

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 8 July 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 Brunker.

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.

Rodney Ferguson

CHIEF EXECUTIVE OFFICER





Agenda of the Ordinary Meeting to be held at
the Council Chambers, 67 Herbert Street Bowen
on Wednesday 8 July 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 8 July 2020 commencing at **9:00am**

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17.3. CONFIDENTIAL MATTERS – DEVELOPMENT SERVICES

17.4. CONFIDENTIAL MATTERS – COMMUNITY SERVICES

17.5. CONFIDENTIAL MATTERS – INFRASTRUCTURE SERVICES

1. Apologies

No Agenda items for this section

2. Condolences

2.1 CONDOLENCES REPORT

AUTHOR: Tailah Jensen – Governance Administration Officer

RESPONSIBLE OFFICER: Rod Ferguson – 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 8 July 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

4. Confirmation of Minutes

4.1 CONFIRMATION OF MINUTES REPORT

AUTHOR: Tailah Jensen – Governance Administration Officer

RESPONSIBLE OFFICER: Rod Ferguson – Chief Executive Officer

RECOMMENDATION

That Council confirms the Minutes of the Ordinary Meeting held 24 June 2020.

The following report has been submitted for inclusion into Council's Ordinary Council Meeting to be held 8 July 2020.

SUMMARY

Council is required to confirm the minutes of the Ordinary Council Meeting Minutes held on 24 June 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 24 June 2020 are provided for Councils review and confirmation.

BACKGROUND

In accordance with s272 of the Local Government Regulation 2012, minutes were taken at Council's Ordinary meeting held on 24 June 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 24 June 2020, the following interests were declared and recorded in the minutes:

Councillor	MPI/COI	Report No.	Particulars of the interest
Cr Michelle Wright	COI	17.1.1	<i>Cr Michelle Wright declared a real Conflict of Interest (as per section 173 of the Local Government Act 2009) on item 17.1.1 due to her mother-in-law, Julie Wright being a Senior Executive Employee of the Whitsunday Regional Council and her brother, Mr Wade Clark who is a Compliance Officer.</i>
Cr John Collins	COI	17.1.1	<i>Cr Collins declared that a perceived Conflict of Interest on item 17.1.1 could exist (as per section 173 of the Local Government Act 2009), due to is his daughter, Sarah Collins being an employee of the Whitsunday Regional Council.</i>

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 24 June 2020, the following orders were made:

Councillor	Order Made
None for the 24 June 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 24 June 2020

If Council is satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 24 June 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 24 June 2020 with amendments

If Council is not satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 24 June 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

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 24 June 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 24 June 2020

Attached separately

5. Delegations

No agenda items for this section.

6. Petitions

No agenda items for this section.

7. Notice of Motion

No agenda items for this section.

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

No Agenda Items for this section.

11. Corporate Services

11.1 REPRESENTATION ON COMMITTEES AND BOARDS - 2020-2024

AUTHOR: Norm Garsden - Acting Manager, Governance and Administration

RESPONSIBLE OFFICER: Jason Bradshaw - Director, Corporate Services

OFFICER'S RECOMMENDATION

That Council invite representatives from headspace Mackay to provide an overview of the activities to be undertaken within the Whitsunday region prior to Council making a commitment.

The following report has been submitted for inclusion into Council's Ordinary Council Meeting to be held on 8 July 2020.

SUMMARY

At Council's meeting of 27 May 2020 Councillors were authorised to represent Council on a number of internal and external committees and boards. Since then, Council has additionally been asked to nominate a Council representative to be included on the 'Whitsunday headspace Steering Committee'. Correspondence from headspace is attached for Council's information.

PURPOSE

To provide Council with an opportunity to nominate a representative to the 'Whitsunday headspace Steering Committee'.

BACKGROUND

'headspace' (located at Victoria Street, Mackay) ensure young people aged 12-25 within the region have access to support services close to where they live including physical health, mental health, drug and alcohol issues, employment support and education support services.

ANALYSIS

The purpose of a headspace Steering Committee is to provide a collective forum including information and advice to enhance, maintain and guide the role and work of Whitsundays headspace. Steering Committee members also assist with providing 'in-kind' support. In this respect, headspace have specifically requested Cr Clifford as the Council representative, to recognise her expertise and knowledge that could assist them with service delivery.

At this time, headspace cannot provide any indication with respect to when and where meetings will be held.

STRATEGIC IMPACTS

Councillor inclusion on community committees provide an opportunity for Council to maintain a relationship with particular sections of the community.

CONSULTATION

Jason Bradshaw - Director Corporate 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

Council has the opportunity to nominate a Councillor to 'Whitsunday headspace'.

ATTACHMENTS

Attachment 1 – Correspondence from 'Whitsunday headspace'.

Attachment 1 – Correspondence from ‘Whitsunday headspace’.

Whitsunday Regional Council



Dear Cr Jan Clifford,

At headspace Mackay, we are in the process of developing a steering committee for the Whitsundays so that we can provide the best model of holistic care to our community's young people.

The purpose of a headspace Steering Committee is to provide a collective forum including information and advice to enhance, maintain and guide the role and work of Whitsundays headspace. Steering Committee members also assist with the provision of services which are listed on the back of this letter.

After numerous community discussions, you and your organisation have been nominated as a major contributor to the wellbeing of young people within the Whitsundays Region. Congratulations on the work you continually do within community. We would like to take this opportunity to invite you to become involved with our Whitsundays headspace centre so that your expertise and knowledge can assist us with our service delivery.

headspace Whitsundays ensure young people aged 12-25 within the region have access to support services close to where they live including physical health, mental health, drug and alcohol issues, employment support and education support services.

If you would like to support headspace Whitsundays by becoming involved in our steering committee, please feel free to email or call me to discuss.

We are very appreciative of any support you can provide, and we look forward to the opportunity to work with you.

Kind regards,

Madonna McLeod

Project Manager
headspace Mackay

mmcleod@naphl.com.au

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headspace.org.au

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headspace National Youth Mental Health Foundation Ltd is funded by the Australian Government Department of Health under the Youth Mental Health Initiative Program



Steering Committee member contributions:

It is expected that headspace Whitsunday Steering Committee Members provide a regular in-kind contribution to the centre.

Examples of this include but are not limited to:

- Advice or expertise
- Staffing
- Staff training
- Staff supervision
- Equipment
- Infrastructure

headspace Whitsundays will provide an area and support where service providers can contribute to the four core streams of service delivery.

Members must also attempt to attend bi-monthly meetings when possible

11. Corporate Services

11.2 REMOTELY PILOTED AIRCRAFT (DRONE) POLICY

AUTHOR: Cathy Parkinson - IT Project Manager

RESPONSIBLE OFFICER: Jason Bradshaw - Director Corporate Services

OFFICER'S RECOMMENDATION

That Council adopt the Remotely Piloted Aircraft (Drone) Policy.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

Remotely Piloted Aircraft (RPA), also known as drones, provide an affordable alternative to satellites, helicopters and aircraft, offering both precision and convenience. The operation of RPA is governed by the Civil Aviation Safety Authority (CASA) in accordance with the Civil Aviation Safety Regulations Part 101 (CASR). All airspace comes under CASA jurisdiction.

As the owner and operator of three RPA, Whitsunday Regional Council (WRC) has recently obtained its Remotely Piloted Aircraft Operators Certificate (ReOC) to ensure compliance with CASR. This includes approval and certification by CASA of the WRC Remote Operations Manual and Library. WRC has also had 6 staff complete their Remote Pilot License, which is required to fly RPA of 2kg or more for remuneration, or to fly outside standard operating conditions.

Privacy and records legislation require that consideration be given to how data from RPA operations is collected, stored, disseminated and disposed of.

To ensure that Council is meeting all its legislative and privacy obligations for RPA operations, an operational RPA policy has been developed.

PURPOSE

As an owner and operator of RPA, which can be a sensitive issue with the public, it is important that Council staff understand and comply with all legislative and privacy obligations when using RPA in their work. This policy has been developed to ensure that Council's RPA use is legal, justifiable and safe.

BACKGROUND

Council owns and operates drones and has recently obtained its ReOC from CASA – this is mandatory for an organisation operating RPA commercially. Council has also provided training for 6 drone pilots to obtain their Remotely Piloted Aircraft License and their Aeronautical Radio Operator's Certificate. As required by CASA, Council has appointed a Chief Remote Pilot, who oversees all RPA operations.

Since Council has a ReOC and licensed pilots, it can operate outside some of the standard operating conditions, which provides more versatility. However, there are still some things that cannot be done, including the following:

- Flying the drone higher than 120m above ground level

- Flying over or above people at any time or height
- Flying closer than 30m to people other than those helping to fly or navigate the drone
- Flying in prohibited or restricted airspace
- Flying closer than 5.5km to a controlled aerodrome or airfield if the drone is over 100g weight
- Flying where, if the drone should fail and fall, it could harm people or property – no flying over populous places
- Flying in the area of a public safety operation without the approval of a person in charge of the operation

Council has been using a small drone (under 2kg) for a variety of tasks since 2018, including weed mapping and management, erosion mapping and inspection work. Recently two larger drones were purchased with \$108,000 Safer Communities grant funding – this included the drones, pilot training, Council certification and some additional safety equipment. These drones are more versatile and can perform more functions. They are weather resistant, contain additional safety features and can carry two cameras, including an upward facing camera for inspecting assets and infrastructure from below. The thermal camera is ideal for leak detection and search and rescue work, while the zoom camera allows the drone to maintain legal distance from people and objects yet still obtain excellent close-up images if required. It is particularly useful for monitoring assets that emit electromagnetic radiation, as it allows the drone to remain at a distance while still obtaining useful images, and does not require the asset to be powered down while the inspection takes place.

There is no previous Council decision relating to this matter

STATUTORY/COMPLIANCE MATTERS

Civil Aviation Act 1988 – compliance covered via Council's ReOC and the Remotely Piloted Aircraft (Drone) Policy

Civil Aviation Safety Regulations Part 101 (Commonwealth) – compliance covered via Council's ReOC and the Remotely Piloted Aircraft (Drone) policy

Air Navigation Act 1937 (Queensland) – compliance covered via Council's ReOC and the Remotely Piloted Aircraft (Drone) policy

Information Privacy Act 2009 (Queensland) – compliance covered via Remotely Piloted Aircraft (Drone) policy

Public Records Act 2002 (Queensland) compliance covered by Remotely Piloted Aircraft (Drone) policy

Right to Information Act 2009 compliance covered by Remotely Piloted Aircraft (Drone) policy

CASA Advisory Circular AC101-01 V3.0 December 2019 – compliance covered by Remotely Piloted Aircraft (Drone) Policy

WRC Remote Operations Manual and Library – mandated by CASA, ensures compliance with CASR

ANALYSIS

When innovative technology of this nature is introduced to council operations there are risks and issues if it is not appropriately managed. The main elements required to ensure councils are not exposed to safety, legal and reputational risk from their RPA activities are:

1. Highly skilled and certified pilots

2. Understanding of the legal parameters of RPA use
3. Specialised equipment to match the required output
4. Data infrastructure to support business reporting, analysis and storage needs

The primary challenge before local councils is that of enforcing compliant RPA operations. Not only are RPAs capable of congesting busy airspace and breaching privacy barriers; the technology can also cause disruptions to important emergency operations and health services. The main legal issues to be considered when utilising RPA technology are safety, liability for damage, privacy, and whether entry into the airspace above a property could expose Council to trespass or nuisance actions.

RPA activities are strictly regulated by CASA; failure to comply can result in fines of up to \$25,000, and two years imprisonment. It is essential that Council ensures that all staff flying RPAs for their work are properly trained, and understand and comply with legislative requirements. These requirements are covered by Council's ReOC, which includes the WRC Remote Operations Manual and Library.

Additionally, it is important that data from drone operations is collected, stored, disseminated and disposed of according to the requirements of privacy and records legislation. This aspect is not covered by CASA or the ReOC, but is now addressed in the WRC RPA (Drone) Policy.

There are also some aspects of the rules for flying RPA that could be open to interpretation. These particularly relate to flying drones for remuneration, and flying drones in the under 2kg category. The WRC RPA (Drone) Policy addresses these areas, and errs on the side of caution to ensure that all RPA operations are consistent across Council regardless of the type of drone used or type of operation performed. The policy thus mitigates against risk of failure to comply with legislative requirements.

STRATEGIC IMPACTS

This innovative technology has the potential to significantly enhance council service capabilities across a number of operational areas in the long-term and immediate future. As increasing demands are put on local government resources each year, there is pressure to review the way that business is conducted. Use of RPA technology includes the following areas of opportunity:

- Asset management (asset condition inspections)
- Disaster management (capturing live disaster footage to inform the emergency control centre or post-event condition assessments)
- Landfill and quarry management (volumetric assessments)
- Pest and weed management (pest/feral animal/weed detection, mapping, control and monitoring)
- Compliance management (surveillance of unlawful activity, capturing pool registration data, compliance inspections)
- Bushfire management and firebreak monitoring.
- Water way monitoring including urban drainage outlet inspection and coastline management
- Search and rescue in conjunction with SES and Police
- Crowd and event surveillance

Benefits available from using RPA technology include:

- Significant reduction in workplace hazards
- Increased efficiency by reducing man hours involved in routine surveillance and mapping
- Increased accuracy and consistency in data capture
- Increased accessibility to assets and unique views/perspectives
- Increased productivity and value for money by the efficient allocation and targeting of resources
- Increased quality, quantity and speed in which information is available to decision makers.

