and translates our community's long-term vision for the Whitsunday region into measurable strategies and outcomes.

The tables on the following pages detail the desired outcomes under each of Council's four key themes of Governance and Leadership, People, Place and Prosperity. Strategies to achieve these outcomes have been developed and are detailed on the following pages of this Plan.

Measuring our Success

As part of Council's integrated planning framework, the Corporate Plan states our organisation's vision and mission over a five-year period and the strategies which will guide our annual operations. This document is directly linked to our annual budget and Operational Plan. Each year, we will review our progress on delivering the strategies within this document through the Operational Plan and Council's Annual Report.

Strategic Partnerships

Council is committed to working cooperatively with all levels of government to deliver good outcomes for the Whitsunday region. Council recognises the importance of partnerships and the role of government, industry, business and community in implementing this Plan. We have identified key strategic partnerships in each theme area, and while not exhaustive; this list will provide an insight into the number of contributors to the Whitsunday region

Alignment with the Queensland Plan

Whitsunday Regional Council is committed to working cooperatively across all levels of government to achieve good outcomes for our region. We have identified areas of alignment between the Corporate Plan and the Queensland Plan, a 30-year vision for Queensland.

The Queensland Plan is centred on the following nine foundation areas:

EDUCATION – building life skills and inspiring bright minds;

COMMUNITY – making connections;

REGIONS – building thriving communities;

ECONOMY – forging diversity and prosperity;

HEALTH AND WELLBEING – being healthy and active;

ENVIRONMENT – achieving balance;

PEOPLE – creating opportunities for everyone;

INFRASTRUCTURE – being connected; and

GOVERNANCE – balancing all our interests.

As with Council's Corporate Plan; the successful delivery of The Queensland Plan can only be achieved through a shared approach by government, industry, business and community.

Alignment with Stakeholders

During development of this Plan, it was important for Council to have consideration for other organisations' views and objectives that have an impact on the region. Council places importance on forming partnerships, advocacy platforms and facilitation efforts to provide a collaborative approach to meeting community expectations.

Council's role, together with that of its key stakeholders, is shown below using the following four roles:

1. Provider: Council is directly responsible for the provision and/or delivery of services or programs.

2. Partner: Council cooperate and form strategic partnerships with government, industry, business and community to assist in the delivery of services and programs to the community.

3. Facilitator: Council will play a role in bringing external groups and interested parties together, enabling them to deliver services and programs to the community.

4. Advocate: Advocate on behalf of the community to influence the delivery of services and programs to meet the needs of the community.

Statutory Requirements

This Plan has been developed in accordance with the requirements of the Local Government Act 2009.

Under this legislation, Council must adopt a Corporate Plan for each period of 5 financial years and discharge its responsibilities in a way that is consistent with our Corporate Plan.

This plan must:

- Outline Council's strategic direction;
- State the performance indicators for measuring Council's progress in achieving our vision for the future of the Whitsunday region; and
- Outline the role, objectives and commercial scope of each of Council's commercial business units.

Theme 1: Governance and Leadership

Our Goal

The Whitsunday region is united, and our leadership delivers open, accountable and transparent local government. Our community is engaged, informed and actively involved in Council decision making. Whitsunday Regional Council is an innovative and financially sustainable organisation and our staff is skilled, valued and productive.

Alignment with the Queensland Plan

The outcomes in this focus area are aligned to the following Queensland Plan goals:

- G6. We celebrate, embrace and respect diversity
- G8. Our regions are strong and prosperous
- G9. We capitalise on unique regional opportunities and assets
- G10. Working together we will achieve more
- G33. We have localised and more flexible decision making
- G34. Regulation is outcome based
- G35. Government is more effective and efficient

Strategic Partners

- Federal, State and Local Governments
- Queensland Treasury Corporation
- Queensland Audit Office
- Department of Local Government, Racing and Multicultural Affairs
- Local Government Association of Queensland
- Greater Whitsunday Alliance
- Elected parliamentarians

Our Performance Measures

- Community and stakeholder satisfaction with Council
- Financial sustainability ratios
- Number of community engagement initiatives undertaken annually and community satisfaction with process
- Number of joint initiatives between Council and government, industry, business and community
- Progress in advocating our strategic priorities to government, industry, business and community
- Development and implementation of strategies

OUTCOME 1.1 - Our leadership engages with the community and provides open, accountable and transparent local government

STRATEGIES

- | | |
|-------|--|
| 1.1.1 | Provide open, accountable and transparent leadership that ensures community confidence in Council and achieves positive outcomes for the Whitsunday region. |
| 1.1.2 | Maintain and enhance Council's Governance Framework to ensure the provision of best practice, accountable and transparent decision-making, which supports Council in meeting its legislative responsibilities. |
| 1.1.3 | Engage with government, industry, business and community to inform Council's decision-making processes. |
| 1.1.4 | Communicate Council's objectives and decisions to the community through a variety of communication tools. |
| 1.1.5 | Implement and enhance Council's Community Engagement Strategy, identifying multiple approaches to inform, consult and involve the community in Council decisions and initiatives. |
| 1.1.6 | Facilitate and participate in internal and external committees, groups and other bodies as required. |

OUTCOME 1.2 - Our leadership partners with government, industry, business and community to deliver positive outcomes.

STRATEGIES

- 1.2.1 Build and maintain strong, collaborative and cooperative relationships across all levels of government, industry, business and community.
- 1.2.2 Identify opportunities for alignment between Council's interests and objectives with those of Federal and State Governments.
- 1.2.3 Partner with government, industry, business and community to promote the Whitsunday region at both a national and international level.
- 1.2.4 Advocate Council's interests and objectives to government, industry, business and community.

OUTCOME 1.3 - Our organisation is innovative, efficient and financially sustainable

STRATEGIES

- 1.3.1 Ensure Council's financial position is effectively managed and sustainable.
- 1.3.2 Drive a positive, proactive and responsive customer service culture across the organisation.
- 1.3.3 Develop and implement business improvement systems and long-term asset management plans that support innovation and sustainability of service delivery.
- 1.3.4 Develop Council's knowledge management systems to make available information as required by the community and council decision makers.
- 1.3.5 Implement procurement initiatives to support and promote the local business sector.
- 1.3.6 Maximise commercial benefits to Council's business units and assets.
- 1.3.7 Improve methods of service delivery to the community.

OUTCOME 1.4 - Our workforce is skilled, valued and productive

STRATEGIES

- 1.4.1 Recruit and develop a professional, capable and responsive workforce.
- 1.4.2 Develop and implement various engagement processes to effectively communicate Council's objectives and decisions to staff.
- 1.4.3 Develop and implement a workplace cultural transformation program that promotes innovation, productivity and best business practice across the organisation.
- 1.4.4 Provide for the safety, security, health and well-being of Council employees and contractors.

Theme 2: People

Our Goal

The Whitsunday region is an inviting and welcoming community with an enviable lifestyle. Our region is active, healthy and inclusive, and our residents enjoy access to a range of social, cultural and recreation activities. We are a fair, equitable and affordable community and we respect our region's diversity.

Alignment with the Queensland Plan

The outcomes in this focus area are aligned to the following Queensland Plan goals:

- G5. In Queensland nobody gets left behind
- G6. We celebrate, embrace and respect diversity
- G16. We are physically and mentally healthy
- G17. We are connected to our community
- G19. We have the opportunity to reach our full potential
- G26. We support the least advantaged

Strategic Partnerships

- Federal, State and Local Governments
- Queensland Police
- Queensland Health
- Queensland Fire and Emergency Services
- Charities, Not for Profit organisations and community service groups
- Sporting and recreation organisations

Our Performance Measures

- Response to emergencies and natural disasters
- Community and stakeholder satisfaction with public spaces and facilities
- Attendance at Council facilitated events



OUTCOME 2.1 – Our region is active, healthy, safe and resilient

STRATEGIES

- 2.1.1 Maintain and develop Council's emergency and disaster management planning, prevention, response and recovery capabilities.
- 2.1.2 Continue to partner with emergency service providers, government agencies and recovery authorities to ensure effective resource planning and provision.
- 2.1.3 Implement, enforce and review community health regulations and standards and deliver a timely and effective response to emerging health issues.
- 2.1.4 Promote healthy and balanced lifestyles and encourage physical activity.

OUTCOME 2.2 – Our region is inclusive and motivated by a range of social, cultural and recreation opportunities

STRATEGIES

- 2.2.1 Effectively maintain public spaces and ensure they are accessible to people of all ages and abilities.
- 2.2.2 Effectively maintain and develop community hubs, libraries and facilities across the Whitsunday region.
- 2.2.3 Develop systems and promote the funding of local sport and recreation facilities.
- 2.2.4 Facilitate affordable living through encouraging diversity in housing development.
- 2.2.5 Encourage cooperation between community and sporting groups and maximise benefits to sporting and recreation facilities across the Whitsunday region.
- 2.2.6 Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events and programs.
- 2.2.7 Promote volunteerism and encourage the participation of volunteers in community activities.
- 2.2.8 Advocate to State and Federal Governments for enhanced human services and social infrastructure across the Whitsunday region.

Theme 3: Place

Our Goal

The Whitsunday region is thriving and sustainable. Our region's infrastructure supports our growing population and our towns are well planned, with our unique heritage and character protected. We value our natural environment and work together to protect and enhance our region's natural assets.

Alignment with the Queensland Plan

The outcomes in this focus area are aligned to the following Queensland Plan goals:

- G8. Our regions are strong and prosperous
- G9. We capitalise on unique regional opportunities and assets
- G20. Our natural resources are managed effectively
- G21. We protect the environment
- G23. Urban sprawl is managed effectively
- G28. Our infrastructure fits our changing population and demographics
- G30. Infrastructure is funded in a variety of ways
- G31. Infrastructure is designed and built with longevity in mind
- G32. Infrastructure provides connectivity and accessibility across the state

Strategic Partnerships

- Department of State Development, Infrastructure and Planning
- Department of Transport and Main Roads
- Department of Agriculture, Water and the Environment
- Development Industry
- Landcare and environment conservation organisations

Our Performance Measures

- Growing our asset base
- Community and stakeholder satisfaction with our road, water and sewerage infrastructure and networks
- Compliance with State and Federal benchmarks and standards
- Percentage of total capital works completed
- Percentage of total operating projects completed
- Development and implementation of strategies

OUTCOME 3.1 – Our built environment is well planned, effectively managed and protects our region's heritage and character

STRATEGIES

- 3.1.1 Develop and implement an efficient, effective and accountable framework for managing the growth and development of the Whitsunday region.
- 3.1.2 Develop and implement strategies to preserve the unique character of our community and heritage places.
- 3.1.3 Advocate the Whitsunday region's planning and growth needs to Federal and State Governments.

OUTCOME 3.2 – Our natural environment is valued and sustainable

STRATEGIES

- 3.2.1 Develop and implement policies and strategies that protect and enhance the Whitsunday region's natural environment.
- 3.2.2 Develop water and waste services and systems that ensure the integrity of the Whitsunday region's natural environment.
- 3.2.3 Support and facilitate a variety of community awareness initiatives and programs that promote the Whitsunday region's natural environment.
- 3.2.4 Partner with landholders to mitigate the effects of pests on the Whitsunday region's natural environment.
- 3.2.5 Promote the conservation of environmental assets including the Great Barrier Reef, beaches and wetlands.

OUTCOME 3.3 – Our region is accessible and connected

STRATEGIES

- 3.3.1 Improve the utilisation of Council-owned aerodromes and aviation assets.
- 3.3.2 Improve Collinsville-Proserpine connectivity and investigate the viability of a direct Collinsville-Proserpine Transport Corridor.
- 3.3.3 Partner with Federal and State Governments to develop and maintain a high-quality transport and road network.
- 3.3.4 Advocate for improved telecommunications across the Whitsunday region.
- 3.3.5 Advocate for the implementation of the Bruce Highway Action Plan.

OUTCOME 3.4 – Our infrastructure supports our region's current and future needs

STRATEGIES

- 3.4.1 Develop and maintain effective roads and drainage infrastructure, networks and facilities
- 3.4.2 Develop and maintain effective water and waste water infrastructure, networks and facilities.
- 3.4.3 Develop integrated asset management plans to effectively manage and maintain road, water and waste water infrastructure and ensure assets meet the demands of a growing population
- 3.4.4 Deliver effective customer focussed water services that protect the public health.
- 3.4.5 Develop a planned approach to securing the Whitsunday region's water supply.
- 3.4.6 Partner with Federal and State Governments to enhance the Whitsunday region's capacity for ongoing development and infrastructure maintenance.
- 3.4.7 Engage with Federal and State Governments regarding regional and national water security issues.

Theme 4: Prosperity

Our Goal

The Whitsunday region is the economic hub of North Queensland and the state's leading regional economy. The diversity of our agriculture, mining, small business and tourism sectors has allowed our region to prosper, with our residents enjoying access to strong education and employment pathways.

Queensland Plan Alignment

These Prosperity strategies align with the following goals in the Queensland Plan:

- G2. We have practical-based learning
- G8. Our regions are strong and prosperous
- G9. We capitalise on unique regional opportunities and assets
- G11. We value and invest in local business and workers
- G12. We are the number one performing economy in Australia
- G13. We are focused on industry development and diversification
- G14. Queensland has the best job opportunities in Australia
- G15. Our centres of excellence drive innovation

Strategic Partnerships

- Federal, State and Local Governments
- Department of State Development, Infrastructure and Planning
- Department of Innovation and Tourism Industry Development
- Department of Agriculture, Water and the Environment
- Department of Education
- Local Chambers of Commerce and business organisations
- Local tourism and economic development organisations
- Local agriculture and horticulture industry organisations
- Schools and education providers

Our Performance Measures

- Growth in Gross Regional Product (GRP) and the local economy
- Growth in population
- Increased investment in the local economy
- Development and implementation of strategies



OUTCOME 4.1– Our infrastructure enables economic development and facilitates investment opportunities

STRATEGIES

- 4.1.1 Implement and enhance Council's Economic Development Strategy
- 4.1.2 Develop the Whitsunday Coast Airport as a significant transport and exports hub and regional economic driver.
- 4.1.3 Partner with government, industry, business and community to create economic opportunities through encouraging and attracting investment to the Whitsunday region.
- 4.1.4 Advocate for the construction of the Urannah Dam and improvements to the Burdekin Falls Dam.
- 4.1.5 Advocate for the establishment of a base load power station at Collinsville and alternative energy sources.

OUTCOME 4.2 – Our mining sector enjoys access to strong export and development opportunities

STRATEGIES

- 4.2.1 Develop an Abbot Point Infrastructure Strategy
- 4.2.2 Partner with government, business and industry to develop a Mining and Logistics Support Industry Precinct.
- 4.2.3 Advocate for the continued development of the Port of Abbot Point and the Abbot Point State Development Area.

OUTCOME 4.3 – Our agriculture sector is sustainable and enjoys access to strong export and development opportunities

STRATEGIES

- 4.3.1 Develop an Agriculture Strategy to facilitate the growth of the agriculture, horticulture and seafood sectors and identify export opportunities.
- 4.3.2 Maintain road infrastructure that meets the needs of primary producers and industry stakeholders.
- 4.3.3 Partner with primary producers and industry stakeholders to promote the Whitsunday region as a suitable location for a fresh produce canning and processing plant.
- 4.3.4 Partner with primary producers and industry stakeholders to identify opportunities and challenges facing our agriculture, horticulture and seafood sectors.

OUTCOME 4.4 – Our tourism and small business sectors are strong, sustainable and actively promoted

STRATEGIES

- 4.4.1 Ensure a regulatory environment which is business friendly and considerate of business needs.
- 4.4.2 Enhance tourism and entry signage across the Whitsunday region.
- 4.4.3 Partner with tourism, business and economic development organisations to deliver training programs and initiatives for the tourism and small business sectors.
- 4.4.4 Partner with tourism, business and economic development organisations to promote the local tourism and small business sectors.
- 4.4.5 Promote the Whitsunday region as a desirable domestic and international tourist destination.
- 4.4.6 Advocate for the establishment of an integrated resort and casino development within the Whitsunday region.
- 4.4.7 Promote the continued development of the tourism sector.
- 4.4.8 Promote living, investing and shopping locally.
- 4.4.9 Encourage the retention of existing local industries and businesses and the development of emerging industries and businesses.

OUTCOME 4.5 – Our region provides strong education, employment and training pathways

STRATEGIES

- 4.5.1 Partner with government, industry, business and community to support develop and business growth that generates employment opportunities
- 4.5.2 Promote the Whitsunday region as a suitable location for a variety of education facilities including a university campus and boarding school or private boarding facility.
- 4.5.3 Promote initiatives designed to enhance and increase local employment and training opportunities.
- 4.5.4 Promote the development of a skilled and flexible workforce to benefit local industries and businesses.

Our Services & Facilities

Services and facilities provided by Council have been linked with the relevant strategies in the Corporate Plan in the following table. The table provides a connection between the services and facilities and the desired outcomes and community vision for the Whitsunday Regional Council.

Services | Facilities | Support

Aged seniors' services
Building approval process control
Caravan parks
Cemetery
Community engagement
Community halls
Council buildings heritage assets
Customer service
Disaster management
Economic development
Festival event support
Health administration inspection
Library library services
Natural resource management
Parks gardens reserves
Public toilets
Ranger services
Regional collaboration
Roads infrastructure
Rubbish recycling kerbside collection
Sport recreation facilities
Strategic planning
Street lighting
Support for volunteers
Tourism management
Town beautification landscaping
Town planning
Waste management
Youth services



Our Business Activities

Council owns and operates several business assets, namely the Whitsunday Coast Airport, Foxdale Quarry, Shute Harbour Transit Terminal and Water Supply & Sewerage Services.

Foxdale Quarry

Foxdale Quarry supplies material for domestic and commercial purposes. The Quarry's products are quality controlled by Council's own National Association of Testing Authorities (NATA) certified testing laboratory that ensures compliance to required product specification.

Shute Harbour Transit Terminal

The Shute Harbour Transit Terminal is located at Shute Harbour and is a major mainland port facility for the transfer of visitors to the Whitsunday Island group. It offers day and long term vehicle parking facilities and is serviced by taxis and a regular bus timetable. The Lloyd Roberts Jetty includes marine distribution outlets for diesel fuel. Shute Harbour is also the home of several charter boat operators, both bareboat and crewed operations to reef and island destinations.

Whitsunday Coast Airport

The Whitsunday Coast Airport services a significant range of air traffic from all phases of commercial, public and private enterprises; however the bulk of passenger traffic is generated by the daily Virgin Australia and Jetstar flights from Brisbane and three Tigerair flights a week from Sydney.

The current terminal facility caters for in excess of 250,000 passengers per annum. The runway length of over 2073 metres is the longest in the Whitsunday region, with room for further growth to in excess of 3000 metres. The facility currently has the capacity to service aircraft up to 767 – 300 ER / A330 – 300 size.

Water Supply & Sewerage Services

The Water and Sewerage Services of Whitsunday Regional Council are part of the Engineering Services Department and employs approximately 64 Full Time Equivalent positions. The current value of the regulated asset base held by the Water and Sewerage businesses is around \$173 million. Council has resolved to commercialise the Water and Sewer business from 1 July 2015 and to apply "full cost pricing" principles for the charging of Water and Sewer services phased in over the next five years.

Water provided by Whitsunday Regional Council is priced using a two-part tariff comprising of a fixed access charge and a variable charge. This pricing Structure was first introduced in 2013/14. Sewerage service charges are currently separated into four geographical areas being Bowen, Collinsville, Proserpine and Shute Harbour.

Due to the number of water connections being in excess of 10,000 and sewer connections being in excess of 10,000, Whitsunday Regional Council are required to comply with the National Reporting Standards.

Council applies the competitive code of conduct to our business assets. This requires the application of full cost pricing, identifying the cost of community service obligations (CSO) and eliminating the advantages and disadvantages of public ownership within the activity. The CSO value is determined by Council, and represents an activities cost(s) which would not be incurred if the primary objective of the activities was to make a profit. Council provides funding from general revenue to the business activity to cover the cost of providing non-commercial community services of costs deemed to be CSOs by Council.

Strategic Risk Management

It is important to consider the external and internal context in which the Whitsunday Regional Council operates, relative to risk, in order to understand the environment in which Council seeks to achieve its strategic objectives. The Council provides a diverse range of services and facilities to the general public which exposes it to risks. The Council seeks to engage experienced and qualified personnel in areas of high risk and provides them with appropriate ongoing training and equipment to ensure they are able to undertake their roles with minimal risk to the community and the Council.

A number of risk treatment plans are currently in place for the Whitsunday Regional Council. An increased focus, development and integration of risk management practices is desirable with a commitment to ongoing monitoring, development and review to ensure effective management of risks.

The following table shows the broad risks that have been recognised in connection to the Strategic Outcomes of this Corporate Plan. The associated Corporate Plan Strategies are identified as treatments to manage these risks.

Risk Identified	Associated Corporate Plan Strategy (Risk Treatment)
Failure to prepare and plan for potential event resulting in business interruption and service delivery to the community	2.1.1
Inability to attract and retain staff to maintain operational services	1.4.1
Inadequate engagement with stakeholders to effectively deliver services aligned to strategic objectives	2.2.1 2.2.2 3.4.4 4.2.2 4.5.1 4.5.2 4.5.3 4.5.4
Inadequate engagement with stakeholders to effectively implement preventative actions/strategies	2.1.2 2.1.3 2.1.4 3.4.1 3.4.2 3.4.3
Inadequate management of WHS requirements	1.4.4
Inadequate management of services and infrastructure under utilisation	1.3.6
Inadequate planning and controls for environmental impacts from service activities	3.2.2 3.2.5
Inadequate planning and management of services	3.3.1 4.1.1
Inadequate policies in relation to accountable and transparent operations	1.3.5
Inadequate resources and support available for community activities and operations	2.2.5 2.2.6 2.2.7 3.3.5
Infrastructure does not meet desired levels of service	4.1.4
Insufficient essential services available to support the community	2.2.8 3.3.2 3.3.4
Insufficient resources available to achieve strategic objectives	1.3.1 1.3.4
Lack of community confidence due to leadership not being accountable	1.1.1 1.1.2
Lack of community engagement and education relating to environmental management	3.2.3 3.2.4
Opportunities to promote the region's distinctive natural and built features are not capitalised upon or planned	3.1.2 3.1.3 3.2.1 4.1.2 4.1.3 4.2.3 4.3.1 4.3.3 4.4.2 4.4.4 4.4.5 4.4.6 4.4.7 4.4.8 4.4.9
Resources are not available to maintain desired levels of services to the community	2.2.3
Services are reactively implemented and do not deliver optimal value	3.1.1 4.3.4 4.4.3
Staff are not engaged, and processes do not align with desired levels of service	1.4.2 1.4.3

Risk Identified	Associated Corporate Plan Strategy (Risk Treatment)
Stakeholders not engaged in Council's decision making and opportunities to partner with stakeholders are missed	1.1.3 1.1.4 1.1.5 1.1.6 1.2.1 1.2.2 1.2.3 1.2.4 2.2.4 3.3.3
Operational activities conducted erroneously or not performed within required time frames, inadequate complaints management processes	1.3.2 1.3.3 1.3.7

As part of the implementation of Integrated Strategic Planning and Reporting, the Council intends to formalise its risk-based management practices to improve the management of identified risks. More detailed risk management analysis and treatment of these risks should be applied through the Risk Management Policy and Risk Management Framework to assist in working towards an enterprise-wide approach to risk management.



References and Acknowledgements

Reference to the following documents or sources were made during the preparation of the Corporate Plan:

- Whitsunday Regional Council Community Plan 2011–2021;
- Council website: www.whitsunday.qld.gov.au;
- Whitsunday Regional Council Corporate Plan 2014-2019;
- Whitsunday Regional Council Draft Long Term Financial Plan 2020; and
- Whitsunday Regional Council Annual Report 2018-2019.

Review of Plan

In accordance with statutory requirements, the Corporate Plan is reviewed and updated annually to assess the progress of projects and realign the Plan's actions and priorities based on current information and available funding.



Document Management

Version	2020
Status	Draft V5
Date of Adoption	

Disclaimer

This Plan has been prepared for the exclusive use by the Whitsunday Regional Council.

This Plan contains quantitative and qualitative statements, including projections, estimates, opinions and forecasts concerning the anticipated future performance of the Whitsunday Regional Council, based on a large number of assumptions, and will be, subject to significant uncertainties and contingencies many, if not all, of which are outside the control of the Whitsunday Regional Council.

This Plan is supplied in good faith for public information purposes and Council accepts no responsibility for any loss occasioned by any person acting or refraining from action as a result of reliance on the Plan.

11. Corporate Services

11.3 SHOW HOLIDAY - PROSERPINE AND BOWEN AREAS

AUTHOR: Norm Garsden – Acting Manager, Governance and Administration

RESPONSIBLE OFFICER: Jason Bradshaw – Acting Chief Executive Officer

OFFICER'S RECOMMENDATION

That Council endorse the request to the Minister - Education and Industrial Relations seeking a change to the Bowen Show Holiday from 23 June 2020 to 14 August 2020.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

To confirm the direction to seek a change in show holiday for the Bowen area from 23 June 2020 to 14 August 2020.

PURPOSE

The Minister for Education and Industrial Relations has written to Council seeking advice by 5 June regarding the Premiers' announcement that the People's Day holiday for the Brisbane RNA Show was to be moved from 12 August to Friday 14 August 2020.

The Minister has invited Council to also consider moving the Show Holidays in the Whitsunday Regional Council area to Friday 14 August. The Show Holidays previously gazetted for the Whitsunday Regional Council Area are: Proserpine (including Airlie Beach and Cannonvale) - Friday 19 June 2020; Bowen (North of the Bogie River from its confluence with the Burdekin River to its source and then easterly by the Clark Range to the eastern boundary of the Council area) - Tuesday 23 June 2020; and Collinsville (balance of Council area) - Tuesday 3 November 2020.

BACKGROUND

At its meeting of 10 September 2019, Council resolved:

10.2 2014/09/10.06 GAZETTE OF SPECIAL HOLIDAYS IN THE REGION

Moved by: P RAMAGE

Seconded by: A WILLCOX

That Council note the dates provided by the Show Committees for the 3 local Show Days, to be published in the Queensland Gazette as special holidays within the district.

The motion was Carried 6/0.

The cancelation of the Proserpine show, and curtailment of the Bowen show due to the COVID-19 social distancing requirements and decision by the Premier has provided Council with the opportunity to change the Show Holidays for Proserpine and Bowen to 14 August to take advantage of the state-wide tourism stimulus activities. As discussed at the Council meeting on 27 May 2020 and again at the Council briefing on 2 June, there are several pros and cons to changing the show holiday. On balance, the Council expressed a desire to make

no change to the Proserpine holiday, but request the Minister to change the Bowen Show Holiday to 14 August 2020. This request was made on 2 June 2020.

STATUTORY/COMPLIANCE MATTERS

Applications are made under the Holidays Act 1983 each year to generally recognise the local shows across the state and allow for attendance as a local community. These are applications are generally set in advance of each calendar year.

ANALYSIS

Council effectively has 2 options:

- Option 1 – Do nothing. If Council does nothing, the show holidays will occur on the days gazetted, whether the shows go ahead or not - Proserpine: Friday 19 June 2020; Bowen: Tuesday 23 June; and Collinsville: Tuesday 3 November 2020.
- Option 2 – Seek the Minister's agreement to postpone the show holidays to Friday August 14 this request would be consistent with the decision relating to Brisbane and may provide some marketing benefit to boost tourism for that weekend. It is not known, however, if a change in dates would provide sufficient notice to local businesses and residents who have made social or other arrangements for the gazetted holiday to make alternative plans.

Note: Council does not have the opportunity to request any other dates for the holiday.

The decision whether to change the dates of the show holidays rests solely with the Minister.

STRATEGIC IMPACTS

Being part the State-wide Tourism activities provides an opportunity to assist the local tourism industry, consistent with the Council's Corporate Plan and objectives.

CONSULTATION

Council – 27 May and 2 June 2020.

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

The decision whether to change the dates of the show holidays rests solely with the Minister, Council is being asked to determine if any changes to the local show dates are desirable.

ATTACHMENTS

Attachment 1 – Letter from Minister Grace Grace MP.



Minister for Education and Minister for Industrial Relations

1 William Street Brisbane 4000
PO Box 15033 City East
Queensland 4002 Australia
Telephone +61 7 3719 7110
Email: education@ministerial.qld.gov.au
Email: industrialrelations@ministerial.qld.gov.au

26 May 2020

Mr Kenn Donohoe
CEO
Whitsunday Regional Council
Email: info@whitsundayrc.qld.gov.au

Dear Mr Donohoe

I am writing to you in relation to the recent announcement made by the Honourable Annastacia Palaszczuk MP, Premier and Minister for Trade that People's Day for the Royal Queensland Show (the Ekka) will become the People's Long Weekend in 2020, moving from Wednesday, 12 August 2020 to Friday, 14 August 2020.

The announcement follows the cancellation of the Ekka due to the COVID-19 pandemic and an approach from the tourism industry to lend support to stimulate that sector during these uncertain times. The proposal is supported by the Honourable Kate Jones MP, Minister for State Development, Tourism and Innovation. Further, Mr David Thomas, President of the Royal National Agricultural and Industrial Association of Queensland also supports the proposal, understanding that normal show holiday arrangements will be restored in 2021.

This change will be made through legislative amendment and will be in place for the Brisbane City Council area.

Unfortunately, as you will be aware, a number of other regional shows have also been cancelled due to the restrictions arising from the COVID-19 pandemic. As such, it is proposed that the move of the show holiday to Friday, 14 August 2020 be open to any Local Government Council wishing to change their nominated show holiday in 2020.

Should you wish to have the change extended to your local government area in place of any existing show public holiday, I encourage you to make this request to my office as soon as possible, and by no later than Friday, 5 June 2020, so that the necessary arrangements can be made for the declaration of the public holiday. Please send your correspondence to industrialrelations@ministerial.qld.gov.au.

In the case your council wishes to retain its existing show holiday, no further advice is required and the existing arrangements as gazetted will remain.

If you require additional information or would like to discuss this matter further, please contact me directly or alternatively your staff can contact Ms Sharon Durham, Chief of Staff of my office, on (07) 3719 7110.

Yours sincerely

GRACE GRACE MP
Minister for Education and
Minister for Industrial Relations

12. Development Services

12.1 REEF GUARDIAN COUNCIL PROGRAM

AUTHOR: Scott Hardy – Coordinator Natural Resource Management

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council resolves to endorse the Reef Guardian Council Memorandum of Understanding with the Great Barrier Reef Marine Park Authority for the 2020-2024 period.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

The Great Barrier Reef Marine Park Authority (GBRMPA) has written to the Whitsunday Regional Council to gauge its interest in again, becoming a Reef Guardian Council.

PURPOSE

The purpose of this report is to seek Council's approval to endorse the Memorandum of Understanding between the Great Barrier Reef Marine Park Authority (GBRMPA) and the Whitsunday Regional Council, to become a 'Reef Guardian Council'.

BACKGROUND

Every four years, in-line with Local Government elections, Queensland Coastal Local Governments are requested to develop a Memorandum of Understanding with the Great Barrier Reef Marine Park Authority to sign up to the Reef Guardian Council Program.

The Whitsunday Regional Council has been a 'Reef Guardian Council' since 2008. The Whitsunday Regional Council signed the most recent MOU with the GBRMPA in 2016.

Whitsunday Regional Council is now asked to determine whether it intends on endorsing the MOU to again, become a 'Reef Guardian Council'.

STATUTORY/COMPLIANCE MATTERS

Whitsunday Regional Council is not obligated to sign the MOU with the GBRMPA. There is no legislative requirement for Council to enter into a MOU.

ANALYSIS

The Reef Guardian Council program is a "Collaborative stewardship program that seeks to deliver on-ground actions to enhance Reef resilience, empower people to become part of the solution, foster innovation and change, and increase the awareness of the Reef's values, threats and positive actions that can be taken".

The Reef Guardian Council Program is a good networking forum for Councillors with an interest in the environment and sustainability, and for Council staff involved in environmental planning.

The GBRMPA also coordinate the Reef Guardian Schools Program. There are a number of schools within the region who have applied to become 'Reef Guardian Schools'. Reef Guardian Councils and Reef Guardian Schools are encouraged to collaborate on environmental stewardship projects.

The main constraints associated with the proposed Reef Guardian Program (RGP) are;

- The MOU is a non-legally binding agreement;
- The MOU commits the Council to collate environmentally beneficial projects and report these projects and their outcomes to the GBRMPA on an annual basis;
The Annual Action Plan holds all Council's environmentally focused projects and is submitted to the GBRMPA annually;
- The Reef Guardian Program has two levels:
 - o Executive (Steering) Committee (political and strategic level); and
 - o Working Group (operational and reporting level).
- Cr Grundy has been nominated to represent Council. Staff are involved at an operational level when needed.

STRATEGIC IMPACTS

The signing of the Reef Guardian Council MOU aligns well with the Whitsunday Regional Council Corporate Plan outcome 3.2 – Our natural environment is valued and sustainable.

CONSULTATION

Neil McGaffin – Director Development Services

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

That Council once again enter into the MOU with the GBRMPA to become a Reef Guardian Council.

ATTACHMENTS

Attachment 1 – Letter requesting briefing post local government elections – WSC

Attachment 2 – 2020-2024 Reef Guardian Council Agreement – Final

Attachment 3 – Final Reef Guardian Council Terms of Reference 2020-2024

Mr Jason Bradshaw
A/Chief Executive Officer
Whitsunday Regional Council

8 May 2020

New Council term and the Reef Guardian Council Program

Dear Mr Bradshaw

My thoughts are with you and your community as we face extremely challenging times ahead. It is at times like the current crisis that the strength of collaboration and the importance of working together become apparent.

As the four-year local government term comes to a close, I'd like to thank Whitsunday Regional Council for participating in our Reef Guardian Council stewardship program.

As the program has undergone some changes, we would welcome an opportunity to brief the incoming council by videoconference at a time of your choosing.

We can arrange a 15-30 minute briefing with you on the program, our future plans and to field any questions. Alternatively, we can provide a short presentation to be delivered by the relevant council department.

I am pleased to report the program will strengthen and mature with new terms of reference developed following a program review by the Working Group, Steering Committee and Authority staff.

The intent of the program remains the same — a collaborative stewardship program that seeks to deliver on-ground actions to enhance Reef resilience, empower people to be part of the solution, foster innovation and change, and increase the awareness of the Reef's values, threats and positive actions that can be taken.

We continue to support the program by coordinating overall management and organising Executive Committee and Working Group meetings, providing travel assistance where necessary. In addition, we will:

- advocate for greater support for Reef Guardian Councils to achieve positive outcomes for the Reef
- seek to support professional development and networking opportunities for council staff to encourage innovation and the uptake of best practices
- seek to have Reef Guardian Councils represented on the Reef 2050 Advisory Committee
- support Reef Guardian Councils to obtain external funding to undertake further actions.

A key focus of the new term is communicating Reef Guardian Council successes. To that end, we will lead the development of an annual communication and engagement plan, to be implemented jointly with councils.

We will also supply a communication package with Reef-related information and resources to empower councils to use media and social media channels to promote their work.

As members of the Reef Guardian Council program it is expected that Councils:

- with a population of less than 50,000 residents commit to at least one action per section (see Table 1 on page 4 of the terms of reference)
- with greater than 50,000 residents commit to at least three actions per section as above
- work collaboratively with each other, the Authority and Reef Guardian schools, to improve outcomes and harness the power of collective Reef stewardship actions
- integrate the program across business units, in corporate culture and decision-making
- contribute to the Executive Committee with the Mayor and/or CEO and the Reef Guardian Champion attending at least one meeting per year
- contribute to the Working Group with nominated staff members attending meetings in person or via teleconference
- provide case studies that publicise the positive actions they are taking for promotion and sharing.