Effective use of RPAs requires management of risk factors, including but not limited to:

- liability for damage resulting from unqualified or inexperienced staff or poor-quality technology
- liability for breaches of privacy, nuisance or trespass due to inexperienced staff or council not being aware of legal requirement for RPA use and management of collected data
- liability for breaches of the Civil Aviation Safety Regulations or other legislative requirements due to inexperienced or negligent staff, poor quality technology or by not maintaining required operating and maintenance procedures, documentation and approvals

The WRC RPA (Drone) Policy ensures these risks are addressed and mitigates against them.

CONSULTATION

Steve Griffin - CASA Delegate and Chief Examiner, Unmanned Approvals

Jeanne Ronald - Senior Governance Officer, Governance and Safety, Mackay Regional Council

John Fleming - CASA Certified RPAS Chief Instructor and Maintenance Officer, FPV Australia

Tony Schulz - Chief Remote Pilot and Whitsunday Coast Airport Manager

David Royston-Jennings - Governance and Legislation Advisor, WRC

ELT - 28th February 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

It is important to ensure that RPA use by Council is legal, safe and justifiable. Council operations can benefit significantly from use of RPAs, but there are also risks which require mitigation strategies. These benefits and risks are addressed and managed by the WRC Remotely Piloted Aircraft (Drone) Policy, thus allowing Council to take advantage safely, legally and responsibly from RPA use in its operations.

ATTACHMENTS

Attachment 1 – Remotely Piloted Aircraft (Drone) Policy

Attachment 1 – Remotely Piloted Aircraft (Drone) Policy



Remotely Piloted Aircraft (Drone) Policy

Corporate Services

[AP_CORP_09]

OPERATIONAL POLICY			
Effective Date	March 2020	Next Review Date	March 2023
Responsible Officer(s)	Manager, Innovation and Technology	Revokes	Nil

Purpose

The purpose of this policy is to ensure that all legislated requirements for the use of Whitsunday Regional Council owned or managed drone technology, also known as remotely piloted aircraft (RPA) technology, is applied and adhered to by WRC staff and contractors. The intent of these requirements is to protect people, property and other aircraft from injury or damage that could result from drone use. This policy provides clear guidelines for the internal use of drone technology for WRC's operations.

Scope

This policy is applicable to all employees of WRC; all WRC owned or managed drone systems and technology, and any data and information collected by them, including geospatial data

Applicable Legislation

This policy is in reference to:

- **Civil Aviation Safety Regulations Part 101 (Commonwealth)** which outlines the rules governing all unmanned aeronautical activities into one body of legislation. It prescribes the rules for the use of unmanned moored balloons and kits, unmanned free balloons, unmanned rockets, remote piloted aircraft, model aircraft and pyrotechnic displays
- **Air Navigation Act 1937 (Queensland)** which provides for the application of the air navigation regulations and civil aviation regulations of the Commonwealth to and in relation to air navigation within the State, and to provide in relation to liability for certain injury, loss, damage or destruction by aircraft
- **Information Privacy Act 2009 (Queensland)** which provides for the fair collection and handling in the public-sector environment of personal information and a right of access to and amendment of personal information in the government's possession or under the government's control, unless, on balance, it is contrary to the public interest to give the access or allow the information to be amended.
- **Public Records Act 2002 (Queensland)** which ensures that the public records of Queensland are made, managed, kept, and, if appropriate, preserved in a useable form for the benefit of present and future generations, and public access to records under this Act is consistent with the principles of the *Right to Information Act 2009* and the *Information Privacy Act 2009*

Policy Statement

Background

1. The operation of drones, also referred to as remotely piloted aircraft, is governed by the Civil Aviation Safety Authority (CASA) and determined by the Civil Aviation Safety Regulations 101 (CASR 101). At all times, use of drone technology by employees of WRC must adhere to the requirements of CASR 101.



Remotely Piloted Aircraft (Drone) Policy

Corporate Services

[AP_CORP_09]

2. This Policy and the Remote Operators Manual will provide a framework to ensure the following objectives are achieved:
 - a) RPA are operated in a manner consistent with CASR 101;
 - b) RPA use has a clearly defined purpose to ensure the information is complete and relevant and minimise potential drone intrusions;
 - c) WRC's use of RPA is in alignment with public interest and governing legislation, and is in accordance with relevant policies, directives and procedures of WRC including, but not limited to WRC's Information Privacy Policy;
 - d) WRC's use of RPA occurs in a financially responsible and safe manner;
 - e) Risks to WRC and the wider community from RPA operations is minimised.
 - f) Engage with the community via a clear and comprehensive communication strategy to inform the community about the RPA use event where deemed applicable by the Chief Remote Pilot
 - g) Take all steps to safeguard the personal information captured by the drone in the air and on the land;
 - h) Ensure contracted service providers are contractually bound to comply with these same privacy obligations;
 - i) Enable the community to exercise their right to access information held by government.

RPA Use

3. The use of drone technology will only be approved when operational efficiencies or benefits are identified, and adherence to CASA regulations is demonstrated.
4. All staff who are employed by WRC to use drones can be classified by CASA as using them commercially, as they are being paid for their work. Drone flights may therefore only be undertaken by an operator who holds the appropriate Remote Pilot License for the class of drone being flown.
5. The primary purpose of WRC owned drones is to support authorised officers in the conduct of their duties. This may include, but is not limited to,
 - a) Asset management and inspections;
 - b) Water and waste infrastructure management;
 - c) Disaster response and management;
 - d) Tourism, community services and events;
 - e) Compliance management;
 - f) Urban planning – aerial surveys of proposed development sites;
 - g) Land surveying, mapping and 3D terrain modelling;
 - h) Environmental monitoring;
 - i) Pest and weed management;
 - j) Aerial photography (eliminating risks associated with cherry picker type photography);
 - k) Coastline management.

Legislative compliance

6. As an organisation operating drones commercially, WRC will hold an ARN, and maintain and update a CASA authorised Remotely Piloted Aircraft Operators Certificate (ReOC). The ReOC mandates the following:
 - a) WRC nominate a Chief Remote Pilot and a Maintenance Controller according to the requirements of the Certificate;

Remotely Piloted Aircraft (Drone) Policy

Corporate Services

[AP_CORP_09]

- b) The Chief Remote Pilot is responsible for ensuring that all operations under the ReOC are conducted safely and legally;
- c) All drone operators and drone operations must adhere to the practices and procedures contained in the Remotely Piloted Aircraft Operators Certificate. These are set out in the Remote Operations Manual, which provides procedures to comply with the CASR 101 requirements;
- d) Any proposed drone operations must be logged sufficiently in advance to allow time for approval by the Chief Remote Pilot, and must not commence until this approval has been received.

Data Collection and Management

7. All data collected or recorded by WRC managed RPA or from contractors engaged to undertake RPA projects, including geospatial data, is owned by WRC and is subject to WRC Information Security Policy, the *Information Privacy Act 2009* and *Public Records Act 2009*.
8. The data collected will be for specific purposes in support of WRC functions. The data will be stored in accordance with WRC Information and Records Management Policy.

Access to Information

9. Requests by the public to access WRC collected RPA data will be assessed and managed in line with WRC's Information and Records Management Policy, Information Security Policy and relevant legislation.
10. All requests must be in writing addressed to the Chief Executive Officer, Whitsunday Regional Council.

Complaints

11. Any complaints regarding the use of RPA or breaches of privacy by WRC officers or contractors will be managed in accordance with WRC's Administrative Action Complaints Policy.

Review of Policy

12. This Policy will be reviewed when any of the following occur:
 - a) The related documents are amended or replaced
 - b) Other circumstances as determined from time to time by a resolution of Council
13. Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years.

Definitions

ARN shall mean Aviation Reference Number

CASA shall mean Civil Aviation Safety Australia

CASR 101 shall mean Civil Aviation Safety Regulations

CEO refers to the Chief Executive Officer of the Whitsunday Regional Council appointed in accordance with the *Local Government Act 2009*.

Council refers to the Whitsunday Regional Council

Drone shall mean an unmanned/remotely operated/autonomously operated vehicle that operates on land, in the air, or in water. For the purposes of this document, this term is used interchangeably with 'remotely piloted aircraft'

Employee refers to any employee, contractor, volunteer etc. of the Council

ReOC shall mean remotely piloted aircraft operator's certificate.

RePL shall mean Remote Pilot Licence

RPA shall mean 'Remotely piloted aircraft.' This is the term used by CASA in reference to an unmanned aircraft. This term is used interchangeably with 'drone' in this document

RPA Pilot shall mean the operator of an RPA and holder of a RePL

RPAS shall mean 'remotely piloted aircraft system.' This is a term used by CASA to refer to a set of configurable elements consisting of a remotely piloted aircraft, its associated remote pilot station (or stations), the required command and control links and any other system elements as may be required at any point during the operation of the aircraft.

UAV shall mean unmanned aerial vehicles. This term is used interchangeably with "drone" and "remotely piloted aircraft" in this document

Relating Documents

Whitsunday Regional Council Remote Operations Manual
WRC Information Security Policy
WRC Information and Records Management Policy

Chief Executive Officer Approval

Rodney Ferguson
Chief Executive Officer

11. Corporate Services
11.3 COUNCIL CARETAKER PERIOD POLICY

AUTHOR: Norm Garsden – Acting Manager, Governance and Administration

RESPONSIBLE OFFICER: Jason Bradshaw – Director, Corporate Services

OFFICER'S RECOMMENDATION

That Council rescind the current Council Caretaker Period Policy and work with the provisions of the current legislation.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

A number of shortcomings in the current Council Caretaker Period Policy were identified during the 2020 election period. There is no requirement to adopt a Caretaker Period Policy as the Local Government Act includes a comprehensive set of prohibitions applied during the election period.

PURPOSE

This report provides an opportunity for Council to review its Caretaker Period Policy, in light of the recent election.

BACKGROUND

The current Caretaker Policy attempted to disconnect Councillors from Council responsibilities during the election period to discourage inappropriate influence during the election period, however, the impact of COVID-19 highlighted the need for the Mayor and Council to continue to manage Council's policy response during that time.

STATUTORY/COMPLIANCE MATTERS

The Local Government Act 2009:

- defines the caretaker period as starting on the day when public notice of the holding of the election is given under the Local Government Electoral act and ends at the conclusion of the election;
- prohibits major policy decision making in caretaker period.

ANALYSIS

Despite the honourable intentions of the current Policy, it imposes additional restrictions on the roles and activities of the Mayor and Councillors during this period. This was highlighted in restricting the political response to the COVID-19 event, even though the Mayor was unopposed in the election.

Further, the conservative interpretation and application of the Policy by staff added a further layer of constraints.

The current Policy does not appear to add value to the Council election / political processes and indeed, there does not appear to be any benefit in maintaining the Policy.

STRATEGIC IMPACTS

Council's Corporate Plan documents its commitment to delivering open, accountable and transparent local government. The revocation of the Policy may be perceived as contrary to this commitment.

CONSULTATION

Council briefings were held on 6 May and 30 June 2020 where the proposed policy changes were discussed.

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 proposed Policy addresses the applicable statutory requirements and should not result in any budgetary increases.

ATTACHMENTS

N/A

11. Corporate Services

11.4 COUNCILLOR ACCEPTABLE REQUEST POLICY

AUTHOR: Norm Garsden – Acting Manager, Governance and Administration

RESPONSIBLE OFFICER: Jason Bradshaw – Director, Corporate Services

OFFICER'S RECOMMENDATION

That Council adopt the attached Councillor Acceptable Request Policy.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

In carrying out the responsibilities of Mayor and Councillor, Councillors may need to approach staff for information and advice. The attached policy is purposed to:

- assist Councillors in carrying out their responsibilities as elected representatives in an open and transparent manner;
- provide a process in which a *Councillor* may ask a Council *employee* for advice to help the Councillor carry out their responsibilities under the *Local Government Act 2009*; and
- set reasonable limits on *Requests* made by Councillors.

PURPOSE

The proposed policy has been written to comply with section 170A(6) of the Local Government Act 2009.

BACKGROUND

The draft Policy applies to all Councillors and employees and describes the responsibilities in seeking and providing advice and information, having regard to the Local Government Act 2009. The Policy does not address attempts by Councillors to influence employees as this is addressed by section 175I(3) of the Act.

STATUTORY/COMPLIANCE MATTERS

This policy is to be read in conjunction with the following legislative provisions and Council policies:

- sections 4, 12, 13, 170, 170A, 170AA, 171 and 171A of the *Local Government Act 2009* (Qld) (LGA);
- the Public Sector Ethics Act 1994 (Qld);
- the Council's Code of Conduct for Employees; and
- The Councillors' code of conduct made by the Minister.

Specifically, section 170(A) of the Act requires that Council adopt 'Acceptable Request Guidelines' to document the appropriate mechanisms for Councillors to approach staff for advice or information.

ANALYSIS

The Act acknowledges the fine line between Councillors seeking advice and information from employees and giving direction to employees. Appendix 1 provides examples of appropriate and inappropriate language to navigate the subtle nuances in this matter, whilst Appendix 2 provides a list of Council Officers who can be contacted by Councillors. The guidelines also provide an internal review process where Councillors can escalate any dispute.

STRATEGIC IMPACTS

The policy demonstrates open, accountable and transparent leadership and provides a practical mechanism to provide Councillors with the required information and advice to assist them to undertake their responsibilities, without being seen to be inappropriately giving direction to staff.

CONSULTATION

Council briefings were held on 6 May and 30 June 2020 where the proposed policy changes were discussed. A draft of this Policy was also discussed at the Executive Leadership Team meeting.

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 proposed Policy addresses the applicable statutory requirements and should not result in any budgetary increases.

ATTACHMENTS

Attachment 1 – Councillor Acceptable Request Policy

COUNCIL POLICY			
Date Adopted by Council		Council Resolution	
Effective Date	July 2020	Next Review Date	June 2022
Responsible Officer(s)	Manager, Governance and Administration	Revokes	LSP_OMCEO_01 Adopted 27 February 2019

Purpose

This policy has been adopted by Council as the 'acceptable requests guidelines' under section 170A(6) of the *Local Government Act 2009* (Qld) (LGA). The purpose of this policy is to:

- assist Councillors in carrying out their responsibilities as elected representatives in an open and transparent manner;
- provide a process in which a *Councillor* may ask a Council *employee* for advice to help the Councillor carry out their responsibilities under the *Local Government Act 2009*; and
- set reasonable limits on *Requests* made by Councillors.

Scope

This policy is applicable to all Councillors and employees. Councillors may seek information or advice from Council employees in order to perform their responsibilities under the Local Government Act. To maintain the integrity of the relationship between the elected and administrative elements of Council. These Guidelines specify:

- the way in which Councillors may request information or advice from Council employees, including the reasonable limits on requests that a Councillor may make;
- the employees who may respond to requests for information or advice; and
- the manner in which Council employees are to respond to Councillor requests for information or advice.

These Guidelines do not deal specifically with attempts to influence Council employees. It is an offence under section 175I(3) of the LGA, for a Councillor who has a material personal interest, real conflict of interest or perceived conflict of interest in a matter, other than an ordinary business matter, to influence, or attempt to influence, a Council employee or a Council contractor who is authorised to decide or otherwise deal with the matter to do so in a particular way.

Contravention of this policy

Contravention of this policy:

- by a Councillor, may result in 'misconduct' under the LGA (The Independent Assessor (IA) is responsible for assessing and investigating instances of suspected misconduct. The IA may then refer the matter to the Councillor Conduct Tribunal to be heard and determined); or

- by a Council employee, may involve disciplinary action being taken against the employee.

Applicable Legislation

This policy is to be read in conjunction with the following legislative provisions and Council policies:

- sections 4, 12, 13, 170, 170A, 170AA, 171 and 171A of the *Local Government Act 2009* (Qld) (LGA);
- the Public Sector Ethics Act 1994 (Qld);
- the Council's Code of Conduct for Employees; and
- The Councillors' code of conduct made by the Minister.

Policy Statement

- 1.1 Communication by Councillors with employees must be conducted:
 - in a respectful, reasonable and professional manner;
 - in accordance with the law and the local government principles, Council's policies, guidelines and procedures and Council's organisational culture values of *Accountability, Unity, Trust, Community and Continuous Improvement*; and
 - in good faith.
- 1.2 Councillors shall not direct, or attempt to direct, any employees in the course of their employment, with the exception of the Mayor who may direct the *CEO* in accordance with s 170 of the Act or a Councillor who may direct a 'Councillor Advisor' in accordance with s 170AA of the Act
- 1.3 The preferred method of communication of Requests is via email to ensure that Council can maintain appropriate records in accordance with the *Public Records Act 2002*.
- 1.4 Generally, councillors may direct all requests pertaining to:
 - Political and strategic issues to the Chief Executive Officer, or the relevant Director;
 - Technical or operational issues to assist with decision-making obligations and responsibilities may be directed to the CEO, a Director, Executive Manager, or Manager, in accordance with the Appendix 2 - Employees from whom Councillors can request information or advice;
 - Meetings, appointments, events or *constituent* enquires to a Councillor Support Officer;
 - Other matters, including accessing commercial-in-confidence information, shall be directed to the CEO.
- 1.5 If a Councillor is of the opinion, that their request is likely to be time-consuming for employees to fulfil, they should approach the CEO to request the information.
- 1.6 The CEO may delegate the request to the most appropriate employee/s for actioning.

- 1.7 Councillors shall not discuss with any employee the terms and conditions of the employee's employment with Council under any circumstances.

Employees' Responsibilities

- 2.1 Communication by employees with Councillors must be conducted:
- in a respectful, reasonable and professional manner;
 - in accordance with the law and the local government principles, Council's policies, guidelines and procedures and Council's organisational culture values, *Accountability, Unity, Trust, Community and Continuous Improvement*; and
 - in good faith.
- 2.2 If a Councillor contacts an employee in contravention of this Policy, then the employee should:
- where the request is for information or advice in relation to a constituent enquiry, then refer the request to a Councillor Support Officer or the Manager, Governance and Administration; or
 - where the request is for technical or professional expertise, then refer the request to the appropriate Director or the CEO.
- 2.3 Employees must reasonably ensure that any information that is provided to a Councillor is accurate and correct, and brought to the attention of an appropriate Director in a timely manner.
- 2.4 If an employee is of the opinion, that the information requested by the Councillor through a Councillor Support Officer is unreasonably complex or onerous to fulfil and will significantly divert them from their regular duties, the employee shall seek advice from their Director or the CEO as to the reasonableness of the request.
- 2.5 If a Councillor directs or attempts to direct an employee about the way in which their duties are to be performed, the employee shall report the circumstances to the CEO as soon as possible.
- 2.6 Employees shall keep records of advice given to Councillors in the same manner as if they were providing advice to a member of the public. The employee shall ensure that a record of the advice is stored electronically in Council's electronic records management system.
- 2.7 No employee, other than the CEO, is entitled to distribute commercial-in-confidence information or data to a Councillor.
- 2.8 Employees shall not discuss with a Councillor any matter relating to the terms and conditions of their employment with Council, under any circumstances.
- 2.9 Employees shall inform the CEO if they believe a Councillor has behaved in a manner contrary to this policy.

Response Times to Requests for Assistance or Information

- 3.1 Where the information requested by the Councillor is routine and is readily available from Council's business systems, the employee shall, where possible, provide the response within one (1) business day of the request.
- 3.2 Employees shall respond to all other Requests within three (3) business days except where the information requested is of a complex nature or requires substantial research.
- 3.3 Where the matter is complex and requires substantial research and analysis or requires input from various Directorates, the employee shall provide a response within ten (10) business days.

Handling of Information

- 4.1 Both Councillors and employees acknowledge that the information provided in relation to a request may be confidential and that they must adhere to the Act, the Information Privacy Act 2009 and other relevant Acts/Regulations relating to privacy when they are in receipt of information that may affect individuals, organisation, the Council or provides an unfair advantage to someone.
- 4.2 If an employee has concerns about a request by from a Councillor in relation to the confidentiality or sensitivity of the information, the employee must report the circumstances to the CEO.
- 4.3 The CEO will review and determine an outcome for the request and will advise the employee.

Information/Advice that cannot be Requested

- 5.1 Section 170A(3) of the LGA provides that a Councillor may not request information:
 - that is a record of the Regional Conduct Review Panel or the Local Government Remuneration and Discipline Tribunal or Councillor Conduct Tribunal; or
 - if disclosure of the information to the Councillor would be contrary to an order of a court or tribunal; or
 - that would be privileged from production in a legal proceeding on the ground of legal professional privilege.
- 5.2 In addition, a Councillor may not request information or advice involving any of the following:
 - information which is a public interest disclosure under the Public Interest Disclosure Act 2010 (Qld);
 - personal information under the Information Privacy Act 2009 (Qld);

- the employment records of a Council employee;
- matters relating to the conduct of any Councillor, including any complaint, referral or investigation about that conduct to the extent it is not Publicly Available Information;
- confidential information under the Crime and Corruption Act 2001 (Qld); and
- information about recruitment of an individual or a recruitment process for a particular role within Council.

5.3 However, a Councillor may request information or advice that is confidential information of Council (other than information noted above or involves a confidential matter) provided that:

- the request is made under these Guidelines but only to the CEO (and no other Council officer); and
- any information is immediately returned to the CEO at their request.

Directions to Employees

6.1 Under no circumstances may a Councillor give a direction to a Council employee, notwithstanding this, the Mayor may give a direction to the CEO in accordance with section 170 of the LGA and Councillors may give direction to Councillor Administrative Support staff in accordance with section 171A of the LGA. Appendix 1 provides guidance and clarity to Councillors on the appropriate way that information can and cannot be requested.

How a Councillor may Request Information from an Employee

7.1 A Councillor may only request information from a Council employee if all of the following criteria are satisfied the request is made to:

- an employee acting in a position identified in Column 1 in the table in Appendix 2, if:
- the request is made in relation to a subject area identified and an appropriate type identified for that employee for that position in Column 2 of that table; and
- the request is made in writing, unless:
 - the request involves information which is generally accessible to the public;
 - in the case of a request made to the CEO, a Director or Manager, the employee agrees that a verbal request is sufficient in the circumstances and the employee records the details of a request in a file note; or
 - in the case of an emergency;
- the request is made in good faith; and
- the request would not involve an unreasonable use of a Council employee's time having regard to the resources available to Council.

Responding to Councillor Requests

- 8.1 If a Council employee receives a request from a Councillor that the employee considers does not comply with these Guidelines, the employee may refuse to deal with that request by:
- in the case of the CEO, taking an action in accordance with these Guidelines;
 - in the case of a Director, notifying the CEO about the request and the reasons for their concerns;
 - in the case of a Manager, notifying the Director to whom they report about the request and the reasons for their concerns; or
 - in the case of any other employee, notifying the Director to whom they report about the request and the reasons for their concerns.
- 8.2 If a Manager or Director receives a notification, that person must consider the concerns identified and make one of the following decisions:
- the Councillor's request does not comply with these Guidelines, in which case that person must take an Action in accordance with these Guidelines;
 - the Councillor's request complies with these Guidelines, in which case that person will direct the relevant employee to comply with the Councillor's request in accordance with these Guidelines; or
 - the concerns raised in relation to the Councillor's request need to be elevated to a more senior employee for consideration.
- 8.3 If the CEO receives a notification pursuant to these Guidelines, the CEO must consider the concerns identified by the employee and make one of the following decisions:
- the Councillor's request does not comply with these Guidelines, in which case the CEO must take an action in accordance with these Guidelines; or
 - the Councillor's request complies with these Guidelines, in which case the CEO will direct the relevant employee to comply with the Councillor's request in accordance with these Guidelines.
- 8.4 If a Manager, a Director or the CEO decides that a request made by a Councillor does not comply with these Guidelines, that person must notify the Councillor that an action is required to be taken in relation to the request for information or advice.
- 8.5 If an employee receives a request for information or advice from a Councillor that the employee considers, or that the employee has been directed pursuant to these of Guidelines, complies with these Guidelines, the employee must:
- in writing to the Councillor:
 - confirm receipt of the request and the scope of the request;
 - indicate the turnaround time to provide the information or advice requested; and
 - provide the information or advice requested to the Councillor within that turnaround time and as soon as reasonably practicable.

Councillor Review

- 9.1 If a Councillor is dissatisfied with a response, other than in relation to an action required to be taken by the CEO, the Councillor may notify his or her concerns to the CEO.
- 9.2 If a Councillor is dissatisfied with either the proposed or actual turnaround time for a request or with the type or extent of information provided in response to a request under Guidelines, other than in relation to a request made to the CEO, the Councillor may notify his or her concerns to the CEO.
- 9.3 If a Councillor has notified the CEO under these Guidelines, the CEO must undertake a review as soon as practicable and advise the Councillor in writing about how the concern will be addressed (if at all).
- 9.4 If a Councillor (other than the Mayor) is dissatisfied with:
- an Action required by the CEO pursuant to clause 9.4 of these Guidelines;
 - the CEO's proposed or actual turnaround time for a request under these Guidelines;
 - the type or extent of information provided by the CEO in response to a request under these Guidelines; or
 - a decision made by the CEO under either clause 10.3 or clause 10.4 of these Guidelines, the Councillor may notify the Mayor about his or her concern.
 - if a Councillor notifies the Mayor of a concern under clause 10.5 of these Guidelines; or
 - with respect to a request by the Mayor under these Guidelines, the Mayor is dissatisfied with the response to the request.
- 9.5 The Mayor may bring the matter to the attention of the CEO (either orally or in writing).
- 9.6 Unless the Mayor gives a direction to the CEO under section 170(1) of the LGA, the CEO may deal with the concern brought to his or her attention under these guidelines as the CEO considers appropriate.

COUNCILLOR USE OF INFORMATION

- 10.1 A Councillor must only use information or advice obtained from a Council employee for a proper purpose and must not use the information or advice in contravention of section 171 or 171A of the LGA.

Definitions

- **CEO** refers to the Chief Executive Officer of the Whitsunday Regional Council appointed in accordance with the *Local Government Act 2009*
- **Constituent** refers to any resident, ratepayer or person residing within the Whitsunday Regional Council local government area including businesses and commercial operators
- **Council** refers to the Whitsunday Regional Council
- **Councillor Support Officer** refers to an employee whose primary roles is to support a Councillor regardless of position title and includes the Personal Assistant to the Mayor
- **Department** refers to an organisational unit within Council that is managed by a Director and includes the CEO, Chief Financial Officer and the Chief Operating Officer Water
- **Delegate** refers to an employee delegated by the CEO to accept and process Councillor requests
- **Employee** refers to any employee, contractor, volunteer etc. of the Council
- **Requests** refers to any request by a Councillor for information or advice

Related Documents

Local Government Act
Councillor Code of Conduct
Employee Code of Conduct

Appendix 1 - Guidance and Clarity to Councillors on the Appropriate Way that Information can and Cannot be Requested

A request for advice or information to assist the Councillor to carry out his or her responsibilities under the Act (section 171) must only be put in a manner requesting advice or information. For example, the following examples are considered as requesting advice or information:

- (I) *Could you please advise when the report will be presented to Council?*
- (II) *Can you please advise when Smith Road will be graded next?*
- (III) *Please can you advise as to the status of ...?*
- (IV) *Does the Local Government Act allow Council to....?*

A request for advice or information must not be put forward in a manner that gives the impression of giving a direction to an officer which includes attempting, implying, suggesting, coercing, enticing, pressuring, expressing a view, or debating, in a manner so as to create the impression or perception, that the officer has been given a direction by the Councillor to make a decision, allocate resources, make a recommendation or take actions that will result in a specified outcome; or could be perceived as doing so.