In order to gain the most from the partnership we recommend, when delegating roles for the new term, council nominates:

- a councillor passionate about sustainability and/or the Reef to be a Reef Guardian Champion
- up to two representatives for the Executive Committee
- operational level representative(s) from Reef-relevant work areas for the Working Group
- a senior representative to attend Local Marine Advisory Committee meetings
- a communications officer for promotion of the program and council actions.

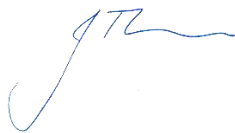
Further details of these roles, and the program, are in the attached terms of reference and memorandum of understanding. Please return completed forms to reef.councils@gbrmpa.gov.au by 15 May 2020.

Following the election we will also seek nominations for two co-chairs of the Executive Committee — details of the nomination process and nomination form are attached.

If you have any questions please contact Rebecca Allen, our Assistant Director Regional Engagement and Reef Guardian Councils, on 07 4848 7878 or reef.councils@gbrmpa.gov.au.

Once again, thank you for your ongoing support of the Reef Guardian Council program and the pivotal role your Council takes in addressing threats and empowering communities to improve the Reef's health. We look forward to continuing our partnership in the months ahead.

Yours sincerely



Josh Thomas
Chief Executive Officer

Attachments Reef Guardian Council program Terms of Reference 2020-2024
 Memorandum of Understanding 2020-2024
 Reef Guardian Council program role nomination form
 Reef Guardian Council Executive Committee co-chair nomination form

**Reef Guardian Council Program
Memorandum of Understanding
2020-2024**

**Between the Great Barrier Reef Marine Park
Authority and «Council_»**

This Memorandum of Understanding (**MOU**) is made between the following parties:

The Commonwealth of Australia acting through the Great Barrier Reef Marine Park Authority

(the Authority)

and

The «Council_» (ABN: #123 456 789#)

(the Council)

(collectively **the Parties**)

Context

- A. The Authority is responsible for the management of the Great Barrier Reef Marine Park pursuant to section 7(1B) of the *Great Barrier Reef Marine Park Act 1975*.
- B. The Authority has developed the Reef Guardian Council Program (**Program**) as a vehicle for encouraging engagement in the protection and management of the Great Barrier Reef Region through education, information sharing and active involvement.
- C. The purpose of this MOU is to document the understanding between the Parties in working cooperatively together to achieve the purpose of the Program.
- D. The Authority has requested that the Council cooperate to achieve the purpose of the Program. The Council has agreed to cooperate with the Authority to achieve the purpose of the Program in accordance with the provisions of this MOU.

Operative Provisions

The parties agree as follows:

1. Definitions

Authority means the Great Barrier Reef Marine Park Authority on behalf of the Commonwealth of Australia.

Act means the *Great Barrier Reef Marine Park Act 1975*.

Council means the «Council_».

Licence means the licence agreement to use the Reef Guardian Council Trademark, attached at Schedule A to this MOU.

Local Government means a local government established under the *Local Government Act 2009* (QLD).

Marine Park means the Great Barrier Reef Marine Park.

MOU means this Memorandum of Understanding and any attachment, schedule or other annexure to this MOU.

Outlook Report means the Great Barrier Reef Outlook Report as required under *Great Barrier Reef Marine Park Act 1975* (section 54). The Outlook Report aims to provide a regular and reliable means of assessing reef health and management in an accountable and transparent way.

Program means the Reef Guardian Council Program.

Reef Guardian School means a school that participates in the Reef Guardian Schools Program.

Reef Guardian Schools Program means the action-based school program developed by the Authority to encourage behavioural change to protect the Marine Park.

Reef Guardian Council Terms of Reference 2020–2024 means the document attached as Schedule B to this MOU, or as may be amended from time to time by mutual agreement between the Parties.

Reef Guardian Council Trademark means the Trademark which appears at Attachment 1 to the Licence.

2. Term

- 2.1 This MOU will commence on the date on which both Parties sign this MOU (or if the Parties do not sign this MOU on the same day, the date the last Party signs this MOU) and ends on the date that the next Queensland local government election is held (which is estimated to be in March 2024) unless terminated earlier under clause 11.

3. Relationship between the Parties

- 3.1 The Parties will work together to facilitate the successful delivery of the Program under this MOU.
- 3.2 Each Party will:
- a) act in the spirit of cooperation and good faith in the performance of this MOU;

- b) liaise with the other Party as necessary;
- c) provide all information as specified under the MOU and in a timely manner; and
- d) immediately or as soon as practicable notify the other Party of any matter which will impact the other, relating directly or indirectly to this MOU or anything which this MOU may contemplate;

to ensure that the Parties are able to perform their roles and responsibilities as set out in this MOU.

3.3 This MOU is not intended to create legally enforceable obligations between the Parties, except for the provisions of clause 8 (Promotional Material and Intellectual Property), and clause 9 (Disclosure of Information).

4. Each party is responsible for meeting its own costs of and incidental to this MOU.

5. Responsibilities of the Authority

5.1 The Authority will:

- a) use its best endeavours to consult the Council in any development, review and amendment of the Program; and
- b) comply with the terms of the Reef Guardian Council Terms of Reference 2020-2024.

6. Responsibilities of the Council

6.1 The Council will:

- a) use its best endeavours to achieve the purpose of the Program;
- b) comply with the terms of the Reef Guardian Council Terms of Reference 2020–2024;

7. Mutual Responsibilities

7.1 The Parties will:

- a) exchange information, ideas and expertise relevant to the Program throughout the term of this MOU;
- b) facilitate the exchange of information, ideas and expertise with other Local Government members of the Program;
- c) cooperate in community education, interpretation and awareness raising in line with the purpose of the Program;

- d) seek to form partnerships with other Local Government bodies and natural resource management bodies with a view to benefiting the Program; and
- e) encourage and foster partnerships between the Parties and Reef Guardian Schools.

8. Promotional Material and Intellectual Property

- 8.1 All promotional material provided to the Council by the Authority in connection with the Program remains the property of the Authority (**Promotional Material**).
- 8.2 The Council agree:
 - a) to return all Promotional Material to the Authority within thirty (30) days after termination of this MOU, in accordance with clause 11, or on request by the Authority; and
 - b) that the Promotional Material will only be used for the purposes of the Program in accordance with this MOU.
- 8.3 The Authority will grant to the Council a Licence for the Council to use the Reef Guardian Council Trademark for the purposes of the Program, on the terms set out in Schedule A of this MOU.
- 8.4 The Council agree that the Reef Guardian Council Trademark will be used strictly in accordance with the conditions and restrictions set out in the Licence.

9. Disclosure and Use of Information

- 9.1 The Council authorises the Authority to post on the Authority's website information provided by the Council in relation to the communication, promotion or reporting of the Program, for the purposes of sharing information between the Council and the wider community.
- 9.2 The Parties agree that any information shared under this MOU will be used, disclosed and stored in accordance with the *Privacy Act 1988* (Cth), and any other statutory requirements and any other policy requirements of each Party.

10. Disputes

- 10.1 Where an issue arises between the Parties in relation to any matter in this MOU, the nominated contact officers, or their delegates, will meet to attempt to resolve the issue within 28 days. The nominated contact officers for the purpose of this MOU are:

The Authority

General Manager of Reef Strategy

The Council

Chief Executive Officer of the Council

- 10.2 Despite the existence of a dispute the Parties agree to continue to perform their roles and responsibilities under this MOU, until the dispute is resolved, unless requested in writing not to do so by the other Party.

11. Variation and Termination

- 11.1 Changes may be made to this MOU by written agreement of both Parties at any time.
- 11.2 Either Party may terminate this MOU at any time, without cause or compensation, by providing at least thirty (30) days written notice to the other party.
- 11.3 Upon a notice of termination being given, each Party will:
- a) comply with the terms of the notice;
 - b) do everything it reasonably can to minimise any loss it suffers (or may suffer) as a consequence; and
 - c) continue to perform their respective roles and responsibilities under this MOU, if any, that remain after it complies with the notice.

SIGNED by the **COMMONWEALTH OF AUSTRALIA** acting through the **GREAT BARRIER REEF MARINE PARK AUTHORITY** by its duly authorised delegate:

.....
Signature of Authorised Delegate

.....
Full name

.....
Date

SIGNED for and on behalf of
«**Council_Capital**» by its duly
authorised delegate:

.....
Signature of Authorised Delegate

.....
Full name

.....
Date

.....
Signature of witness

.....
Full name

.....
Date

.....
Signature of witness

.....
Full name

.....
Date

Schedule A

[Authority letterhead]

[Council]
[Contact name]
[Address]

[Date]

Dear [Name],

Reef Guardian Council Trademark Licence

This letter is to confirm the arrangements between the Commonwealth of Australia acting through the Great Barrier Reef Marine Park Authority, of 280 Flinders St Townsville, Qld 4810 (**the Authority**) and [insert Council name, ACN and address] (**Licensee**) in relation to use of the Reef Guardian Council trademark (**Trademark**).

The terms of the licence are set out below.

1. This licence commences on and from the date this letter is executed by the Licensee (**Commencement Date**) and continues until terminated in accordance with clause 8 (**Term**).
2. The Trademark which is the subject of this Licence is set out in **Attachment 1**.
3. The Licensee agrees to only use the Trademark for the purpose of fulfilling its obligations under the *Reef Guardian Councils Terms of Reference 2020-2024* as agreed to between the parties in the *Reef Guardian Council Program Memorandum of Understanding (MOU)* dated [insert MOU Commencement Date] (**Purpose**).
4. In consideration of the Licensee agreeing to comply with the terms of this agreement, the Authority grants to the Licensee on and from the Commencement Date solely for the Purpose, a non-exclusive, royalty free, revocable and non-assignable licence to use the Trademark during the Term, on the terms set out in this document.
5. The Licensee acknowledges and agrees that:
 - (a) the Authority owns the Trademark and all goodwill generated through use of the Trade Mark; and
 - (b) nothing in this document gives the Licensee any rights or interests in the Trademark, other than as Licensee under this document for the Purpose and in accordance with the terms of this document.
6. The Licensee agrees to:
 - (a) use the Trademark, and ensure that its employees, agents and sub-contractors use the Trade Mark, only in the form set out in Attachment 1 or in the manner determined by the Authority from time to time;
 - (b) comply with all of the Authority's directions and guidelines concerning the use of the Trademark notified to the Licensee, for example each proposed use, reproduction or copy of the Trademark by the Licensee, must be consistent with the Style Guide and the Reef Guardian Councils communication and

- engagement plan (as endorsed by the Director of the Authority Communication and Regional Engagement Section); and
- (c) not use the Trademark in a way likely to deceive or cause confusion or prejudice its distinctiveness or value or the Authority's goodwill or reputation.
7. The Authority may request, by reasonable written notice, samples of the Licensee's proposed use of the Trademark to ensure that the manner in which the Licensee is using the Trademark is acceptable to the Authority.
8. The Authority may terminate this licence by written notice effective immediately if:
- (a) the Authority provides the Licensee thirty (30) days written notice; or
- (b) the Authority provides the Licensee seven (7) days written notice of a breach of this licence by the Licensee and:
- (i) the breach is not remedied by the Licensee within seven (7) days of the written notice; or
- (ii) the breach is not capable of remedy.
9. In the event of expiry or termination of the MOU, this licence will also terminate and the Licensee will forthwith cease using the Trademark.
10. This licence will be governed by the laws in force in the State of Queensland and the parties agree to submit to the jurisdiction of the courts of the State of Queensland, Australia.

Please indicate your acceptance of these terms for the grant of licence where indicated below.

Yours Sincerely

[Signature of Authority authorised representative]

I, _____, an authorised representative of **[insert Council and ABN]** agree to the terms of this licence as a legally binding agreement.

Signature of authorised representative

Signature of witness

Full Name

Full Name

Attachment 1

The Trademark



A Great Barrier Reef Marine Park Authority Initiative

Schedule B

[INSERT TERMS OF REFERENCE]

Reef Guardian Council Program Terms of Reference

2020 - 2024

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1. Background

The Reef Guardians program is the Great Barrier Reef Marine Park Authority's (Authority) most widely recognised stewardship and education program. Its purpose is to build a sense of collective stewardship within Reef communities through activities that foster care for the Reef. The program works with schools, councils, and fishers to engage with and influence stewardship in the wider community. These activities are a component of the Authority's investment in on-ground stewardship actions that address the five-year Outlook Report findings.

The Reef Guardian Council program (RGC program) is a collaborative stewardship arrangement between local government in the Great Barrier Reef catchment and the Authority, which recognises that local and regional approaches are central to protecting and managing the Reef and the communities it supports. The RGC program was first launched in 2007 and in 2019 has grown to include 18 member councils covering an area of 300 000 square kilometres and a population of more than one million people.

Through their statutory responsibilities, local government delivers many actions that support the outcomes of the Reef 2050 Long Term Sustainability Plan. Councils work with industry to facilitate economic development and provide significant guidance and support to the community in achieving their aspirations in a coordinated way. Most local governments adjacent to the Great Barrier Reef are Reef Guardian councils—these councils have identified both statutory and non-statutory actions to manage the threats to the Great Barrier Reef and support the community in understanding and appreciating the Reef's values.

The Authority and Reef Guardian Councils agree to comply with these, collaboratively developed, terms of reference pursuant to the terms memoranda of understanding which the Authority enters into with each individual Reef Guardian Council.

REEF GUARDIAN COUNCIL VISION

A local government alliance to reduce land-based impacts on the Great Barrier Reef through collaboration, education and targeted action.

2. Goal

The goal of the RGC program is to facilitate and highlight the role of local government in addressing threats to the Great Barrier Reef as detailed in the five-year Outlook Report.

3. Purpose

The RGC program is underpinned by three key principles which guide the design and delivery of the program. These are guided by the strategic priorities established by the corporate plans of individual councils and the Authority's strategic priorities.

Continuous improvement

- Local government will encourage continuous improvement in addressing key threats to the Reef by action planning, sharing best practices and supporting their uptake.

Reef stewardship

- Local Government will encourage Reef stewardship in catchment communities through education campaigns, building community capacity and supporting activities that improve Reef health.

Advocacy

- Local Government will promote positive outcomes and advocate for further action through the Reef Guardian Council platform.

4. Outcomes

Reef Guardian Councils and the Authority are committed to achieving the following outcomes under the program.

- Delivering on-ground actions to enhance Reef resilience
- Empowering people to be part of the solution
- Fostering innovation and change
- Providing information to increase awareness of the Reef's values, threats and actions that can be taken to protect the Reef

5. Role of the Reef Guardian Councils

- Reef Guardian Councils will:
 - identify and undertake annual actions that improve the health of the Great Barrier Reef
 - work collaboratively with each other, the Authority and Reef Guardian schools, to improve outcomes and harness the power of the collective for Reef stewardship actions
 - integrate the program across business units, in corporate culture and decision-making
 - nominate the following:
 - a councillor to take on the role of Reef Guardian Champion
 - a senior representative (Reef Guardian Champion or staff member) to attend Local Marine Advisory Committee (LMAC) meetings as a management partner. Alternatively council should nominate a senior representative to attend meetings of a catchment organisation if there is no LMAC within the local government area
 - up to two representatives for the Executive Committee
 - operational level representative(s) from Reef-relevant work areas for the Working Group
 - a communications officer for promotion of the RGC program and council actions.
- contribute to the Executive Committee with the Mayor and/or CEO and the Reef Guardian Champion attending at least one meeting per year
- contribute to the Working Group with nominated staff members, or their proxy, from each council attending working group meetings in person or via teleconference.

- provide case studies that publicise the positive actions the council is taking to the Authority for promotion and sharing.

5.1 Reef Guardian Council Action Plans

A Reef Guardian Council Action Plan will be developed and adopted by each council as a tool to identify the gaps and positive actions they are taking to improve the health of the Reef.

The action plan will help each council track continuous improvements in their activities.

Recognising each council's capacities and operations are different, councils may choose to complete action plans every year, every second year or over the four-year local government term.

Action plans can be developed using a standard annual plan template provided by the Authority or through a process and report devised by each council.

Actions must address the key threats to the Reef, as identified in the Outlook Report: climate change, coastal development, land based run-off and direct use, to help manage factors influencing the Reefs ecological and heritage values.

Actions are scalable reflecting the council's financial or technical capacity to contribute. However, to be a member, councils with a population of less than 50,000 residents must commit to at least one action, per section in table 1, while Councils with greater than 50,000 residents must commit to at least three actions, per section. Examples of actions are provided in Table 1, however the program empowers councils to drive change and deliver innovative solutions to help the Reef by identifying other actions beyond those provided.

The action plans will be provided to the Authority to promote the RGC program and enable reporting.

Table 1: Reef Guardian Council actions

Climate change	• Adopt a climate change policy and / or emissions reduction target • Corporate emissions profile / reporting • Increased renewable energy generation • Buildings / facilities emissions reduction • Fleet emissions reduction • Landfill management emissions reduction • Emissions offsets • Climate change adaptation / resilience planning • Circular economy initiatives – innovative waste diversion and re-use • Climate change education / mitigation and / or adaptation initiatives for the wider community
Coastal development (including head water catchments)	• Positive net environmental benefit development (e.g. vegetation offsets) • No further loss of habitat connectivity • Remove artificial barriers to water flow

	• Manage acid sulphate soils • Monitor water quality in urban waterways • Mitigation measures for artificial light and noise pollution • Offer water / energy saving incentives • Install cycle / walkways to promote active transport options • Waste and recycling initiatives / education program • Adopt single-use plastic free policy for all council events and venues
Land-based run-off	• Minimise the impact of discharge from council infrastructure • Reduce land-based contribution to marine debris • Council regulatory services investigate water pollution incidents • Development approvals, operational works permits do not authorise increased sediment runoff, nutrient and pesticide runoff • Council capital and operational work programs do not increase sediment runoff, nutrient and pesticide runoff • Monitor developments for compliance • Council's road network is continuously improved to reduce sediment and nutrient runoff, and litter over time • Public education program for water conservation and catchment awareness • Support community marine debris clean-ups and source reduction workshops • Water Sensitive Urban Design
Direct use	• Identify, protect and promote important fish habitats • Support/develop programs to promote sustainable recreational fishing activities in schools and the broader community • Develop a Recreational Fishing Strategy • Promote responsible boating and fishing practices • Support the development of a voluntary code of conduct for recreational fishers • Support fish surveys and community monitoring • Support community and industry partnerships working to improve Reef health • Support fish restocking programs • Investigate opportunities to establish land-based fishing platforms • Ensure new recreational fishing infrastructure is appropriately planned and prioritised
Heritage values	• Identify, protect and manage: - cultural heritage sites

(Historic and Traditional Owner)	- contemporary cultural heritage connections - social and cultural (place) values - aesthetic values that contribute to community pride in, and connection to, the Reef • Install interpretative materials to celebrate and share cultural heritage information • Integrate Traditional Owner knowledge and input into development assessment involving sea country (guidance can be found in the Authority's Traditional Owner Heritage Assessment Guideline) • Integrate historic heritage considerations into development assessment involving Reef heritage values (guidance can be found in the Authority's Historic Heritage Assessment guidelines and Social Value Assessment Guidelines) • Support / develop programs to promote Traditional Owner heritage • Support Traditional Owner projects to improve Reef health and / or manage cultural Reef values • Support Traditional Owner social and economic outcomes through programs and partnerships • Undertake or support cultural heritage awareness / education / celebration programs – art, public appreciation, research in relation to the natural, social, economic and cultural systems • Valuing and maintaining historic and cultural information about the Reef
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6. Role of the Authority

The Authority will:

- coordinate overall management of the RGC program
- brief Reef Guardian Council officers and incoming elected members, at the beginning of each local government term, on the RGC program
- provide relevant Reef related information and resources to Reef Guardian Councils
- organise meetings of the Executive Committee and Working Group, providing secretariat support, maintaining records and circulating agendas, papers and minutes
- provide travel assistance where necessary for meeting attendance
- lead the development of an annual communication and engagement plan, to help promote the actions being undertaken, for joint implementation with councils
- provide a RGC program communication package for implementation by councils
- promote the positive actions taken by Reef Guardian Councils in the media and social media, in particular empowering councils to use their channels to promote their work
- advocate for greater support for Reef Guardian Councils to achieve positive outcomes for the Reef
- provide guidance on the use of Reef Guardian branding
- attend at least one council event, per council, each year

- seek to support professional development and networking opportunities for council staff to encourage innovation and the uptake of best practices
- seek to have Reef Guardians Councils represented on the Reef 2050 Advisory Committee
- support Reef Guardian Councils to obtain external funding to undertake further actions.

7. Executive Committee

The Reef Guardian Council Executive Committee provides a forum for executive representatives of the Reef Guardian Councils and the Authority to discuss strategic issues and opportunities. The role of the committee and its members are to:

- provide a united voice for local governments in the Reef catchment in advocating for action and external funding that will improve the outlook of the Reef
- share information and advice on issues that affect the Reef
- seek opportunities for councils to build their capacity and collaborate to find solutions to relevant Reef threats
- seek alignment between local government and Authority priorities to maximise environmental outcomes for the Reef champion the uptake of Reef Guardian practices in their own council in relation to climate change, coastal development, land-based runoff and direct use of the Reef
- promote the RGC program and actions Reef Guardian Councils are taking to the wider community.

7.1 Executive Committee members

The core membership of the Reef Guardian Council Executive Committee is:

- Mayors / Deputy Mayors / Chief Executive Officers / Reef Guardian Champions (Councillors) – up to two representatives from each Reef Guardian Council
- Local Government Association of Queensland
- General Manager, Reef Strategy Branch, the Authority
- Director, Communication and Regional Engagement, the Authority
- Program Manager, Reef Guardian Councils, the Authority.

From time to time, the Executive Committee may invite affiliated associations to participate in or inform Committee meetings. Invitees may include but may not be limited to the following:

- Australian government e.g. Department Environment and Energy
- Other Authority staff as required
- Great Barrier Reef Foundation
- Natural Resource Management Groups and / or NRM Regions Queensland
- Queensland Water
- Queensland Government e.g. lead agencies for environment, natural resources and biosecurity
- Stormwater Queensland
- River Improvement Trusts
- Institute of Public Works Engineering Australasia.

7.2 Executive Committee co-chairs

The committee will elect two co-chairs (Mayors / Deputy Mayors / Chief Executive Officers / Reef Guardian Champions (councillors)) for the four-year local government term. One chair will represent the councils with populations greater than 50,000 residents i.e. Cairns, Townsville, Mackay, Rockhampton, Gladstone and Bundaberg. One chair will represent the councils with less than 50,000 residents i.e. Cook, Wujal Wujal, Douglas, Mareeba, Tablelands, Cassowary Coast, Hinchinbrook, Burdekin, Whitsundays, Central Highlands, Isaac and Livingstone. The co-chairs will be selected to ensure appropriate coverage of the Reef catchment i.e. not both be located from the one region.

Voting will take place out-of-session with a call for nominations following the local government elections, with two votes allocated to each organisation.

The co-chairs will divide the responsibilities of:

- providing a key liaison point with the Authority
- chairing committee meetings including ensuring:
 - agenda items align with the Committee's purpose and the terms of reference
 - meetings address each agenda item
 - each member is given the opportunity to contribute
 - discussions are kept to time and within the boundaries of the agenda item business
 - all attendees comply with the terms of reference
 - reviewing final minutes, communiques and reports
- representing Reef Guardian Councils through external communications, forums and in the media.

At times the committee may wish to formally raise an issue through the co-chairs writing to a third party such as a government agency. Draft letters should be provided to committee members for approval at least one week before the proposed distribution date. If no response is received within one week, the letter is deemed to be approved.

Any member representing the committee at another forum must first be endorsed to do so by the committee. Comments made on behalf of the committee must be the view of the committee as a whole, not an individual's view.

7.3 Executive Committee meetings

The Executive Committee will meet as required, but at least once per year. Opportunities to meeting via videoconferencing between annual meetings will be considered when needs arise.

Joint meetings with the Working Group are supported when needs arise or opportunity allows.

The Authority will cover reasonable costs associated with travel for committee meetings (airfare, taxi, and accommodation) provided that prior written approval of the Authority is obtained before incurring such costs, and copies of invoices are provided to the Authority.

Meeting agendas will be prepared by the Authority, in consultation with the co-chairs and the committee, and circulated to members at least one week prior to the meeting.

Key participants may be invited to participate in meetings to support specific priorities and functions of the Executive Committee. They must be nominated and supported by the committee.

Proxies may be permitted where approved by the co-chairs (and are to be of a similar seniority to the member).

Decisions and negotiations will be through consensus, recognising the legitimate interests and diverse views of the members.

Resulting actions, responsible persons and due dates will be recorded and distributed within four weeks of the meeting.

The committee meeting minutes or records of decisions will be provided to the Reef Guardian Council Working Group through the secretariat.

7.4 Executive Committee subgroups

The committee may establish subgroups to support various committee roles, functions or activities as needed.

In establishing a group, the committee will identify the group's desired outcomes, reporting responsibilities and membership.

Additional participants may be invited to provide further input to the committee through participation in these groups.

Subgroups will meet at intervals as agreed by the committee.

Subgroups will report to the committee by providing meeting minutes or records of decisions via the secretariat.

8. Role of Local Government Association of Queensland

The Local Government Association of Queensland, in their role as member of the Reef Guardian Council Executive Committee, may:

- assist the Reef Guardian Councils to identify and undertake annual actions that improve the health of the Great Barrier Reef
- work collaboratively with the Reef Guardian Councils and the Authority, to improve outcomes and harness the power of the collective for Reef stewardship actions
- nominate a representative to the Executive Committee and attend at least one meeting a year
- share case studies that publicise the positive actions the Reef Guardian Councils are taking, as well as promoting the broader program
- seek to have Reef Guardians Councils represented on the Reef 2050 Advisory Committee
- advocate for greater support for Reef Guardian Councils to achieve positive outcomes for the Reef
- support Reef Guardian Councils to obtain external funding to undertake further actions
- promote the positive actions taken by Reef Guardian Councils in the media and social media.

9. Working Group

The Reef Guardian Council Working Group provides a forum for technical and operational staff from the councils and the Authority to share their expertise, build capacity and discuss operational matters to be raised at the Executive Committee meetings. Council staff nominated to join the Working Group are generally the officers who are responsible for action planning within their council.

The roles of the Working Group and its members are to:

- facilitate the uptake of best practice in their own council in relation to climate change, coastal development, land-based runoff and the impacts of direct use
- share best practices and innovations between Reef Guardian Councils
- champion Reef stewardship in the wider community
- seek alignment between local government and Authority priorities to maximise environmental outcomes for the Reef
- provide information and advice to the Executive Committee
- seek opportunities for councils to build their capacity and collaborate to find solutions to relevant Reef threats.

8.1 Working Group members

The core membership of the Reef Guardian Council Working Group is:

- nominated officers from each of the Reef Guardian Councils
- Reef Guardian Council Program Manager from the Authority
- senior regional engagement staff from the Authority's southern, central, northern and far northern offices

8.2 Working Group meetings

The Working Group will meet up to four times per year, three of these being in regional working groups and one being a Reef-wide Working Group which may be held via video conference or in person.

Joint meetings with the Reef Guardian Council Executive Committee are supported when needs arise or opportunity allows.

The Authority will cover reasonable costs associated with travel for Working Group meetings (airfare, taxi, and accommodation) provided that prior written approval of the Authority is obtained before incurring such costs, and copies of invoices are provided to the Authority.

Meeting agendas will be prepared by the Authority, in consultation with members, and circulated to members at least one week prior to the meeting.

Other participants may be invited to participate in meetings to support specific priorities and functions of the Working Group. Their attendance must be nominated and supported by the Working Group.

The Authority's Reef Guardian Council Program Manager (currently the Assistant Director, Southern Region Regional Engagement) will chair the meetings.

Decisions and negotiations will be through consensus, recognising the legitimate interests and diverse views of the members.

Resulting actions, responsible persons and due dates will be recorded.

The Working Group will report to the Reef Guardian Council Executive Committee by providing meeting summaries or records of decisions.

8.3 Working Group subgroups

The Working Group may establish subgroups to support various roles, functions or activities, as needed.

In establishing a group, the Working Group will identify the subgroup's desired outcomes, reporting responsibilities and membership.

Additional participants may be invited to provide further input to the Working Group through participation in these groups.

Subgroups will meet at intervals as agreed by the Working Group.

The subgroups will report to the Working Group by providing meeting minutes or records of decisions via the secretariat.



Figure 2: Meetings and Communication diagram

10. Reef Guardian Council brand

Being a Reef Guardian Council distinguishes councils that are committed to improved Reef health by adopting sustainable behaviours and best practices and encouraging stewardship actions relevant to the protection and of the Reef. It symbolises a collective platform from which councils advocate for Reef protection. The aim of the brand is to instil trust within the broader community.

Councils participating in the RGC program are required to enter into a licence agreement to use to a trademarked graphic element (the Trademark) developed by the Marine Park Authority for councils to use to promote their involvement through materials, websites, and other channels. The licence agreement that provides for the use of the Trademark by Reef Guardian Councils is attached to the memorandum of understanding that is entered into with each Reef Guardian Council.

Each proposed use of the Trademark must be consistent with the licence agreement.

Should the Trademark change in the future, Councils may be requested to enter into a new licence agreement.

11. Media and social media

10.1 Council generated news releases

Press, radio, television and social media are channels to raise the profile of the RGC program itself and the local actions being taken to address Reef threats, encourage Reef stewardship in catchment communities, and provide comment on relevant issues.

When Reef Guardian councils are promoting local initiatives and events which benefit the Reef, they are encouraged to link them to the Reef Guardian program.

Councils are encouraged to supply draft media releases to the Authority for comment and co-promotion at least two days in advance (media@gbrmpa.gov.au). The media release should be consistent with the RGC program vision, goals and purpose, and if possible include the following wording:

[Name of council] is part of the Great Barrier Reef Marine Park Authority's Reef Guardian Council program, which involves 18 councils along the Queensland coast working to support a healthy and resilient Reef through local government and community actions.

The Authority's communication team should be advised in advance of any social media content (digital@gbrmpa.gov.au). The Authority's social media accounts can also be tagged in to the posts to allow for sharing.

Draft media releases from the Executive Committee should be provided to members for approval at least one week before the proposed distribution date. If no response is received within one week, the release can be taken to be approved.

10.2 Spokespeople

The Executive Committee co-chairs are the designated spokespeople for RGC program media opportunities, noting that this does not prevent members from expressing their views or representing their organisation's views independently of the RGC program, nor individual Reef Guardian Councils raising the profile of their actions to address Reef threats.

Comments should not be made to the media regarding the program – especially regarding management or policy matters – without the unanimous support of the Executive Committee.

10.3 Authority generated news releases

On occasion, the Authority staff will assist in drafting and disseminating media releases where it primarily relates the Authority's work with the Councils. For example, new councils joining the program, key outcomes or whole-of-Reef related stories. These will be provided to the relevant council(s) for comment.

12. Reporting

A progress report of Reef Guardian Council actions will be developed by each regional Working Group as a tool to promote the positive actions they are taking to improve the health of the Reef and to track progress against the action plan.

The progress reports will help councils track continuous improvements in activities in their region.

Progress reports will be used to celebrate council activities on a quarterly basis and will also be collated into an annual report card by the Authority and provided to the Executive Committee to assist with their leadership role.

Reef Guardian Councils will work together with the Authority and Local Government Association of Queensland in formulating advice to the Reef 2050 Reef Advisory Committee relating to the Reef 2050 Long Term Sustainability Plan. In addition the Reef Guardian Council annual progress report will be provided to the Reef 2050 Reef Advisory Committee for their consideration.

13. Measuring success

- Reef Guardian Councils undertake 1 – 3 (depending on council size) actions per key threat / Reef value (refer section 4)
- An Authority officer attends at least one Reef Guardian Council event per council per year
- A professional development / networking opportunity is offered by the Authority to Reef Guardian Council officers to encourage innovation and the uptake of best practices per year
- Regional progress reports are compiled quarterly
- An annual report card is produced to celebrate council actions
- Each Reef Guardian Council is promoted at least once per quarter across the Authority's communication channels

14. Variation or termination of engagement

Refer to section 11 of the Memorandum of Understanding.

15. Review

The terms of reference will be reviewed following the release of the five-yearly Outlook Report.

12. Development Services

12.2 ONLINE PLANNING AND INVESTOR PORTAL

AUTHOR: Jonathan Cutting – Strategic Planner

RESPONSIBLE OFFICER: Neil McGaffin – Director of Planning & Development

OFFICER'S RECOMMENDATION

That Council agree to commence the three new online platforms that make up the Planning and Investor Portal.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

Inform council of the new online Planning and Investor Portal to be launched that will support an improved customer experience for development and investment inquiries.

PURPOSE

The Planning and Investor Portal is composed of three new components that add value to existing online services. The three new components include:

- Automated property report – summarises a premises' zone, applicable overlays, historic development applications and general property information. Includes links to fact sheets and ABS data for further research;
- Automated flood / storm tide report – generates flood and storm tide information for a property from Council's detailed studies (where applicable) to inform development; and
- Investor portal – permits users to search by 'use' to identify suitable areas by zone and location. Searches may be further refined to only identify land for sale or rent to create a wholistic experience for potential investors. The service informs a user of the level of planning assessment for a selected use within a premise, applicable Planning Scheme codes, relevant overlays and property information. The report also includes links back to the Automated flood / storm tide report where affected, fact sheets and REMPLAN for further research.

BACKGROUND

On the 11/01/2019, Council received grant funding under the Department State Development Manufacturing Infrastructure and Planning's Innovation Fund for the full cost of creating the Planning and Investor Portal.

STATUTORY/COMPLIANCE MATTERS

Whitsunday Planning Scheme 2017

ANALYSIS

The new Portal will greatly enhance customer service, access to individual property information, better understanding and awareness of planning and reduced reliance on administration and planning officers in answering basic inquiries.

The Portal was funded by DSDMIP's Innovation Fund, including a 3-year software licence. Software renewals will be considered in future annual budgets. Real estate property data integrated into the Investor portal component costs approximately \$3,000 per annum, with the first year to be covered by the grant. The Portal's usage will be monitored to inform and justify future budgets. Very high monthly usage of 'search by available land' within the Investor portal portion may incur greater cost for this data, although it is not envisaged that the program will exceed limits defined by the contract (10,000 hits/month).

STRATEGIC IMPACTS

The proposed Portal aligns with the Whitsunday Corporate Plan and Operational Plan in supporting an effective and innovative customer experience.

A high degree of testing was undertaken internally and with local planning consultants to ensure correct data is being portrayed. Suitable disclaimers support the Portal to ensure that Council is protected by potential misinterpretations of information provided.

Financial costs will be incurred after the three-year licence expires. Annual real estate data plugins expire after approximately 1 year or when grant funding expires (\$3,100). Future Portal renewal budgets will be informed by usage statistics.

It is anticipated that the proposed Portal will improve the customer experience in understanding and engaging with land use planning information. Economic development benefits are provided by better supporting the research phase of investment.

CONSULTATION

Shane Neville – Manager Strategic Planning;
Peter Shuttlewood – Executive Manager of Procurement & Assets;
Scott Wilkinson – Manager Innovation and Technology;
Ry Collins - Economic Development Project Coordinator;
Doug Mackay – Manager Development Assessment;
Neil McGaffin - Director Development Services;
Shane Douglas – Manager Customer Service; and
Lisha Belbin - Information Management & GIS Coordinator.

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

The Planning and Investor Portal will offer an improved customer experience in understanding and engaging with Planning, whilst supporting investment research to boost economic development opportunities.