For clarity, the following are examples that may be considered as "giving a direction to an officer":

- (i) *I believe we should ...*
- (ii) *I would hope that council is planning ...*
- (iii) *Please can you consider ...*
- (iv) *Can you please provide me with a plan of action ...*
- (v) *I request that ...*
- (vi) *In relation to the advice you provided, (see b.(i)-(v) above)*
- (vii) *I have a meeting with Mr Smith on Monday, he needs your approval conditions before then.*

For further clarity "giving a direction to an officer" also includes making a request for information on a matter where there is no agreed Council or operational direction.

The following are examples that are considered as "giving a direction to an officer":

- (i) *Could you please advise when the report will be presented to Council?* (When neither Council has requested the report, nor have officers proposed to submit a report on the matter);
- (ii) *Can you please advise when Smith Road will be graded next?* (when Smith Road is not maintained by Council);
- (iii) *(iii) Please can you advise as to the status of XXX?* (when XXX is not an agreed Council or operational direction); or
- (iv) *Please advise when you intend to YYY.....?* (when YYY is not an agreed Council or operational direction)

Councillors Acceptable Request Policy

Corporate Services
[Policy Number]

Appendix 2 - Employees from whom Councillors can request information or advice

Position Name	Subject Area	Contact
Chief Executive Officer	Any matters.	Mr Rodney Ferguson Ph: 4945 0601 Mob: 0448 458 782
Executive Assistant to the CEO	Administrative matters relating to the CEO's Office	Ms Nickie Nosworthy Ph: 4945 0207
Manager, Corporate Communications and Marketing	Political, Technical and Operational matters, related to Council's branding, website, social media (incl 'Your Say Whitsunday'), newsletter, consultation and engagement and media.	Mr Greg Martin Ph: 4945 0617 Mob: 0438 748 270
Chief Operating Officer – Aviation and Tourism	Technical and Operational matters, related to airports, aerodromes, related safety and tourism.	Mr Craig Turner Ph 4945 0483 Mob: 0436 439 369
	Technical and Operational matters, related to Skills investment, destination marketing and economic development.	Mr Ry Collins Ph: 4945 0251 Mob: 0438 966 130
Corporate Services		
Director Corporate Services	Any matters, related to Corporate Services Department.	Mr Jason Bradshaw Ph:4756 6062 Mob: 0436914221
Manager, Governance and Administration	Technical and Operational matters, related to Registers of Interest, Conflict of Interests, Material Personal Interests, Agendas and Minutes, Right to Information, Information Privacy, Corporate and Operational Planning, Policy, Delegations, Risk, Internal Audit, Fraud and Corruption, Investigations, Councillor Remuneration, and Business Continuity Plans.	Mr Norm Garsden (Acting) Ph:0418 752 959

Councillors Acceptable Request Policy

Corporate Services
[Policy Number]

Councillor Support Officer	Support	Meetings, appointments, events, Customer requests and complaints, correspondence – operational matters.	Mrs Tammy McDonald Ph: 4945 0628 Mob: 0407 715 890
Councillor Support Officer	Support	Customer requests and complaints, meetings, correspondence – operational matters.	Mardi Matherson Ph: 4761 3607 Mob: 0436 807 382
Manager, Innovation and Technology		Technical and Operational matters, related to Technology systems, records management, Geographic Information Systems (GIS) and support.	Mr Scott Wilkinson Ph: 4945 0222 Mob: 0424 697 908
'IT' Support		Technical matters, related to operation of phones, iPads, etc.	24hr support Mob: 0428 210 160
Executive Manager, Procurement		Technical and Operational matters, related to Property and Building management (incl maintenance).	Mr Peter Shuttlewood Ph: 4945 0655 Mob: 0439 474 017
Administration Coordinator – Corporate Services.	–	Any administrative matters associated to with Corporate Services.	Stacie Thomas Ph 4945 0203
Infrastructure Services			
Director Infrastructure Services		Any – Political and Strategic matters, related to the Infrastructure Services Department.	Mr Matthew Fanning Ph: 4945 0444 Mob: 0417 107 171
Deputy Infrastructure Services	Director	Any – Political and Strategic matters, related to Department.	Mr Adam Hagy Ph: 4945 0267 Mob: 0448 501 135
Administration Coordinator Infrastructure Services.	–	Any administrative matters associated with Infrastructure Services.	Vacant Ph 49450434

Councillors Acceptable Request Policy

Corporate Services
[Policy Number]

Development Services		
Director Development Services	Any – Political and Strategic matters, related to the Development Services Department	Mr Neil McGaffin Ph: 4945 0215 Mob: 0401 992 172
Manager Development Assessment	Technical and Operational matters, related to development assessments.	Mr Doug Mackay Ph: 4945 0269 Mob: 0401 992 172
Administration Coordinator Development Services.	Any administrative matters associated with Development Services.	Jessica Yuskan Ph: 4945 0258
Community Services		
Director Community Services	Any – Political and Strategic matters, related to the Community Services Department	Ms Julie Wright Ph: 4761 3612 Mob: 0428 721 483
Manager, Community Services	Technical and Operational matters, related to community development and library operations.	Mr Rod Cousins Ph: 4945 0216 Mob: 0439 095 513
Administration Coordinator Community Services.	Any administrative matters associated with Community Services.	Monique Stevens Ph: 4761 3634

11. Corporate Services

11.5 COUNCILLOR EXPENSES AND FACILITIES POLICY

AUTHOR: Norm Garsden – Acting Manager, Governance and Administration

RESPONSIBLE OFFICER: Jason Bradshaw – Director, Corporate Services

OFFICER'S RECOMMENDATION

That Council adopt the attached Councillor Expenses and Facilities Policy.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

In discharging the duties of the role of Mayor and Councillor, Council potentially incur a range of expenses and provides a number of facilities. Council is required to adopt a policy that authorises a framework for certain expenditure and provision of facilities.

PURPOSE

The proposed policy has been written in response to the findings of the Internal audit of Councillor expenditure. The policy has been amended to reflect the current practices and changes forecast during workshop sessions to minimise the overall costs while providing appropriate support to the elected councillors.

BACKGROUND

The Local Government Remuneration Commission determines the maximum amount of remuneration payable to councillors. The remuneration does not provide for expenses to be paid or facilities to be provided to a councillor. Expenses reasonably incurred for Councillors to discharge their duties and responsibilities and the facilities provided are set by Council Policy.

Council's Internal Auditors reviewed the application of Council's policy and expenditure in May 2019 and made 19 findings and process improvement opportunities, noting that the policy included irregularities and repetition (as a result of a number of amendments made over time).

This policy addresses those findings.

STATUTORY/COMPLIANCE MATTERS

Sections 249 and 250 of the *Local Government Regulations 2012* require Council adopt an expenses reimbursement policy providing for:

- payment of reasonable expenses incurred, or to be incurred, by councillors for discharging their duties and responsibilities as councillors; and
- the provision of facilities to councillors for that purpose.

ANALYSIS

Following a review of the current policy and the audit recommendations (16 findings and 3 process improvement opportunities), it was decided that rather than amending the current policy, a new policy would be developed.

The policy establishes an entitlement for Councillors to be reimbursed for expenses incurred, and provision of facilities to assist them in undertaking their duties and responsibilities as Councillors. This policy has been written to reflect the following principles:

- The use of Public Money must be in the public interest;
- Allocation of Council resources must be fair and reasonable;
- Public disclosure of policy and resolutions promotes transparent decision making; and
- Councillors must accept accountability for their expenditure and use of facilities.

The policy entitles Councillors to be able to use Council office facilities for Council purposes (e.g. use a desk and meeting rooms) in one of the Council Offices, have access to office equipment, including a multi-purpose photocopier / scanner / printer; stationery; secretarial and administrative support; a range of electronic devices (e.g. a smart phone, laptop computer/ tablet and internet access); business cards; and name badge.

With respect to:

- **hospitality**, the policy recognises that the Mayor and Councillors may have occasion to incur hospitality expenses while conducting Council business (in addition to civic receptions organised by Council), with annual limits of \$4,000 for the Mayor and \$500 for Councillors.
- **Travel Costs**, Council will pay for or reimburse Councillors for travel costs (including local, regional, intrastate and overseas travel) when on approved Council business;
- **Vehicles:**
 - acknowledging that the role of Mayor requires extensive 'after hours' work, the Mayor shall be provided with a Council vehicle with full private use.
 - Councillors may elect to either use their personal vehicle for Council business within the Council area and claim an allowance for the kilometres travelled or use a Council provided vehicle to attend Council business. Council will make a suitable 'pool' vehicle available for priority use of a Councillor, garaged at a Council office in Bowen, Proserpine and Cannovale / Airlie Beach.
- **Accommodation**, Councillors will be entitled to stay at motel / hotel accommodation (3 or 4 star) when it is necessary to attend to Council business.
- **Telephone/Internet Costs**, Councillors may claim reimbursement for home phone, mobile and home internet costs, where Council provided equipment is unable to be used.
- **Meals**, Councillors are entitled to be reimbursed for the cost of a meal when travelling or attending to Council business outside the region.

The general exceptions are that Councillors cannot claim:

- expenses more than three (3) months after the expenses were incurred;
- expenses associated with a range of private expenses will not be paid or reimbursed; and
- Once the caretaker period commences, Councillors shall not use Council facilities for political or election purposes and only be eligible to claim reimbursement for costs relating to routine activities or as otherwise approved by Council resolution.

To provide transparency and an independent oversight, a report on all categories of expenses reimbursed to Councillors will be submitted to Councillors, the Audit Committee and a report summarising all expenditure in relation to this policy shall be included in the Council's Annual Report, as required by section 186 of the *Local Government Regulation 2012*.

STRATEGIC IMPACTS

The policy demonstrates open, accountable and transparent leadership to ensure community confidence in Council.

CONSULTATION

Council briefings were held on 6 May and 30 June 2020 where the proposed policy changes were discussed.

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 proposed Policy addresses the applicable statutory and audit requirements and should not result in any budgetary increases.

ATTACHMENTS

Attachment 1 – Audit of Councillor Expenses

Attachment 2 – Reimbursement of Councillor Expenses & Provision of Facilities Policy



Internal Audit of Councillor Expenses

Whitsunday Regional Council

May 2019

Confidential

Prepared for: Kenn Donohoe – Chief Executive Officer

Prepared by: Donna Sinanian – Partner



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Distribution	
For Action	For Information
Chief Executive Officer	Audit & Risk Committee



Disclaimer

The services provided in connection with the engagement comprise an advisory engagement which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance will be expressed. This review report has been prepared at the request of Isaac Regional Council in connection with our advisory engagement to perform review services as detailed in our scoping letter.

Due to the inherent limitations of any internal control structure, it is possible that fraud, error or non-compliance with laws and regulations may occur and not be detected. Further, the internal control structure, within which the control procedures that are subject to procedures we perform operate, is not reviewed in its entirety and, therefore, no opinion or view is expressed as to its effectiveness of the greater internal control structure. The procedures performed are not designed to detect all weaknesses in control procedures as they are not performed continuously throughout the period and the tests performed on the control procedures are on a sample basis. Any projection of the evaluation of control procedures to future periods is subject to the risk that the procedures may become inadequate because of changes in conditions, or that the degree of compliance with them may deteriorate. Findex (Aust) Pty Ltd trading as Crowe Australasia provides no warranty regarding the accuracy or completeness of the information. All opinions, conclusions, forecasts or recommendations are reasonably held at the time of compilation but are subject to change without notice by Findex (Aust) Pty Ltd trading as Crowe Australasia. Findex (Aust) Pty Ltd trading as Crowe Australasia assumes no obligation to update this document after it has been issued. Except for any liability which by law cannot be excluded, Findex (Aust) Pty Ltd trading as Crowe Australasia, its Directors, employees and agents disclaim all liability (whether in negligence or otherwise) for any error, inaccuracy, or omission from the information contained in this document or any loss or damage suffered by the recipient or any other person directly or indirectly through relying upon the information.

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1. Executive Summary

1.1 Introduction

Crowe was engaged by Whitsunday Regional Council (WRC) to conduct an Internal Audit of Councillor Expenses. This report documents the findings identified from performing the internal audit at WRC during the period 25 to 29 March 2019.

The Crowe team would like to acknowledge the assistance provided by WRC's personnel during the course of the Internal Audit. WRC's Management and staff displayed a willingness to identify improvements in their processes and were receptive of any feedback provided throughout the Internal Audit.

1.2 Objective

The objectives of this audit are to examine the processes, practices and adequacy of design and operating effectiveness of related internal controls in place for the payment and management of Councillor expenses and reimbursements.

1.3 Scope

Our audit visit in November 2018 encompassed a policy review, whereby we also benchmarked WRC's Councillors reimbursement policy against other Council's in the region of similar size and circumstance. In our review this quarter, we delved further and performed sample based testing over key controls identified in the policy – *"Reimbursement of Expenses and Provision of Facilities for Councillors"* to check operating efficiency and effectiveness.