ATTACHMENTS

N/A

12. Development Services

12.3 WHITSUNDAYS "HEALTHY HEART" CARBON NEUTRAL TOURISM - SUSTAINABLE DESTINATION PROJECT

AUTHOR: Olivia Brodhurst – Coordinator Whitsundays Climate Change Innovation Hub

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council approve the Whitsundays Decarbonising Tourism Project, including applying for Great Barrier Reef Foundation Funding and achievement of Sustainable Destination Accreditations for the Whitsundays.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

The Whitsunday Climate Change Innovation Hub (Hub) has developed the Whitsundays Carbon Neutral Tourism – Sustainable Destination Project to be a collaborative venture with the Great Barrier Reef Foundation (GBRF) under the Whitsundays Reef Islands Initiative. The aims of this collaborative four-year project are to mitigate climate change in the Whitsundays, build resilience to climate change, create green marketing opportunities, enhance the tourism sector's sustainability and enhance recovery from COVID-19. The project will see Council achieve sustainable destination accreditations for the region and work collaboratively with the tourism sector to decarbonise and build sustainability.

PURPOSE

The aim is to seek project funding from the Great Barrier Reef Foundation (GBRF) of around \$500k and to approve expenditure of approximately \$17,500 - \$26,000 per annum for Councils achievement of sustainable destination certifications for the Whitsundays. The project expense for 2020/21 are included in the draft budget. The total investment from Council over the four-year project is \$92,500. Council may choose to maintain the certifications annually after the project completion.

BACKGROUND

Climate change has been identified as the primary threat to the Great Barrier Reef by the Great Barrier Reef Marine Park Authority (GBRMPA) and a major risk to tourism industry in Queensland. The Tourism sector in the Whitsundays has expressed interest in advancing their mitigation and becoming greater stewards of the Reef.

In 2019, The Great Barrier Reef Foundation (GBRF) announced funding for the Whitsunday Reef Islands Initiative (WRII). The project will see over \$4M invested over four years. The WRII aims to build resilience in reef island habitats, their wildlife and communities.

To date the WRII has funded a project manager which will be an employee of Reef Catchments whom will be hosted at the Hub for \$19,500 per annum for the next four years. This project looks to secure WRII funding and is designed to fulfil one of the four themes of the WRII.

The Hub has engaged the Griffith Institute for Tourism (GIFT) to develop the project plan. The development of this plan was co-funded by Climate Realities and the Hub.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

Successful project funding from GBRF will see a part time officer funded which will further grow the research capabilities and collaboration of the Hub. This officer will collaborate with tourism businesses and assist them to lower their environmental footprint and support sustainable recovery. The businesses will be able to achieve accreditations such as EcoBiz (a free government funded program) to assist in reducing bottom line costs and provide them with a marketing advantage. The project will focus initially on marine operators however will upscale annually and will be able to be rolled out across other industries Whitsundays wide.

The work completed in assisting business sustainability will contribute to Councils achievement of sustainable destination certifications (Earthcheck in year 1 and EcoTourism Australia in year 2). The application process for these certifications will be led by the funded officer and will provide a valuable overview of council's current policies and will provide input for Councils Mitigation Plan. Certification will provide marketing opportunities and help to build the Whitsundays brand as the Healthy Heart of the Great Barrier Reef.

STRATEGIC IMPACTS

Economic Development Implications – The project aligns with the Councils Climate Change Mitigation Strategy 2019 (Strategic Outcomes - Governance and Leadership, Communication and Education), Council's Corporate Plan (Outcome 4.4 - Our tourism and small business sectors are strong, sustainable and actively promoted) and the Whitsundays Destination Tourism Plan 2019-2024 (Access, One Whitsundays, Environmental and Product Development Strategies).

Stakeholder Relations Implications – This project will demonstrate Council's commitment to delivering the action items of the Destination Tourism plan and support the recovery of the Whitsundays post COVID-19, strengthening our brand and improving marketing opportunities.

CONSULTATION

Neil McGaffin – Director Development Services
Scott Hardy – Coordinator Natural Resource Management
Paul Hanlon – Economic Development Research Officer
ELT – 29 May 2020
Tourism Whitsundays
Whitsunday Charter Boat Industry Association
GBRF Workshop – February 2020
Griffith Institute for Tourism

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

That Council approve the Whitsundays Decarbonising Tourism Project including applying for Great Barrier Reef Foundation Funding and achievement of Sustainable Destination Accreditations for the Whitsundays.

ATTACHMENTS

Attachment 1 – Whitsundays “Healthy Heart” Carbon Neutral Tourism – Sustainable Destination Project Plan

Whitsundays Climate Change Innovation Hub

Whitsundays Carbon Neutral Tourism – Sustainable Destination Project Plan

Johanna Loehr & Emma Whittlesea

May 2020

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1. BACKGROUND

The Whitsundays Regional Council (WRC) established the Whitsundays Climate Change Innovation Hub (The Hub) in 2018. The purpose is to advance the Council's ability to respond to the various challenges posed by climate change and the Hub also seeks to build the resilience of the Whitsundays, and other regions to climate change.

The Hub is responsible for development and delivery of this project, known as the *Whitsundays Carbon Neutral Tourism – Sustainable Destination Project*. The project has been designed to be a collaborative venture with the Great Barrier Reef Foundation (GBRF) under the Whitsundays Reef Islands Initiative. The aim of this collaborative four-year project is to mitigate climate change in the Whitsundays through activities that assist the tourism sector to decarbonise, work to achieve sustainable destination accreditation and create green marketing opportunities. This will help to enhance the tourism sector's sustainability and support a green economic recovery from COVID-19.

The Hub has engaged the Griffith Institute for Tourism (GIFT) to develop this project plan and review suitable certification programs for operators as well as opportunities for the Whitsunday destination as a whole. Whitsunday Tourism, Whitsunday Charter Boat Industry Association, Whitsunday Regional Council and members of the tourism sector have been engaged in the production of this plan.

GIFT and The Hub thank Anthony Fontes for his support and Climate Realities for co-funding the development of this project plan.

Climate change has been identified as the primary threat to the Great Barrier Reef by the Great Barrier Reef Marine Park Authority (GBRMPA) and a major risk to tourism industry in Queensland. According to the Queensland Tourism Climate Change Response Plan, climate change is an issue "to big to ignore"¹. Risks include direct impacts from extreme events, such as Tropical Cyclone Debbie in 2017 which damaged island resorts and the Townsville floods in 2019 which resulted in fewer visitors coming to the region, warming oceans and sea level rise, but also indirect impacts from changes in carbon policies or consumer consciousness about the impacts of travel. A report prepared in 2018 by the Climate Council found that Australia's tourism industry is the most vulnerable but least prepared to manage risk from climate change².

The need to reduce carbon emissions has been recognised globally. The Australian Government ratified the Paris Agreement, which provides an international framework to reduce global greenhouse gas (GHG) emissions to net zero by 2050. To meet the target set out in the Paris Agreement, national and state-wide frameworks were developed. As such, the Queensland Climate Transition Strategy³ commits to 50% of renewable energy by 2030, reducing emissions by at least 30% (below 2005 levels) by 2030 and achieving net zero emissions by 2050. As shown in Table 1.1, tourism is an important contributor to GHG emissions globally, and also at national, state and local level. The Whitsundays make up approximately 3% of all tourism emissions in Queensland, producing 0.33Mt of carbon emissions in 2016/2017, with air transport being responsible for the largest share⁴ (refer to Figure 1.1).

¹ Becken et al. (2018)

² Hughes et al. (2018)

³ Department of Environment and Heritage Protection (2018)

⁴ Pham et al. (2020)



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Table 1.1. Carbon emission reduction targets and tourism's current contribution.

Scope and framework	Emission reduction target	Tourism's contribution*
<i>Global – Paris Agreement</i>	40% reduction by 2030; net zero emissions by 2050	4.5 Gt, 8% (2013) ⁵
<i>National – Australian Government's National Climate Plans</i>	26-28% reduction by 2030 (below 2005 baselines); net zero emissions by 2050	21.6 Mt, 3.9% - 29.5 Mt, 5.3% (2003-2004) ⁶
<i>State – Queensland Climate Transition Strategy</i>	30% reduction by 2030 ((below 2005 baselines); net zero emissions by 2050	11.6 Mt, 7.2% (2016/17) ⁷
<i>Whitsundays – Council Climate Change Mitigation Strategy, 2019</i>	30% reduction by 2030, and 100% reduction by 2050	0.33Mt ⁸ tourism, 0.09Mt council (2016/17)

*These figures represent the most recent estimates available, however, do not all refer to the same year. Different methodologies may have been applied in these studies and therefore these figures only serve as an indication.

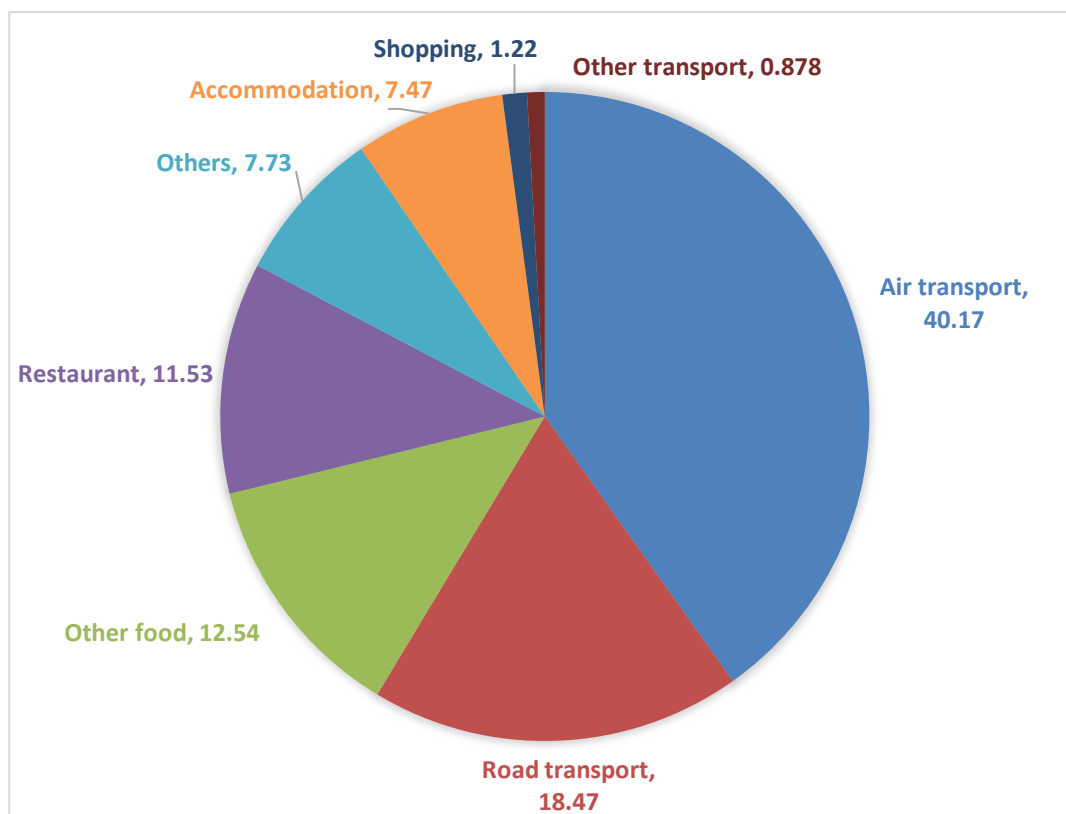


Figure 1.1. Tourism emission shares by tourism-producing sector (%) in the Whitsundays, 2016/17.⁹

⁵ Lenzen et al. (2018)

⁶ Dwyer et al. (2010)

⁷ Pham et al. (2020)

⁸ Pham et al. (2020)

⁹ Pham et al. (2020)



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Tourism is an important economic activity in the Whitsundays, contributing \$19,100 tourism Gross Regional Product (GRP) per capita, which is more than three times that of the regional Queensland average¹⁰. Tourism in the Whitsundays makes up 25.5% of employment across a range of sectors¹¹ (Figure 1.2). The Whitsundays Destination Tourism Plan 2019-2024 and Whitsunday Region Economic Development Strategy 2017-21 have a strong focus on further developing and growing the tourism sector. As outlined in the Queensland Tourism Response Plan, the longer the sector waits to respond to climate change, the more costly it will become and the more challenging it will be to capitalise on the opportunities this situation presents, and to maximise benefits and new ways of doing business. In a climate risk and opportunity study conducted by Ernst & Young for the Department of Environment and Science, three key risks and three key opportunities were identified for the Queensland tourism industry to move toward a zero net emission economy. These are presented in

Table 1.2 Table 1.2.

Table 1.2. Key risk and opportunities in a zero net emissions economy.¹²

Key risks	Key opportunities
- Biodiversity loss in the Great Barrier Reef due to ocean acidification and increased water temperature. - Direct and indirect job losses related to reduced tourism demand due to the decline of the Great Barrier Reef. - Damage from extreme weather events to natural assets and built infrastructure.	- Developing diversified and sustainably-managed tourist attractions, based on an improved understanding of changing tourism demographics - Developing and promoting a 'clean and green' tourism brand, through a focus on ecotourism, and sustainability accreditation standards. - Building resilience of the industry to physical and transitional climate risks

There have been previous projects on tourism and climate change in the region, for example, the *Decarbonising the Resorts of the Great Barrier Reef Islands* project funded by the Queensland Government, which developed business cases for island resorts to decarbonise. Eight Whitsunday island resorts (not all currently operating) took part in the project¹³ and relevant learning should be shared with the broader tourism industry. The Whitsundays Carbon Neutral Tourism – Sustainable Destination Project builds on existing good practice locally to help the sector capitalise on the opportunity to be the “Healthy Heart of the Reef”.

This project aligns with the frameworks listed in Table 1.1, including the Whitsunday Regional Council’s Mitigation Plan¹⁴, Queensland’s Climate Transition Strategy and Australia’s National Strategy that all aim for carbon neutrality by 2050, as well as the Queensland Tourism Climate Change Response Plan, Whitsundays Destination Tourism Plan 2019-2024¹⁵ and Whitsunday

¹⁰ Tourism Research Australia (2018)

¹¹ Tourism Research Australia (2018)

¹² Ernst & Young (2019)

¹³ Energetics (2019)

¹⁴ Whitsunday Regional Council (2019)

¹⁵ Tourism Whitsundays (2019)



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Regional Council's Economic Development Strategy ¹⁶. Appendix A provides an overview of how these align against the project objectives.



Figure 1.2. Tourism employment in the Whitsundays (WSY) (Source: Tourism Research Australia, 2018¹⁷)

2. PROJECT GOAL AND SCOPE

The overarching goal of this project is to drive and facilitate greener, more sustainable business practices in the Whitsundays tourism sector and to reduce emissions from the tourism sector in the Whitsundays, gaining accreditation for the destination by recognising WRC's work towards net zero emissions by 2050. To reach this goal, the objectives are to build the tourism sector's understanding of how to decarbonise tourism activities, including creating awareness on the importance of the project, setting goals, measuring carbon emissions and providing engagement activities to support businesses in decarbonisation initiatives.

2.1. Project objectives:

- To facilitate a sustainable and low-carbon business recovery from COVID-19 that helps to reduce resource use and operating cost
- To align with the Whitsundays Regional Council Climate Change Mitigation Strategy and work towards a destination wide decarbonisation goal of zero net emissions by 2050
- To increase data availability and understanding of the tourism sectors footprint, through defined measures of success
- To support the broader tourism sector across the destination to engage in sustainability and decarbonisation initiatives and to build on previous and existing efforts
- To increase awareness of the importance and benefits of decarbonisation and sustainable business practices
- To achieve year on year emissions reduction
- To enhance the destination image of the Whitsundays as a sustainable, low-carbon destination

¹⁶ Whitsundays Regional Council (2017)

¹⁷ Tourism Research Australia (2018)



2.2. Scope

This plan takes a destination wide approach and provides a framework of steps to achieve the long-term project goal. The first component of this project focuses on obtaining destination certification. This involves implementing a comprehensive destination sustainability management system. The project recognises the different sub-sectors of the tourism industry within the destination, as set out in Figure 2.1. It also recognises the opportunities for collaboration along the supply chain to achieve the overarching goal. The second project component focuses on engaging with individual tourism businesses. This component can be staged to spread out the workload and to target activity with different sub-sectors, but if resources exist several sub-sectors may be engaged with simultaneously. A holistic approach may help identify and facilitate opportunities across sub-sectors.

The two-way focus on businesses and the wider destination represents two linked project components which form the overall project approach and contribute to achieving the project aim (as shown in Figure 2.1). Each component has a different focus and objectives but complement each other and thus should be progressed simultaneously. The objective for the wider destination is to obtain destination sustainability certification. This focuses on reducing the destination's environmental footprint, and as part of that, seeks to engage the wider tourism sector. The objectives for tourism businesses are on green economic recovery, decarbonisation of business activities that reduce costs, and to ultimately enhance overall sustainability and resilience (see Table 2.1). The business activities, while leading to positive decarbonisation outcomes themselves, ultimately contribute to reducing destination wide emissions, will add credibility to destination certification achievements, and drive awareness and change within the destination.

Table 2.1. Project objectives across the business and destination scope.

<i>Project goal: To drive and facilitate greener, more sustainable business practices in the Whitsundays tourism sector</i>			
	Objectives	Business engagement & decarbonisation	Destination Certification
	Sustainable and low carbon business recovery	✓	
	Align with Council mitigation strategy and destination decarbonisation goal	✓	✓
	Increase data availability and understanding of the tourism sectors footprint		✓
	Increase tourism businesses' engagement in decarbonisation initiatives	✓	
	Increase awareness of sustainable business practices	✓	✓
	Year on year reduction in emissions	✓	✓
	Enhancing destination image		✓



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To drive and facilitate greener, more sustainable business practices in the
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Figure 2.1. Project overview.



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3. BENEFITS OF THE PROJECT

The project is expected to deliver several benefits to participating businesses and the Whitsundays as a destination which, in addition to addressing existing risk of climate change, also contribute to a green economic recovery, restarting tourism better and creating long term business opportunities. The project benefits to businesses and the wider destination are discussed below.

3.1. *Benefits to tourism businesses*

Decarbonising tourism businesses

Research and case studies provide an indication of the varied benefits of decarbonising tourism businesses, which include:

- Contribution to addressing climate change and demonstrates responsible business practice
- Improvement in understanding and managing of carbon risk and need to offset, (see Appendix B for examples of estimated emissions and cost savings for island resorts¹⁸)
- Increased efficiency gains and cost savings. For example the ecoBiz program claims businesses engaged see an average 6% of energy cost, 19% of water cost and 22% of waste cost¹⁹ leading to reduced operating cost and increased profit margins
- Meeting customer demand for low carbon and sustainable travel (e.g. 70% of global travellers say they would be more likely to book accommodation knowing it was eco-friendly)²⁰
- Sound environmental management is seen to be associated with quality, and there is evidence that customers are likely to pay more for products from companies that show a commitment to sustainability²¹
- Meeting the requirements of, or gets ahead of, regulations (e.g. carbon tax, building regulations)
- Enhanced organisation's reputation by responding to increasing environmental concern and demonstrating responsibility in resource and emission savings
- Enhanced employer–employee relationship (e.g. research suggests corporate social responsibility initiatives enhance employee motivation and retention as employees match their own values with those of the organisation²²)
- Meeting shareholder and investor requirements (where applicable) and customer expectations
- New opportunities to engage with customers and other stakeholders
- Supporting risk management and continuous improvements

Third party certification/accreditation

Each certification program or tool provides unique benefits, pending on the type, scale and scope. However, a range of benefits commonly derived from certification include:

- Clarity and transparency on emission sources, resource use and savings

¹⁸ Energetics (2019)

¹⁹ Figures represent the average resource savings businesses achieve when joining the ecoBiz program:
<https://ecobiz.cciq.com.au/home/faqs/>

²⁰ Booking.com (2019); UBS (2019)

²¹ Nielsen (2014)

²² Ki & Scullion (2013)



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- Credible measurement and reporting enhance accountability and confidence in claims made by the business as these are verified, it avoids accusation of greenwashing²³ and may thus enhance customer trust
- Access to sustainability framework or best practice criteria
- Encourages implementation of sustainability initiatives²⁴
- Goes beyond communicating a commitment to reduce impact and strengthens financial and CSR reporting as actions are implemented and verified.
- Provides feedback on organisation's sustainability framework and performance, through processes such as benchmarking and external audits
- Audit reports and benchmarking results highlight areas for improvement, including further opportunities to reduce emissions and resource use²⁵
- Provides recognition of sustainability/ decarbonisation efforts and achievements through the formal award of a certificate
- For certification through Ecotourism Australia or EarthCheck, operators become 'High Standard Tourism Operators' which makes them eligible to apply for extended permits issued by the GBRMPA²⁶
- Provides competitive advantage and point of differentiation and creates new marketing opportunities to convey green credentials and initiatives²⁷

3.2. *Benefits to the destination*

A destination wide sustainability and decarbonisation project is expected to deliver a number of benefits to the destination. These include:

- Bringing businesses and other destination stakeholders together
- Stimulating a collective effort
- Collaborative and collective actions, e.g. the formation of cluster groups, reducing pollution to the Great Barrier Reef
- Enhancing awareness of sustainability issues, in particular mitigation, within the community
- Building destination wide capacity around decarbonisation and sustainability
- Promoting exchange of best practices and knowledge sharing

An example of a different sustainable destination program focused on waste which won the Global Destination Sustainability Index Award²⁸ is the Sustainable Destination Partnership in Sydney²⁹.

In addition, destination certification provides additional benefits. Destination certification programs vary in depth and extent but generally offer destinations a set of best practice criteria to implement a sustainable destination management framework. Such a framework allows destinations to coordinate an approach to managing and improving their economic, social, cultural

²³ Geerts. (2014)

²⁴ Geerts. (2014)

²⁵ Geerts. (2014)

²⁶ GBRMPA (2020a)

²⁷ Geerts (2014)

²⁸ City of Sydney (2019)

²⁹ See <https://www.sustainabledestinationpartnership.com.au/>



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and environmental sustainability performance. Certification involves verification that is commonly conducted by third-party auditors for an independent verification of the destination's sustainability practices and performance. Costing and time required for a destination to obtain certification vary not only from program to program but also depend on what systems and documentation are already in place and what needs to be developed and implemented before the destination complies with the criteria.

The benefits of destination certification include planning benefits and image and destination sentiment benefits:

Planning

- Provides sustainability framework relevant to destination planning and development
- Contributes to and works towards compliance with federal and state carbon emission reduction targets
- Helps manage and reduce negative impacts from tourism
- May help increase benefits from tourism

Image and destination sentiment

- Recognition of sustainability efforts and achievements
- Enhances community pride and confidence
- Improves reputation and destination image
- Enhances networking and marketing opportunities
- May increase attractiveness for investors

Two case studies which put the benefits of certification in context are:

- [Port Douglas Daintree region becomes first destination to be awarded Ecotourism Australia's ECO Destination Certification](https://douglas.qld.gov.au/port-douglas-daintree-leads-the-way-in-sustainable-tourism/)³⁰
- [Snæfellsnes Peninsula, Iceland- An EarthCheck Certified Story](https://earthcheck.org/media/49962/snaefellsnes-case-study-eng.pdf)³¹

3.3. Opportunities and challenges for project participation

Research identified several factors that enhance the uptake or adoption of sustainability initiatives and schemes by businesses, and/or engagement in voluntary sustainability certification schemes³². Understanding what influences the uptake of such programs can help guide engagement and communication strategies to enhance business interest and participation in the project:

- **Incentives and perceived advantages and disadvantages**
There may be incentives for tourism businesses to engage in programs or obtain certification. In the Great Barrier Reef Marine Park for example, operators who are certified through Ecotourism Australia or EarthCheck become 'High Standard Tourism Operators' which makes them eligible for an extended permit³³. Perceived advantages may include economic benefits and competitive advantage voluntary sustainability certification schemes or programs provide. Perceived disadvantages may include high resource requirements (cost, time) and limited return.

³⁰ See <https://douglas.qld.gov.au/port-douglas-daintree-leads-the-way-in-sustainable-tourism/>

³¹ See <https://earthcheck.org/media/49962/snaefellsnes-case-study-eng.pdf>

³² Tröster & Hiete (2018)

³³ GBRMPA (2020a)



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- **Organisational qualities such as size, availability of resources and institutional capacity and experience with prior certifications** (including certification programs not linked to the field of sustainability)
Smaller organisations tend to have limited resources including staff, which restricts their ability to allocate time to complete activities that are non-essential to the business. Financial resources play a critical role in the uptake of programs, as many businesses do not see themselves in the financial situation to pay to engage or become member of a certification scheme. Experience with previous certification or participation in sustainability programs or initiatives may positively influence an organisation's decision to engage.
- **Business's affinity towards sustainability and certification schemes**
If sustainability is important to the manager or owner of the business, and if there is interest in and knowledge of programs and certification schemes, the uptake is more likely. It was reported that there is high level of understanding of environmental and climate change impacts within tourism businesses in the Whitsunday region and many, in particular marine operators, are engaging in sustainability initiatives and certification to lower their impact. There are currently 29 High Standard Tourism Operators in the Whitsundays³⁴.
- **Pressure by external groups such as customers and civil society**
Consultation for this project plan has confirmed that visitors to the reef are becoming increasingly environmentally aware (certain source markets such as the German market are perceived to be more concerned than others). Negative media on the health of the reef following bleaching events and international media on the state of the reef has increased awareness with visitors and society and thus raised expectations for operators to actively contribute to maintaining or restoring reef health.
- **Government support including subsidies, technical assistance for small businesses**
If there is government support available to subsidise a certain program or tool, the financial burden on the business is reduced, which will increase the likelihood of uptake. Other initiatives such as providing technical assistance may also provide an additional incentive to participate. There are several examples of sustainability programs supported by government. The Queensland Government is funding ecoBiz which provides free advice and a freely available tool for businesses to better understand and reduce their resource consumption.
- **Regulatory frameworks**
If legal standards are already met, like those required to obtain a GBRMPA permit for example, the implementation of certification schemes may be easier and less costly as organisational structures will likely already be in place. High level regulatory frameworks (such as Victoria's Climate Change Act 2017³⁵) may also be a motivation to take up certification. Certification schemes may provide a framework of best practice criteria in line with the requirements of regulations and provide third party verified reports and verification of compliance.

In addition to the above factors, there are also a number of identified challenges and barriers for businesses engaging in sustainability initiatives or taking up certification programs³⁶:

- **Current crisis and perceived resource requirements**
The majority of tourism businesses including operators are small to medium size

³⁴ GBRMPA (2020a)

³⁵ Victoria State Government (2017)

³⁶ Jarvis et al. (2010)



businesses with limited resources. The economic implications of the COVID-19 pandemic and uncertainty when the sector will recover add further pressure on the financial situation of businesses. Many tourism businesses are likely to not be in a position to pay to engage in sustainability and carbon reduction initiatives unless a clear cost-benefit can be seen and demonstrated, this is also the case for a certification program. Businesses may be temporarily closed and have a reduced number of staff and capacity to take on any additional initiatives. Many tourism businesses are facing existential threats which may shift their priorities from sustainability to survival and economic recovery. Even if they were previously working on sustainability initiatives and have obtained certification, it may be a challenge for those businesses now to maintain the previous level of engagement.

However, many tourism businesses will have their staff on JobKeeper while closed or operating at a very limited capacity, which could provide an opportunity to use their available time to revise business processes, implement sustainability initiatives and pursue certification.

- **Perceived value for money and perceived shortfalls of the scheme**
To operate in the Great Barrier Reef Marine Park, operators are already required to comply with a number of regulations and meet certain criteria. Many operators take part in the Master Reef Guides program as well as reef conservation programs and thus may not perceive they will gain enough from an additional program, especially considering any associated costs.
- **Lack of willingness to implement change**
Some business owners may be reluctant to change procedures and practices, they may not appreciate the benefits and are thus not willing to participate in any scheme.
- **Lack of confidence in how to capitalise on marketing opportunities**
Many sustainability programs and certification schemes provide marketing opportunities, which is an important incentive for many businesses to sign up. However, some businesses may not be confident in capitalising on such an opportunity, may it be due to lack of understanding or lack of marketing resources.
- **Lack of support of scheme by local government**
The literature found that a lack of support or recognition by local government or local tourism bodies can reduce the uptake of voluntary certification schemes. Support may include the provision of infrastructure requirements, awareness creation, education on skills required to capitalise on advantages that schemes provide or other incentives local governments may provide. If such support is not available, uptake of schemes may be lower.
- **Lack of knowledge of sustainable tourism concept**
Research and experience indicate that the majority of operators in the Great Barrier Reef Marine Park are highly committed to the health of the reef and thus awareness of sustainability is high. However, where knowledge and understanding of the concept is low, there could be low interest in sustainability program or carbon reduction initiatives, and a need to promote understanding of the benefits and return on investment they provide.



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4. APPROACH

To overcome the challenges identified above, of which the most significant is the current COVID-19 pandemic and the economic implications it creates for the tourism industry, the following approach is recommended for this project - working toward destination wide certification and focussing on no-low cost engagement of businesses.

Destination sustainability certification

Destination sustainability certification is something the Council can work towards and can support all businesses and the destination as-a-whole. Destination certification can be implemented as an overarching approach to engage businesses, create a positive long-term vision which will strengthen the destination brand and signal to the industry and community the importance of a sustainable and low-carbon future for the Whitsundays. It will set an overarching direction informing the recovery process.

Destination certification is becoming increasingly popular, with more and more destinations in Australia and globally joining certification programs. In Australia, there are currently two options for destination certification: EarthCheck's Sustainable Destination Certification or Ecotourism Australia's Green Destination Certification. Both are accredited certification schemes under the Global Sustainable Tourism Council (GSTC)³⁷. A detailed comparison of each of the programs has been completed and provided separately to this project plan, and a summary can be found at Appendix C.

Despite differences in what the programs offer, both programs provide a comprehensive list of criteria covering the triple bottom line, consisting of criteria covering social, environmental and economic sustainability. The set of criteria provide a framework for destinations to implement a sustainability management system. To engage relevant stakeholders and introduce the certification program, it is recommended that a destination workshop is held at the beginning of the project. Ecotourism Australia provides a one-day on-site induction to the certification program which may involve the opportunity for a wider stakeholder workshop. There is also an opportunity to ask EarthCheck to conduct, or contribute, to an introduction workshop.

To complete destination certification takes approximately 12-18 months. How quickly a destination proceeds to the assessment in the form of a third-party audit depends on several factors (which may turn into barriers if not managed), including commitment towards achieving certification, resource allocation (both human and financial), which criteria the destination already complies with and the involvement of stakeholders (destination certification is a collective effort). Both certification programs require a variety of processes and documentation to be in place and some of them may already be implemented. The project officer will be required to assist and collaborate with Council to ensure the required reports, strategies and plans are prepared to initiate changes, and prepare memos and briefing notes for council. There is very low risk of the destination not achieving certification as both programs provide a lot of guidance and support. If the process takes longer than expected, an audit is usually pushed back to allow more time to work towards compliance with the certification criteria.

Destination certification requires the destination to measure its environmental footprint, including carbon emissions (see section 4.3). EarthCheck's destination benchmarking tool for example takes a production approach and produces a whole of destination footprint, including the community.

³⁷ GSTC (2020)



Destination activities are measured in 'person years', a measure reflecting the size of the community as well as overnight and day visitor numbers. This allows the Whitsunday destination to be compared to other destinations and track performance over time on a per person basis, if visitor numbers increase or decrease this will be reflected. Therefore, the EarthCheck calculator may be used to produce a community wide carbon footprint and thus reduce the need for additional community emission reports. If a larger number of tourism businesses use the EarthCheck program to measure business footprints, a tourism specific consumption footprint can also be calculated. As part of the Ecotourism Australia certification, destinations are also required to measure their whole-of destination footprint, including the community, and reduce reliance on fossil fuels. The Ecotourism Australia program does not provide a calculator, and there is flexibility in where the destination obtains the information from, as long as it is measured and report on continuously. Ecotourism Australia identified Snapshot³⁸ led by Beyond Zero Emissions and Ironbark Sustainability as a suitable community climate tool, which is currently being Beta tested in NSW and Victoria. The Snapshot tool applies a state-wide production method where state level data is portioned to the municipality. Unless funded by Queensland Government, the tool comes at an additional cost to council.

It will be important for the Council and stakeholders, to consider how these certification schemes align to existing or planned methodologies for estimating and monitoring emissions for the wider community.

Focus on economic recovery and no-low cost business engagement

Economic recovery is a priority, in particular in the first project year, as the project success is linked to a healthy and thriving tourism industry in the Whitsundays. The current situation provides an opportunity to increase understanding of how sustainability initiatives and carbon reduction link directly to reducing business cost and for businesses to achieve certification while they have lay time from their operational duties. Reducing reliance on carbon intense modes of energy can reduce fixed costs and increase business resilience not only to future shocks, but also to future changes in carbon policies (e.g. the implementation of a carbon tax). This will also help to ensure investments made in recovery efforts are future proofed.

Engaging businesses to reduce their carbon footprint, while beneficial in its own right, will also contribute to reducing emissions of the wider destination. Engaging with tourism businesses thus contributes to the destination certification, increases business capacity and is a driver for change. This will help avoid accusations of green washing as visitors will experience a coherent message backed up by actions taken by tourism businesses when visiting the Whitsundays.

EcoBiz is a program subsidised by the Queensland Government, making it free of charge for businesses. The program is aimed at helping businesses reduce resource use and thus operating cost and only requires a limited to moderate time commitment. As such, ecoBiz is a suitable program to engage clusters of businesses that are starting off on their sustainability journey or those wishing to gain another accreditation. As the program commences and businesses recover, uptake of more comprehensive and tourism specific certification programs should be encouraged (e.g. EarthCheck or Ecotourism Australia).

³⁸ See <https://snapshotclimate.com.au/user-guide/>



Activities of the project

The project comprises of a number of activities across the two project components that lead to achieving destination certification and engage businesses. These are split into five overarching areas listed below and illustrated in Figure 4.1.

- Project management: Pledging commitment and appoint responsibilities, training, development and implementation of action plan and gap analysis.
- Business engagement: Low-no cost programs and tools, engagement workshops and business certification.
- Monitoring and evaluation: Data collection and analysis.
- Destination certification: Third-party audit, and taking corrective actions.
- Promotion and communication: Project communication, and celebration of achievements.

For the purpose of implementation, the following sections describe each activity in more detail, an indicative four year timeline is provided in Appendix D, and a more detailed indicative timeline for year one to help kick-off the project in Appendix E.



Figure 4.1. Activities of the project

4.1. Project Management

Define the lead agency, pledge commitment towards sustainability, and appoint a project officer and steering group

The project should be overseen by a nominated lead agency such as the Whitsunday Climate Change Innovation Hub. The lead agency is responsible for the project implementation and the certification program. As a first step, the lead agency (and later the steering group) should pledge a commitment towards sustainability and decarbonisation and raise awareness of the pledge and the project to provide a clear direction to broader stakeholders (Table 4.1).

The project needs a dedicated project officer, guided by a project manager overseeing the project deliverables and reporting to the lead agency, and supported by a steering group, representing key stakeholders.

Table 4.2 indicates which stakeholders could be considered for a steering group. The steering group should meet regularly, for example quarterly, to discuss project related matters and provide guidance and recommendations.

To ensure successful project implementation, a project officer needs to be officially appointed. The officer would be the first point of contact for businesses, other relevant stakeholders and the certification body. It is important that this role is officially recognised and sufficiently resourced. The officer will conduct the majority of the project work. This includes follow up with participating businesses to maintain engagement, identifying and sharing innovations to address gaps, coordinating workshops, assisting businesses with setting goals and mitigation planning, preparing and updating the required documents for destination certification, and collecting, monitoring and



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evaluating project relevant data to ensure the project delivers tangible outcomes for businesses and the wider destination.

Table 4.1 List of key stakeholders.