This review will provide the committee with assurance of the level and nature of Councillor expenses that have been paid for or reimbursed by Council during the 2018/19 year to date in accordance with that policy.

The objectives of this review were to:

- Ensure reimbursements or expenses awarded were in accordance with the policy
- Perform analysis on transactions for the period
- Document the process through high-level process maps
- Evaluate differences between individual Councillors and what was paid
- Summarise observations and management action plans

We have also included a comparison across 10 other Councils in Queensland for specific meal allowance, accommodation and the use of CEO discretion in their Councillor Reimbursement Policies. This has been included as Appendix 1 and is intended to inform of other practices in this space.



1.4 Positive observations

The Crowe team would like to acknowledge the assistance provided by WRC personnel and all stakeholders for their time and efforts during the Internal Audit. We noted the following positive observations during the Internal Audit:

- All documentation required for samples selected was easily able to be found within Enterprise Content Management (ECM). We concluded that there were no discrepancies identified between the reimbursements recorded and supporting documentation and this appeared to largely be due to the cohesiveness between the Councillor Support Officer and the Operational Accounting team.
- We would like to thank the following Council employees for their efforts during our internal audit visit: Governance Officer, Councillor Support Officer, Executive Assistant to the CEO and Team Leader Operational Accounting and team.

1.5 Basis and Use of this Report

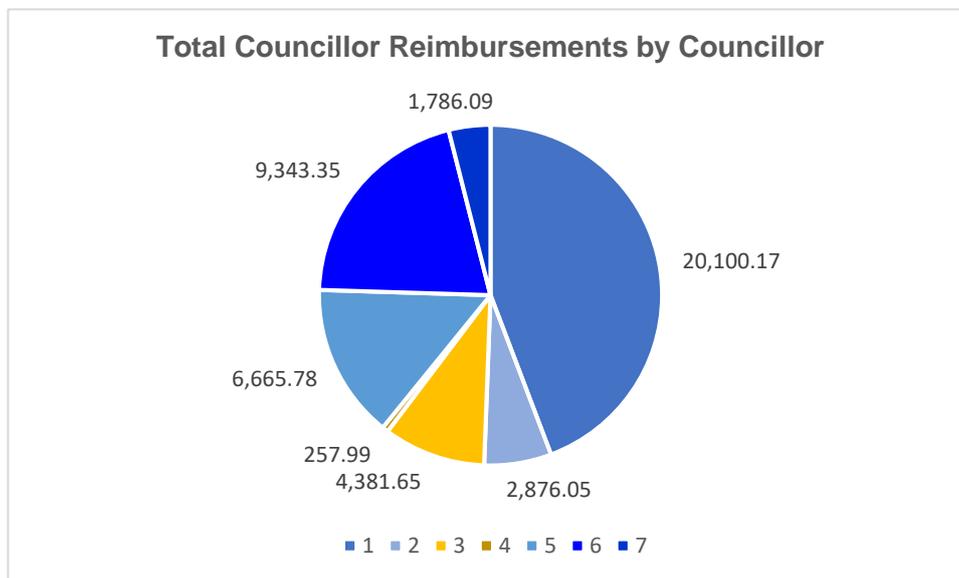
This report has been prepared in accordance with the objectives, scope and approach set out in Appendix 1 and subject to the limitations set out in Appendix 3 (Basis and Use of the Report). The report is written on an exceptions basis and therefore, only areas requiring Management consideration and action are included within this report.

2. Background

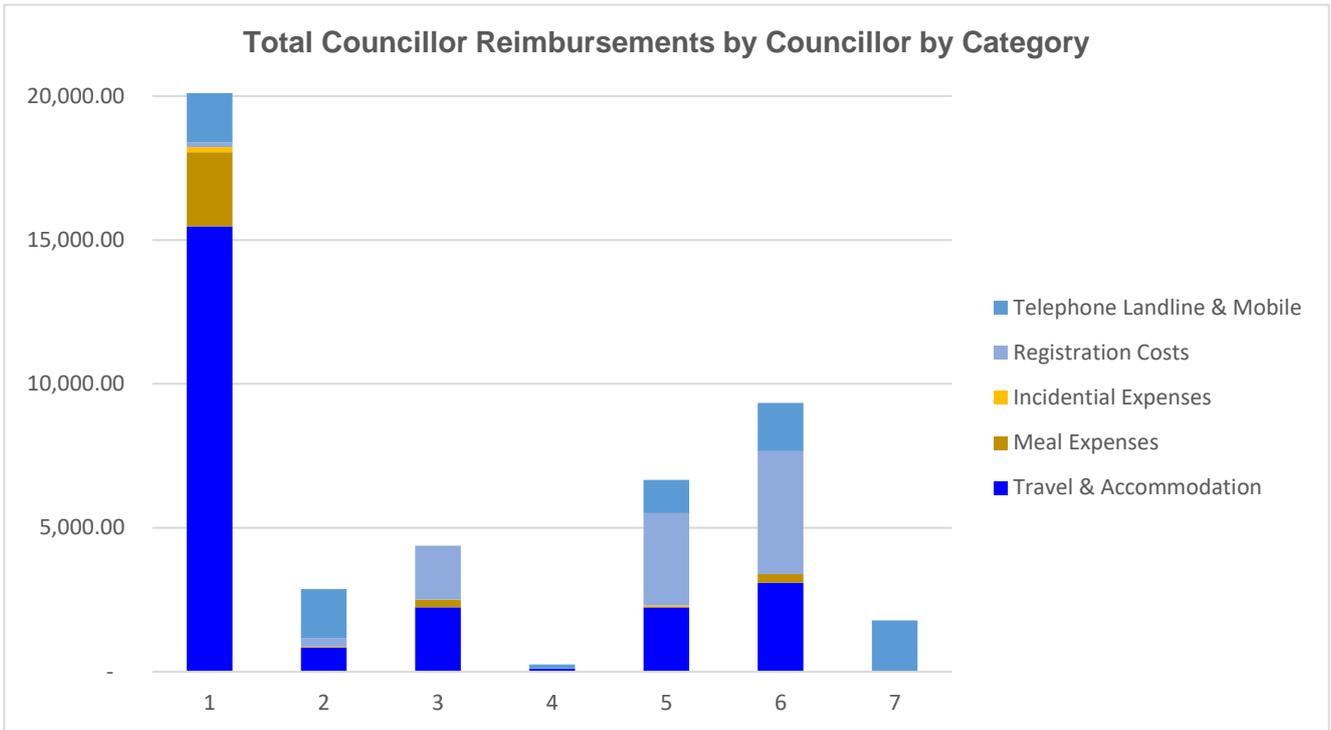
The objective of this audit was to ensure Councillor reimbursements and expenses are in line with the *Reimbursement of Expenses and Provision of Facilities for Councillors Policy*. This was done through an extensive review of the above-mentioned policy as well as a sample-based approach of Councillor reimbursements throughout the financial year.

After conducting interviews with staff and a process review, a sample of 16 Councillor reimbursements were chosen to provide the committee with assurance of the level and nature of Councillor expenses that have been paid for or reimbursed by Council. No errors were found in the testing when matching the transactions against source documentation, however, several findings and recommendations, as discussed in section 4, have been put forward to ensure that the reimbursement of Councillors expenses is transparent and to ensure fair and consistent treatment of Councillors in relation to reimbursement of expenses.

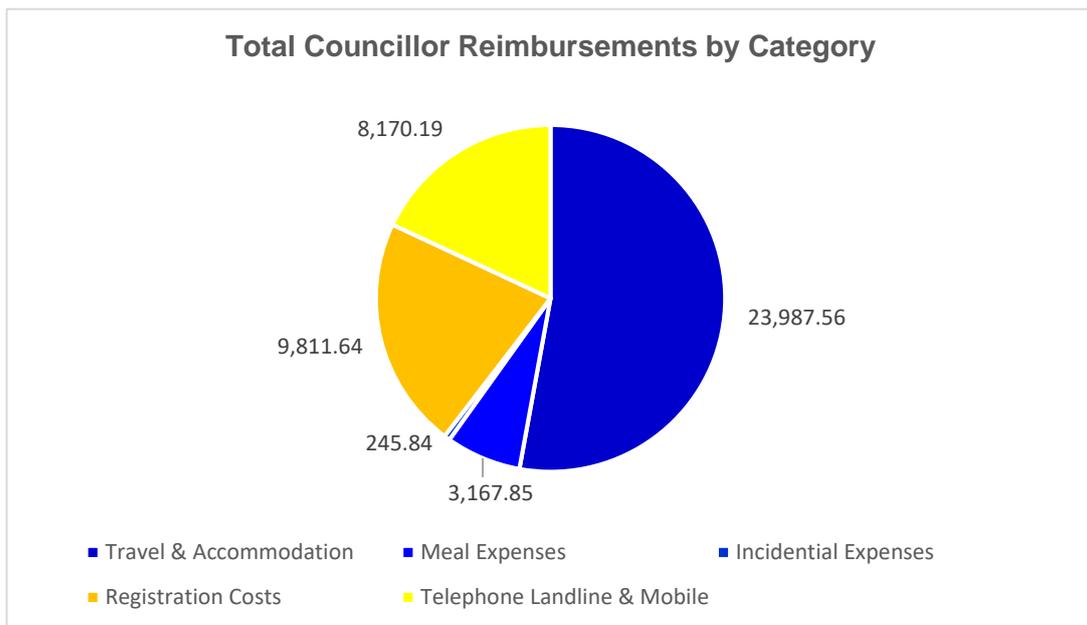
Please note in each of the following displayed graphs we have not disclosed Councillor names, but instead have allocated each Councillor a number from 1 to 7 in no particular order. Below, is a graph representing the total Councillor reimbursements from the period 1 July 2018 to 29 March 2019. The total reimbursements for this period total \$45,411.08.



Each Councillor's expenditure has then been further broken down into 5 expense categories, telephone landline & mobile, registration costs, incidental expenses, meal expenses and travel & accommodation, as seen in the below graph. Through review of the *Reimbursement of Expenses and Provision of Facilities for Councillors Policy* audit has deemed these categories of expenses reimbursable.

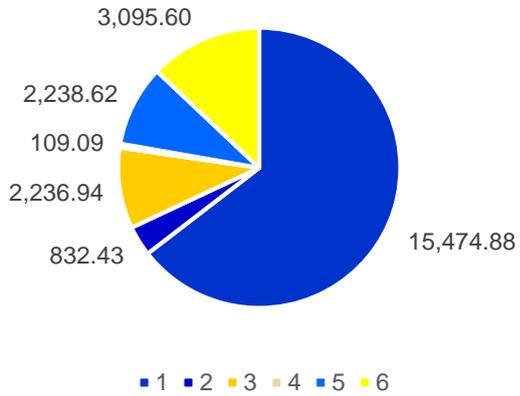


To further depict each category of reimbursement, the below graph shows the amount per category that has been reimbursed during the period 1 July 2018 to 29 March 2019. As shown, Travel & Accommodation is the largest Councillor expense with a total of \$23,987.56.

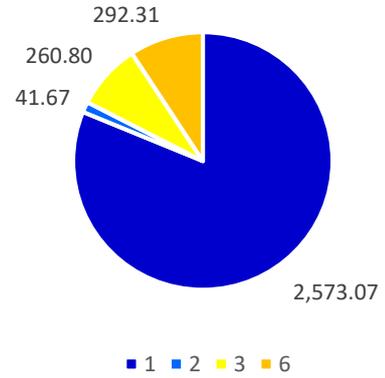


Each of the categories have been broken down to show expenditure per Councillor 1 to 7 for the period 1 July 2018. We have removed Councillor's from the graph if they have \$nil expenditure for the period, however, each Councillor's number has remained consistent throughout all graphs.

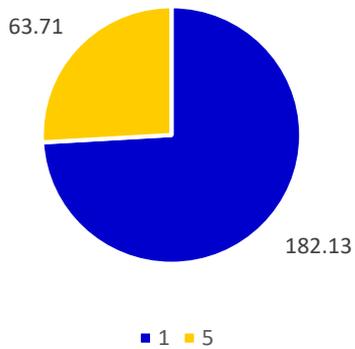
Total Travel & Accommodation by Councillor



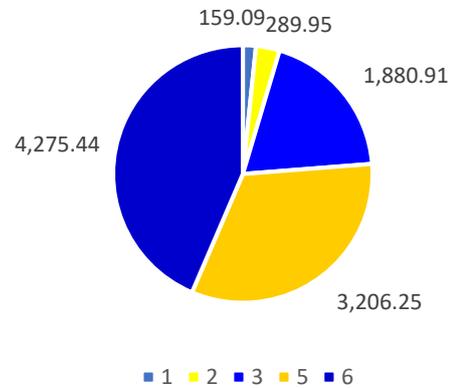
Total Meal Expenses by Councillor



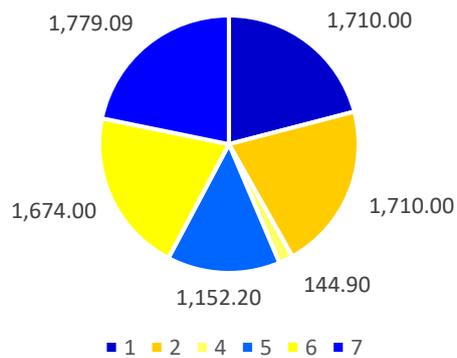
Total Incidental Expenses by Councillor



Total Registration Costs by Councillor



Total Telephone Landline & Mobile by Councillor



3. Summary of Findings at a Glance

The table below includes a high level summary of the findings identified within the Internal Audit and the Internal Audit rating (refer to Appendix 2 for details of the rating scale) attributable. Further information relating to the findings is included in Section 4 of this report.