Stakeholder	Description and role in project
<i>Whitsundays Climate Change Innovation Hub</i>	Acts as destination lead agency, responsible for implementation of the project and destination certification. Hosts project officer.
<i>Whitsundays Regional Council</i>	Providing funding to hub and potentially other activities of the project. May provide destination wide data and to send out communication.
<i>The Great Barrier Reef Foundation (GBRF)</i>	Announced funding for the Whitsunday Reef Islands Initiative (WRII) in 2019 with the aim to build resilience in reef island habitats, their wildlife and communities including climate change.
<i>Tourism Whitsundays</i>	Destination Marketing Organisation. Most tourism businesses in the Whitsundays are members of this organisation. Provides existing contacts and communication channels to industry, provides assistance with communication and promotion activities linked to the project.
<i>Association of Marine Park Tourism Operators (AMPTO)</i>	Peak body for marine tourism in Queensland and represents the interest of the industry. AMPTO offered help to disseminate project information to members.
<i>Whitsundays Charter Boat Industry Association (WCBIA)</i>	WCBIA is a member of AMPTO, represents an important group of businesses in the Whitsundays and provides existing contacts and communication channels to industry.
<i>GBRMPA</i>	Issuing of permits for businesses to operate in the marine park, offers information on climate change to operators.
<i>Tourism Businesses</i>	Important stakeholder as business engagement in the project is important for successful project outcome. Businesses have opportunity to achieve significant energy, carbon, water and waste reductions and contribute to the sustainability and overarching emission reduction goal of the Whitsundays.
<i>Tourism supply chains</i>	Important for the same reason as tourism businesses are relevant. There may be opportunities for initiatives which focus on greening supply chains.
<i>Tourists</i>	Tourists as customers may support businesses in the transition towards zero-carbon by choosing more sustainable products and services. Ensuring tourists know of the initiatives implemented in the Whitsundays is important to enhance the image of the Whitsundays as a sustainable, low-carbon destination.



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Table 4.2. Steering group members

Organisation	Representative
Whitsundays Climate Change Innovation Hub	One representative
Whitsundays Regional Council	Two representatives, e.g. councillor and environmental officer
The Great Barrier Reef Foundation (GBRF)	One representative
Tourism Whitsundays	One representative
Whitsundays Charter Boat Industry Association (WCBIA)	One representative, Secretary
Tourism Businesses	Two representatives, e.g. one small and one large business

Training

The GSTC recommends the lead agency and key stakeholders to undergo destination sustainable tourism training³⁹. Training can be conducted at any stage within the process. There may be different forms of training offered for different responsibilities and based on specific training requirements of the people working on the project. A training conducted at the beginning of implementing the project will provide extra support to the project officer and wider project team and enhances the capacity of the team to ensure successful implementation. Training will also help to ensure the requirements of destination certification are understood. Both certification bodies in Australia offer one-on one support and an introductory session included in the membership that may vary in length and extent. In addition, more extensive training courses are provided at an additional cost. GSTC also offers training specific to destination certification, but training coursed provided by certification providers will likely be more specific to the requirements of the particular program.

Implement action plan

This project plan sets out the actions including a timeline that includes working through the requirements for destination certification. Delivery may involve updating or implementing procedures, planning documentation or sustainability initiatives, and requires working with a wide range of stakeholders (see for example section 4.2), as well as the collection of data (see section 4.3). Certain action items may require additional resources and budget approval and therefore it is important to allow for sufficient time.

The criteria of the destination certification program will identify additional actions to be taken specific to the certification requirements. To ensure actions are implemented in compliance with the certification criteria, advice may be sought from the certification provider. Both destination certification providers offer one-on one support, as well as resources such as best practices examples, guides etc. as part of their membership packages, and offers additional initiatives that may supplement selection and implementation of initiatives, for example:

- EarthCheck's [Crisis Ready for Mackay and Whitsundays](#)
A program that helps businesses manage crisis, includes a Crisis Ready app, business

³⁹ GSTC (2020)



continuity plan template and business kit providing guidance on how to manage a crisis response.

- EarthCheck [Carbon Offsetting](#)
EarthCheck works with carbon offsetting partners to recommend to members in their certification programs if they wish to offset any of their carbon emissions.
- Ecotourism Australia [Carbon Offsetting](#)
Ecotourism Australia provides information on carbon offsetting and recommends carbon offsetting programs for businesses and individuals.

Gap analysis

Once a responsible person has been appointed, it is recommended that the destination undertakes an in-depth review of the certification criteria and maps them against existing practices. Such a gap analysis provides a useful guide for outstanding requirements that need to be implemented in preparation for certification. These requirements may include (but are not limited to) procedures, documentation, compliance, availability of records, or evidence of certain practices or initiatives. Tourism Whitsundays has previously undergone a mapping exercise with EarthCheck, the results of this 'Destination Check' will provide a valuable baseline of existing planning documents and processes. From there, the project team needs to review the criteria provided by the certification body and map existing activities and processes against each criterion to obtain a detailed gap analysis for certification. Both Ecotourism Australia and EarthCheck work with online platforms that provide checklists that help with this process.

4.2. Business Engagement

The implementation of initiatives to work towards destination compliance with best practice criteria to ultimately enhance the sustainability performance of the Whitsundays, involves engagement of tourism businesses. As identified in Figure 2.1, the Whitsundays destination consists of a number of tourism sub-sectors, of which the largest are accommodation providers, followed by marine operators, community and not for profit organisations, industry services and shopping, dining and nightlife. Additional sectors include transport providers, tour operators air and land, weddings (events) and travel information providers. Through their supply chains, these businesses are linked to other parts of the economy. Table 4.3 provides a baseline of current tourism businesses in the Whitsundays and their uptake of tourism specific certification programs.



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Table 4.3. Baseline tourism business certification⁴⁰ (April 2020*).

Sector	Sub-Sector	Total businesses	Ecotourism Australia			EarthCheck	Certified businesses	% of sector certified
			Eco tourism	(of which also ETA Climate)	(of which also ETA ROC)			
Accommodation	Mainland accommodation	54	2	0	0	0	2	3.70
	Island resorts**	7	2	0	0	0	2	28.57
Tour operators	Marine	57	34	8	2	0	34	59.65
	Tours (air)	6	1	1	0	0	1	16.67
	Tours (land)	9	2	0	0	1	3	33.33
Transport	Transport	12	0	0	0	0	0	0.00
Others	Travel Information	4	0	0	0	0	0	0.00
	Shopping, Dining & Nightlife	49	0	0	0	0	0	0.00
Events	Weddings	8	0	0	0	0	0	0.00
Support sectors	Community/ Not for Profit	51	0	0	0	0	0	0.00
	Industry Services	54	0	0	0	0	0	0.00
	Totals	311	41	9	2	1	42	13.5
	% of total	/	13.18	2.89	0.64	0.32	13.5	/

*pre Covid-19 figures

**Out of the eight island resorts which participated in the Decarbonising the Resorts of the Great Barrier Reef Islands project, five are operating and included in this baseline (see Box 1). Those resorts used the EarthCheck Benchmarking platform to collect resource consumption data including energy, water and waste.

Some businesses may already be engaged in ecoBiz, but the exact number could not be obtained for this plan. It is recommended that this will be added to the final project baseline.

⁴⁰ Tourism Whitsundays (2020); Personal communication with Ecotourism Australia, EarthCheck, AMPTO, and WCBIA



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Start business engagement with no-low cost programs and tools

Tourism is a sector heavily affected by the current COVID-19 pandemic crisis due to Queensland state and national boarder closure and social distancing requirements. Businesses are currently supported by schemes such as JobKeeper, but stakeholders have expressed concern over the situation once these economic support packages end. Therefore, it is expected that the impact on businesses and recovery process will extend into 2021 and beyond. Providing businesses options to participate in the project which are cost effective and flexible will be key to account for varying business priorities in times of crisis and recovery.

EcoBiz is a cost-efficient program focused on increasing business sustainability and reducing operating cost, by examining the energy, water and waste footprint of a business. EcoBiz also provides businesses with a carbon footprint, however, calculations currently only take into consideration energy consumed directly by the business (scope one and two). It does not factor in emissions associated with waste or water, or emissions linked to the supply chain. However, ecoBiz is updating its tools to include water and waste associated emissions which should be available to businesses within the next twelve months. In the meantime, considering the size and nature of the tourism businesses, energy associated emissions will provide a useful indication of emissions and will identify some important potential for reductions. It is recommended to start engaging businesses in the ecoBiz program as it aligns with the economic recovery objective of this project. EcoBiz offers support in the form of freely available online resources, a site visit and also the option for business clusters (see below). There are also other options additional to ecoBiz for businesses to focus on a specific resource, such as energy standards (e.g. ISO 50001 Energy Management which addresses the hotspot for operational energy). Allowing flexibility in the choice of program will likely increase uptake.

Promote and celebrate success

Any direct benefits from the project, to the destination or individual businesses or clusters, should be celebrated and shared. These may vary from business to business. The better the individual business benefits are understood, and project benefits presented (as well as project be tailored to meet business challenges), the higher the success in uptake and engagement. Highlighting the benefits and opportunities of the project will address some of the challenges and barriers identified in section 3.3.

Engaging individual tourism businesses in sustainability and decarbonisation will also aid destination certification and provide opportunities to enhance the sustainability performance of the wider destination, including a reduction in greenhouse gas emissions.

Staged approach

To stage engagement and manage resources available for the project, a staged cluster approach to working with tourism sub-sectors can be applied. Ecobiz offers additional support for clusters of businesses (minimum of 10 businesses) and offers flexibility in how they engage with clusters (e.g. there is an opportunity for one free (funded) workshop focused on the objectives of this project per cluster per year, and they can work with specific sub-sectors or businesses in a geographical area).

It is recommended to start by engaging tourism businesses operating in the marine park, including marine operators and island resorts (see Figure 4.2). Marine operators represent the sub-sector with the highest uptake of sustainability certification (see Table 4.3) and eight⁴¹ (five active)

⁴¹ Energetics (2019)



Whitsunday island resorts participated in the Decarbonising the Resorts of the Great Barrier Reef Islands project commissioned by the Department of Environment and Science in 2018 (see Box 1). Due to the small number of island resorts and minimum number of businesses required to form a cluster, island resorts should be included in this first cluster to group businesses operating in the marine park. This provides an opportunity to build on learnings the previous project generated, such as the resource baseline created for island resorts in the Whitsundays, decarbonisation savings opportunities or case studies and best practice examples including estimated cost and energy savings achieved from implementing different technologies⁴². In addition, ensuring participating resorts continue their footprint analysis will allow them to monitor the success of initiatives implemented following the resort island project, and thus provide important case study material and learnings to other businesses. Resort consumption data was collected using the EarthCheck benchmarking tool. To ensure consistency, it is recommended that resorts continue using this tool. It is unclear whether resorts continue to have access to the tool and for what period of time this is granted, this needs to be confirmed. An alternative would be for resorts to continue their footprint measurements using ecoBiz. To identify relevance of the tools and certification options for resort islands, it is recommended that resorts are contacted individually by the project officer to conduct a small survey (e.g. by phone or in person, to understand how the project can add value to their current sustainability plans, gauge interest in the project and establish a personal relationship). This will help to determine what engagement activities identified below are most relevant to this group.

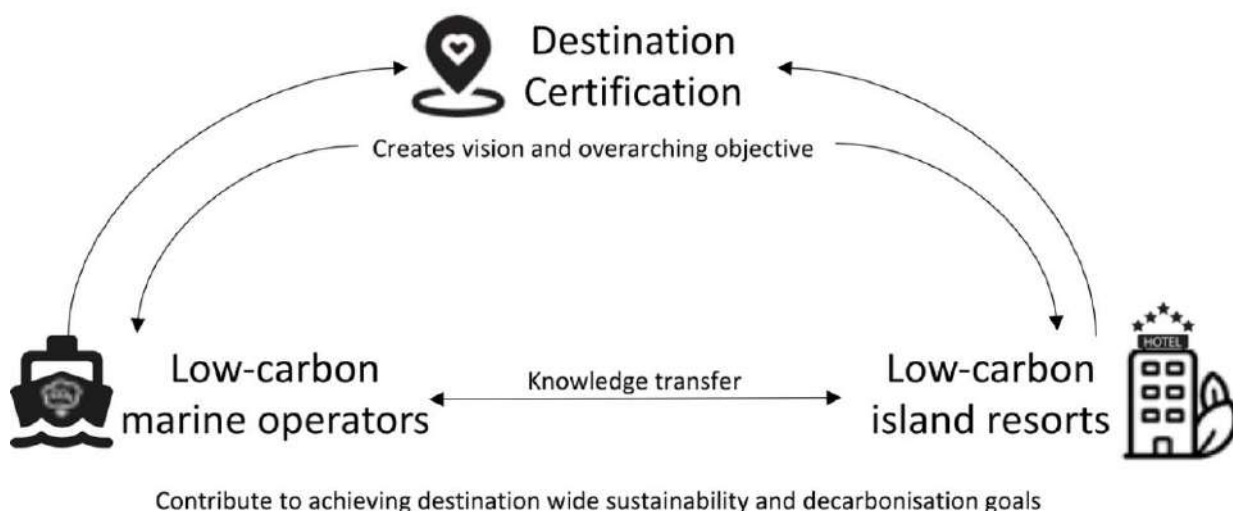


Figure 4.2. Cluster approach with focus on marine park tourism businesses.

Box 1. Decarbonising the resorts of the Great Barrier Reef islands project

The Decarbonising the Resorts of the Great Barrier Reef Islands program was funded by the Queensland Government in 2018, in which 25 resorts across 20 islands participated. These included resorts that were open, under redevelopment or closed. In the Whitsundays region, the following resorts/islands participated (those marked with * are operating and included in the project baseline): Camp Island*, Daydream Island*, Hamilton Island*, Hayman Island*, Hook Island*, Lindeman Island, Long Island, and South Molle Island.

Energetics, experts in energy and carbon, and EarthCheck, sustainable tourism experts, worked with resorts to assess their performance across a range of sustainability indicators (Figure 4.3),

⁴² EarthCheck (2019)



identified project opportunities to reduce emissions (Figure 4.4) and provided the financial insights needed to pursue project options. Renewable energy options, in particular solar photovoltaics (PVs) and batteries, and more efficient pumps and air-conditioning systems belonged to the most favoured options to reduce emissions. Immediate opportunities were also identified around education and awareness creation with staff and visitors of how they can reduce their impact. Improved waste management was also important due to the emissions and cost associated with transporting waste to and from islands. It was found that if the 25 participating resorts were to implement the decarbonisation options the project identified, \$3.5 million and 18,500 tonnes of emissions could be saved annually⁴³.

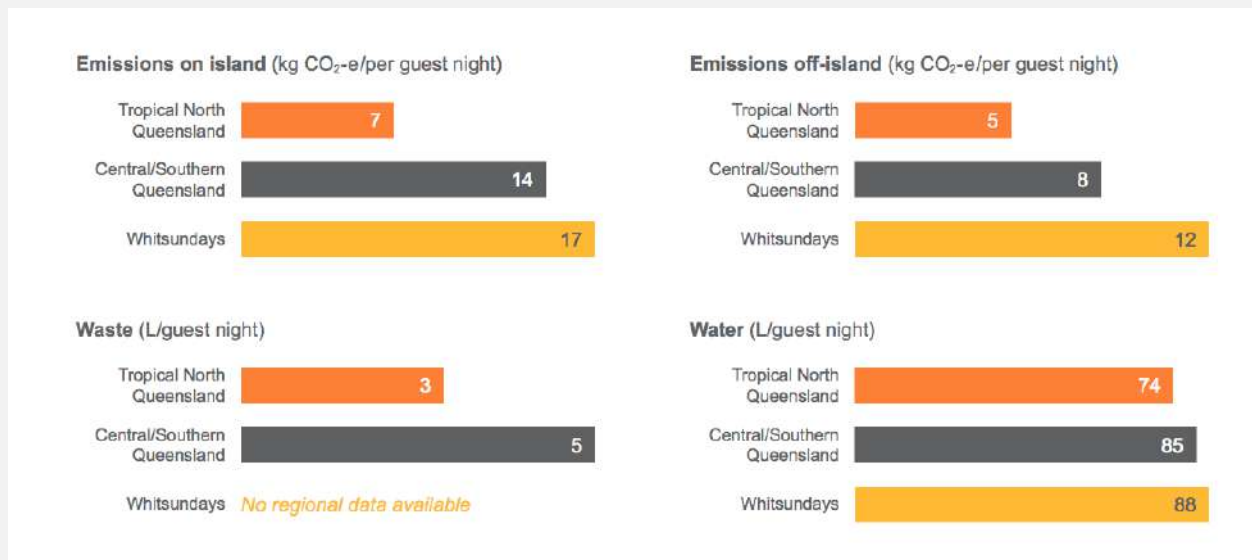


Figure 4.3. Average resort island footprint per guest night for three regions in the Great Barrier Reef, including the Whitsundays⁴⁴.



Figure 4.4. Great Barrier Reef Resort island decarbonisation opportunities⁴⁵.

Further information on the project, including the final report and resort case studies can be accessed here:

<https://www.gld.gov.au/environment/climate/climate-change/transition/decarbonisation>

Hamilton Island, Hayman Island, Hook Island and South Molle Island took business cases for decarbonisation projects developed as part of this work to apply for DITID's rejuvenation fund. More detail on the outcomes of this funding can be found here:

<https://www.ditid.gld.gov.au/our-work/great-barrier-reef>

The first stage of the project could capitalise on the existing engagement of marine operators and resorts and create a group of tourism businesses highly engaged in the project, which may increase its attractiveness to other tourism businesses. A second stage may focus on engaging the

⁴³ Energetics (2019)

⁴⁴ Energetics (2019)

⁴⁵ Energetics (2019)



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remaining group of accommodation providers in year two, followed by a cluster of transport and remaining tour operators in year three, and then any remaining tourism businesses (Table 4.4). A staged approach allows the project team to focus on one cluster within the first year while also preparing destination certification for the first time and it creates a group of project champions other businesses can learn from. Furthermore, creating clusters of businesses belonging to the same sub-sector allows a focus on sustainability issues relevant to each tourism sub-sector. For example, marine operators and island resorts rely on boats and their use of petrol, and have to transport waste out of the marine park, whereas businesses on the mainland may face other challenges, such as obtaining energy from the grid being predominantly sourced from coal fired power plants. Businesses within each cluster may have more or less experience with sustainability and start from varying baselines, which provides opportunities for transfer and sharing of knowledge.

Table 4.4. Business engagement as part of a staged cluster approach.

Business engagement	Year 1				Year 2				Year 3				Year 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Marine operators and island resorts																
Remaining accommodation providers																
Remaining tour operators and transport																
Remaining businesses																

Maximise engagement

Engaging businesses and getting them to commit to another project is seen as one of the major challenges. To ensure project uptake and success, communication of benefits the project delivers to businesses, including the cumulative benefits generated by destination certification, as well as targeted engagement and communication strategies will be paramount.

There is a lot of information out there for businesses already, e.g. see Queensland Government's overview of climate action resources for businesses⁴⁶. Many businesses may not have the resources to conduct research, but many marine operators will have access to resources provided by GBRMPA for example, which provides information on tackling climate change on their website⁴⁷. To increase engagement and uptake, communication should explain how this project adds to, rather than repeats, what is already available to businesses.

Building a close working relationship with participating businesses will be important to understand the context and challenges of each business and keep engagement at a high level. In addition to annual feedback and review of the project (see section 4.3), the project officer is required to

⁴⁶ Queensland Government (2019)

⁴⁷ GBRMPA (2020b)



regularly check in with participating businesses to ensure they are engaging with the relevant programs and tools (e.g. ecoBiz), assist them with setting goals and mitigation planning and to ensure engagement activities are relevant to business challenges.

There may be an opportunity to partner with organisations and institutions which are already engaged in this space (e.g. GBRMPA, AMPTO, WCBIA). This will also help to understand how best to engage with different business sectors. For example, to get marine operators involved, AMPTO recommended the project may focus on two points that link to business operations:

1. There is an expectation from customers that operators act in an environmentally friendly way and the project needs to provide opportunities to bolster messages that prove commitment from operators will be a great benefit.
2. Operators really care about the health of the reef and are in the industry because of their passion for the reef, rather than for money. Highlighting how the project and carbon reductions benefit the health of the reef will stimulate interest.

Engagement activities are likely to be received well if channelled through existing avenues and leverage a range of existing business events. Examples of existing mechanisms and communication channels already in place to communicate and to get information out to the industry are listed in Table 4.5. It is recommended that the project officer working with the steering group conducts regular (at least annual) reviews of events relevant to the project to identify opportunities to engage businesses. These may include Chamber of Commerce events, trade shows or events organised by tourism associations or agencies.

Table 4.5. Existing communication channels.

<i>Type</i>	<i>Examples</i>
<i>Existing tourism industry events</i>	• Tourism Whitsundays • QTIC
<i>Local business networking events</i>	• Rotary club • Chamber of commerce
<i>Newsletter and email lists</i>	• Tourism Whitsundays monthly eNewsletter • Council newsletter • GBRF and Reef Catchment eNews • Marina newsletters • Whitsunday Charter Boat Industry Association– email updates • The GBRMPA emails
<i>Social media</i>	• Local Facebook group • Tourism Whitsundays social media • Industry legends Facebook page with jobs facts updates – Aussie wide and international • Council social media • WCBIA Facebook page • GBRMPA social media
<i>Radio and TV</i>	• 7 News Mackay



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	• ABC Tropical North • Grant Broadcasters (Classic Hits 4MK) • Southern Cross Austereo • Triple M/Hit FM • Local radio (Island FM)
<i>Other media</i>	• Council website • The Times local newspaper • Corelife/Tripping magazines

It should be noted that these existing mechanisms are commonly used by businesses engaged in the destination or part of member associations. Businesses that are not members of associations (WCBIA / Tourism Whitsundays) may need to be contacted directly.

Provide engagement activities including educational components

To engage businesses and ensure they are benefiting from the project, a number of workshops are recommended (see

Table 4.6). Providing a strong education and knowledge sharing element is also seen as an advantage to get buy-in and increase benefits to businesses. Many businesses often do not have the resources to conduct research on new technologies or trends. Previous projects have highlighted the value businesses place on trialled and tested recommendations by other businesses, however, there is limited opportunity for businesses to exchange such experiences. Providing a platform for such exchange will likely contribute to an increase in uptake of sustainability and decarbonisation initiatives. Businesses from within the Whitsundays and other regions which have implemented new technologies⁴⁸ may be invited to workshops as guest speakers. In addition, a workshop for broader tourism and destination stakeholders going beyond just tourism businesses is also recommended to get wider engagement.

The majority of workshops will be offered for specific business clusters. For example, to start with cluster one in year one, an introduction workshop may be held to introduce the project and ecoBiz. Once businesses have conducted a site-inspection with an ecoBiz consultant and received a report and recommendations, a second workshop could be offered (conducted by ecoBiz), which focuses on key initiatives relevant to the businesses within this cluster. Cluster workshops will become more advanced the longer the cluster remains in the project to ensure continuous improvement and to allow businesses to go beyond addressing the low-hanging fruit. As the number of clusters increases every year, the number of workshops increases too. As more businesses get involved and initiatives become more advanced, the project officer may identify specific knowledge gaps and educational needs, as well as opportunities to facilitate knowledge sharing across clusters, which informs the design of workshops offered and experts invited to speak at workshops.

⁴⁸ EarthCheck (2019)



Table 4.6. Engagement workshops.

Workshop type	Details	Timing
<i>Destination stakeholder workshop</i>	Engage with destination wide stakeholders, may be used to introduce destination certification program in more detail, present action plan and timeline, seek feedback.	At the beginning, once destination certification program has commenced, e.g. Y1, Q2
<i>Kick-off workshop</i>	Introduce the project, project goals and plan. Aim is to generate stakeholder buy-in. EcoBiz able to provide some marketing material to provide information on the ecoBiz program.	At the beginning of each year for the new cluster - e.g. Y1, Q2 for cluster one, then Y2, Q1 for cluster two and so forth
<i>Business & stakeholder engagement workshops</i>	Workshops may be offered providing an opportunity for education (e.g. can focus on certain sustainability areas or issues such as renewable energy, greening supply chains, reducing waste, etc.) and sharing of experience and best practices. Workshops may invite guest speakers and be conducted by different organisations, e.g. ecoBiz offers one workshop per business cluster (min 10 businesses) per year. These workshops should become more advanced and address different sustainability and decarbonisation issues as the project progresses. Advanced workshops will benefit from specialist speakers in the given area, such as solar power. Workshops also provide an opportunity to collect data on KPIs.	Following the kick-off workshop. On a regular basis, may focus on different tourism sub-sectors. There should be at least one engagement workshop per cluster each year.

Voluntary Sustainability Certification

Businesses can be encouraged to take up tourism specific sustainability certification once they are in an economic situation to do so. Certification programs would incur a cost to businesses, usually in the form of annual membership and an audit fee (see Appendix C). Voluntary sustainability certification may be particularly relevant for advanced businesses which already have experience with sustainability. Ecotourism Australia and EarthCheck offer a range of options for certification, and there are also options for businesses to get their carbon footprint verified and certified, for example through the Climate Active program (Appendix C). Ecotourism Australia and EarthCheck



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offer comprehensive sustainability standards that provide frameworks to implement sustainability management systems aimed at continuous improvement. This means businesses implement processes, procedures and other initiatives to ensure compliance with the best practice criteria of the program. This involves assessing risk, implementing an action plan and then receiving feedback on compliance through an auditor. EarthCheck also provides a benchmarking tool that allows businesses to measure and manage their sustainability footprint, including carbon emissions, on an ongoing basis, thus providing a quantitative evaluation of the organisation's sustainability performance. Such feedback, including results from the audit, are then taken on board to further improve processes and implement new initiatives. Businesses receive support from the certification body as part of their membership, however, the project may facilitate an exchange of learnings and knowledge relevant to the requirements for certification between businesses or provide additional educational support.

4.3. Monitoring and evaluation

Collect data to monitor key performance indicators of project success

A range of indicators have been identified to measure project success over the four-year duration. Table 4.7 provides an overview of the indicators linked to the project objectives, provides indicative targets and data sources. The indicators and targets should be reviewed by the steering committee during the first committee meeting and then annually to ensure their relevance. Some of the information required to measure project success may overlap with data required for the destination footprint analysis.

Data linked to businesses will be compared to a baseline that establishes the number of relevant businesses (see Table 4.3 for a preliminary overview). It is important that a final baseline is established for the project early on (Y1, Q1), to confirm the number of relevant businesses is accurate. As part of this, information needs to be collected on whether the business is active (still exists), if the project engagement activities including certification are relevant to the business, what level of certification the business currently maintains, if the business is or has been engaged in ecoBiz and also whether the business purpose is environmental. This may be determined by reviewing the organisation's vision or mission statement for environmental or conservation elements, review the type of products offered (e.g. strong educational components may be classified as environmental purpose). This process needs to be repeated at least annually. Information such as data to report on indicators linked to business engagement and progress (see Table 4.7) may be collected via a project specific business survey that could be easily designed and delivered by the project officer. Such a survey should be simple (e.g. developed using Microsoft Forms or SurveyMonkey) and sent to all tourism businesses identified as relevant in the baseline. The project officer may follow up on businesses actively engaged in the project (e.g. those that are part of the clusters) personally, to make sure all existing "recruits" have completed their footprint analysis and to gain feedback on project activities and progress. Feedback on engagement activities may also be done via the survey or by providing feedback sheets at the end of each event.

Two objectives (increasing awareness and enhancing destination image) contain targets linked to communication activities which will be conducted with assistance of project partners such as Tourism Whitsundays and the Council. A process needs to be implemented early of how these communication activities are tracked (e.g. via a project communication plan). Feedback on visitor sentiment may be obtained through an existing visitor survey. Tourism Whitsundays may collect relevant data already, if not, a question should be added to the survey.



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Considering the timeline of the project, it is recommended that indicators and targets are reviewed every year to account for unforeseen events and progress of the project.

Collect data and complete annual footprint analysis for destination certification

To fulfil the criteria on measuring the sustainability performance of the destination, data on different performance indicators including resource consumption needs to be collected.

EarthCheck provides a Benchmarking software which includes a carbon calculator and a number of other mandatory indicators such as energy, water, waste. In this case, data needs to be submitted once a year for a 12-month period. Ecotourism Australia's certification criteria also require destinations to measure resource consumption and carbon emissions, however, at present it does not provide a benchmarking tool for the destination certification as part of the program. It is up to the destination lead agency to decide on a suitable calculator and Ecotourism Australia are happy to provide recommendations of suitable tools. It is important for the lead agency to define the scope of the destination (for the purpose of the footprint analysis and certification). This process involves deciding which elements or parts of the destination are included and data accessibility should be considered. For example, the EarthCheck benchmarking tool for destinations measures resource use on hand of the activity of the destination of both resident and guest populations.

If information is not readily available, a process needs to be implemented to source data. Data collection commonly involves contacting utilities and other stakeholders and thus may require time. To ensure consistent data collection over time, a methodology should be developed detailing the data collection process, as well as any assumptions that are made as part of it. This process will also be beneficial for verification of data and audits. If working with a tool not directly linked to the certification body, additional requirements may need to be considered in order to successfully complete the footprint analysis.



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Table 4.7. Indicators of project success.

<i>Project objectives</i>	<i>Indicators of success</i>	<i>Target / Direction of Travel</i>	<i>Data Source</i>
<i>Sustainable and low-carbon business recovery</i>	1. Number of businesses in the Whitsunday whose purpose and intent is environmental or conservation orientated e.g. environmental education, eco-tours 2. Number of businesses engaged in the project and its components e.g. workshops, survey, certification. 3. ecoBiz reporting of business baseline footprint and savings	1. Expect to see an increase 2. 50% of sub sector engaged / or 25 businesses per year 3. Expect to see savings of several percent each year	1, 3 Business survey 2. Attendance records of workshops (including measure of how it increased understanding and awareness)
<i>Align with Council mitigation strategy and destination decarbonisation goal</i>	1. Total destination carbon emissions (Mt) over 12 months period 2. Number of businesses which completed annual foot printing 3. Total business carbon emissions (t) (and percentage of total emissions)	1. Annual destination carbon foot printing complete Expect to see a reduction in destination emissions 2. 20 businesses measure their footprint per year 3. Expect to see savings of several percent each year	2. Destination foot printing/benchmarking (performance report) 3. Business survey Business footprint (e.g. ecoBiz results)
<i>Year on year reduction in emissions</i>	4. Average annual carbon emissions reduced per business (in percentage of total emissions)		
<i>To increase data availability and understanding of the tourism sectors footprint Identification of targets and measures</i>	1. Data collected on all KPIs 2. Destination footprint completed 3. KPIs reviewed and signed off by steering group upon project commencement and at least annually for the duration of the project	1,3 Sufficient data is collected to report on every KPI annually 2. Footprint results obtained	1,2,3 All sources
<i>Increase tourism businesses' engagement</i>	1. Number of business engagement activities per annum (e.g. workshops/events) 2. Number of participants attending activities (e.g. workshops/events)	4. At least one workshop and two other engagement activities a year	7. Project activities records 8. Business survey and/or feedback forms



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<i>Project objectives</i>	<i>Indicators of success</i>	<i>Target / Direction of Travel</i>	<i>Data Source</i>
<i>in decarbonisation initiatives</i>	3. Average feedback score from events	5. A minimum of 20 participants per workshops (or 50% representation of business cluster the workshop is for) 6. 80% of feedback is in positive	
<i>Increase awareness of sustainable business practices</i>	1. Percentage of businesses with environmental certification (broken down by sub sector and level of award) 2. Percentage of new businesses engaged each year 3. Number of project social media releases / communications	1. 20% increase (per engaged cluster) in certification uptake or award level 2. 50% of businesses in engaged clusters were engaged 3. Social media post released once a week Regular communications through other media channels	1. Business survey 2. Project activities records 3. Project communication records
<i>Enhancing destination image</i>	1. Achieving destination certification 2. Business sentiment on environmental sustainability and climate change 3. Visitor sentiment on clean and green destination image 4. Number of green destination marketing activities e.g. promoting Whitsundays' green businesses, certification, clean image	1. Achieve destination certification by end of year two 2. Business sentiment has improved 3. Visitor sentiment has improved 4. A minimum of 4 green project marketing activities per year	1. Certificate 2. Business survey 3. Visitor survey 4. Tourism Whitsundays



4.4. Destination Certification

Audit preparation and third-party assessment/audit

Before proceeding to the third-party verification, the lead agency should ensure all criteria are met and that sufficient evidence is available for the auditor to review. Many requirements such as appointing responsibilities, the footprint analysis, implementing actions and engaging with businesses will be met through the activities of the wider project, the gap analysis should have identified any additional certification requirements. The certification body can provide assistance on how best to prepare for the actual audit and explain what to expect as part of the process.

The audit process may vary but generally involves a third-party auditor to come on site in order to verify compliance against the certification criteria. This is of benefit as auditors may not only note areas of non-compliance but may also identify areas for improvement and provide recommendations around reducing risk and improving performance. The audit results in detailed feedback on the destination's existing sustainability management system. An audit report is issued. Pending on the certification program, audits are conducted annually or every second year, whereby EarthCheck conducts on-site audits every year, and Ecotourism Australia conducts off-site audits second year and on-site audits every four years.

Implement corrective actions

Pending on the results of the audit, non-conformances may be raised and resulting corrective actions requested (these may be mandatory for certification, required to obtain the next level of certification or optional). Audit results should inform the review of practices, procedures and initiatives implemented and highlight areas for further improvements. Results of the footprint analysis also indicate which areas of the destination already perform well and which require further attention. These results thus inform a new (or updated version) of the action plan to be implemented in year two (see Appendix D). Goal of the destination certification process should be to continuously review and improve the destination's sustainability performance to minimise negative impacts, including the production of carbon emissions.

4.5. Promotion and communication

Project communication (introduction, activities, updates)

Communication forms an important part of the project and supports several other project steps.

Communication that introduces the project may include an initial media release which can be shared via all project partners and an invitation to the destination stakeholder workshop and kick-off workshop for cluster one. Communication is also required to inform project stakeholders of events and activities relevant to the project (e.g. the follow up cluster workshops identified in section 4.2). It is also recommended that regular (at least quarterly) project updates are provided these may inform stakeholders of project progress, news and highlight achievements. As much as possible, all project communication should be sent out using exciting communication channels (see 4.2). Tourism Whitsundays and the communication division of the council will be important in providing support with this activity. For example, quarterly updates can be distributed via Tourism Whitsundays' Electric Distribution Mail.

Celebrate and promote achievements

As the project is implemented and project outcomes are achieved, opportunities for promotion will be generated. These provide opportunities to celebrate and communicate successes of



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individual businesses or the destination. Business champions may be identified to showcase best practice examples. It is recommended to develop case studies which highlight initiatives and savings (cost and emissions or other resources), which can be promoted and used to stimulate interest and engagement in the project.

The destination certification also provides opportunity for promotion. Successful completion of the audit and award of certification provides an opportunity to celebrate with all stakeholders and to communicate the achievement and stories of success. Communication should be directed to stakeholders within the destination (to motivate businesses and residents to continue to support the scheme and play their role to support an improvement in sustainability performance – see section 4.2), but also to external stakeholders such as visitors to showcase the sustainability commitment and achievements of the destination to ultimately improve destination image. To ensure coherent promotion, alignments with the destination's brand 'One Whitsundays' need to be identified together with Tourism Whitsundays. The development of new products and experiences and communication around them provide an opportunity to integrate environmental practices and communication around sustainability. For example, a new self-drive trails brochure⁴⁹ may provide information on how to drive efficiently and how much emissions this may save. Communication to customers is highly important and the ability this project provides to enhance communication content, robustness and transparency needs to be leveraged.

5. RESOURCES

To ensure successful implementation of the project, sufficient resources and staff support need to be made available. These may be available through cash-funding as well as in-kind contribution from project partners or stakeholders. Table 5.1 lists indicative project resource requirements including resources for project delivery, project management, training, communication and education, accreditation, project administration, workshops and meetings, and office. It is recommended that a minimum 0.5 FTE officer post is required to support this work.

It is estimated that project cost range between \$487,558 and \$504,560 over the four-year project duration, or approximately \$121,890 and \$126,140 per year. The first year is expected to have a slightly lower project cost because destination audit fees are not due until year two. The range in project cost reflects the difference in destination certification program fees, whereby EarthCheck is the more costly, but more extensive program, including a destination footprint calculator and more frequent on-site audits. An estimated \$130,560 is expected to be provided through in-kind support by the Council and Tourism Whitsundays, representing 26,8% and 25,8% of the total project cost respectively. It should be noted that individual businesses may be required to allocate additional resources for their engagement in the project, these will vary based on engagement activities and initiatives implemented.

⁴⁹ Tourism Whitsundays (2019)



Table 5.1. Indicative Project Resources and Costs

<i>Project Components</i>	<i>Task (delivering partner)</i>	<i>Total Cost (for four years)</i>	<i>In-Kind</i>	<i>Metric</i>
<i>Project Delivery</i>	Project Officer salary - part time, minimum of 0.5FTE (PO3) required	\$ 276,208	\$ -	0.5FTE at \$82,963-\$90,399 gross pro rata plus on costs (\$69,052 gross)
	Council documentation / destination accreditation application and audit facilitation (WRC)	\$ 21,280	\$ 21,280	2 weeks per year for 4 at \$70
	Project support (Hub)	\$ 14,560	\$ 14,560	1 hr per week for 4yr at \$70ph
<i>Project Management</i>	Project management	\$ 14,560	\$ 14,560	1 hr per week for 4yr at \$70ph
<i>Training</i>	Sustainable Destination Training (one-off year 1)	\$ 5,310	\$ -	E.g. with EarthCheck at \$590 per person, for 9 people (steering committee and project officer)
<i>Communication, Education and Engagement</i>	Initial project media release distribution	\$ 1,240	\$ 240	Social media and print, 3 hrs at \$80 plus \$1000 print fee
	Regular media release	\$ 2,560	\$ -	Every six months, 4 hrs at \$80
	Sharing of workshop invitations	\$ 2,400	\$ 2,400	3 workshops in Y1, 3 in Y2, 4 in Y4 and 5 in Y5, 2 hrs at \$80 per invite
	Distribution of project updates	\$ 3,840	\$ -	Quarterly, 3hrs each at \$80
	Distribution of business case studies	\$ 1,680	\$ -	Every six months starting year 1, Q3, 3 hrs at \$80
	Media release celebrating certification	\$ 720	\$ 720	In year 2, 3 and 4, at 3 hrs at \$80
	Tourism Whitsundays to embed into branding	\$ 400	\$ 400	One off, 5 hrs at \$80
	Final project media release	\$ 1,400	\$ 400	5 hrs at \$80, 1000 print fee
	Accreditation (annual program membership)	\$ 36,500 (EcoTourism Australia) - \$. 40000 (EarthCheck)	\$ -	For four years at \$10,000 per annum EarthCheck, \$8,850 per annum Ecotourism Australia for Green Destination certified level, plus support package in year one (basic induction package) at \$1,100
<i>Accreditation budget/audit</i>	Accreditation audit (3 days per annum from year 2)	\$ 3,900 (Ecotourism Australia) - \$. 17,160 (EarthCheck)	\$ -	Three day audits at - EarthCheck: \$2,420 1st day, \$1,650 subsequent days; Ecotourism Australia: \$650 day (on-site audit every second year for Green



				Destination certified level)
<i>Project</i>	Project admin costs, printing, sundries	\$ 8,000	\$ -	\$2,000 per annum
<i>Administration</i>	Travel / accommodation	\$ 10,000	\$ -	\$2,500 per annum
<i>Workshops / meetings / presentations</i>	Room hire	\$ 8,000	\$ 8,000	\$2,000 per annum
	Catering	\$ 4,000	\$ -	\$1,000 per annum
<i>Office</i>	Office space at Hub	\$ 68,000	\$ 68,000	\$17,000 per annum
	Officer laptop, phone	\$ 3,000	\$ -	laptop Initial purchase and phone annually
	Total	\$ 487,558	\$ 130,560	
		- \$ 504,558		



APPENDIX A PROJECT OBJECTIVES AND THEIR ALIGNMENT TO EXISTING PLANNING DOCUMENTS

Scope	Document name	Project objectives						
		Economic recovery Increased industry sustainability	Mitigation & decarbonisation	Identification of targets and measures	Increased engagement with tourism businesses	Increased awareness	Carbon foot printing	Enhancing destination image
Local	Council Climate Change Mitigation Strategy, 2019		10% GHG emission reduction by 2020; 30% reduction by 2030 and 100% reduction by 2050.		Strategic outcome 'Communication & Education'. Priority action 13 – outreach and public education.	Strategic outcome 'Communication & Education'. Priority action 13 – outreach and public education.	Priority action 14 – monitoring, evaluation and improvement.	
	Council Corporate Plan	Outcome 4.4 - Our tourism and small business sectors are strong, sustainable and actively promoted.						Outcome 4.4 - Our tourism and small business sectors are strong, sustainable and actively promoted.
	Whitsundays Destination Tourism Plan 2019-2024	Access strategy -The Whitsunday Region's identified road infrastructure priorities include: access to the Whitsunday Coast Airport; and building disaster resilience for the region's road network. The environment strategy aims to	*	The environment strategy aims to update the Whitsunday Eco Tourism Plan (2008) and develop a Whitsundays Eco Action Plan which may align to project targets.	One Whitsundays strategy aims to provide workshops on how the Whitsundays brand can be used The environment strategy supports GBRMPA's High Standing Operator scheme for operators	Product Development strategy – There is an opportunity to integrate sustainable, low carbon design principles in the development of new products and facilities as identified in the strategy.		One Whitsundays strategy and brand and marketing strategy aim to provide workshops on how the Whitsundays brand can be used and awareness and buy-in is



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		update the Whitsunday Eco Tourism Plan (2008) and develop a Whitsundays Eco Action Plan which may identify initiative relevant to this project. Resilience strategy aims to increase business and destination resilience against extreme weather events.			who hold either Ecotourism or Advanced Ecotourism levels of Ecotourism Australia's Eco Certification or EarthCheck certification.	New projects or project earmarked for feasibility studies that may enhance engagement and awareness creation opportunities, e.g. Reef Education & Training Facility (possible location Grubby Bay), Maritime Education and Training Facilities in Bowen, Enhanced Maritime Education & Training Facilities in Airlie Beach at the Whitsunday Sailing Club, Solar farm tour in Collinsville.		created around new brand.
Wider Whitsundays region	Climate Sustainability Plan for the Mackay Whitsunday Isaac region 2016-2020	Strategy 3 - promoting industry diversification and viability of existing industries. Strategy 3 - Reduce impacts of industries on environment (work with industries to improve water quality, minimise waste, use alternative	Strategy 2 - Improve transport cohesion and plan transport systems for a lower carbon future. Strategy 3 - Assist in carbon mitigation planning and promote sustainable		Principle - improving people's sense of belonging, empowerment & being responsible for change. Strategy 6 - Community Education.	Principle - improving people's sense of belonging, empowerment & being responsible for change. Strategy 6 - Community Education.		



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		power, source locally), monitor and improve.	practice (e.g. low carbon sugar).					
State	Queensland's Climate Transition Strategy	Aims to promote transition actions that support the Government's economic diversification and innovation agenda and deliver economic cobenefits such as jobs, industry development and lowered energy costs, and that support other Queensland Government objectives such as climate change resilience, reef water quality, biodiversity and air quality. We will target areas of: low abatement cost; feasible total cost; and dynamic cost efficiency (lowering long term transition costs through innovation, technology diffusion and investment security).	Zero net emissions by 2050; 50% renewable energy by 2030. Aims to deliver early action to put Queensland on the path to zero net emissions that will remain complementary to emerging national policy. Aims to target areas of most emissions reduction potential, avoid emissions lock-in, and use effective mechanisms.					
	Queensland Tourism Climate Change	Build on existing initiatives to invest in new products, including agritourism and cultural tourism	Develop sustainable procurement policies for businesses to	Set a target for the proportion of new tourism buildings that exceed the	Take a cluster approach (see also green destinations below) to reach	Develop an awareness campaign for the industry to develop a	Investigate tourism's contribution to Queensland	Monitor consumer sentiment and perceptions of



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	Response Plan	— including through the use of technology.	manage supply chain risks and carbon footprints. Develop 'green destinations' across Queensland to achieve economies of scale and provide the opportunity for green branding and competitive advantage (locally and state- wide). Develop carbon offsetting programs for businesses and customers. Ensure their benefits flow back to the destination (e.g. by developing localised programs). Accelerate uptake and investment into the electrification of the transport system and fleet (in combination with decarbonising electricity supply through increased	minimum 6-star rating of the Queensland Building Code.	economies of scale and benefit from mutual learning. Develop tourism-specific adaptation/resilience tools and guidance for tourism businesses. Consider extending long-term certification for operating in national parks and protected areas to cover a broader geographic scope and key environmental indicators (e.g. carbon monitoring). Work with reef operators who have not obtained certification to ensure they meet minimum standards and raise awareness and interest for them to undergo certification.	common understanding and commitment towards stewardship, including a clear external communication component Target visitors in environmental/conservation campaigns Develop volunteering programs and advance opportunities for citizen science. Develop a communication plan and awareness campaign for the industry to engage in, and contribute to, the goal of greening Queensland tourism. Facilitate networking and sharing of good practice between destinations. Develop a clear communication	GHG emissions and develop a plan for how tourism can contribute to the process of decarbonisation in line with Queensland Government targets. Measure-to-manage: promote carbon monitoring and reporting by developing a Queensland-wide quality rating for operators with carbon emissions as one key indicator.	environmental change at key assets. Provide marketing incentives to high-performing operators (e.g. through a recognised certification scheme and by preferential listing) and create mechanisms to identify greenwashing. Showcase champions to share information on best practice and innovation.
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			use of renewable energy).		Expand Savannah Guides program to ensure that operators within natural environment are delivering stewardship messaging competently. Tourism industry to support Queensland Parks and Wildlife Service, Department of Environment and Science in the implementation of the actions under the Ecotourism Plan 2016–2020. Potential to develop 'learning experiences' that combine stewardship, cultural values, volunteer activities etc. with product development.	strategy for the Great Barrier Reef and other 'high-risk' natural assets. Create a network of green leaders.		
Federal and international	Australian Government's National Climate		Reduced emissions to 26-28% below 2005 baselines by 2030;					



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	Policy (national framework)		net zero emissions by 2050.					
	Paris Agreement (international framework)		Carbon emission reduction of 40% by 2030; net zero carbon emissions by 2050.					

- The strategic objective of the Whitsundays Destination Tourism Plan 2019-2024 to increase aviation access may contribute to further transport related emissions of tourism in the Whitsundays.



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APPENDIX B DECARBONISATION OPTIONS AND ASSOCIATED EMISSION AND COST SAVINGS

Option type	Options put forward for business case development	Combined annual est. carbon savings (tCO ₂ -e)	Combined annual est. cost savings (\$'000)	Avg. simple payback estimate range (years)	Avg. resilience rating 1 = below average 2= average 3= above average
Decarbonisation	Rooftop solar	7530	1,681	8 - 10	..
	Solar and battery	1153	483	10+	..
	Vertical wind turbines	10678	2,442	10+	..
	Tidal/wave generators	3	1	8 - 10	..
	Biodiesel from cooking oil	1571	539	10+	..
	100% purchase of GreenPower™	19891	2,411	NA	.
	Solar hot water for guests (showers) or pool heating	71	92	10+	..
Energy efficiency	Improved refrigeration (All)	1265	425	10+	..
	VSDs on water pumps which have high usage	846	301	10+	..
	Improved AC (All)	1249	430	10+	..
	Hot water upgrades	191	77	10+	..
	Building management/ Central control system	142	55	3 - 5	..
Transport	Electric Vehicles	132	345	10+	..
	Solar electric hybrid ferry	10	6	10+	..
	Electric tour boat	33	15	8 - 10	..
Water	Increase water harvesting	185	58	10+	..
	Reverse osmosis	1752	810	3 - 5	...
	Water recycle	336	127	10+	..
Waste	Glass crusher	70	34	10+	..
	Reduce shipping of waste	722	111	0 - 2	..
	Sewerage treatment plant upgrade	187	68	10+	...
	Food waste processor	30	57	3 - 5	..

Source: Energetics (2019)



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APPENDIX C SUMMARY CERTIFICATION PROGRAMS & TOOLS

A detailed comparison of each of the programs has been completed and provided separately to this project plan. A summary of this comparison is provided below.

Tourism Businesses

There are a number of programs and tools for businesses to obtain certification and/or measure their carbon footprint. These vary greatly in scope (Table C.1 and Table C.2). EarthCheck and Ecotourism Australia offer tourism specific certification programs, which help organisations implement a sustainability management system. Third party verification of efforts provide the organisation with a trustworthy certificate which can be used to support marketing initiatives and to communicate to guests. EarthCheck also includes a benchmarking calculator tool which measures the organisations energy, water, waste and carbon footprint (in addition to a number of other indicators). Both tools come at an annual membership fee and EarthCheck incurs a cost for third-party audits. Both organisations offer a variety of programs and options. For example, EarthCheck's entry level tool, EarthCheck ECO, comes with less support and resources, works on a self-assessment basis and third-party verification is optional. Ecotourism Australia offers members free access to their Respecting our Culture (ROC) standard and also offers a specific climate change certification, Climate Action. Climate Action is offered as a stand-alone certification but provided at a discount to existing members.

EcoBiz is subsidised by the Queensland Government and thus freely available to businesses. EcoBiz is a program aimed at reducing businesses resource consumption and operating cost by measuring and assessing energy, water and waste footprints. It also provides an indication of the organisation's carbon footprint. An achievement certificate is awarded upon 10% resource reduction in at least one of the areas, but main focus is on identifying actions to reduce consumption and operating cost.

Low Carbon Living calculator and Climate Active are carbon calculators. Low Carbon Living works on a membership base (free for personal use) and incurs an extra fee for verification of data. Climate Active is a program run by the Australian Government aimed at certifying businesses which have achieved carbon neutrality. It is commonly used in combination with the National Australian Built Environment Rating System (NABERS), which measures the energy and water consumption of buildings. Verification of the Climate Active rating is done on a one-off or per-needs basis through individual consultants, and therefore, prices may vary.



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Table C.1. Tourism specific certification programs.

	EarthCheck Certified & EarthCheck ECO Certified - Marine/Terrestrial	EarthCheck ECO - Marine/Terrestrial	EcoTourism Australia	EcoTourism Australia Climate Action
Type	Sustainability certification	Sustainability certification	Eco certification	Climate change certification
Scope	Environmental, social and economic sustainability	Environmental, social and economic sustainability	Environmental, social and economic sustainability with focus on nature	Climate Change adaptation and mitigation
Regions available	Global	Global	Australia, South Pacific	Australia, South Pacific
Footprint calculator included	Yes	Yes	No	No
Personal support	Yes	Yes	Yes	Yes
Online tools	Yes	Yes	Yes	Yes
Marketing support	Yes	Yes	Yes	Yes
Assessment	Third-party audit	Sample based second party offset audit. Option for onsite verification audit.	Independent third-party assessor conducts desktop audit. Within 12 months, third party onsite audit conducted to verify results and every three years thereafter.	Independent third-party assessor conducts desktop audit. Within 12 months, third party onsite audit conducted to verify results and every three years thereafter.
Time to certification	Approx. 12 months	1-6 months to receive Earth-Rating	1-12months	1-12months
Annual membership	\$4,800 annually (excl. GST)	\$950 annually (excl. GST)	Depends on turnover, ranges \$580 - \$1,565 (incl. GST) -	Depends on turnover, ranges \$580 - \$1,565 (incl. GST) -
Audit fee	\$2,420 1st day, \$1,650 subsequent days (excl. GST)	Sample-based audit included. Optional onsite verification audit \$2,420 1st day, \$1,650 subsequent days (excl. GST)	Included	Included



Table C.2. Other programs and tools (not tourism specific).

	EcoBiz	ISO 14001	Low Carbon Living Calculator	Climate Active and National Australian Built Environment Rating System (NABERS) for buildings
Type	Sustainability tool	Sustainability certification	Carbon reduction program	Carbon neutral accreditation following environmental hotel (building) rating
Scope	Energy, water, waste	Environmental Sustainability (Environmental Management System)	Energy and carbon reduction	Energy & water (NABERS), carbon emissions (Climate Active)
Regions available	Queensland	Global	Australia	Australia
Footprint calculator included	Yes	No	Yes	Yes
Personal support	Yes	No	No	No
Online tools	Yes	No	Yes	Yes
Marketing support	Yes	No	Yes	Limited
Assessment	One on-site assessment (2hrs)	Performed by external certification bodies	Audited annually for energy, water and waste usage as well as assessment of carbon reduction practices	Assessment by a third-party assessor
Time to certification	12 months to be certified	Varies	1-12 months	1-12 months
Annual membership	/	/	Range from \$220 - \$880 (incl. GST)	/
Audit fee	/	Conducted via external consultant, prices vary	Range from \$176 - \$572 (incl. GST)	Conducted via external consultant, prices vary. Once assessed, NABERS rating lodgements fees start at \$1,219 for a single rating (energy OR water).



Destination

There are two destination certification programs facilitated by Australian based organisations: EarthCheck's Sustainable Destination Certification and Ecotourism Australia's Green Destination Certification (Table C.3). Both provide a comprehensive Standard of certification criteria providing the destination with a framework to implementing a destination wide sustainability management system. Both require the destination to measure its carbon footprint, whereby EarthCheck provides a benchmarking tool as part of the membership fee, and Ecotourism Australia is able to help the lead agency find the best suitable tool (e.g. Port Douglas, a destination in the Ecotourism Australia destination program is looking into using the Snapshot community climate tool). There is a price difference between the two programs, with EarthCheck's annual membership and audit requirements and price being slightly higher than that of Ecotourism Australia, however, an additional cost of the carbon footprint calculator incurs with Ecotourism Australia. Both programs offer destinations an online platform, including additional resource, as well as personal support. Ecotourism Australia's program includes mandatory support packages for year one of the program, which range from basic to full inclusive support, offering destinations flexibility in the level of support, which includes a one-day on-site induction upon commencement of the program, which may involve a presentation to destination stakeholders, ecotourism product workshops for tourism operators, phone coaching support (hours vary per package), and the extensive package also includes a preliminary assessment and additional support engaging operators.

Table C.3 Destination certification programmes summary.

	EarthCheck's Sustainable Destinations Program	Ecotourism Australia* Eco Destination Certification
Regions available	Globally	Available in Australia, New Zealand and the South Pacific, global reach through Green Destinations
Sustainability scope	Comprehensive	Comprehensive
Footprint calculator included	Yes	No
Personal support	Yes	Yes
Online tools	Yes	Yes
Marketing support	Yes	Yes
Assessment	Third-party, annual on-site	Third-party, on-site every two years (for highest Green Destination Certification level)
Time to certification	Approx. 12 months	Approx. 12-18 months
Annual membership cost for Whitsundays	\$10,000 (excl. GST)	\$8,850 (Excl GST) for highest Green Destination Certification level, plus year one support package starting at \$1,100
Audit fee	\$2,420 1st day, \$1,650 subsequent days (excl. GST) plus travel cost	\$650/day plus travel cost

*Licenced to implement the Green Destination program (with 15 extra ecotourism criteria)



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APPENDIX D INDICATIVE PROJECT TIMELINE

	Year 1				Year 2				Year 3				Year 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Project Management																
Sign up with destination certification program																
Set up steering group																
Steering group quarterly meetings																
Appointing coordinator for destination certification																
Training Coordinator and key stakeholders (steering group)																
Review of current practices (gap analysis) and development of detailed action plan																
Implementation of action plan (destination procedures, documentation, initiatives)																
Business Engagement																
Destination stakeholder workshop																



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	Year 1				Year 2				Year 3				Year 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
ecoBiz program working with clusters (in a staged approach)																
New cluster commences ecoBiz																
Project cluster kick-off workshops																
Identify business events for coming year																
Resort phone survey																
Business & stakeholder engagement workshops (educational, sharing experiences and best practices, data collection)																
Individual business follow-ups and support where needed to support completion of project elements - allows identification of best practices for case studies																
Some businesses take up voluntary sustainability certification - certification achieved approx. after 12 months. Business supported provided through certification program																



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	Year 1				Year 2				Year 3				Year 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Monitoring and evaluation																
Review business baseline																
Collecting data on KPIs (communication and engagement records, visitor survey (via TW))																
Business survey (for KPIs and input into development of project activities)																
Collection of data required for destination footprint analysis																
Business submit and complete annual footprint analysis (e.g. via ecoBiz)																
Revision of KPIs for following year and tracking of progress																
Annual review of project process and reporting																
Certification (destination)																
Audit preparation																



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	Year 1				Year 2				Year 3				Year 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Third party assessment/audit (every year or every second year pending on program)																
Implementation of corrective actions																
Promotion & communication - coordinate with TW																
Initial project media released - Communicate introduction to project and promote destination's participation in certification program																
Invitation to workshops																
Tourism Whitsundays to embed into destination branding (best timing to be discussed with Tourism Whitsundays)																
Regular project updates (quarterly, e.g. via TW quarterly EDM)																
Promote outcomes including business success and update community every six months (e.g. media release)																



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	Year 1				Year 2				Year 3				Year 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Identify business champions, develop and promote best practice business case-studies																
Media release celebration destination certification																
Final project media release																



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APPENDIX E INDICATIVE TIMELINE YEAR ONE (DETAILED)

	Year 1											
	Q1			Q2			Q3			Q4		
	1	2	3	4	5	6	7	8	9	10	11	12
Project Management												
Sign up with destination certification program												
Set up steering group												
Steering group quarterly meetings												
Appointing coordinator for destination certification												
Advertise position												
Interview and appoint												
Training Coordinator and key stakeholders (steering group)												
Select and arrange training course												
Conduct training (may also include internal training and upskilling)												
Review of current practices (gap analysis) and development of detailed action plan												
Conduct gap analysis of certification criteria and existing practices and documentation												
Develop action plan												
Implementation of action plan (destination procedures, documentation, initiatives)												
Business Engagement												
Destination stakeholder workshop												
ecoBiz program working with clusters (in a staged approach)												
Project cluster kick-off workshop												
Cluster one commences ecoBiz												
Identify business events for coming year												
Resort phone survey												



	Year 1											
	Q1			Q2			Q3			Q4		
	1	2	3	4	5	6	7	8	9	10	11	12
Business & stakeholder engagement workshop - Cluster 1 follow up workshop (e.g. delivered by ecoBiz) and then every 6-12 months)												
Individual business follow-ups and support where needed to support completion of project elements												
Monitoring and evaluation												
Review business baseline												
Collecting data on KPIs (communication and engagement records, visitor survey (via TW))												
Business survey (for KPIs and input into development of project activities) - can be promoted at cluster kick-off workshop												
Collection of data required for destination footprint analysis												
Submission and completion of annual business footprint analysis (e.g. via ecoBiz, followed by on-site visit)												
Revision of KPIs for following year and tracking of progress (to be discussed in steering committee meetings)												
Annual review of project process and reporting												
Certification (destination) - Year 2												
Promotion & communication - coordinate with Tourism Whitsundays												
Communicate introduction to project (initial project media release - social media and print) - ask all project partners to distribute. May highlight objectives and benefits project will deliver												
Invitation to workshops												
Invitation to destination stakeholder workshop												
Invitation to first cluster workshop (introduction)												
Invitation to cluster workshop 2 (ecoBiz)												



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	Year 1											
	Q1			Q2			Q3			Q4		
	1	2	3	4	5	6	7	8	9	10	11	12
Tourism Whitsundays to embed into destination branding (best timing to be discussed with Tourism Whitsundays)												
Regular project updates (quarterly, e.g. via TW quarterly EDM) on program activities, achievements, news, stories from participating businesses, progress or activities implemented as part of destination certification.												
Media release to promote outcomes and update community every six months (Q2 and Q4)												
Identify business champions, develop and promote best practice business case-studies												
Project officer to identify champions and best practices and write up case studies												
Tourism Whitsundays to assist with design if possible and distribution of case studies												
Regular program updates (quarterly, via TW Electric Distribution Mail), e.g. on program activities, achievements, news, stories from participating businesses, progress or activities implemented as part of destination certification.												



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APPENDIX F STAKEHOLDERS ENGAGED WITH TO DEVELOP THIS PROJECT PLAN

- Whitsundays Climate Change Innovation Hub
- Whitsunday Regional Council
- AMPTO
- Tourism Whitsundays
- Ecotourism Australia
- EarthCheck
- ecoBiz
- WCBIA



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May 2020



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12. Development Services

12.4 DEVELOPMENT SERVICES MONTHLY REPORT - MAY 2020

AUTHOR: Neil McGaffin – Director Development Services

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council receive the Development Services Monthly Report for May 2020.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

Development Services Monthly Report – May 2020

PURPOSE

To provide an overview of Whitsunday Regional Council's Development Services Directorate for the 2019/2020 Financial Year, with focus on the month of May 2020.

BACKGROUND

The Development Services Directorate has a departmental vision of a prosperous, liveable and sustainable Whitsundays.

The Directorate's purpose is to lead the delivery of economic, social and environmental outcomes for the Whitsundays through services in partnership with stakeholders.

The Directorate's vision is delivered by bringing together the functions of strategic land use and infrastructure planning, development assessment, building and plumbing assessment, health, environment and climate, and natural resource management.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

This report represents the activity within the Directorate for the month of May 2020.

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 1.1: Our leadership engages with the community and provides open, accountable and transparent local government.

Alignment to Operational Plan

Strategy 1.1.1: Provide sound, competent leadership as to maximise the organisation's operational performance, productivity and efficiency

Financial Implications N/A

Risk Management Implications

Regular reporting on the Directorate's progress and achievements ensures accountability and fosters a positive culture.

CONSULTATION

Doug Mackay – Manager Development Services
Shane Neville – Manager Strategic Planning
Scott Hardy – Coordinator Natural Resource Management
Milton Morsch – Coordinator Health and Local Laws

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

That Council receives the Development Services Monthly Report for May 2020

ATTACHMENTS

Attachment 1 – Development Services Monthly Report – May 2020

Development Services

Strategic Planning
Development Assessment
Building & Plumbing Assessment
Health, Environment & Climate
Natural Resource Management

Monthly Report | May 2020

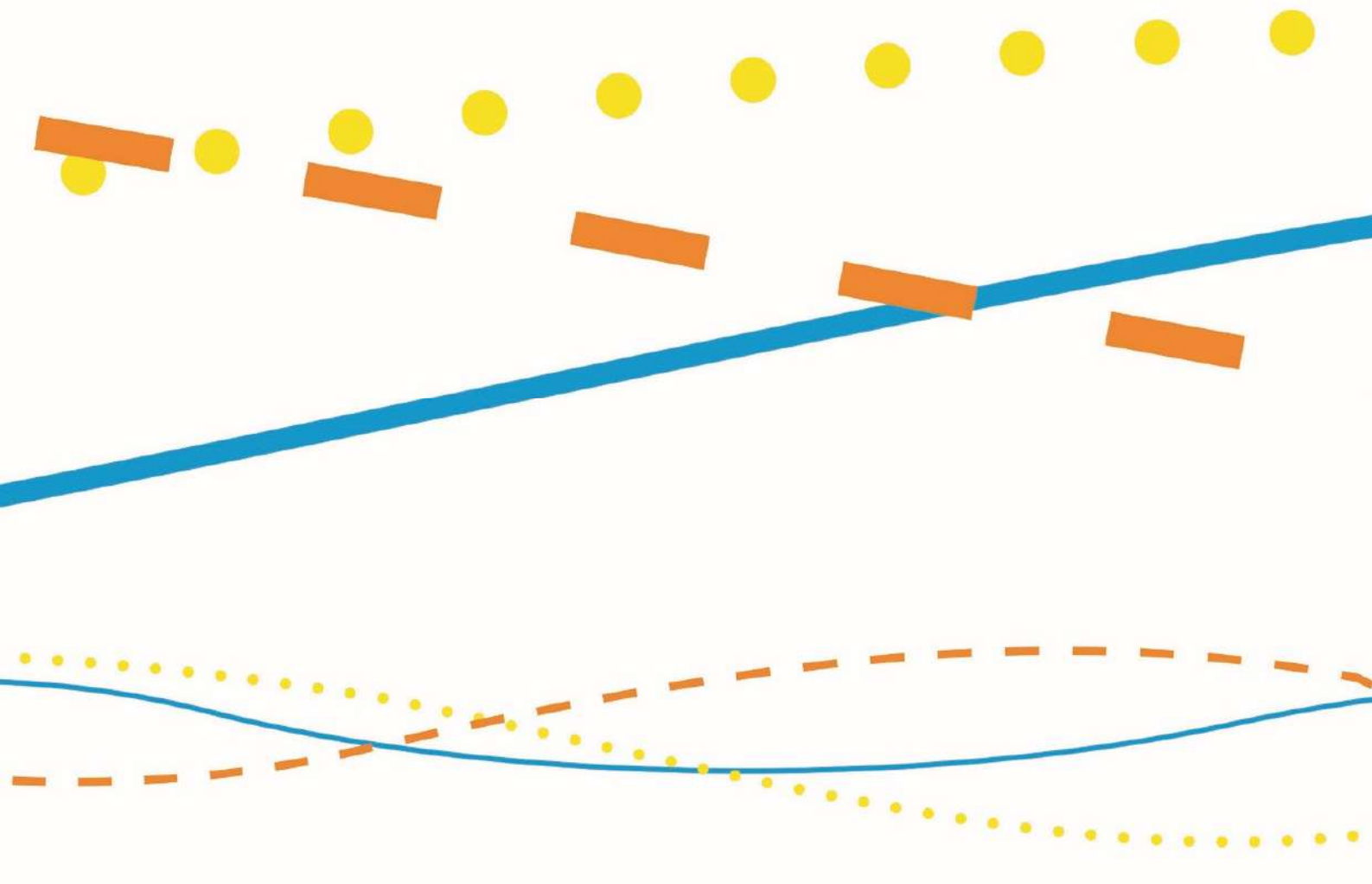


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Directors Report

Development Assessment Update

The number of new development applications received was down slightly in May compared with April, but still only slightly lower than three year rolling averages. Half of the development assessment team has been working from home, and completion of applications within statutory timeframes has remained at 100%. Recent Council decisions to extend development permit currency periods have highlighted the need to revisit Council's policy in this regard. A report will be brought to Council in June proposing that a formal policy be adopted to provide the development industry with more certainty and to streamline the process.

Building, Plumbing & Compliance Update

Building and Plumbing applications are still on the rise, seemingly with no effect from Covid-19 to the Construction industry at this stage. Building and Plumbing inspections have been steady across the whole region even with a reduction in staff levels. Compliance has been slow due to Covid-19 with minimal inspections and action being taken. The new fire station at the Proserpine Airport has been finalised by the plumbing team, and the building team has received its first building application from Hamilton Island since the island went into isolation.

Strategic Planning Update

In May Council approved the Micro-Brewery and Coffee Roasting Amendment for inclusion in the Planning Scheme Major Amendment and had a meeting with the State Planning Department regarding timing and information sharing throughout the Major Amendment process, including discussions about public consultation amid the current isolation circumstances and local newspaper closures.

The Strategic Planning Branch initiated training with front line Customer Service staff and the Economic Development team on the Planning & Investor Portal, which will go live in June pending Council adoption. A review of the Integrated Transport Strategy was undertaken, providing feedback to the Roads and Drainage team to ensure integration with existing and future strategic planning documents. The Water and Sewer connection Policy was developed with Whitsunday Water and reviewed by the Development Assessment team, to ensure consistency between departments. Strategic participated in meetings with the Climate Innovation Hub to provide support and strategic advice on future projects and reached out to our Communications and Recreation Services Branches to contribute and review the Sports Park and Sports Club Manager Survey.

Health & Local Law Update

May 15th brought about the Qld Premier's release of the roadmap to a COVID-safe recovery. Council's EHOs, LLOs and contracted authorised persons were to provide education and awareness to the public in compliance with easing of COVID restrictions. EHOs monitored dine-in food businesses, beauty therapy and nail salons; LLOs monitored gatherings of people in parks, playgrounds and skateparks; WRC staff monitored swimming pools and libraries; lifeguards and Infront Security monitored Airlie Lagoon. Weekly meetings were held and continue to be held with Qld Health and other agencies which include updates in management of COVID19 restrictions and reporting of WRC inspections and action taken. Food premise inspections and food enquiries have been a focus for EHOs and animal and property complaints for LLOs. Parking regulation and illegal camping patrols continue; however, patronage of parking areas and open public spaces has been limited. Further easing of COVID19 are predicted which will result in an increase in community activity.



Natural Resource Management, Environment & Climate Update

The NRM and Climate work unit has had another busy month. The larger work tasks have been; developing Prescribed Burn Plans with stakeholders for the Proserpine airport and Dingo Beach, conducting a round of aerial baiting and ground baiting for the Yellow Crazy Ant infestation at Shute Harbour and working on the Council Weed Washdown Strategy and Pest Surveillance Plan. Staff have also been working with the Council Waste team on landfill capping compliance. The Coastal Hazard Adaption Strategy is still moving forward with the final phase (Phase 8) progressing well.

The Climate Hub is building momentum toward the implementation of a number of projects which include:

- Proserpine heat investigation and heat reduction planning – quotes have been sought.
- Whitsunday Tourism – sustainability and decarbonisation – Project Plan developed.
- Funding financial adaption – Griffith Uni contracted.
- Reef habitat modules and restoration project – concept in development
- Whitsunday Reef Islands Initiative – Project Manager support.



Strategic Planning

The Strategic Planning Branch is responsible for developing and maintaining land use and infrastructure plans and policies, such as the Planning Scheme, as well as reviewing various planning related State planning instruments and legislation, including the Mackay, Isaac, Whitsunday Region Plan.

Operational Activities

The Strategic Planning Branch is undertaking several projects, including:

- Continuing Planning Scheme Integration and Review;
- Finalisation of the Collinsville Masterplan;
- Finalisation of the Bowen Masterplan;
- Preparation of the Greater Airlie Beach Area Masterplan;
- Peer Review of the Airlie Beach Local Plan;
- Review and amendments to the Airlie Beach Land Management Plan;
- Review of the Cannon Valley Growth Strategy;
- Preparation of the Open Space Standards (Development Manual) – Community and Stakeholder Surveys; and
- Assessment of Façade Improvement Policy Applications.