All policy references, except where otherwise stated are relating to *Reimbursement of Expenses and Provision of Facilities for Councillors Policy*.

Finding Ref.	Brief Summary of Finding	Internal Audit Rating	Management Action	Action date
4.1	<p>Broadness of Policy</p> <p>Whilst reviewing the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>, we identified that there are numerous contradictions within the one policy. There is also repetition within the Policy between different sections. Specific identified irregularities are noted in the detailed finding.</p>	Medium	<p>Agree. 02/2020</p> <p>Policy will be reviewed to coincide with incoming Council in April 2020. Policy needs clarity and detail to be effective.</p>	April 2020
4.2	<p>Uniform Allowance for Councillors</p> <p>Currently the Councillor's receive an allowance in line with the <i>Uniform and Clothing Policy</i>, however, this is not kept track of when Councillors seek reimbursement. Furthermore, the uniform allowance amount is unknown for Councillors as their employment classification is unknown as it could not be verified to supporting documentation. In addition, for all Council employees, no check is performed to ensure shoes purchased are in line with Council policy. Additionally, the <i>Uniform and Clothing Policy</i> has not been updated since 13 January 2011.</p>	Medium	<p>Agree. Policy that applies to Councillors – should be cross-referenced in the Uniform Policy which is under review.</p>	April 2020
4.3	<p>Reimbursements Older Than 3 Months</p> <p>Through sample-based testing it was identified that expenses older than 3 months have been reimbursed to Councillors, which is not in line with Policy.</p>	Medium	<p>Agree. Where the CEO/Delegate approves the reimbursements after 3 months, it should be sufficiently noted on the form the reason for the exception.</p>	Immediate

Finding Ref.	Brief Summary of Finding	Internal Audit Rating	Management Action	Action date
4.4	Hospitality Allowance Currently the Councillor's each have a hospitality allowance in line with policy, however, this is not kept track of over the course of the year.	Medium	Agree. Councillor hospitality reimbursement records shall be kept and monitored to ensure that they do not exceed their annual limit as designated within the policy.	Immediate
4.5	Telecommunications When seeking reimbursement for home phone, mobile and home internet Councillors are not currently providing monthly account invoices or contracts which is not in line with section 61. Due to this practice it is unknown if the reimbursement is for a valid and ongoing contract. Furthermore, in one instance it was noted that a detailed breakdown has not been provided to the finance team for reimbursement which does not allow for any excess charges to be identified which are not to be reimbursed by Council.	Medium	Agree. Policy should be amended to reflect current practice and reviewed again at start of term as part of overall policy review. All allowances to be identified.	April 2020
4.6	Incidental Cost Allowance Per section 23, Councillors should be getting reimbursed an allowance of \$20 per twenty-four hours for incidental costs, however, this is not currently being paid to any Councillor when they meet the requirements outlined in this section	Medium	Agree. The policy should be revised with regards incidental cost reimbursements, with a view to removing this provision.	April 2020
4.7	Travel Bookings by Councillors Through sample-based testing it was identified, in one instance, a travel booking was booked by a Councillor which is not in line with section 5 of the policy.	Low	Agree. The Council Support Officer should book all travel, accommodation and conference or other registration fees in order for Council to secure the best value for money.	Immediate
4.8	Supporting Documentation Through sample-based testing it was identified, in multiple instances, that a tax invoice is not always provided for reimbursement, but instead just the EFT slip which does not allow for verification that the expense is appropriate and for a business purpose.	Low	Agree. Councillors should retain all tax invoices when seeking reimbursement in order to be satisfied that the expenditure is appropriate and was incurred for a bona fide purpose. If a receipt or tax invoice is unable to be produced a Statutory Declaration will be filled out by the Councillor.	Immediate

4. Findings and Recommendations

4.1 BROADNESS OF POLICY		Rating of finding: Medium
Finding	Recommendations	Agreed Management action(s)
<p>Whilst reviewing the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>, we identified that there are numerous contradictions within the one policy. There is also repetition within the Policy between different sections. Specific identified irregularities are as below:</p> <ul style="list-style-type: none"> ▪ Section 1.1 acknowledges that expenses to Councillors shall be reimbursed subject to 'the limits outlined in this policy' however, there are minimal limits outlined for the various categories of expenses able to be reimbursed. By having no clear limits, 'reasonable' expenditure is up to interpretation and the discretion of the CEO when approving reimbursements. ▪ It was also identified that there are no guidelines for preferred mode of transport within the Local Government area. The policy references the use of council vehicles being the preferred mode of transport over private vehicles, however, section 18 states that 'any travel transfer expenses associated with official travel will be reimbursed by Council.' This indicates that although council vehicles are the preferred mode of transport, travel transfer expenses will still be reimbursed by Council if this method is chosen. ▪ During our testing it was identified in four instances car wash expenses were being reimbursed to a Councillor. This type of expenditure is not within the scope of the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>. Furthermore, two instances were claimed more than three months after the expense was incurred which is not in compliance with section 4 of the above-mentioned policy. ▪ Stated in the Policy at section 40, 'Councillors will be required to perform a monthly reconciliation and provide tax invoices for expenses', however, on discussion with the Council support staff it was identified that this process is completed by the Councillor Support Officer. 	<p>We recommend that a full policy review be conducted to ensure that the reimbursement of Councillors expenses is transparent and to ensure fair and consistent treatment of Councillors in relation to reimbursement of expenses.</p> <p>We note that Council has commenced preliminary reviews on the policy, and we encourage resources being allocated to action this review in a timely manner.</p>	<p>Agree. 02/2020 Policy will be reviewed to coincide with incoming Council in April 2020. Policy needs clarity and detail to be effective.</p> <hr style="border: 1px solid orange;"/> <p style="background-color: orange; color: white; padding: 2px;">Responsible Officer</p> <p>Coordinator Governance</p> <hr style="border: 1px solid orange;"/> <p style="background-color: orange; color: white; padding: 2px;">Date of Implementation</p> <p>April 2020</p>

4.2 UNIFORM ALLOWANCE FOR COUNCILLORS		Rating of finding: Medium												
Finding	Recommendations	Agreed Management action(s)												
<p>As stated in the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>, section 59.3, 'Council shall provide Councillors with a corporate uniform allowance in accordance with the staff Uniform Policy', however, based on our work performed it appears that this allowance is not kept track of when Councillors seek reimbursement for items purchased under this supporting policy.</p> <p>Furthermore, we could not identify, through supporting documentation the Councillors employment classification (i.e. full-time or part-time) and thus could not determine the amount of uniform allowance that each Councillor should receive; \$500 in line with a full-time employee or on a pro-rata basis for part-time employees, or something different given their role.</p> <p>In addition to the above, it was identified that when reimbursement is sought for shoes purchased under the <i>Uniform and Clothing Policy</i>, no check is performed to ensure that the shoes purchased are in line with the policy and also if the shoes purchased are being worn to work. To be in line with policy 'women are to purchase shoes with closed in toe and heel and men are to purchase closed in shoes'.</p> <p>Furthermore, it was identified that the <i>Uniform and Clothing Policy</i> had not been updated or reviewed since its original review date of 13 January 2011. It is noted that a draft of this policy has been completed, however, a signed version of this was on the incorrect template, the page the CEO signed had blank information at the top of the page and consequently it was not distributed to staff, nor put on the Council intranet. Additionally, there was a change in admin within corporate, and the above issues had not been rectified at the time of audit.</p>	<p>We recommend that when reimbursement is sought for items under the <i>Uniform and Clothing Policy</i>, by Councillors, a record is kept ensuring that they are not exceeding their annual limit as designated within this policy.</p> <p>We further recommend that practices are in place to ensure that purchases are made in accordance with the policy (Eg requirements around type of shoes to be worn)</p> <p>We recommend that the <i>Uniform and Clothing Policy</i> is updated within the next 6 months to ensure best practice and good governance processes.</p> <p>With this update, it is recommended that a separate line item be inserted specifically stating Councillor allowances to ensure easy interpretation of their entitlements.</p>	<p>Agree. Policy that applies to Councillors – should be cross-referenced in the Uniform Policy which is under review.</p> <tr> <td colspan="2"></td> <th style="background-color: orange;">Responsible Officer</th> </tr> <tr> <td colspan="2"></td> <td>Coordinator Governance</td> </tr> <tr> <td colspan="2"></td> <th style="background-color: orange;">Date of Implementation</th> </tr> <tr> <td colspan="2"></td> <td>April 2020</td> </tr>			Responsible Officer			Coordinator Governance			Date of Implementation			April 2020
		Responsible Officer												
		Coordinator Governance												
		Date of Implementation												
		April 2020												



4.3 REIMBURSEMENTS OLDER THAN 3 MONTHS		Rating of finding: Medium
Finding	Recommendations	Agreed Management action(s)
<p>As stated in the <i>Reimbursement of Expenses and Provision of Facilities for Councillors</i> Policy, section 4, 'Councillors cannot claim expenses more than three (3) months after the expenses were incurred', however, through testing, it was identified that in some instances Councillors are receiving reimbursements for expenses that were incurred more than 3 months ago.</p> <p>It was noted that the CEO had approved this expenditure to be reimbursed, which is allowable under the current policy.</p>	<p>We recommend, that Councillors provide their reimbursement claims in a timely manner to ensure that they are complying with section 4 of the <i>Reimbursement of Expenses and Provision of Facilities for Councillors</i> Policy.</p> <p>Where the CEO approves the reimbursements after 3 months, it should be sufficiently noted on the form the reason for the exception.</p>	<p>Agree.</p> <p>Where the CEO/Delegate approves the reimbursements after 3 months, it should be sufficiently noted on the form the reason for the exception.</p> <p>Responsible Officer</p> <p>Director Corporate Services/Manager Governance and Administration</p> <p>Date of Implementation</p> <p>Immediate</p>

4.4 HOSPITALITY ALLOWANCE		Rating of finding: Medium
Finding	Recommendations	Agreed Management action(s)
<p>As stated in the <i>Reimbursement of Expenses and Provision of Facilities for Councillors</i> Policy, section 35, 'Council shall reimburse the Mayor for hospitality expenses up to \$4,000.00 per annum for hospitality expenses deemed necessary in the conduct of Council business' and in section 36, 'each Councillor may claim reimbursement up to \$500.00 per annum for hospitality expenses deemed necessary in the conduct of Council business'. Based on testing performed however, the above allowances are not kept track of when Councillors seek reimbursement for hospitality items purchased.</p>	<p>We recommend that when reimbursement is sought for hospitality items by Councillors, a record is kept ensuring that they are not exceeding their annual limit as designated within the <i>Reimbursement of Expenses and Provision of Facilities for Councillors</i> policy.</p>	<p>Agree.</p> <p>Councillor hospitality reimbursement records shall be kept and monitored to ensure that they do not exceed their annual limit as designated within the policy.</p> <p>Responsible Officer</p> <p>Coordinator Governance</p> <p>Date of Implementation</p> <p>Immediate</p>

4.5 TELECOMMUNICATIONS		Rating of finding: Medium
Finding	Recommendations	Agreed Management action(s)
<p>As stated in the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>, section 61, 'Council will provide and all-inclusive (home phone, mobile and home internet) reimbursement not exceeding \$190.00 per month to Councillors,' which should be read in conjunction with section 63 stating that 'Copies of relevant telephone/mobile/internet account invoices or current contracts are to be provided prior to reimbursement payment and requests for reimbursement', however, when Councillors are claiming a reimbursement each month, account invoices and contracts are not being provided to the finance team.</p> <p>On discussion with Council support staff and the finance team, it was identified that for Councillors seeking reimbursement they were required to provide only one monthly account invoice and each subsequent reimbursement has been based off of the original invoice provided. Due to this practice, we are unable to identify if telecommunication contracts are still valid and have not ceased since the original bill was provided.</p> <p>Additionally, while reviewing a Councillor's monthly bill provided, it was identified that a detailed breakdown has not been provided but instead a summary of amounts charged per service. In this instance we are unable to verify if excess usage charges have been applied, which according to section 62 'any excess call or data costs must be reimbursed to Council.'</p> <p>During the period, the responsibility for telecommunication reimbursements changed between Council departments and hence May 2018 to November 2018 telecommunication invoices were not reimbursed until December 2018, which is non-compliant with section 4 of the policy that 'Councillors cannot claim expenses more than three (3) months after the expenses were incurred.' We do note that this was signed off and approved by the CEO, which is in accordance with section 11 of the policy.</p> <p>Furthermore, it was noted that two Councillors are currently not seeking reimbursement for their telecommunications (i.e. home phone, mobile and home internet) each month.</p>	<p>We recommend, that if Councillors wish to claim a reimbursement under section 61, they should provide their monthly telecommunications invoice or contract to ensure that they are complying with section 63 of the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>. If Councillors do not wish to provide their monthly bills to the finance team for reimbursement, the policy should be updated to reflect this.</p> <p>As guidance, at a minimum we recommend that the initial contract detailing the service period and each individual service plan is provided to finance for reimbursement by all Councillors. This will ensure that reimbursement is done for the actual cost of the service, capped at \$190.00 per section 61, and no excess charges are included. Furthermore, it will allow for the finance team to be able to identify when the service period ends and hence when reimbursements should cease.</p>	<p>Agree. Policy should be amended to reflect current practice and reviewed again at start of term as part of overall policy review. All allowances to be identified.</p> <div style="background-color: orange; padding: 2px;">Responsible Officer</div> <p>Coordinator Governance</p> <div style="background-color: orange; padding: 2px;">Date of Implementation</div> <p>April 2020</p>