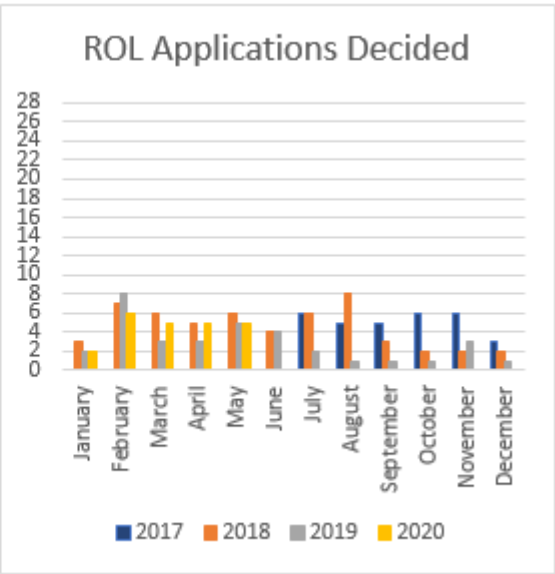
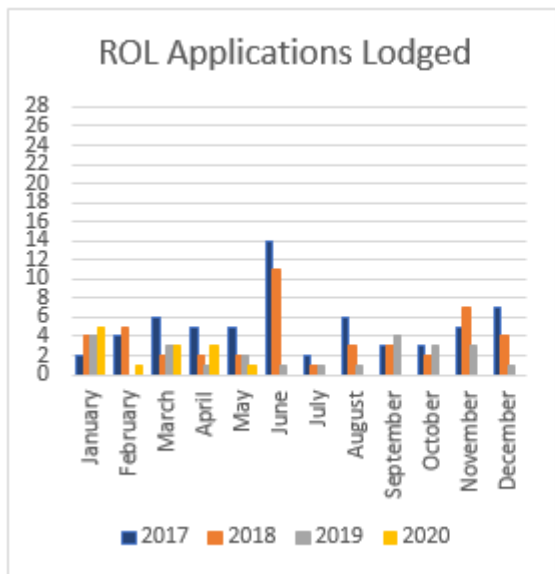
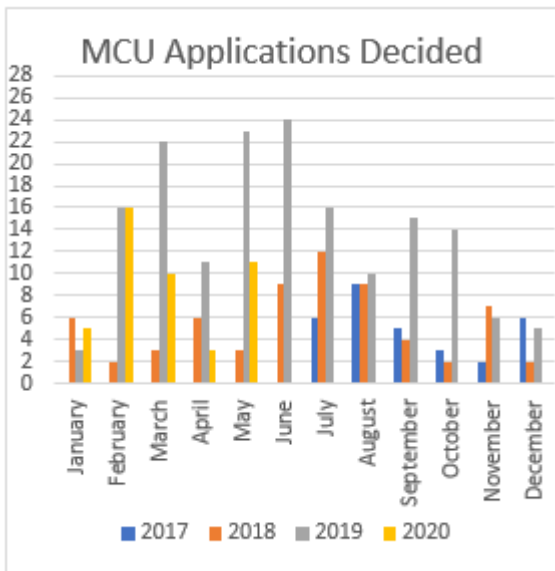
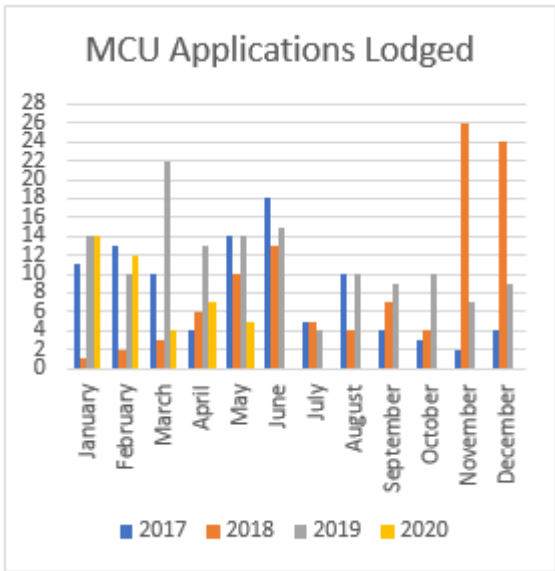


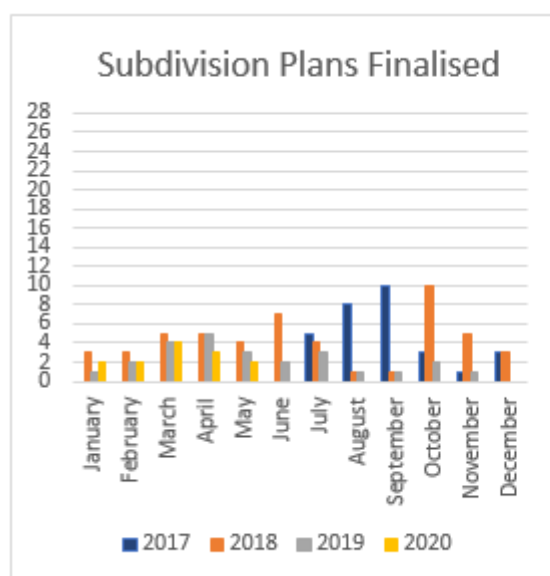
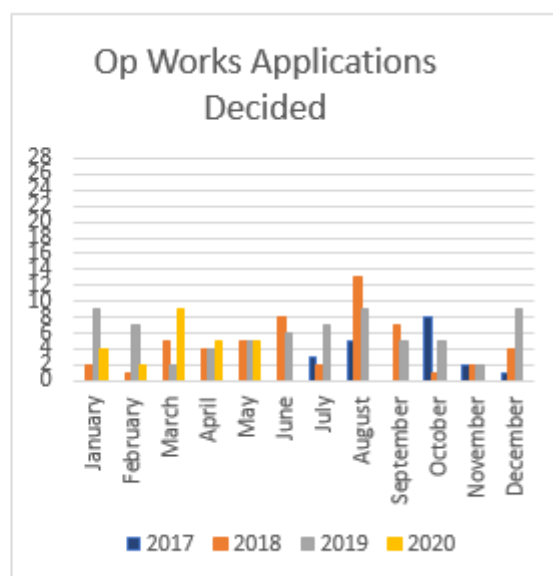
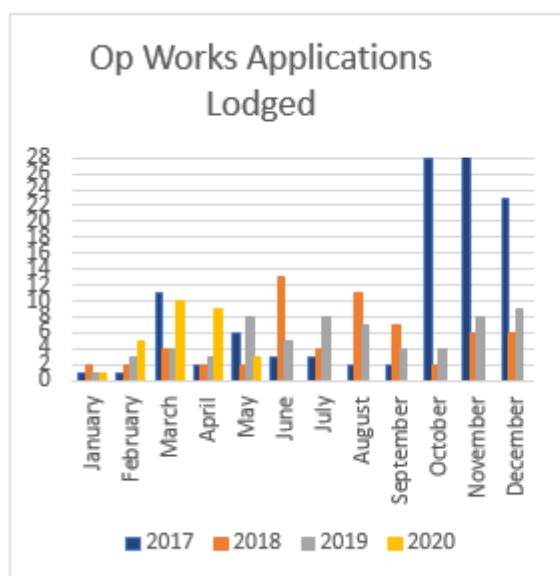
Development Assessment

The Development Assessment Unit is responsible for assessing development applications, reviewing referrals for state land, environmental impact statements and other material for coordinated projects, activities, preparing planning and development certificates and inspecting developments for compliance with development approvals and other planning requirements.

Development statistics

New MCU applications received dropped slightly from April, but still remain close to the long-term average of seven per month, excluding the Short-term accommodation spike. One subdivision application was lodged - the long-term average being three per month and Operational Works continued a three-month downward trend to three (long term average is five). Sixteen development permits were issued under delegation, and six approved by Council.





Summary of Applications decided by Council

Application	Applicant & Location	Approval Details
20080306	Unox Pty Ltd Armada Crescent, Jubilee Pocket 164 & 165 SP285380	Extension of Currency Period – Decision Notice Development Permit for Reconfiguration of a Lot - 1 Lot into 115 Lots – Stages 5 to 6
20090531	Twinlight Bare Holding Pty Ltd as TTE 14-16 Raintree Place, Airlie Beach 77 SP152078	Extension of Currency Period – Decision Notice Development Permit for Material Change of Use (33 Self Contained Holiday Unit Complex)
DA10115	Shield Constructions Pty Ltd 13 Lime Tree Court, Bowen 7 SP201435	Extension of Currency Period – Decision Notice Development Permit for Material Change of Use (Dual Occupancy)
20130972	Morris Corporation (Aust) Pty Ltd 8296 Bowen Developmental Rd, Collinsville – 2 MPH30801	Extension of Currency Period – Decision Notice Development Permit for Material Change of Use (102 Additional Accommodation Units)
20191362	IOR Petroleum Pty Ltd Jurgens Place, Bowen 13 SP232114	Decision Notice for Development Permit for Material Change of Use (Service Station)
20200035	CL Murphy 119 Botanica Drive, Woodwark 17 SP153781	Decision Notice for Development Permit for Material Change of Use (Short Term Accommodation)

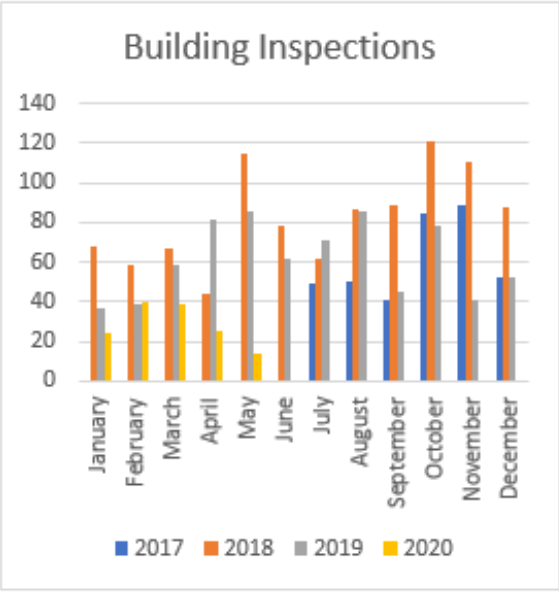
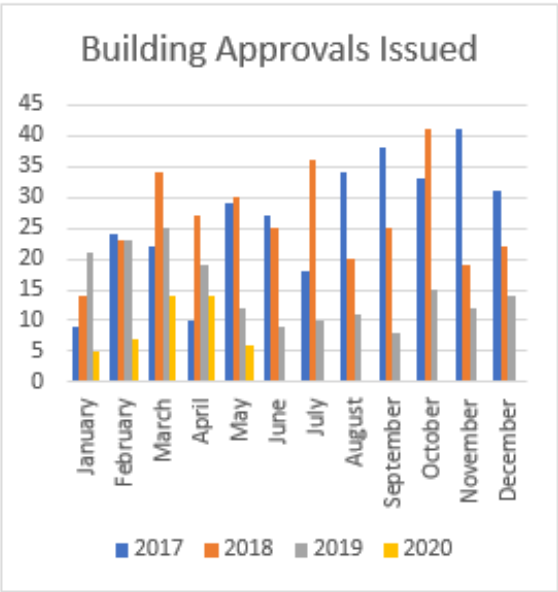
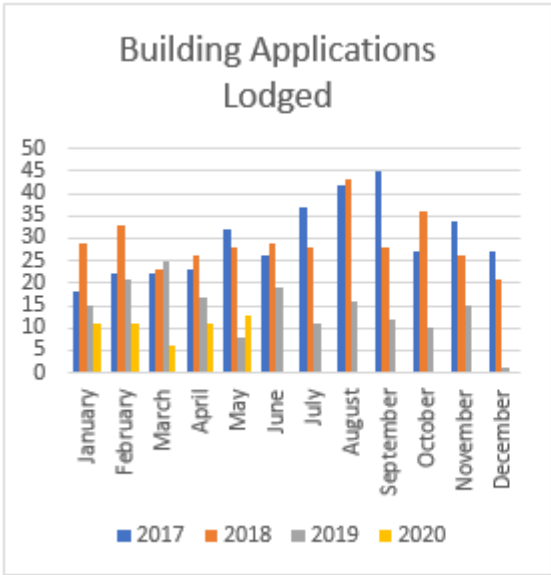
Summary of Applications approved under Delegated Authority

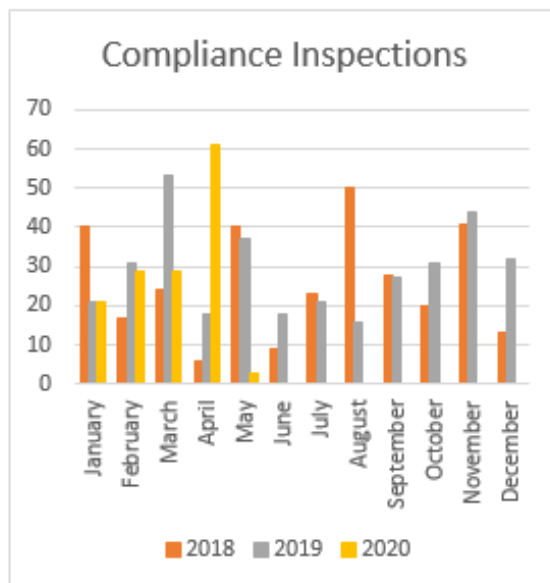
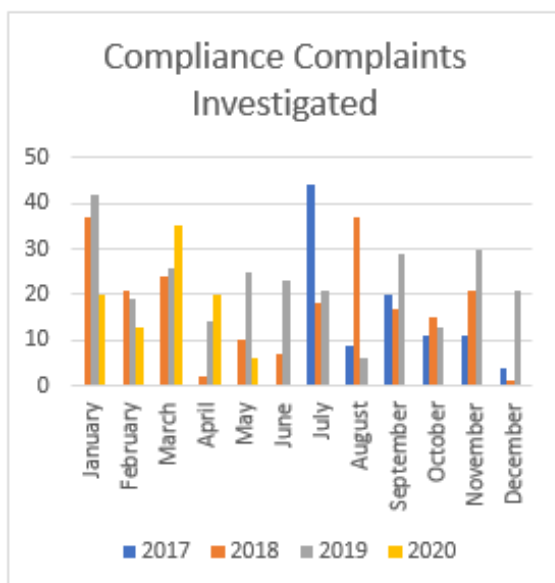
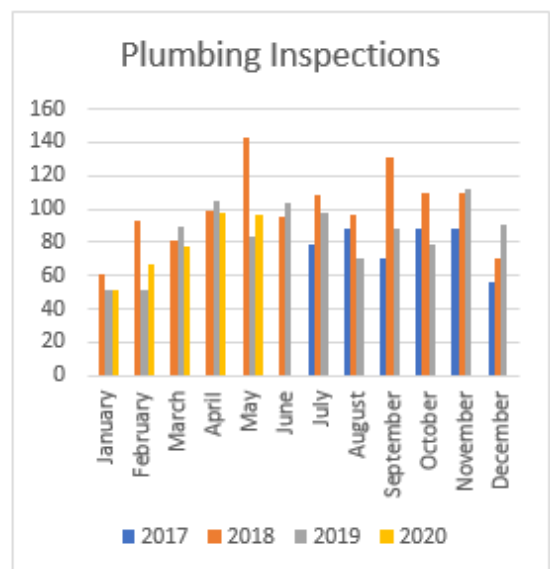
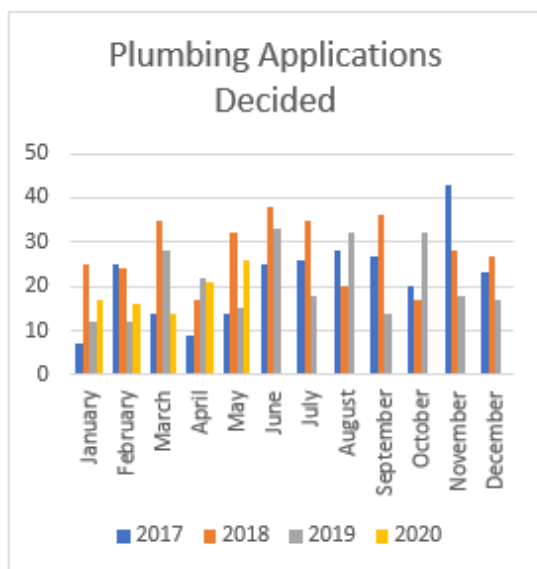
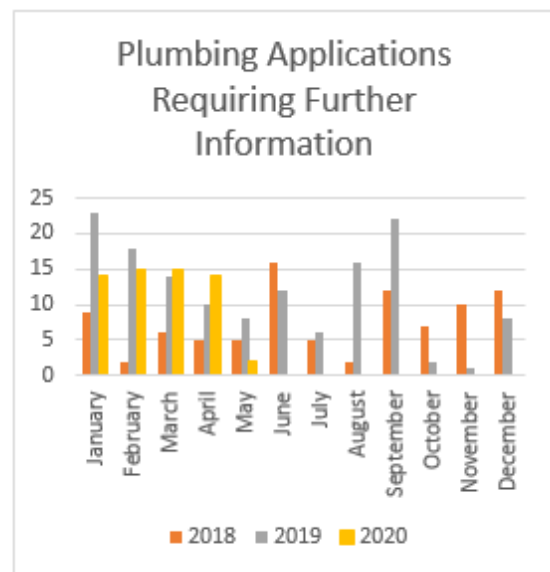
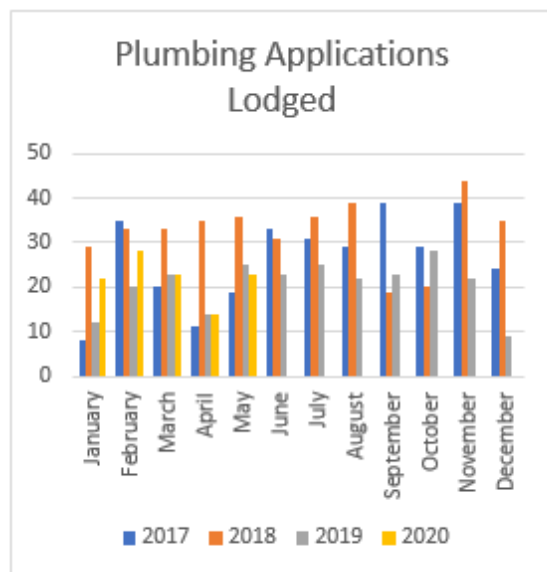
Application	Applicant & Location	Approval Details
20050622	Sanctuary Living Investments Pty Ltd Shute Harbour Road, Cannon Valley 10-13 SP261043	Decision Notice for Minor Change of Development Permit for Preliminary Approval for Material Change of Use
20180001	WGF Holdings Pty Ltd as TTE 62 Jubilee Pocket Road, Jubilee Pocket 37 RP734159	Extension of Currency Period of Development Permit for Operational Works
20181304	Ardent Architects 1 Waite Street, Proserpine 24 & 25 RP724874	Decision Notice for Minor Change of Development Permit for Material Change of Use (Low Impact Industry & Showroom)
20191188	David Edge Marine Contracting Pty Ltd 2549 Shute Harbour Rd, Jubilee Pocket 13 RP891517	Decision Notice for Reconfiguration of a Lot (Boundary Realignment)
20191280	CJHA Pty Ltd as TTE 6 Pandanus Drive, Cannonvale 104 SP208361	Decision Notice for Development Application for Reconfiguration of a Lot 1 Lot into 2 Lots and Material Change of Use (Tourist Park & Food Outlet)

20191306	Westrock Pty Ltd Mt Nutt Road, Queens Beach 57 & 58 SP241801	Decision Notice for Development Permit for Reconfiguration of a Lot (Boundary Realignment)
20191370	TR Baker 4 Marina View Court, Airlie Beach 69 SP289273	Decision Notice for Development Permit for Material Change of Use (Dwelling House)
20200048	T Hickmott 27 Don Street, Bowen 9 RP745384	Decision Notice for Development Permit for Material Change of Use (Medium Impact Industry)
20200058	The Trust Company (Ptl) Limited Hayman Island, Whitsundays 1 SP253593	Decision Notice for Development Permit for Material Change of Use (Resort Pavilions)
20200149	Blue Jeep Investments Pty Ltd Rifle Range Road, Preston 86 HR823	Decision Notice for Development Permit for Reconfiguration of a Lot (Boundary Realignment)
20200190	CJ Gillen 9 Faust Street, Proserpine 5 RP710342	Decision Notice for Development Permit for Material Change of Use (Siting Variation Carport)
20200349	DTP Investments Pty Ltd 12 Horsford Place, Proserpine 12 SP211549	Decision Notice for Development Permit for Operational Works
20200381	CB Gascoyne 13 South Molle Blvd, Cannonvale 13 RP837382	Decision Notice for Development Permit for Operational Works
20200397	Whitsunday Regional Council Horseshoe Bay, Bowen 205 SP194014	Decision Notice for Development Permit for Operational Works
20200446	KA Savin 4-6 Peak Drive, Jubilee Pocket 102 SP18221	Decision Notice for Development Permit for Operational Works
20200469	JM Walters 16 Daydream Court, Cannonvale 71 RP892811	Decision Notice for Development Permit for Material Change of Use (Siting Variation Garage)

Building & Plumbing Assessment

The Building & Plumbing Assessment branch is responsible for assessing/reviewing building and plumbing applications, developing and maintaining various building and plumbing related policies and registers.





Health & Local Laws

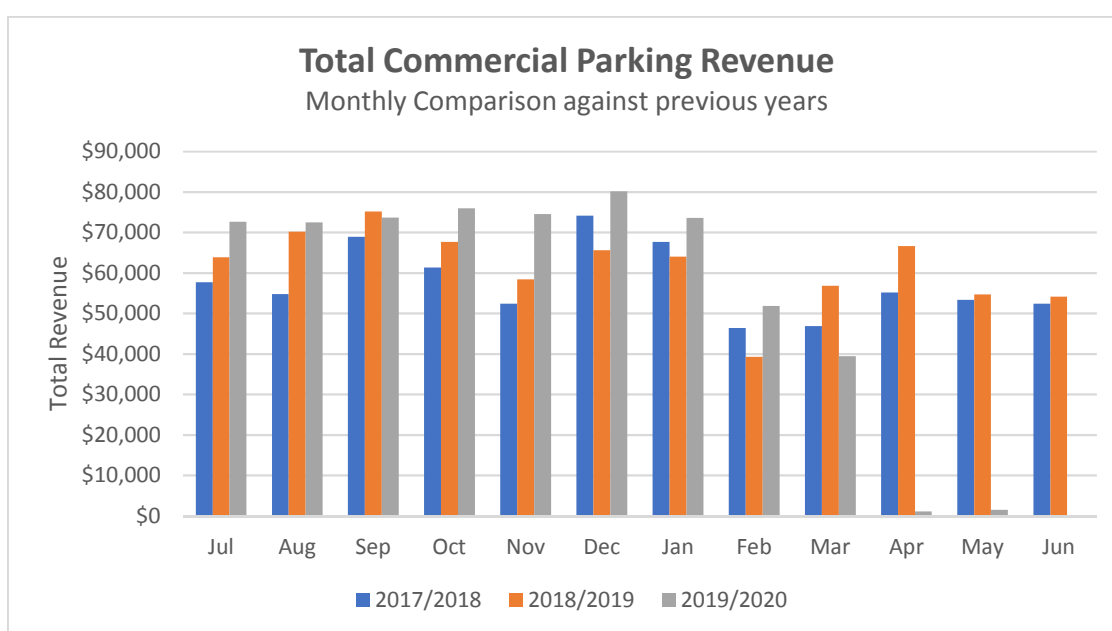
The Health, Environment & Local Laws Branch is responsible for assessing food and local law applications, developing and maintaining various related policies and registers, including the Local Laws, reviewing referrals for liquor licences, and regulating various activities with compliance action and approvals. The Branch is also responsible for maintaining the animal impoundment facility, on/off-street car parking compliance and commercial parking operations.

Environmental Health & Local Law – Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Environmental Health - Plan Approval applications received	60	7	2	2	⬇️
Environmental Health - Applications received	62	1	3	6	⬆️
Food Safety Programs received	5	0	0	2	⬆️
Liquor Licence Referrals received	41	6	4	3	⬇️
Food Business – Inspections	268	42	6	33	⬆️
Food Business – Re-inspections	60	7	1	1	⬇️
Food Safety Programs Audit Reports reviewed	19	0	2	4	⬆️
Personal Appearance Services – Inspections	7	0	0	0	⬇️
ERA – Inspections	1	0	0	0	⬇️
Accommodation – Inspections	32	1	0	2	⬆️
Accommodation – Re-inspections	1	0	0	0	⬇️
Erosion Sediment Control – Inspections	103	0	0	0	⬇️
Complaints Received – Asbestos	12	0	0	0	⬇️
Complaints Received – Litter & Dumping	8	1	0	0	⬇️
Complaints Received – Public Health	117	9	1	11	⬆️
Local Law					
Local Law Applications received	71	3	2	1	⬇️
Complaints Received – Animal Management	1260	96	99	106	⬆️
Complaints received – Other Local Law	1325	181	134	96	⬇️
Compliance Notices Issued	612	219	91	56	⬇️
Renewal/Reminder/Final Notices	1009	245	143	72	⬇️
Infringement Responses	532	58	49	57	⬆️
Dog Registrations	4643	28	56	38	⬇️
Cat Registrations	561	5	10	6	⬇️
Parking Infringements – Issued	1872	265	72	54	⬇️
Parking Infringements – Waived	491	124	35	15	⬇️
Other Infringements – Issued	337	25	29	39	⬆️
Other Infringements – Waived	53	0	3	1	⬇️
Infringement Reminder Notices Sent	903	164	111	39	⬇️

Commercial Parking – Operations

Car parks	YTD	Mar	April	May	Monthly Trend
Heart of the Reef Transit Facility					
Occupancy (no.)	25	0	0	0	⋮
Revenue (\$)	\$1,176.00	0	0	0	⋮
Port of Airlie					
Average Spend (\$)	\$8.43	8.32	6.89	8.65	↑
Tariff (most selected)	24hr	24hr (\$10)	24hr (\$10)	24hr (\$10)	⋮
No. of tickets purchased	27,361	2,159	19	52	↑
Revenue (\$)	\$234,961.20	17,963.80	131.00	450.00	↑
Airlie Lagoon Precinct					
Average Spend (\$)	\$4.08	4.03	-	-	⋮
Tariff (most selected)	0-2hr	0-2hr (\$3)	-	-	⋮
No. of tickets purchased	54,514	2,999	-	-	⋮
Revenue (\$)	\$222,849.60	12,073.80	-	-	⋮
Abell Point Marina					
Average Spend (\$)	\$8.66	9.10	8.75	7.28	↓
Tariff (most selected)	0-2hr	0-2hr (\$3)	24hr (\$10)	0-2hr (\$3)	↑
No. of tickets purchased	18,081	1,035	111	147	↑
Revenue (\$)	\$159,042.00	9,415.10	\$971.00	\$1,070.00	↑
Parking Machines					
Parking machine availability (%)	82.5%	58.3%	91.7%	58.3%	↓



Natural Resource Management & Climate

The Natural Resource Management branch is responsible for developing and implementing various environmental and community health and safety programs such as pest, weed and water quality programs as well as maintaining stock routes and implementing the Biosecurity Plan.

Climate Hub

The Climate Hub is building momentum toward the implementation of a number of projects which includes:

- Proserpine heat investigation and heat reduction planning – quotes have been sought.
- Whitsunday Tourism – sustainability and decarbonisation – Project Plan developed.
- Funding financial adaption – Griffith Uni contracted.
- Reef habitat modules and restoration project – concept in development
- Whitsunday Reef Islands Initiative – Project Manager support.

Service	YTD	Mar	Apr	May	Monthly Trend
Media Releases	5	0	0	0	↔
Facebook Post Reach	1822	0	70	0	↓
Facebook Followers	340	4	107	117	↑
Website unique visitors	180	0	26	0	↓



NRM Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Complaints Received – Pest & Weed	165	13	29	19	↓
Complaints Received – Environmental	41	1	3	1	↑
Property Pest Management Plan (PPMP) Implemented/Reviewed	37	4	13	8	↑
Notices Issued – Biosecurity	0	0	0	0	⋮
Notices Issued – Penalty Infringement	0	0	0	0	⋮
Landholder Access – Herbicide Rebate	62	12	12	9	↑
Landholder Access – Mechanical Rebate	4	1	0	0	↓
Letters/emails to Landholders – Weeds	383	38	84	81	↑
Property Visits/ Inspections – Weeds	337	20	38	53	↑
Property Visits – Feral Animals	97	11	1	10	↓
Feral Animals – Traps Set	20	4	0	6	↓
Feral Animals – Trapped	16	0	0	5	⋮
Aerial Shooting – Flights	27	0	0	0	⋮
Aerial Shooting – Feral Animals shot	3282	0	0	0	⋮
Properties baited	49	0	0	22	⋮
Baits laid (kg)	7200	0	0	2000	⋮
Length of Road Reserve Sprayed (km)	1098	0.0	199.9	54.39	↑
No. of Council Lots Sprayed/inspected	116	7	5	0	↓
Mixed Chemicals Used (L)	16200	3,630	2,400	1200	↓
Pest Workshops	6	0	0	0	⋮
Field days run/involved	0	0	0	0	⋮
Landholder contracts	9	1	0	0	↓
Project Reports – not to Council	48	2	10	0	↑
Briefing Reports	10	0	1	4	↑
Bushfire Hazard Reduction Burns	3	0	0	0	⋮

Projects

Project	Status	% Complete	Budget	Time
Bushfire Management Program	In progress	50%	✓	✓
Reef Guardian Council Action Plan	In progress	10%	✓	✓

13. Community Services

13.1 RADF - 2019/20 FUNDING ROUND 4 - FEBRUARY - MAY 2020

AUTHOR: Jacqueline Neave – Arts & Community Programs Officer

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council:

- a) receive the minutes from the Regional Arts Development Fund (RADF) Local Committee meeting held on 19 May 2020; and
- b) approve the following RADF grants (subject to conditions) for Round 4 from budget code GL: 3640.6405.63151, as recommended to Council by the RADF Local Committee:
 - Martin Jegou - \$4,935
 - Kitchen & Kin - \$5,000
 - Jessa Lloyd - \$7,590

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

The Regional Arts Development Fund (RADF) is a partnership between Council and the Queensland Government through Arts Queensland which invest in quality arts and cultural experiences by providing four rounds of grant opportunities in a funding period.

PURPOSE

To receive the RADF meeting minutes held on 19 May 2020 and approve the grant funding recommended by the RADF Local Committee.

BACKGROUND

RADF invests in quality arts and cultural experiences across Queensland based on locally determined priorities.

Local Arts and Cultural workers submit applications to Council for funding grants. Applications are assessed by an elected committee against criteria based on program guidelines and priorities identified in each Council's Arts and Cultural Policy.

All projects and activities receiving RADF funding are required to report on their contribution towards RADF 2019/2020 Key Performance Outcomes (KPOs) included in the RADF guidelines.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

LSP_C&ENV_04 - Arts & Culture Policy

ANALYSIS

The 2019/20 Funding Round 4 closed on Friday, 8 May 2020 for projects commencing after Monday, 15 June 2020.

Martin Jegou: Gwada Murals – Rainforest Scenery Mural Artwork (Part 2)

Requested \$4,935.00 – Recommended \$4,935.00

Continue embellishing Waterson Way fence line by painting flora and fauna.

The RADF Committee's recommendation is to fund the application. Commentary from the committee notes that it is a great mural project with the first mural artwork done in Airlie Beach receiving positive reviews online and locally. Both Council and DTMR approved the mural for this next project.

Kitchen & Kin: Recipe Stories from Australian South Sea Islanders (ASSI) Whitsunday

Requested \$5,000.00 – Recommended \$5,000.00

Food recipes passed from one generation the next carry not only instruction for the compilation of meals but shared knowledges and histories of people, places and times that we (may or may not) fondly remember. In this way, recipes provide significant historical and cultural connections to past, present and future kinfolk. In societies that privilege the written word, it is critical we re-imagine recipes and the stories that emerge from them. 'Kitchen & Kin' re-tells these stories from members of the ASSI community in Bowen to expose the high cultural values infused in the everyday practise of cooking.

The RADF Committee's recommendation is to fund the application. Commentary from the committee notes that they like the project; it sounds interesting, but a little disorganised. The committee would like to suggest that this project be the basis of a book from the South Sea Islander Food Recipes workshop activity, with the pictures, stories and recipes.

Jessa Lloyd: (Re)Action: States of Change Project

Requested \$9,220.00 – Recommended \$7,590.00

A cross regional collaboration using traditional and new media to interrogate the potential for art and science to merge from the perspective of each artist and their unique response to place. A significant public transmedia exhibition incorporating sculpture, paint, print, photography, virtual reality and digital projections, the exhibition will showcase the artists response to the reef, marine and coastal environments they share. The exhibition, community workshops and floor talks will be open to the community, educators, students and visitors inviting them to connect to place through visual arts immersion. The artists aim to generate a sense of reverence, awe, belonging and wonder of the reef and articulate important environmental considerations in doing so.

The RADF Committee's recommendation is to fund the artist fee of \$5,500 and Materials \$2,090 only. Commentary from the committee notes that the requested amount was a bit excessive for two workshops and an exhibition and considered it an ambitious project which will take considerable skill and experience to coordinate.

Council has the following options:

Option 1 – That Council receive the minutes and approve payment of the RADF Round 4 for the 2019/2020 funding period.

Option 2 – That Council decline the grants.

STRATEGIC IMPACTS

Corporate Plan – *Outcome 2.2* – Our region is inclusive and motivated by a range of social, cultural and recreation opportunities - Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events and programs.

Operational Plan – KPI - Community & RADF Grant Applications are decided within corporate timeframes.

Financial Implications – The funding for the support will be taken from budget code GL: 3640.6405.63151. Outcome reports for all funded Projects/Activities must be submitted by applicants according to the agreed terms of Arts Queensland's Funding Agreement. YTD Budget: \$38,730.00.

Risk Management Implications – The assistance that RADF provides will ensure Council is portrayed in a positive manner by way of supporting the local community in their pursuit of developing skills, engaging in projects and activities that contribute to the value of arts and culture.

CONSULTATION

Julie Wright – Director Community Services
Rod Cousins – Manager Community Development & Libraries
Regional Arts Development Fund Advisory Committee

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council receive the RADF minutes from the meeting of 19 May 2020 and approve the grant application as proposed by the RADF Local Committee, from budget code GL: 3640.6405.63151.

ATTACHMENTS

Attachment 1 – Regional Arts Development Fund (RADF) Meeting Minutes: 19 May 2020

Attachment 1 – Regional Arts Development Fund (RADF) Meeting Minutes: 19 May 2020

WHITSUNDAY REGIONAL ARTS DEVELOPMENT FUND (RADF) ADVISORY COMMITTEE

Minutes of Meeting – Round 4 – Tuesday 19 May 2020 –
comments received via email due to COVID Restrictions



Chair:	Cr Jan Clifford
Present:	Elizabeth Long, Marg Tawse, Ruth Morton, Julie Wright - Director Community Services and Liaison Officer Jacqui Neave
Apologies:	

Meeting commenced:

1	Minutes of previous meeting
	✚ Accepted
2	Business arising from minutes
	✚ Proserpine Bronze Sculpture – Quotes <i>To be discussed in General Business at next meeting - August</i>
3	Correspondence and news
	✚ Arts Qld RADF application submitted by new extended date 30 April 2020, results from Arts Qld will be received in July 2020. ✚
4	Promotion and advertising
	✚ Ongoing – RADF strategies, promotions, activities and resources
5	Presentations
	No presentations held
6	Applications
	✚ Martin Jegou: Gwada Murals Requested \$4,935.00 - Recommended \$4,935.00 The RADF Committee's recommendation is to fund the application. Commentary from the committee notes that it is a great mural project with the first mural artwork done in Airlie Beach receiving positive reviews online and locally. Both Council and DTMR approved the mural for this next project. The committee also noted that it looks like a continuing activity and hopes that Martin doesn't see RADF as an ongoing source of funding to do the entire fence project. ✚ Kitchen & Kin: Recipe Stories from Australian South Sea Islanders Whitsunday Requested \$5,000.00 – Recommended \$5,000.00 The RADF Committee's recommendation is to fund the application. Commentary from the committee notes that they like the project; it sounds interesting, but a little disorganised. The committee would like to suggest that this project be the basis of a book from the South Sea Islander Food Recipes workshop activity and exhibition, with the pictures, stories and recipes. ✚ Jessa Lloyd: (Re) Action: States of Change Requested \$9,220.00 – Recommended \$7,590.00 The RADF Committee's recommendation is to fund the artist fee of \$5,500 and Materials \$2,090 only. Commentary from the committee notes that the requested amount was a bit excessive for two workshops and an exhibition and considered it an ambitious project which will take considerable skill and experience to coordinate.