4.6 INCIDENTAL COST ALLOWANCE		Rating of finding: Medium
Finding	Recommendations	Agreed Management action(s)
<p>As stated in the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>, section 23, 'an amount of \$20 per twenty-four hours shall be paid by Council to cover any incidental costs incurred by Councillors required to travel and who are away from home overnight for Council business'. 'Incidental costs' are not defined in the policy and consequently it is not easily interpreted.</p> <p>On discussion with the Council support staff it was noted that no Councillors are receiving this allowance when they meet the requirements outlined in the section. The implication if this allowance was being paid could result in the Councillors breaching the remuneration thresholds documented in the Local Government Remuneration and Discipline Tribunal Report.</p>	<p>Currently the policy reads that Councillors should be paid this, i.e. it is not up to Council discretion, nor is it an optional payment. Council should review the policy to ensure this section and allowance is still applicable.</p> <p>Where Council intends to include this incidental cost allowance, care should be given to examine the annual remuneration for Councillors to ensure that the allowance paid does not exceed the thresholds required from the Department of Local Government, Racing and Multicultural Affairs.</p>	<p>Agree. The policy should be revised with regards incidental cost reimbursements, with a view to removing this provision.</p> <p>Responsible Officer Coordinator Governance</p> <p>Date of Implementation April 2020</p>

4.7 TRAVEL BOOKINGS BY COUNCILLORS		Rating of finding: Low
Finding	Recommendations	Agreed Management action(s)
<p>As stated in the <i>Reimbursement of Expenses and Provision of Facilities for Councillors Policy</i>, section 5, 'all Councillor travel, accommodation and conference or other registration fees shall be arranged by an officer in the Office of the Mayor and CEO', however, through testing, it was identified that in one instance Councillors are booking their own travel arrangements.</p>	<p>We recommend that the Council Support Officer books all travel, accommodation and conference or other registration fees in order for Council to secure the best value for money.</p>	<p>Agree. The Council Support Officer should book all travel, accommodation and conference or other registration fees in order for Council to secure the best value for money.</p> <p>Responsible Officer Coordinator Governance</p> <p>Date of Implementation Immediate</p>

4.8 SUPPORTING DOCUMENTATION		Rating of finding: Low
Finding	Recommendations	Agreed Management action(s)
<p>Whilst performing testing over Councillor reimbursements, we found that tax invoices are not always provided as supporting documentation but rather just the EFT slip from the transaction. As such, the expense breakdown is unknown and consequently it cannot be verified that the expense is appropriate and for a business purpose. As stated in section 22, when a receipt or tax invoice is unable to be produced, Councillors shall be reimbursed upon successor Determination upon the submission of a correctly filled out Statutory Declaration, however, in the cases where only an EFT slip was provided, this requirement was not completed.</p>	<p>We recommend that Councillors retain all tax invoices when seeking reimbursement in order to be satisfied that the expenditure is appropriate and was incurred for a bona fide purpose. If a receipt or tax invoice is unable to be produced a Statutory Declaration should be filled out by the Councillor and signed as approved by an independent employee.</p>	<p>Agree. Councillors should retain all tax invoices when seeking reimbursement in order to be satisfied that the expenditure is appropriate and was incurred for a bona fide purpose. If a receipt or tax invoice is unable to be produced a Statutory Declaration will be filled out by the Councillor.</p>
		<p>Responsible Officer Coordinator Governance</p>
		<p>Date of Implementation Immediate</p>

Summary comment from Management

The age of this internal audit and its response is unacceptable as the report is nearing 12 months since it was undertaken. With the Local Government Election due in March 2020, the policy and processes will all be reviewed and updated to reflect the current Council intentions and improved internal processes. There also needs to be a mechanism when Internal Audits are not completed in a timely manner that these are referred directly to the CEO and Chair of the Audit and Risk Committee. Actions will be taken to implement the practical changes of this report.

5. Process Improvement Opportunities

A Process Improvement Opportunity (PIO) does not represent a control weakness and should have no impact on the ability of Whitsunday Regional Council to achieve its process objectives. PIO's are included to allow Management to consider if further development of the identified areas would add value to the organisation.

We recommend that Management consider the PIO's and make a decision as to whether the PIO should be actioned.

5.1 CEO DISCRETION	Process Improvement Opportunity
Improvement Opportunity	Recommendations
<p>Whilst reviewing the <i>Reimbursement of Expenses and Provision of Facilities for Councillors</i> Policy it was identified that section 11 states 'any deviation from this policy is at the discretion of the CEO' which implies that all sections and compliance can be overruled by the CEO making all policy sections unenforceable.</p> <p>By having section 11, within the Policy it can lead to inconsistencies between what each individual Councillor can and cannot claim for reimbursement. Favouritism towards individual Councillors could also occur.</p>	<p>We recommend that section 11 is refined as it currently makes the entire policy redundant or it is amended to reference emergency/unique situations whereby CEO discretion could be applied. Furthermore, we recommend that a full policy review be conducted to ensure that the reimbursement of Councillors expenses is transparent and to ensure fair and consistent treatment of Councillors in relation to reimbursement of expenses.</p> <p>Noted. JB</p>
5.2 TRAVEL PREFERENCES	Process Improvement Opportunity
Improvement Opportunity	Recommendations
<p>Through discussions with Council support staff, it was identified that in some instances, accommodation for conferences was booked in line with Councillor preference for hotels and not in accordance with the <i>Reimbursement of Expenses and Provision of Facilities for Councillors</i> Policy.</p> <p>As detailed in section 21, accommodation bookings should be 'the most economic, convenient to the event and where possible a minimum of 4 stars should be booked' and as per section 5, 'all Councillor travel, accommodation and conference or other registration fees shall be arranged by an officer in the Office of the Mayor and CEO.' Therefore, preference should not be a factor when booking accommodation in line with section 21, unless it also meets the above criteria.</p> <p>Through audit investigation, it was identified that in some instances the hotel booked did not present the best value for money in the area being booked.</p>	<p>We recommend that Council support staff be solely responsible for accommodation bookings to ensure that the hotel booked complies with section 21 of the <i>Reimbursement of Expenses and Provision of Facilities for Councillors</i> Policy.</p> <p>As guidance, the ATO (Australian Taxation Office) release, per financial year, reasonable amounts for domestic travel expenses according to salary levels and destinations. This details reasonable amounts to be paid for accommodation according to destination.</p> <p>Noted. JB</p>

5.3 MEAL ALLOWANCES & ACCOMMODATION RATES
Process Improvement Opportunity
Improvement Opportunity

Currently there is no limit or allowance set within the *Reimbursement of Expenses and Provision of Facilities for Councillors* Policy for meals and accommodation for Councillors.

At present the only criteria, as detailed in section 24, for accommodation bookings is: 'suitable accommodation that is the most economic, convenient to the event and where possible a minimum of 4 stars should be booked.'

Furthermore, currently all meal costs are being reimbursed by Council to Councillors when incurred, in accordance with section 21.

Recommendations

We recommend that the *Reimbursement of Expenses and Provision of Facilities for Councillors* Policy be reviewed to include reimbursement limits for all meals and accommodation per day paid to Councillors.

If this is not Council preference, we recommend that an allowance be paid prior to travel. As guidance, the ATO (Australian Taxation Office) release, per financial year, reasonable amounts for domestic travel expenses according to salary levels and destinations. This details reasonable amounts to be paid for accommodation, breakfast, lunch, dinner and incidentals.

Noted. JB.

6. Appendices

6.1 Appendix 1 – Council comparisons of Meals allowances, Accommodation and use of CEO discretion

Council	Type of Expense		CEO Discretion
	Accommodation	Meal Allowance	
Whitsunday	All Councillor travel, accommodation and conference or other registration fees shall be arranged by an officer in the Office of the Mayor and CEO. Accommodation shall be the package deal recommended by the event or if this is not possible or offered, suitable accommodation that is the most economic, convenient to the event and where possible a minimum of 4 stars should be booked.	Council shall reimburse actual costs of meals for a Councillor when a Councillor is attending to Council business	Any deviation from this policy is at the discretion of the CEO
1	All accommodation associated with Council business will be booked and paid for by Council Suitable accommodation will be sought within a reasonable distance to the venue in which the Councillor is to attend.	Reimburse the reasonable cost of meals (generally in line with the meal allowance limits). Breakfast: \$25.90 Lunch \$29.15 Dinner \$49.65	No CEO discretion line item
2	All Councillor travel approved by Council will be booked and paid for by Council. Accommodation should be selected that provides: <ul style="list-style-type: none"> • Council with the best price value; and • Convenient to the conference/meeting 	Councillors will be reimbursed for the actual cost of meals	No CEO discretion line item
3	All Councillor Travel approved by Council will be booked and paid for by Council. Council will pay for the most economical deal available. Where possible, the minimum standards for Councillors' accommodation should be three or four star rating.	The following limits apply to the amount Councils will reimburse for meals: Breakfast \$23.00 Lunch \$26.00 Dinner \$45.00	No CEO discretion line item
4	All Councillor travel approved by Council will be booked and paid for by Council. Accommodation should be selected that provides: <ul style="list-style-type: none"> • council with the best price value; and In determining accommodation locations and standards for all councillors, every effort will be made to minimise the total cost associated with attendance at the event. <ul style="list-style-type: none"> • convenient to the conference/meeting. 	Councillors will be reimbursed for the actual cost of meals, associated with official business.	Any expenses not provided for by this policy will not be reimbursed without express approval from the Chief Executive Officer.
5	All Councillor travel will be booked and paid for by Council Councillors will be entitled to stay at hotel accommodation when it is considered necessary to attend to Council business,	Councillors are entitled to be reimbursed for the cost of a meal when travelling of attending to Council business outside the region.	No CEO discretion line item
6	All Mayor and Councillor travel approved by Council will be booked and paid for by Council. Council will pay for the most economical deal available. Where possible, the minimum standards for the Mayor and Councillors' accommodation should be three or four star rating.	The following limits apply to the amount councils will reimburse for meals: Breakfast \$25.90 Lunch \$29.15 Dinner \$49.65	No CEO discretion line item

7	<p>Council must decide legitimate accommodation costs to be reimbursed.</p> <p>When attending conferences, councillors must normally take advantage of the package provided by conference organisers unless alternative accommodation is more advantageous.</p> <p>In all other cases Council must decide legitimate accommodation costs to be reimbursed</p>	<p>Any meal reimbursement shall not be more than \$40 per meal or more than \$100 per day</p>	<p>No CEO discretion line item</p>
8	<p>For Councillors, all travel bookings and event attendance must be booked by the Mayors Personal Assistant.</p> <p>Council will pay for an appropriate standard of accommodation at reasonable rates and acknowledges the economic and practical benefits of being accommodated at the venue of the event to be attended.</p>	<p>Council will meet reasonable costs, to a maximum determined by the Australian Taxation Office (ATO) for reasonable costs of main meals, for any main meal that is not provided as part of the conference or accommodation.</p> <p>Breakfast \$27.55 Lunch \$31.00 Dinner \$52.80</p>	<p>Approval by the CEO of properly made Councillor Expenses Reimbursement Vouchers with supporting documentation such as receipts and log book extracts.</p>
9	<p>All Councillor travel approved by Council will be booked and paid for by Council</p> <p>Council will pay for the most economical deal available. Where possible, the minimum standards for Councillors' accommodation should be three or four star rating.</p>	<p>The following limits apply to the amount Councils will reimburse for meals:</p> <p>Breakfast \$25.00 Lunch \$28.00 Dinner \$45.00</p>	<p>In the case of reimbursement of expenses, production of receipts and tax invoices or evidence that such expenses have been paid is required prior to reimbursement</p>
10	<p>All Councillor travel approved by Council will be booked and paid for by Council</p> <p>Council will pay for the most economical deal available. Where possible, the minimum standards for Councillors' accommodation should be three or four star rating.</p>	<p>Council will reimburse the actual cost of meals, however the current Australian Taxation Office determination in this regard will be considered with regard to the reasonableness of the claim.</p> <p>Breakfast \$23.00 Lunch \$25.00 Dinner \$43.00</p>	<p>No CEO discretion line item</p>

6.2 Appendix 2 – Internal Audit Scope (extract)

Scope

Our audit visit in quarter 2 encompassed a policy review, where we evaluated the effectiveness and efficiency of the adopted Councillors Expenses policy. In performing this assessment, we cast WRC's current practices against 4 Councillors of similar size or location. Our review in quarter 3 plans to perform sample-based testing key controls identified in code of conduct process to check operating effectively.

This review will provide the committee with assurance of the level and nature of Councillor expenses that have been paid for or reimbursed by Council.

Crowe will also provide Internal Audit recommendations and process improvement opportunities that are realistic and add value to WRC.

Specific internal audit procedures will include

We plan to review the adequacy of Councillors' expenses payment processes with respect to:

- Ensuring reimbursements or expenses awarded are in accordance with the policy
- Performed analysis on transactions for the period. The sample size will be based on the table below
- Documented the process through high-level process maps.
- Evaluated differences between individual Councillors and what is being paid
- Summarised observations and management action plans.

6.3 Appendix 3 – Classification of Internal Audit Findings

The following framework for internal audit ratings has been developed and agreed with Whitsunday Regional Council for prioritising internal audit findings according to their relative significance depending on their impact to the process. The individual internal audit findings contained within the report was discussed and rated with Management.