7	General business
	✦ Proserpine Bronze Sculpture – Cane Cutter Man – quotes – postponed due to COVID-19 outbreak and closure of businesses – will source quotes once restrictions ease. ✦ Included in the RADF Council application to Arts Qld the RADF budget is currently \$38,730.00. \$10,000.00 has been committed out of the budget to the Showcases for 2020/21 – leaving \$28,730 left as surplus. ✦ Revised RADF application will be due in August for the final RADF Agreement sent out in September for the 2020-2021 financial year.

Meeting Closed:

Next meeting: August

Location: TBA

7	Actions for next meeting		
1	Bronze Sculpture	Quotes to be supplied	
2			

13. Community Services

13.2 COMMUNITY SERVICES - MONTHLY REPORT - MAY 2020

AUTHOR: Julie Wright – Director Community Services

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council receive the Community Services Monthly Report for May 2020.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

To provide an overview of the Community Services Directorate for the month of May 2020.

PURPOSE

The purpose of the report is to set out an account of statistics pertaining to the functions of each branch within Community Services.

BACKGROUND

The Community Services Directorate has a departmental vision of a prosperous, liveable and sustainable Whitsundays. The directorate's purpose is to lead the delivery of economic, social and recreational outcomes for the Whitsundays through services in partnership with stakeholders.

The directorate's vision is delivered by bringing together the functions of Community Development and Library Services, Customer Service, Recreation Services, Council's Caravan Parks, the Bowen Work Camp, Cultural Heritage and Collinsville Independent Living Facility.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

This report provides an overview of Whitsunday Regional Council's Community Services Directorate for the 2019/2020 financial year with particular focus on the month of May 2020.

Option 1 – Receive the Community Services Monthly Report.

Option 2 – Decline the Community Services Monthly Report.

STRATEGIC IMPACTS

Corporate Plan – *Outcome 1.1* – Our leadership engages with the community and provides open, accountable and transparent local government.

Strategy 1.1.1 – Provide sound, competent leadership as to maximise the organisation's operational performance, productivity and efficiency.

Operational Plan – N/A

Financial Implications – N/A

Risk Management Implications – Regular reporting on the Directorate's progress and achievements ensures accountability and fosters a positive culture.

CONSULTATION

Rod Cousins – Manager Community Development & Libraries

Lauretta Rogers – Manager Recreation Services

Shane Douglas – Manager Customer Service

Lorna Simpson – Facilitator Cultural Heritage & Independent Living Facility

Monique Stevens – Administration Coordinator Community Services

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council receive the Community Services Monthly Report for May 2020.

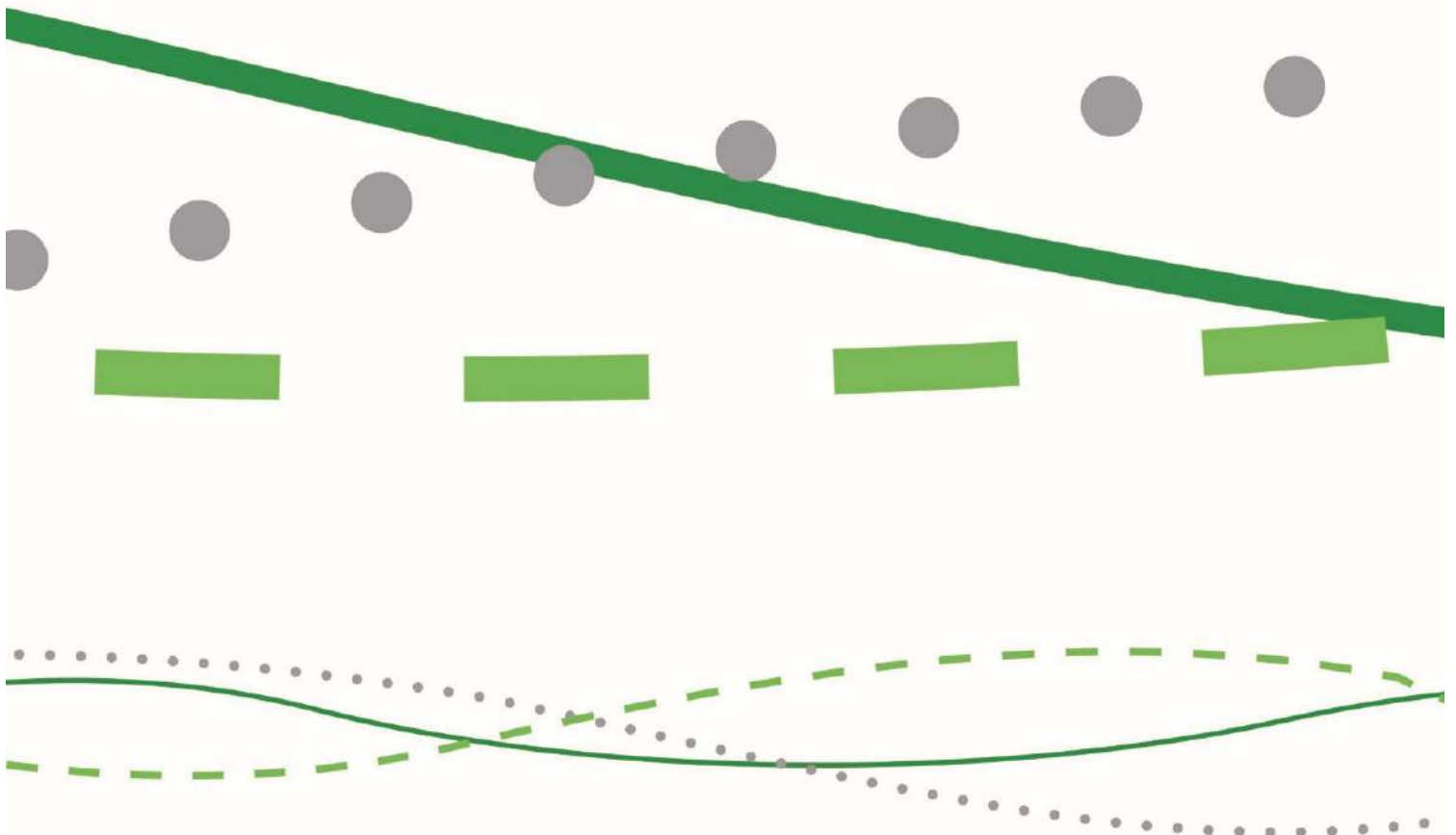
ATTACHMENTS

Attachment 1 – Community Services Monthly Report - May 2020

Community Services

Community Development & Libraries
Recreation Services
Customer Service
Cultural Heritage
Collinsville Independent Living Facility

Monthly Report | May 2020



Director's Report

May 2020 continued to be another month of diversity for the Community Team, however the team members operated efficiently and effectively to ensure the delivery of each of the Directorate responsibilities.

May 16th saw the easing of COVID-19 restrictions and therefore the opening of the region's aquatic facilities with the exception of the Collinsville Swimming Pool (closed for the winter season) and the Bowen water park (closed for urgent slide repairs).

Following the submission of an application Council received an approval from the Queensland Government for an exemption to the 10 person gathering rule at the Airlie Beach Lagoon. Council's approved COVID SAFE Plan allowed for a maximum of 50 people in the lagoon and 50 people in the parkland at any given time. This included parents/carers that were supervising their children in the water.

Aquatic Facility User statistics from the reopening date to 31 May 2020 are listed below:

- Airlie Beach Lagoon – 2,818
- Bowen Pool – 304
- Proserpine Pool – 298

Council's four Libraries re-opened on Monday, 18 May 2020 with a maximum of 10 customers at any one time. The services made available were:

- 30 minutes limit for public access computers
- Quick returns & borrowing of resources
- Printing & Photocopying
- Wi-Fi (outside only)

Attendances to each of the Libraries is gradually increasing with the May statistics as follows:

- Cannonvale – 1,044
- Proserpine – 469
- Bowen – 655
- Collinsville – 43

The Bowen & Proserpine Library Staff participated in Hit FM's virtual Flashmob on Friday, 22 May 2020 to celebrate the reopening of the Libraries during that week.

A virtual National Simultaneous Storytime was filmed with Mr Mayor and Library Staff. This video was then played on Council's Facebook page at 11:00am on 27 May, in line with all public libraries across the country.

Virtual National Simultaneous Storytime 27 May 2020:

Statistic	Total
Reach	3,329
Views	1,052
Reactions	43
Shares	7
Comments	7



Photo 1: New eKiosk - Proserpine Library

Both Caravan Parks show a decrease in the occupancy rates in comparison to May 2019.

- Proserpine Tourist Park down by 7.89% to 22.41% occupancy
- Wangaratta Caravan Park down by 16.12% to 15.38% occupancy

Customer Service saw 839 visitors through the service centres, a decrease of 18.2% from April 2020.

Telephone calls received decreased by 11.6% from the previous month to 3,145 calls with 73.02% resolved at the first point of contact. The After Hours Call Centre fielded 125 calls for the month a decrease of 42% from the previous month.

Customer Requests submitted for May totalled 867 with 96.8% completed, a decrease of 130 CRM's from the previous month.

A Jangga Indigenous Land Use Agreement (ILUA) Consultative Committee meeting was held in Mt Coolon on Thursday, 28 May 2020 with representatives attending from both Whitsunday and Isaac Regional Council's along with Jangga People Representatives.

The meeting discussed a number of issues pertaining to the obligations of the ILUA including alleged breaches of the Biosecurity Act 2014.

An invitation was extended by the Jangga People Representatives to Council's Elected Members and Executive Team to attend Cultural Heritage Induction Training to assist in developing a greater awareness of the significance of Native Title and Cultural Heritage.

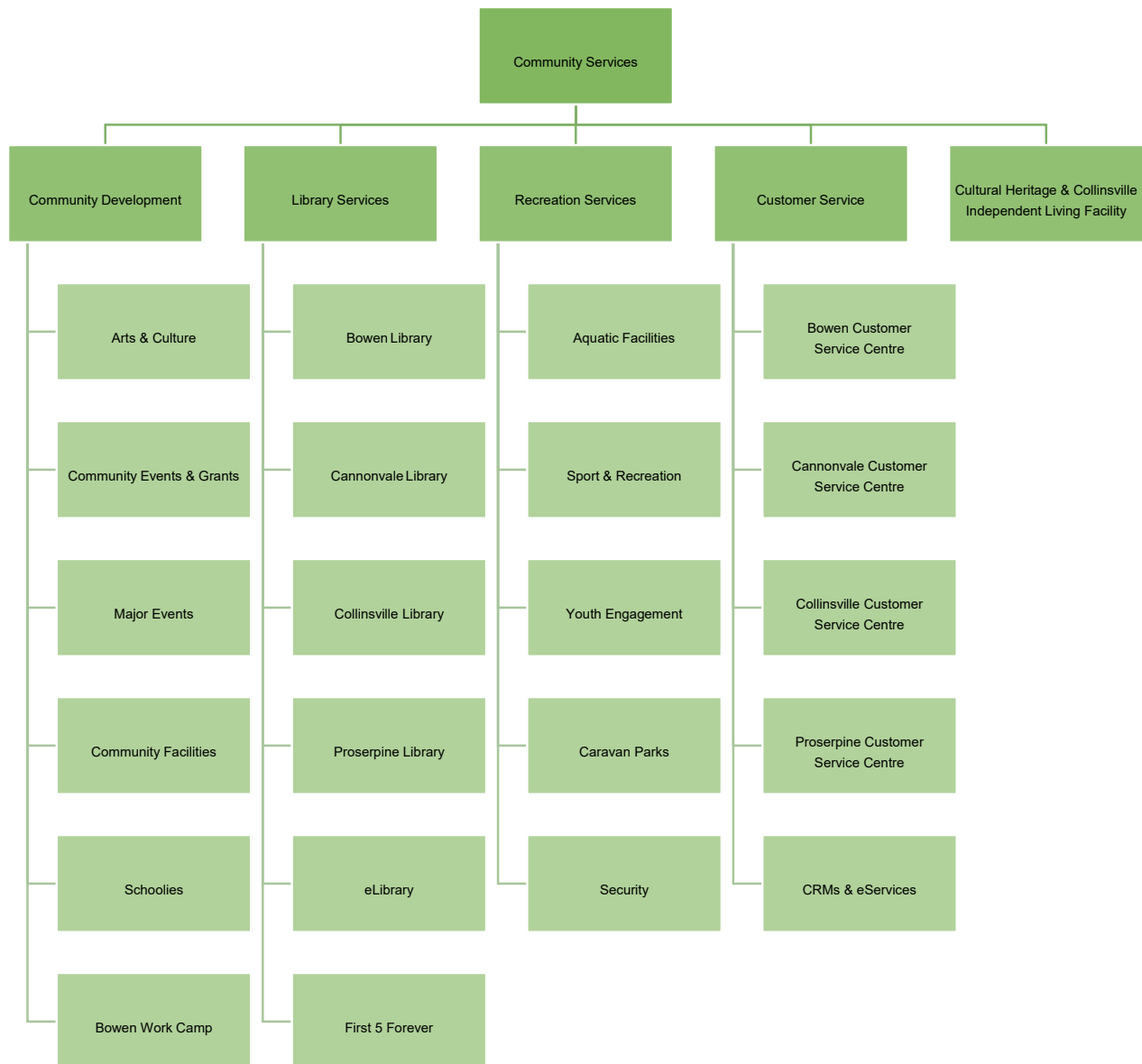
Julie Wright
Director Community Services

General

The Community Services Directorate has a departmental vision of a prosperous, liveable and sustainable Whitsundays.

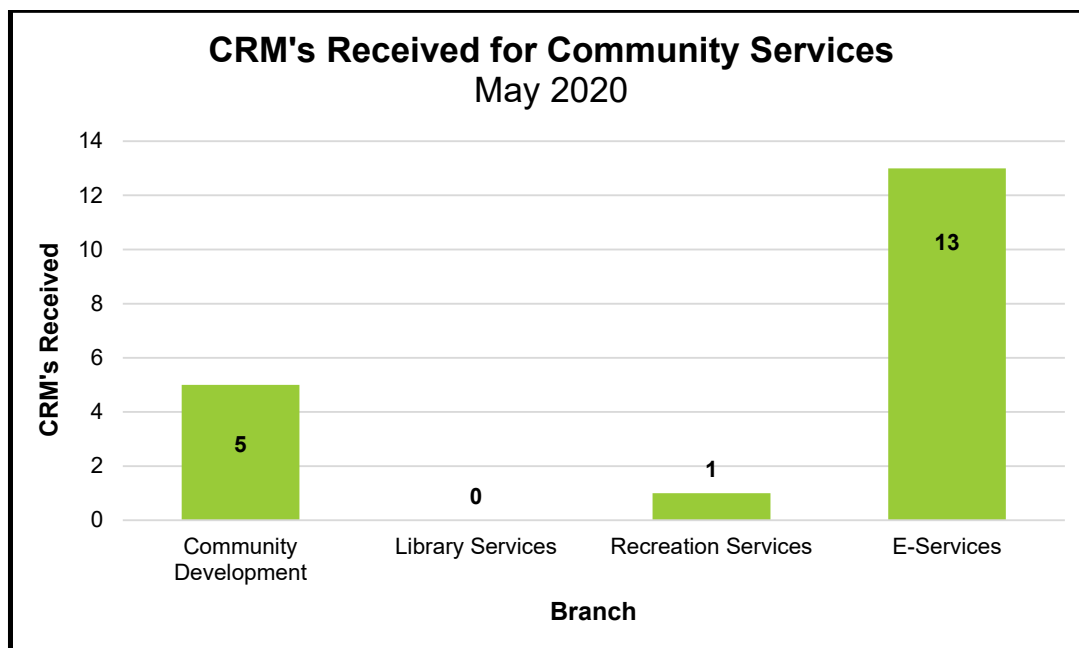
The directorate's purpose is to lead the delivery of economic, social and recreational outcomes for the Whitsundays through services in partnership with stakeholders.

The directorate's vision is delivered by bringing together the functions of Community Development and Library Services, Customer Service, Recreation Services, Council's Caravan Parks, the Bowen Work Camp, Cultural Heritage and Collinsville Independent Living Facility.



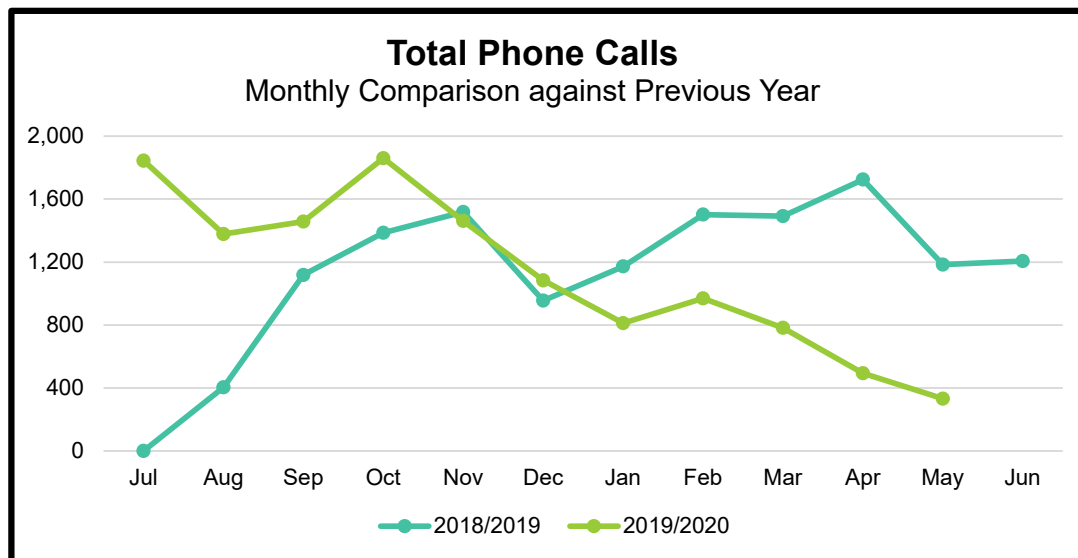
Customer Request Management (CRM)

Service	YTD	Mar	Apr	May	Monthly Trend
Community Development					
CRM Received	82	5	5	5	–
CRM Completed	66	4	5	4	↓
Library Services					
CRM Received	5	1	0	0	–
CRM Completed	4	1	0	0	–
Recreation Services					
CRM Received	5	1	1	1	–
CRM Completed	5	1	1	1	–
E-Services					
CRM Received	171	32	19	13	↓
CRM Completed	165	31	19	13	↓
Total CRMs for Community					
CRM Received	2,242	39	25	19	↓
CRM Completed	1,825	37	25	18	↓



Administration Officers

Service	YTD	Mar	Apr	May	Monthly Trend
Correspondence Generated	7,353	130	192	92	↓
ECM Task List	4,584	121	107	107	–
Civica Registers	9,422	256	268	94	↓
Data Input	7,721	141	204	167	↓
CRMs Generated	659	19	28	13	↓
CRMs Closed	693	4	15	6	↓
Phone Calls - Internal	8,172	522	313	231	↓
Phone Calls - External	4,301	260	181	101	↓
Phone Calls - Total	12,473	782	494	332	↓
ECM Registering	7,819	394	442	283	↓
Purchase Orders	592	28	25	24	↓
Receipt Invoices	625	35	51	33	↓
Reports	474	54	47	38	↓



Community Development

The Community Development branch is responsible for assessing and acquitting community grants, developing and maintaining various community development related policies and registers, developing and implementing various community programs such as cultural and recreational programs as well as maintaining various community facilities.

Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Grant Applications					
Facility Management - Approved	3	0	0	1	↑
Facility Management - Approved (\$)	60,000	0	0	20,000	↑
Junior Elite Athlete - Approved	19	0	0	0	–
Junior Elite Athlete - Approved (\$)	7,700	0	0	0	–
RADF - Received	11	0	0	3	
RADF - Approved	6	0	0	0	–
RADF - Approved (\$)	19,460	0	0	0	–
RADF - Acquittals	12	0	1	3	
Special Projects - Received	13	0	0	0	–
Special Projects - Approved	12	0	0	0	–
Special Projects - Approved (\$)	140,679	0	0	0	–
Special Projects - Acquittals	8	0	1	1	–
Sport & Rec Club - Received	37	1	1	0	↓
Sport & Rec Club - Approved	37	0	2	1	↓
Sport & Rec Club - Approved (\$)	88,000	0	2,500	3,000	↑
Donation & Sponsorship Requests					
Donation Requests - Received	24	0	0	0	–
Donation Requests - Approved	31	2	0	0	–
Donation Requests - Approved (\$)	78,780	3,500	0	0	–
Fee Waivers - Approved	60	2	0	1	↑
Fee Waivers - Approved (\$)	27,141	651	0	63.75	↑
Sponsorships - Received	14	0	0	1	↑
Sponsorships - Approved	9	0	0	0	–
Sponsorships - Approved (\$)	44,865	0	0	0	–
Sponsorships - Approved (in kind)	25,500	0	0	0	–
Sponsorships - Acquittals	0	0	0	0	–
Events					
Council Events - External - Completed	17	0	0	0	–
Council Events - External - Participants	6,069	0	0	0	–
Council Events - Internal - Completed	8	1	0	0	–
Council Events - Internal - Participants	357	25	0	0	–

Cruise Ship Statistics

Statistics	YTD	Mar	Apr	May	Monthly Trend
Total Ships	45	4	0	0	–
Total Passengers	99,697	6,625	0	0	–
Off Ship Passengers & Crew	83,871	5,604	0	0	–
Through Marina	79,425	5,179	0	0	–
Town Visits	67,433	4,268	0	0	–
Local Tours	22,816	1,636	0	0	–

Competition Results for Junior Elite Athlete Recipients:

- No competition results received this month.

Events:

External:

- Nil

Internal:

- Nil

Special Project Grants Successful Recipients:

- No more funding available in this financial year.

Projects

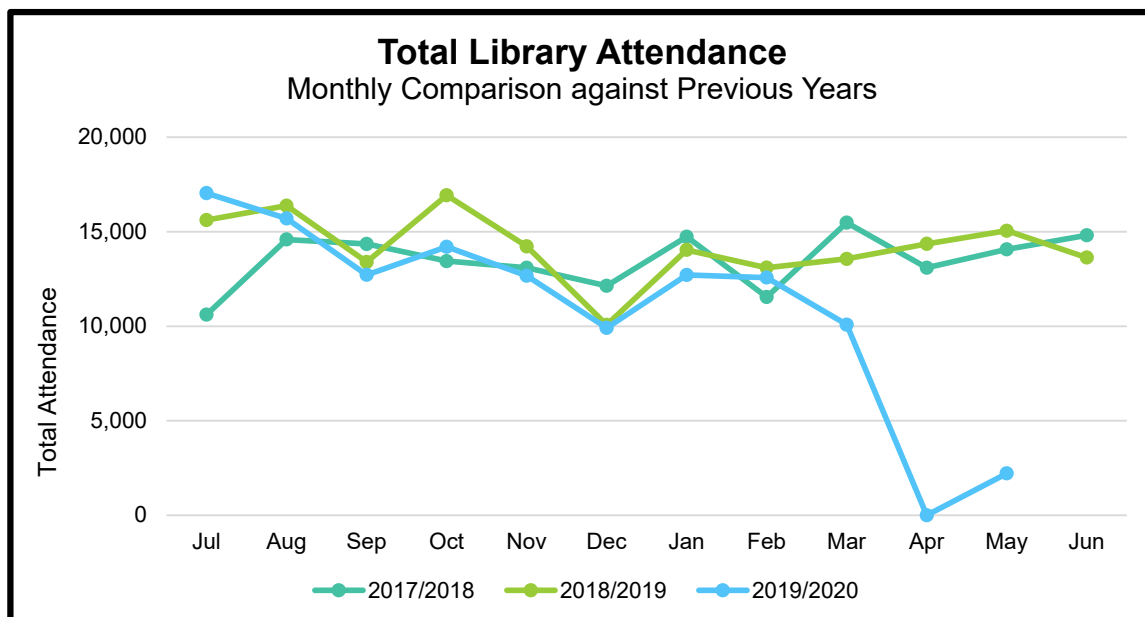
Project	Status	% Complete	Budget	Time
Schoolies 2019	Complete	100%	✗	✓
Schoolies 2020	In Progress	25%	✓	✓

Library Services

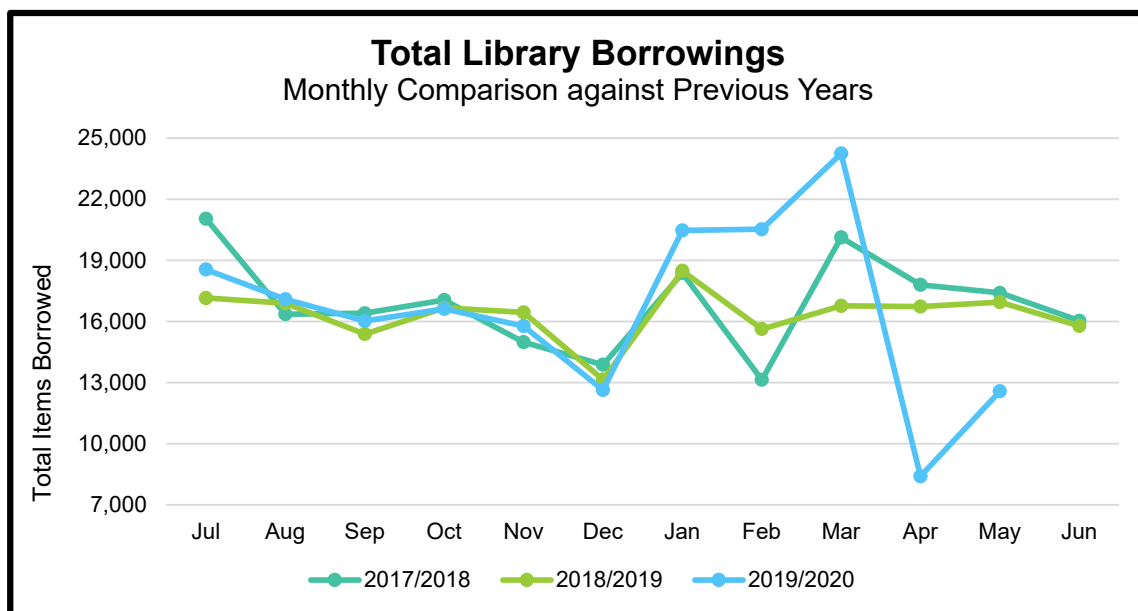
The Library Services branch is responsible for the provision of customer-centric services and resources to meet the information, recreation, cultural and lifelong learning needs of individuals and groups within the Whitsundays. The branch responsibilities include the design and delivery of library programs, promotion and marketing, collection development and maintenance, information/digital literacy opportunities, outreach and service extension.

Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Library Resources Acquired					
Bowen & Collinsville Libraries	2,726	193	120	392	↑
Cannonvale Library	3,972	545	134	562	↑
Proserpine Library	2,838	267	57	389	↑
e-Library	677	88	127	34	↓
Library Resources Borrowed					
Bowen Library	34,299	5,080	30	1,111	↑
Cannonvale Library	64,611	8,433	33	2,548	↑
Collinsville Library	4,064	595	0	214	↑
Proserpine Library	40,782	5,054	65	1,302	↑
e-Library	39,131	5,079	8,275	7,400	↓
Mobile Library	20	0	0	0	–
Library Attendance					
Bowen Library	30,031	2,475	0	655	↑
Cannonvale Library	43,480	4,056	0	1,044	↑
Collinsville Library	14,293	831	0	43	↑
Proserpine Library	32,013	2,720	0	469	↑



Service	YTD	Mar	Apr	May	Monthly Trend
First 5 Forever (F5F)					
Resources - Acquired	246	12	0	21	↑—
Resources - Borrowed by Branches	519	46	0	0	—
Community Partnership Interactions	336	28	0	0	—
Toolkits Distributed	182	3	0	0	—
F5F In Library - Activities Held					
Bowen Library	58	6	0	0	—
Cannonvale Library	84	9	0	0	—
Collinsville Library	28	3	0	0	—
Proserpine Library	62	6	0	0	—
F5F In Library - Activities Attendance					
Bowen Library	1,104	72	0	0	—
Cannonvale Library	2,351	163	0	0	—
Collinsville Library	263	20	0	0	—
Proserpine Library	1,031	92	0	0	—
F5F Community Outreach - Events Held					
Bowen Library	17	2	0	0	—
Cannonvale Library	16	3	0	0	—
Collinsville Library	11	1	0	0	—
Proserpine Library	23	1	0	0	—
F5F Community Outreach - Events Attendance					
Bowen Library	1,549	45	0	0	—
Cannonvale Library	2,299	76	0	0	—
Collinsville Library	399	6	0	0	—
Proserpine Library	579	66	0	0	—



Service	YTD	Mar	Apr	May	Monthly Trend
In Library Programs - Events Held					
Bowen Library - Adults	44	4	0	0	–
Bowen Library - Children	35	4	0	0	–
Cannonvale Library - Adults	25	2	0	0	–
Cannonvale Library - Children	138	9	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	11	0	0	0	–
Proserpine Library - Adults	44	4	0	0	–
Proserpine Library - Children	57	3	0	0	–
In Library Programs - Events Attendance					
Bowen Library - Adults	176	14	0	0	–
Bowen Library - Children	553	28	0	0	–
Cannonvale Library - Adults	180	13	0	0	–
Cannonvale Library - Children	2,931	192	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	98	0	0	0	–
Proserpine Library - Adults	309	35	0	0	–
Proserpine Library - Children	826	15	0	0	–
Community Outreach - Events Held					
Bowen Library - Adults	34	4	0	0	–
Bowen Library - Children	0	0	0	0	–
Cannonvale Library - Adults	32	3	0	0	–
Cannonvale Library - Children	2	0	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	0	0	0	0	–
Proserpine Library - Adults	39	4	0	0	–
Proserpine Library - Children	1	0	0	0	–
Community Outreach - Events Attendance					
Bowen Library - Adults	318	26	0	0	–
Bowen Library - Children	0	0	0	0	–
Cannonvale Library - Adults	199	16	0	0	–
Cannonvale Library - Children	15	0	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	0	0	0	0	–
Proserpine Library - Adults	514	46	0	0	–
Proserpine Library - Children	8	0	0	0	–
Public Computer Usage					
Bowen Library	5,076	446	0	135	↑
Cannonvale Library	6,606	641	0	144	↑
Collinsville Library	121	13	0	3	↑
Proserpine Library	4,193	346	0	58	↑

Bowen Work Camp

Whitsunday Regional Council partners with Queensland Corrective Services to provide beneficial works projects for the community and rehabilitate offenders with their return to society. They perform a multitude of tasks including maintenance of fences, cemeteries, sportsgrounds and showgrounds, propagation of plants and they also participate in many restoration and general maintenance projects.

Operations

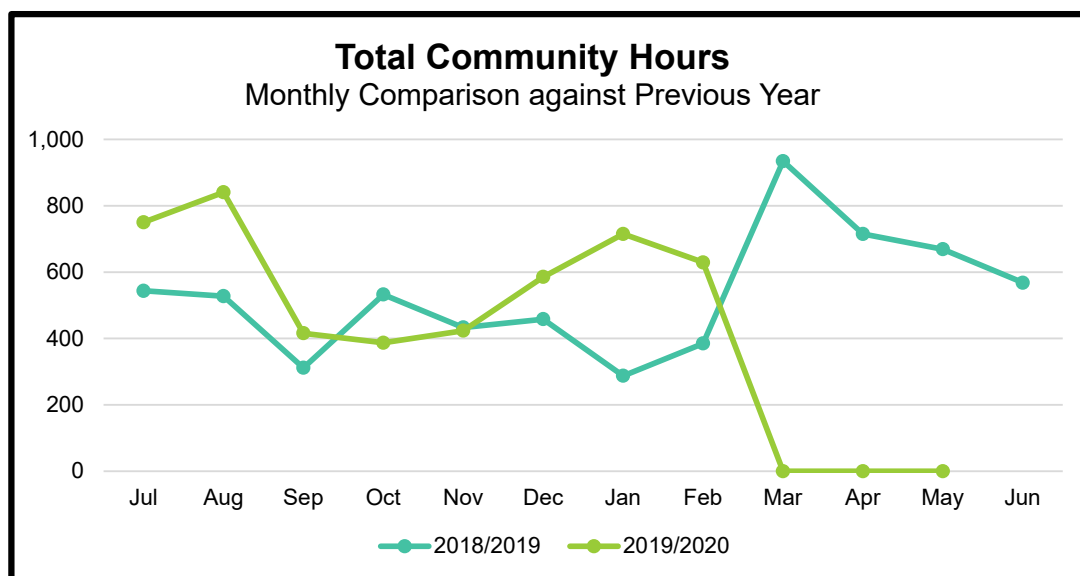
Service	YTD	Mar	Apr	May	Monthly Trend
Mowing Hours	550.9	N/A	0	0	–
Landscaping Hours	4,273.8	N/A	0	0	–
Community Hours	4,746.5	N/A	0	0	–
WRC Hours	3,094.3	N/A	0	0	–
Nursery Hours	135.3	N/A	0	0	–
Plants Propagated/Re-potted	1,260	N/A	0	0	–

Projects

Project	Status	% Complete	Budget
Echo Park Speedway – Clearing of Site/Assistance with Fence Erection*	In Progress	90%	✓

*Community Group to organise resources before tasks can be completed.

Note: On 28 March 2020, the Bowen Work Camp was closed by the Queensland Corrective Services due to COVID-19. The inmates were returned to the Townsville Correctional Centre until further notice.



Recreation Services

The Recreation Services branch is responsible for delivering recreation and youth programs that activate our public and open spaces, supporting recreation groups to secure funding for projects, maintaining Council's caravan parks and aquatic facilities, and master planning for future sport and recreation assets.

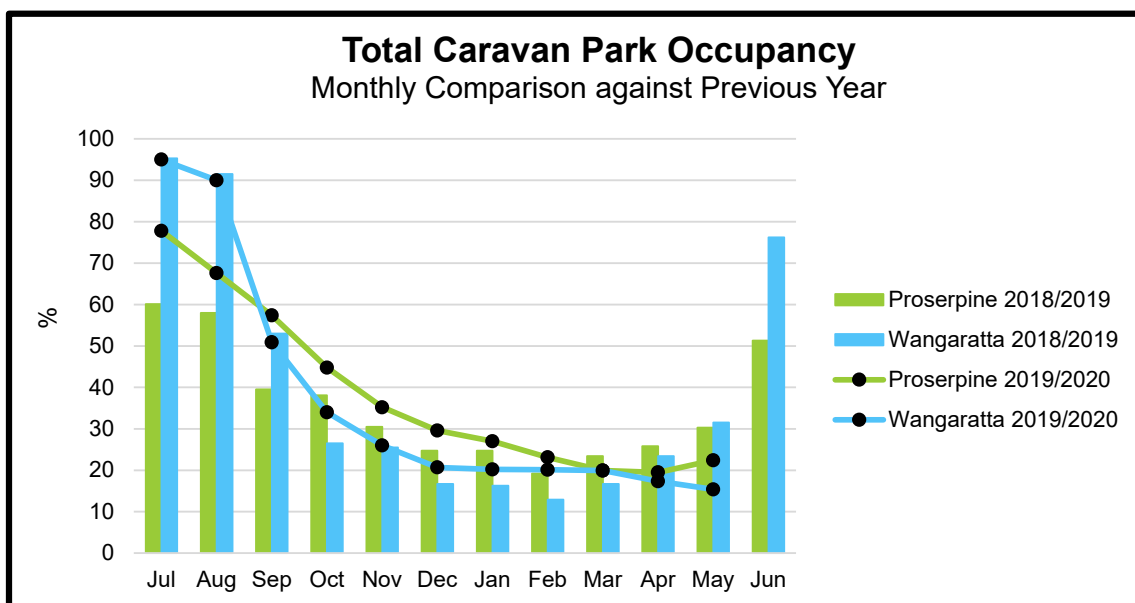
Aquatic Facilities – Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Airlie Beach Lagoon – Total Users	139,773	10,157	0	2,818	↑
Airlie Beach Lagoon – Total Offences	7,656	438	26	61	↑
Pool Attendance – Bowen	48,473	4,647	0	304	↑
Pool Attendance – Collinsville	14,288	1,454	0	0	–
Pool Attendance – Proserpine	44,923	4,098	0	298	↑

*Aquatic Facilities reopened on 16 May 2020. The Collinsville Pool will reopen on 1 September 2020 as per standard operations and the Bowen Water Park will reopen on 15 June 2020 following maintenance works.

Caravan Parks – Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Proserpine Tourist Park					
Occupancy (%)	38.6	19.9	19.5	22.4	↑
Revenue (\$)	240,244	9,434	11,281	11,635	↑
Accumulated Revenue - Laundry Service (\$)	2,799	191	72	0	↓
Wangaratta Caravan Park					
Occupancy (%)	37.2	19.9	17.4	15.4	↓
Revenue (\$)	359,363	14,741	15,425	12,194	↓
Accumulated Revenue - Laundry Service (\$)	5,421	382	160	167	↑



Customer Service

The Customer Service branch is responsible for providing excellence to Council's customers and stakeholders in their interactions with Council.

Call Centre – Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Business Hours Call Centre					
Calls Received – Total	50,939	5,760	3,560	3,145	↓
Calls Received – 1300 WRC QLD	31,444	3,427	2,433	2,195	↓
Calls Answered	29,167	3,203	2,247	1,988	↓
Calls Overflowed	1,702	165	154	154	–
Calls Abandoned	445	48	25	22	↓
Calls Abandoned (%)	1.42%	1.40%	1.03%	1.00%	↓
Untracked Calls	130	11	7	31	↑
*ASL - Average Service Level (%)	83.2%	82.1%	88.0%	87.8%	↓
*ASA - Average Speed of Answer	17	17	14	14	–
*AHT - Average Handle Time/Secs	191	191	209	209	–
After Hours Call Centre					
Calls Received– Total	3,241	231	216	125	↓
Calls Answered– Charged	1,165	98	88	101	↑
Calls Abandoned (%)	6.97%	7.64%	2.53%	5.60%	↑
*ASL - Average Service Level (%)	86.7%	87%	94%	80%	↓
*ASA - Average Speed of Answer	–	24	14	23	↑
*AHT - Average Handle Time/Secs	–	72	208	106	↓

Customer Transactions

Service	YTD	Mar	Apr	May	Monthly Trend
Receipts	131,208	19,633	10,417	7,750	↓
eServices Receipts	3,338	817	258	55	↓
eServices Receipts (%)	2.54%	4.16%	2.48%	0.71%	↓
CRMs	11,697	1,249	978	858	↓
eServices CRMs	201	32	19	9	↓
eServices CRMs (%)	1.71%	2.56%	1.94%	1.05%	↓

Payments:

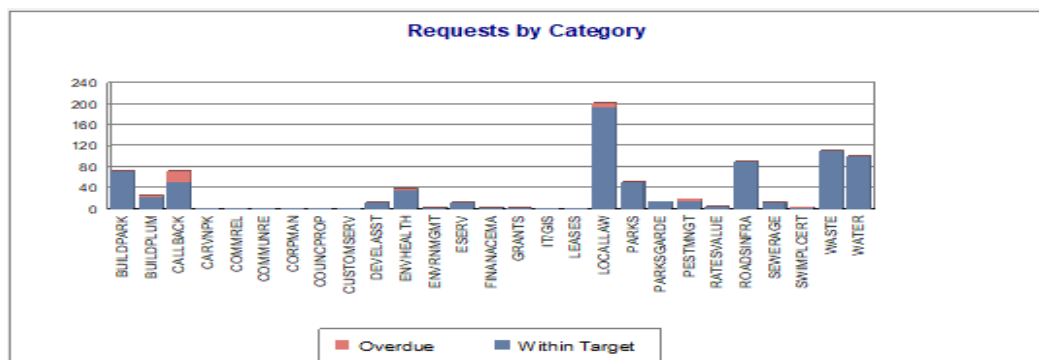
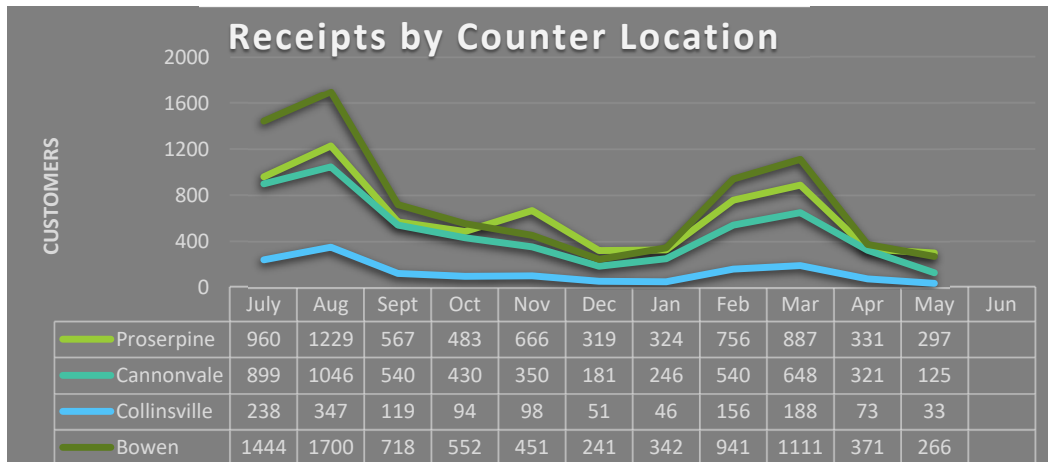
- Total bPay, Austpost, Direct Deposits & eServices payments at **51.25%** of total payments.

Incoming Calls & Requests:

- CRM completion was **96.8%** (**94.6%** including call backs).
- Total of **839** visitors through the service centres.
- WRC Call Statistics at **87.8%** of calls answered in **25** seconds.
- First Point of Contact (FPOC) resolution was at **73.02%** for **May**.

Top Issues

Service	YTD	Mar	Apr	May	Monthly Trend
Counter					
Rates Receipt	6,459	1,225	166	141	↓
Infringements	830	62	64	57	↓
Water Charges	3,130	717	311	54	↓
Rates Search	946	79	51	49	↓
Building	476	47	19	49	↑
Telephone (First Point of Contact)					
General Information	2,364	393	203	212	↑
Rates/Water Billing	2,964	409	193	180	↓
Local Laws	2,353	251	185	158	↓
Building/Plumbing/Planning & Develop.	909	87	76	89	↑
Waste (Bins/Recycling/Refuse Centres)	788	94	140	71	↓
After Hours					
Water Supply Issue	247	28	24	21	↓
Security	38	3	5	14	↑
Wandering Animals	154	9	10	12	↑
Sewerage/Septic	32	2	2	9	↑
Road Signage/Works	25	2	5	5	—



Cultural Heritage

Our Cultural Heritage includes all the elements of our cultural way of life which have gone before us, and which exist now. Cultural Heritage is an expression of the ways of living developed by a community and passed on from generation to generation, including customs, practices, places, objects, artistic expressions and values.

Cultural Heritage includes the Reconciliation Act Plan (RAP) for increased recognition of the Indigenous People in the Whitsunday Region and the Indigenous Land Use Agreement (ILUA) sets out activities and communications with all Traditional Owners in the region. The ILUA will ensure Council is compliant and provide the community with knowledge on the Traditional Owners within our region.

Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Meetings with Traditional Owners	6	0	0	1	↑

Projects

Project	Status	% Complete	Budget	Time
Reconciliation Action Plan (RAP)	In Progress	80%	✓	✓
Indigenous Land Use Agreements (ILUA)	In Progress	75%	✓	✓

May:

- Received the second review comments from Reconciliation Australia on the Reconciliation Action Plan (RAP). Finalising for Reconciliation Australia's last review before Council can accept and endorse the final document.
- Continue to assess Development Applications from across the region. One that has raised issues has been the Non-Residential Workers Accommodation at Mt Coolon Hotel. Further information has been requested from the applicant which will assist in Council's decision making.
- A Jangga Consultative Committee Meeting was held at Mt Coolon on Thursday, 28 May 2020. This meeting is part of our Indigenous Land Use Agreement (ILUA) obligations to meet twice per year to ensure there is open communication and exchanging of information and ideas between all parties to allow the working relationships to be strengthened. There were many topics covered at this meeting which will be worked through collaboratively with Isaac Regional Council, Whitsunday Regional Council and Jangga Operations.

Collinsville Independent Living Facility

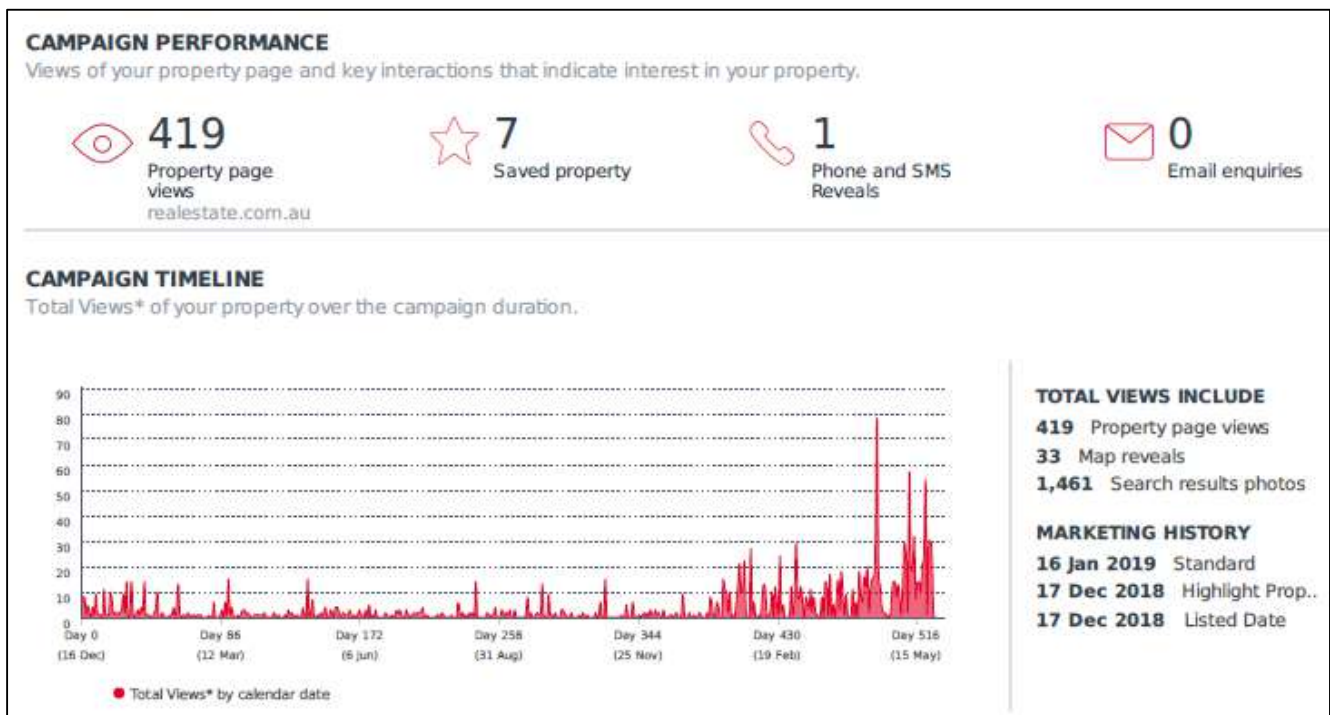
The Collinsville Independent Living Facility consists of 12 individual, furnished one-bedroom units for short-term and long-term occupancy for retired persons over 55 years or self-managed disabled and residents; along with executive members who require accommodation in Collinsville.

Operations

Service	YTD	Mar	Apr	May	Monthly Trend
Permanent Tenants	12	1	1	1	–
Short-Term Room Bookings	61	13	13	13	–

May:

- Council is continuing to see the Collinsville Independent Living Facility fully occupied due to COVID-19 restrictions. Local mining company Glencore has rented 5 rooms along with Jangga Operations renting 5 rooms also. Jangga Operations have renewed their lease on the Cottage and one of the rooms for a further 6 months, which will expire in November 2020.
- CILF has also seen the return of the Queensland Country Women's Association (QCWA) Ladies and the exercise group, since the COVID-19 restrictions have eased. These groups continue to follow the Qld Health restriction advice and comply with the social distancing rules.
- Report below from Collinsville Real Estate showing the total Property Page Views for Collinsville Independent Living Facility from 17/12/2018 to 27/05/2020.



14. Infrastructure Services

14.1 FUNDING OPPORTUNITY - PASSENGER TRANSPORT INFRASTRUCTURE GRANTS SCHOOL TRANSPORT INFRASTRUCTURE PROJECT FUNDING

AUTHOR: Jessica Cristaudo – Coordinator Transport Planning & Assets

RESPONSIBLE OFFICER: Matthew Fanning – Director Infrastructure Services

OFFICER'S RECOMMENDATION

Council resolves to subject to 100% external funding contribution:

- 1) Support the submission to the Department of Transport and Main Roads for STIP funding at Bowen State High School to construct a carpark that will be a Council asset on Storey Street, Bowen;**
 - 2) Support a submission to the Department of Transport and Main Roads for STIP funding at St Mary's School, Bowen to make amendments to an existing Council asset through the provision of line marking for additional parking bays and a "Drop'n'Go" zone; and**
 - 3) Support a submission to the Department of Transport and Main Roads for STIP funding at Collinsville State High School to construct a carpark that will be a Council asset on Walker Street, Collinsville.**
-

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 10 June 2020.

SUMMARY

This report provides a recommendation to endorse the submission of funding applications in support of local school submissions to the Department of Transport and Main Roads (DTMR) for School Transport Infrastructure Projects (STIP). This program provides specific funding to improve the safety and operation at schools through new or improved infrastructure at the school and/or on the surrounding road network.

The funding is undertaken in a 2-stage process with the first stage seeing schools or other agencies recommending project ideas to DTMR for new or improved transport related infrastructure at the school and/or surrounding road network. DTMR then review the application and the DTMR Manager (Road Safety) arranges for a Safe School Travel (SafeST) investigation to assess the identified issue and consider various road safety treatment approaches.

For stage 2 DTMR require the Responsible Asset Owner to complete a STIP nomination.

Council have been approached by DTMR to be responsible asset owners for one project under the current round of STIP, however has been notified that a further two schools intend to submit applications to the program. DTMR have advised that the funding application process for submissions has been extended to **Friday, 12th June 2020**.

Costs that can be included in the submission include all costs associated with pre-construction, construction and finalisation activities of delivering the project can including direct administration costs of the projects, detailed design, construction (including traffic management, contactors and materials), post construction / finalisation costs and contingency.

If approved for funding, applicants can receive a 50% contribution towards the total cost of making the transport infrastructure accessible. The maximum amount of state funding available for a project is \$500,000 except in special circumstances. It is anticipated that most projects will be funded at a 50:50 subsidy basis (for example co-funding between DTMR and Local Government). 100% funding of the project is at the discretion of DTMR. Council staff have requested that all funding applications submitted in this round are 100% funded due to not being included in Councils current long-term financial plan, to which DTMR have agreed.

As the projects identified under this funding round are not in Councils long-term financial plan, it is intended to apply for the projects to be 100% funded by the program.

PURPOSE

The purpose of this report is to provide information to Council about the current opportunity to support the funding application for Bowen State High School, but also acknowledge the further two funding applications that could be received for submission by Council.

The purpose of the report is to also acknowledge that any works undertaken through the STIP funding program will be requested to be 100% funded by DTMR for the construction and associated initial costs, however the ongoing maintenance, renewal and upgrade costs will be borne by Council.

BACKGROUND

Council has received a funding application submission request for Project 1 as outlined below. Council has been contacted by St Mary's School, Bowen to advise that they intend to submit an application as per Project 2 and Council staff have contacted Collinsville State High School to advise them of the funding opportunity for Project 3 below.

Council staff have requested DTMR to provide more notice of the funding opening dates in the future so that the invitation to address Road Safety concerns at other schools in the region can be communicated to them in advance notice.

Project 1 : Bowen State High School, Storey Street Parking

Bowen State High School has recently had an increase in enrolment numbers. The school is requesting that the additional parking is constructed on the kerbside verge of Storey Street for student and staff parking. The additional parking area is required to support the increased student enrolments and subsequent additional teaching and administrative staff required at the school. It is anticipated that construction costs only, are in the order of \$65,000. A funding application will be submitted that covers 100% of the administration, design, project management, construction, post construction costs and a contingency.

Project 2 : St Mary's School, Drop 'n' Go Parking

St Mary's School in Bowen has doubled the number of students in the past two years which is resulting in a lack of available parking at drop off and pick up times. The school has submitted an application for funding to STIP to construct a "Drop'n'Go" area adjacent to the school within the existing Bus Zone on Poole Street, as well as line marking of additional parking bays on Poole St and the formalisation of the parking area on Gregory Street. This application is currently with DTMR for approval by the DTMR Manager (Road Safety), being Stage 1 of the funding process. If the project is approved by DTMR, Stage 2 of the STIP funding application will be submitted by Council with a request for the funding contribution to cover 100% of the administration, design, project management, construction, post construction costs and a contingency.

Project 3: Collinsville State High School, Student Parking

Council has received a request through Mr Dale Last MP for the construction of student parking at Collinsville State High School. An investigation by the Infrastructure Services team has identified that kerbside parking within Walker Street, adjacent to the school ground is the best option for this project. Council staff have contacted Collinsville State High School to advise them of the available funding through DTMR, provided a sketch of the proposal and encouraged them to apply to the STIP. If the project is approved by DTMR, Stage 2 of the STIP funding application will be submitted by Council with a request for the funding contribution to cover 100% of the administration, design, project management, construction, post construction costs and a contingency.

STATUTORY/COMPLIANCE MATTERS

Financial Implications – Council staff have confirmed with DTMR that the funding submissions are able to be made for 100% funding of the administration, design, project management, construction, post construction costs and a contingency of the projects.

The ongoing maintenance, renewal and upgrade costs of the assets will be borne by Council.

ANALYSIS

Council staff continue to work with DTMR on Road Safety matters and will be seeking to establish a Safe School Transport (SafeST) Committee in the future to develop a school road safety action plan for implementing strategies and solutions to current and future school road safety concerns.

STRATEGIC IMPACTS

Financial implications - Council staff have confirmed with DTMR that the funding submissions are able to be made for 100% funding of the administration, design, project management, construction, post construction costs and a contingency of the projects.

The ongoing maintenance, renewal and upgrade costs of the assets will be borne by Council.

Corporate Plan – Place:

3.4 Our infrastructure supports our region's current and future needs.

3.4.1 Develop and maintain effective roads and drainage infrastructure, networks and facilities.

Operational Plan – to be included as a project in the 2020/2021 plan if funding is successfully approved by DTMR.

CONSULTATION

Matthew Fanning – Director Infrastructure Services
Adam Hagy – Deputy Director Infrastructure Services
John Gwydir – Executive Manager Roads and Drainage
Elouise Lamb – Project Officer Grants
Executive Leadership Team (ELT) 29/05/2020

DISCLOSURE OF OFFICER'S INTERESTS

A perceived Conflict of Interest declaration form has been completed in relation to the author of this reports involvement with one of the schools mentioned in the report.

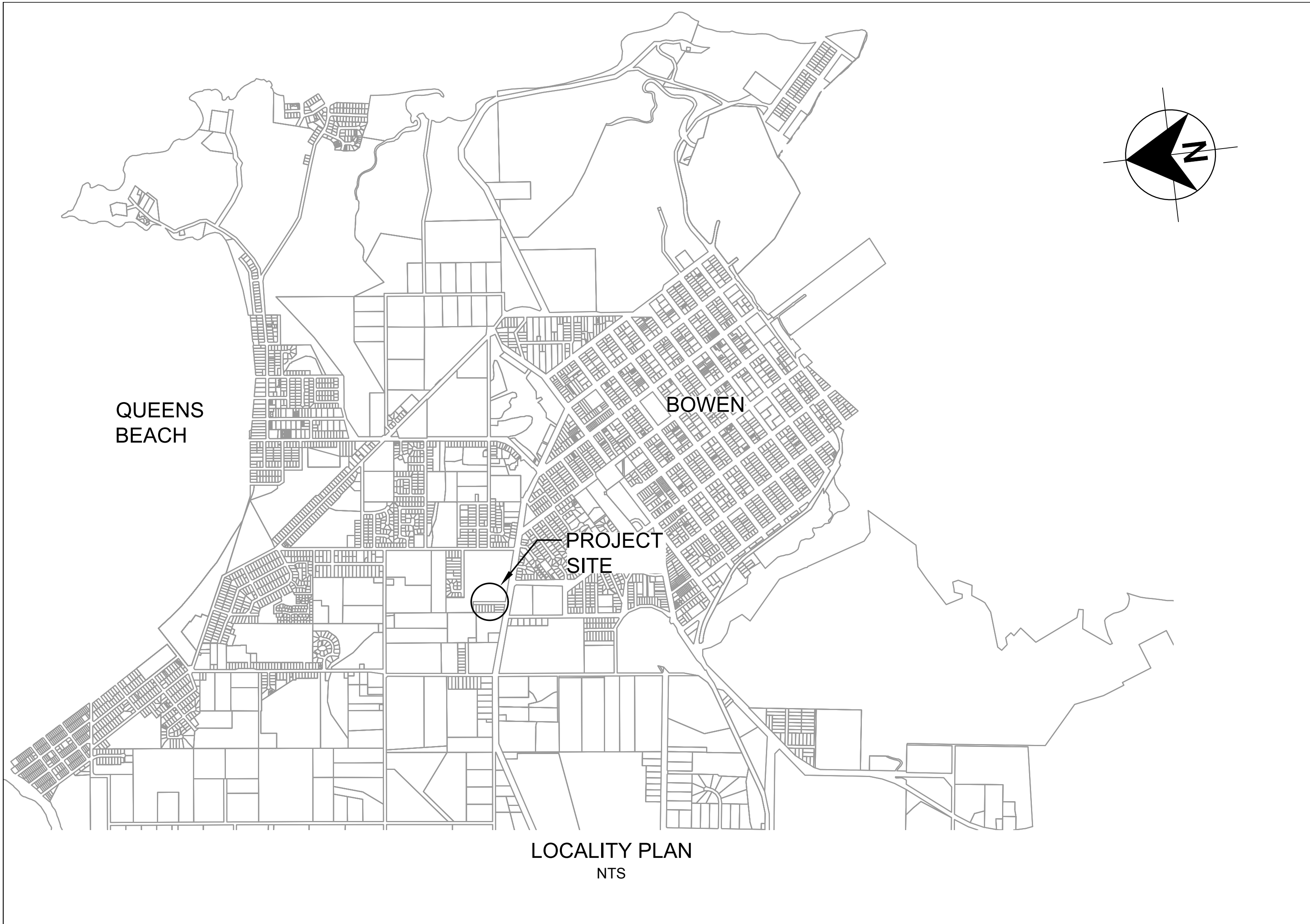
No other officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council apply for 100% project funding through the School Transport Infrastructure Program (STIP) to support Road Safety at the regions Schools.

ATTACHMENTS

Attachment 1 – Project Proposal Sketches



LAYOUT PLAN
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Whitsunday
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SAFE ST FUNDING PLANS

LAYOUT PLAN

BOWEN STATE SCHOOL

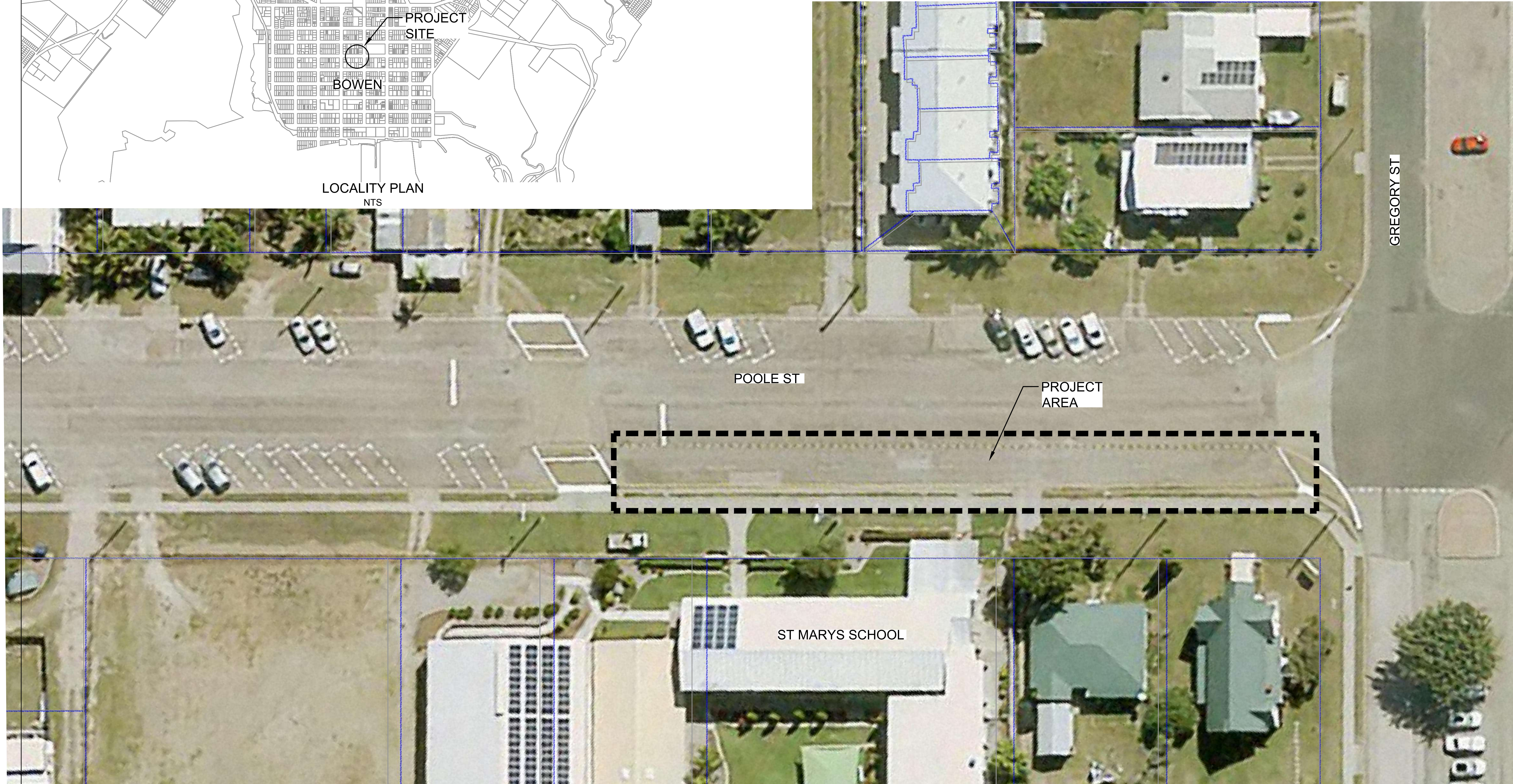
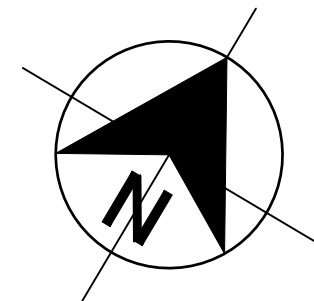
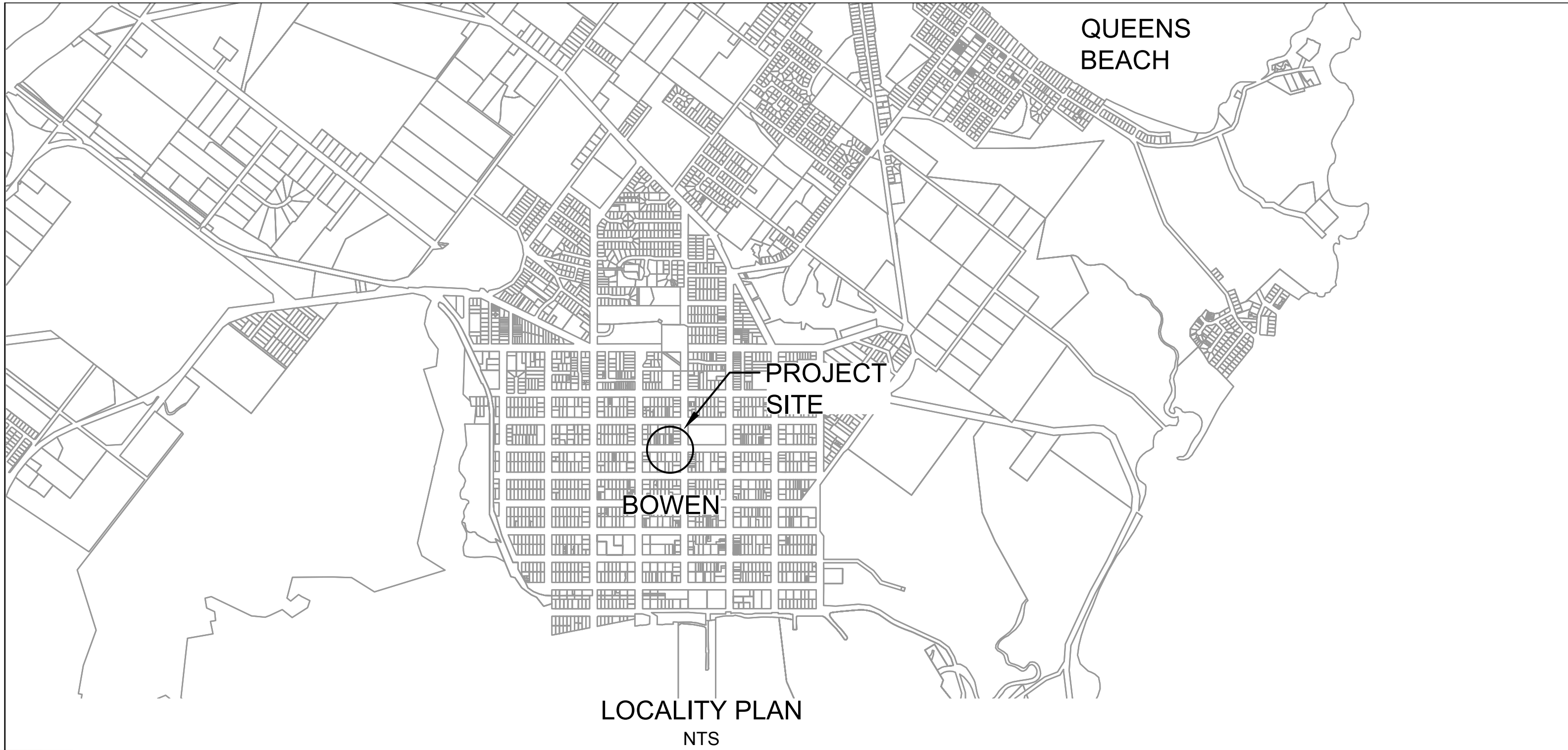
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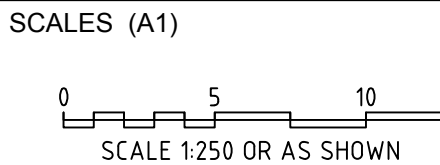
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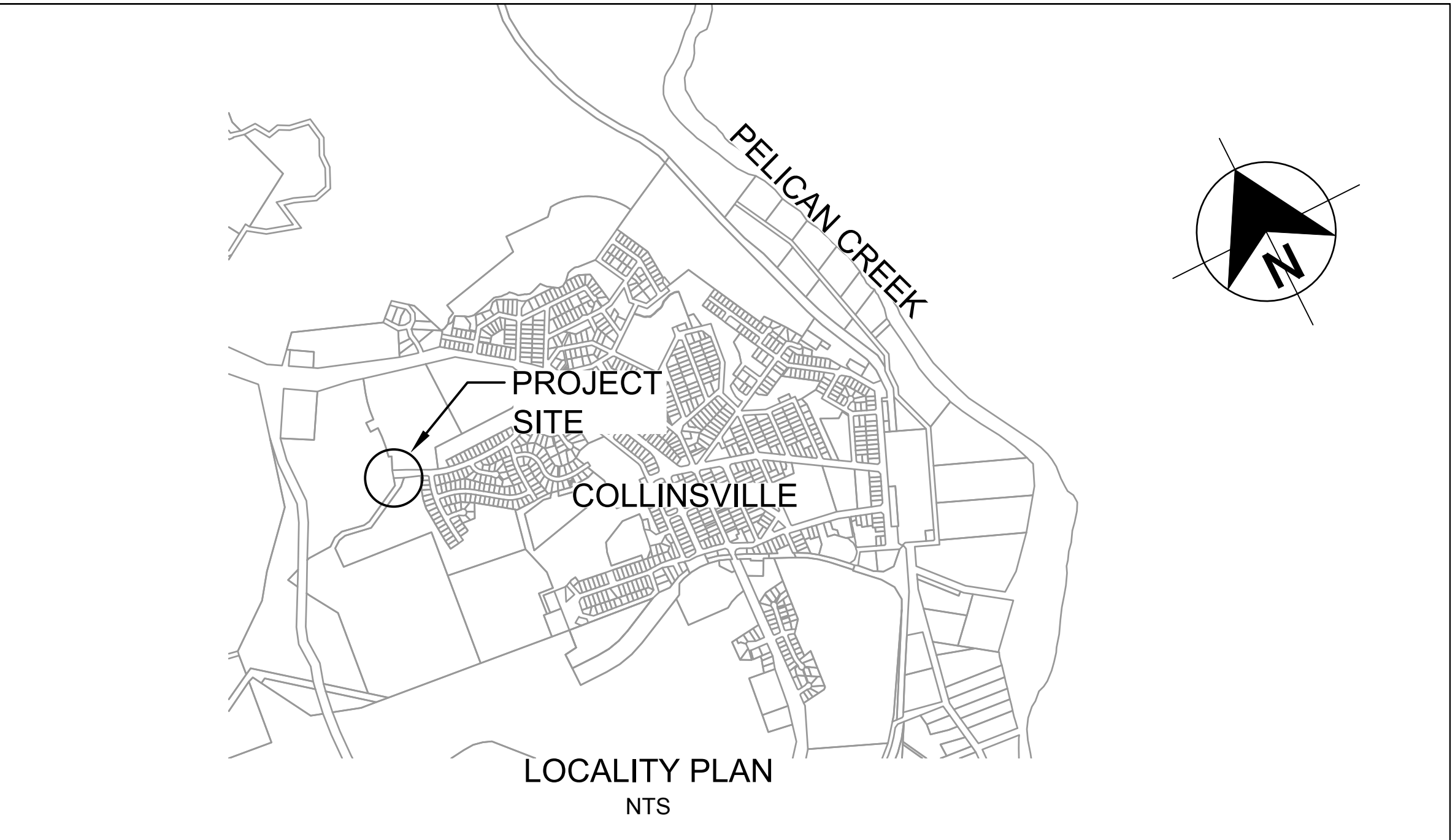
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SAFE ST FUNDING PLANS
LAYOUT PLAN
ST MARYS SCHOOL

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LAYOUT PLAN
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SAFE ST FUNDING PLANS

LAYOUT PLAN

COLLINSVILLE HIGH SCHOOL

ISSUE: PRELIMINARY	
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15. Economic & Business Development

No agenda items for this section.

16. General Business

No agenda items for this section.