Rating	Definition	Action Required
High	Issue represents a control weakness, which could cause or is causing major adverse effect on the daily ability to achieve process objectives.	Urgent treatment required; and A detailed plan of action to be approved by Management with resolution within no later than 90 days.
Medium	Issue represents a control weakness, which could cause or is causing significant adverse effect on the daily ability to achieve process objectives.	Treatment required; Action within a reasonable time period; and Timeframe for action is subject to competing priorities and cost benefit analysis, but should not exceed 6 months.
Low	Issue represents a control weakness, with minimal but reportable impact on the ability to achieve process objectives.	No treatment required – risk managed within normal operations; or Minor treatment desirable.

6.4 Appendix 4 – Basis and Use of this Report

This report is prepared on the basis of the limitations set out below.

We were engaged by the Whitsunday Regional Council (the client) to provide internal audit services and the scope of our activities is determined by Management and reviewed by the Audit and Risk Committee.

This report has been prepared in accordance with the objectives and approach agreed in the engagement document (refer Appendix 1) and subject to the following limitations:

- Our procedures were designed to assist in the understanding and testing of your control environment, in operating on your behalf in an advisory capacity. This report provides limited assurance which recognises that absolute assurance is rarely attainable, due to such factors as the use of judgment in gathering and evaluating evidence and forming conclusions, and the use of selective testing, and because much of the evidence available for review is persuasive rather than conclusive in nature;
- Because of the inherent limitations of any internal control structure, it is possible that errors or irregularities may occur and not be detected. Our procedures were not designed to detect all weaknesses in control procedures as they were not performed continuously throughout a specified period and any tests performed were on a sample basis;
- Any projection of the evaluation of the control procedures to future periods is subject to the risk that the systems may become inadequate because of changes in conditions, or that the degree of compliance with them may deteriorate;
- The matters raised in this report are only those which came to our attention during the course of performing our procedures and are not necessarily a comprehensive statement of all the weaknesses that exist or improvements that might need to be made. We cannot, in practice, examine every activity and procedure, nor can we be a substitute for management's responsibility to maintain adequate controls over all levels of operations and their responsibility to prevent and detect irregularities, including fraud. Accordingly, Management should not rely on our report to identify all weaknesses that may exist in the systems and procedures under examination, or potential instances of non-compliance that may exist;
- We believe that the statements made in this report are accurate, but no warranty of completeness, accuracy or reliability is given in relation to statements and representations made by, and the information and documentation provided by, the client Management and personnel. We have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report. We are under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form unless specifically agreed with the client. The internal audit findings expressed in this report have been formed on the above basis;
- Recommendations for improvement should be checked by Management for their full commercial impact, before they are implemented;
- This report is not to be used by any other party for any purpose nor should any other party seek to rely on the opinions, advice or any information contained within this report. In this regard, we recommend that parties seek their own independent advice. Crowe disclaims all liability to any party other than the client for which it was prepared in respect of or in consequence of anything done, or omitted to be done, by any party in reliance, whether whole or partial, upon any information contained in this report. Any party, other than the client for which it was prepared, who chooses to rely in any way on the contents of this report, does so at their own risk; and
- The information in this Report and in any related oral presentation made by Crowe is confidential between Crowe and the client for which it was prepared and should not be disclosed, used or duplicated in whole or in part for any purpose except with the prior written consent of Crowe. An electronic copy or print of this document is an UNCONTROLLED COPY



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Councillor Facility and Expenses Policy

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COUNCIL POLICY			
Date Adopted by Council		Council Resolution	
Effective Date	July 2020	Next Review Date	June 2022
Responsible Officer(s)	Manager, Governance and Administration	Revokes	LSP_OMCEO_10 Adopted 11 October 2017

Purpose

The purpose of this policy is to provide a transparent and accountable process for: -

- payment of reasonable expenses incurred, or to be incurred, by councillors in discharging their duties and responsibilities as councillors; and
- provision of facilities to the councillors for that purpose.

Scope

This policy is applicable to all Councillors who incur expenses while undertaking Council Business, but does not apply to the:

- conduct of Civic Functions; or
- remuneration of councillors or making superannuation payments on behalf of councillors.

Where a councillor has special needs or suffers from some form of impairment, the special access and equity needs of the Councillor may result in the provision of modified furniture, voice activated software, larger computer monitors, or other changes to this policy as required.

Applicable Legislation

This policy applies to the Mayor, Deputy Mayor and Councillors of the Whitsunday Regional Council and is made pursuant to section 250 and 251 of the *Local Government Regulation 2012* and is consistent with the Local Government Principles (section 4 of the *Local Government Act 2009*).

Policy Statement

1. Principles

1.1 Councillors are entitled to be reimbursed for expenses incurred in undertaking council business and provided with facilities to assist them in undertaking their duties and responsibilities as Councillors, as described below. This policy has been written to reflect the following underpinning principles:

- The use of Public Money must be in the public interest;
- Allocation of Council resources must be fair and reasonable;
- Public disclosure of policy and resolutions promotes transparent decision making; and
- Councillors must accept accountability for their expenditure and use of facilities.

2. Provision of Facilities

Access to Council office amenities

- 2.1 Council shall provide facilities for the use by Councillors for Council business. Council shall be responsible for the ongoing maintenance of facilities and office amenities which are supplied to Councillors for business use. All facilities and administrative tools provided to Councillors remain the property of Council and must be returned to Council when a Councillor's term of office ends.
- 2.2 Councillors may be provided with the following administrative tools to assist them in their roles:
- Desk, private office space and meeting rooms in one of the Council Offices;
 - Access to office equipment, including a multi-purpose photocopier / scanner / printer;
 - Stationery;
 - Secretarial and Administrative support;
 - A range of electronic devices (e.g. a smart phone, laptop computer and internet access);
 - Business cards; and
 - A name badge.

Notes:

- Provision of Council provided electronic devices are primarily for Council business, however, incidental private use is allowed where usage complies with Council's policies; and
- Council facilities (including stationery) are not to be used for personal or political purposes.

Confidentiality

- 2.3 Councillors are to ensure that in the use of computing and mobile devices, that the confidentiality of information is maintained in accordance with the Confidentiality for Councillors Policy. Councillors should also not store Council information on any device that is not Council owned nor store any council information on any private online storage service.

Personal Protective Equipment (PPE)

- 2.4 Councillors are expected to observe the appropriate Workplace Health and Safety measures when at any workplace. Where necessary, Councillors will be provided with all necessary safety equipment (to the standard supplied to employees).

Identification, uniform, etc.

- 2.5 Councillors will be provided with business cards, name badges and access cards and be eligible to participate in the Corporate Wardrobe scheme under the same conditions that applies to full-time employees.

Maintenance costs of any Council owned equipment

- 2.6 Council will be responsible for the ongoing maintenance and reasonable wear and tear costs of Council-owned equipment that is supplied to Councillors for official business use. This includes the replacement of any facilities that fall under Council's asset replacement program.

Insurance

- 2.7 Council is obliged (LGA s107) to insure for public liability and professional indemnity. Councillors are included as insured persons under Council's cover and will pay for any motor vehicle, personal accident and/or international and domestic travel insurance effected from time to time.

3 Expenses

Professional development

- 3.1 Council will pay for, or reimburse Councillors for all associated reasonable costs (including registration, travel, accommodation, meals, etc.) where Councillors undertake approved professional development activities. All requests by Councillors (other than the Mayor) for Professional Development activities will be endorsed at a Council meeting.

Note:

- Councillors are encouraged to submit their registrations in sufficient time to take advantage of any 'early bird' discounts.
- A Councillor who undertakes professional development shall present a written report to Council on the particular event/course and its benefit to Council within three (3) months of the event.

Hospitality

- 3.2 Council recognises that the Mayor and Councillors may have occasion to incur hospitality expenses while conducting Council business, in addition to civic receptions organised by Council.
- 3.3 The Mayor may incur hospitality expenses up to the value of \$4,000.00 per annum where it is deemed necessary (by the Mayor) in the conduct of Council business.
- 3.4 Each Councillor may incur hospitality expenses up to \$500.00 per annum for hospitality expenses deemed necessary (by the Councillor) in the conduct of Council business.

Note:

- Reasonable alcohol costs may be included as a hospitality expense where any Councillor attends a function or dinner for the purposes of professional networking or in relation to Council business; and
- All hospitality expenses shall be reimbursed only where such expenses are consistent with Council's Entertainment and Hospitality Policy.

Travel Costs

- 3.5 Council will pay for or reimburse Councillors for all associated reasonable travel costs (including local, regional, intrastate and overseas travel) when on approved Council business.
- 3.6 Councillor flight arrangements must be booked and paid for by Council. Economy airfares are to be used where possible although upgrades may be approved by the Chief Executive Officer in certain circumstances (e.g. business class where the duration of the flight exceeds 4 hours). Airline tickets will not be transferable, but flight insurance will be paid to cover Councillors travelling for official Council businesses.

Notes:

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- Requests for travel should be made in sufficient time to take advantage of discounts and gain access to the widest range of flights (where applicable);
- Councillors are to travel via the most direct route, using the most economical and efficient mode of transport;
- Any fines incurred while travelling in either Council or privately-owned vehicles when attending to Council business will be the responsibility of the Councillor incurring the fine, but this does not include toll fees;
- Councillors will be responsible for any associated private costs (e.g. applying for or renewing their passports or where a spouse of family member accompanies the Councillor).

Vehicles

- 3.7 To acknowledge the fact that the role of Mayor requires extensive 'after hours' work, the Mayor shall be provided with a Council vehicle with full private use.
- 3.8 Councillors may elect to either:
- Use their personal vehicle for Council business within the local government area and claim an allowance for the kilometres travelled. Such allowance will be the rate set by the Australian Taxation Office for vehicle usage and based on a log kept by the Councillor that records the purpose of each trip for business purposes; or
 - Use a Council provided vehicle to attend Council business. Council will make a suitable 'pool' vehicle available for priority use of a Councillor, garaged at a Council office.
- 3.9 Council will meet all operating costs and provide fuel cards for Councillors driving a Council-owned vehicle. Councillors shall complete a log book when using Council vehicles and should specify if any of the kilometres driven were for private use. Any private use by a Councillor shall be reimbursed using the ATO's business use of motor vehicle cents per kilometre method applicable at the time of travel.
- 3.10 Vehicle expenses for private vehicle use shall only be reimbursed for Council business, noting that the Australian Taxation Office considers that trips between home and work is considered private travel and not claimable.

Transfer and Parking Expenses

- 3.11 Councillors are entitled to be reimbursed for transfer costs (e.g. taxis fares or public transport tickets (rail, ferry, bus, etc.)) and parking costs associated with travelling for Council business.

Accommodation

- 3.12 Councillors will be entitled to stay at motel / hotel accommodation (3 or 4 star) when it is considered necessary to attend to Council business. When attending conferences, seminars or workshops, accommodation will be booked and paid for by Council and may, where practical and convenient, take advantage of the package provided by conference organisers. Should the Councillor seek an upgrade, any additional cost will be the responsibility of the Councillor.
- 3.13 When travelling outside the local government area, accommodation may be provided for one night prior to a function only when travel to the event on the day of the event is impractical or necessary for fatigue management.

Meals

- 3.14 Councillors are entitled to be reimbursed for the cost of a meal when travelling or attending to Council business outside the region, provided:
- The Councillor incurs the cost personally; and
 - The meal was not provided as part of the registration costs of the activity/event or part of a funded flight.
- 3.15 If a Councillor, for some legitimate reason, is unable to produce a receipt or tax invoice and seeks reimbursement for meals while attending Council business, they shall be reimbursed in accordance with the ATO's Taxation Determination TD 2016/13 or successor.

Cancellation of Professional Development, Travel or Accommodation

- 3.16 If a Councillor, wishes to cancel travel or accommodation previously planned and booked by the Council, then the Councillor will advise their support staff as soon as possible to maximise the opportunity to recover expenses paid on their behalf.

Partner Costs

- 3.17 Council shall reimburse Councillors for expenses incurred by a partner when accompanying a Councillor to a Federal Government, State Government, Council or community event at which the partner of the Councillor is specifically invited. For clarity, the partners of Councillors are encouraged to attend such official events with Councillors within the region, at Council's cost, recognising the intrinsic link between the 24/7 duties of an elected member and maintaining family harmony.

Telephone and Internet Costs

- 3.18 In addition to being provided with a range of electronic devices and facilities, such as a smart phone, laptop and internet access, Councillors may claim reimbursement of home phone, mobile and home internet costs up to and including the amount of \$190.00 per month.
- 3.19 Copies of relevant telephone and internet account invoices or current contracts are to be provided prior to reimbursement payment and requests for reimbursement.

4. Use of Corporate Cards

- 4.1 The CEO may authorise the provision of corporate cards to Councillors to enable them to make incidental expenses in accordance with this policy and Council's Credit Card Policy. Councillors will be required to perform a monthly reconciliation and provide tax invoices to match expenditure.

5. Claims for Reimbursement

- 5.1 Where purchases have not been paid by Council, all claims for reimbursement will be made on the approved form and submitted with original tax invoices and receipts to the Councillor Support Officer.
- 5.2 Councillors are responsible for ensuring that claims made are truthful and correctly represent the circumstances. Where claims are certified by a Councillor as complying with this policy and receipts provided, no other authorisation for payment will be necessary and claims will be paid monthly, however, Claims must be presented within 3 months of incurring the expense.
- 5.3 Failure to comply with this policy, falsifying claims or logbooks or the misuse of facilities may represent corrupt conduct and be referred to the Crime and Corruption Commission.

No Reimbursement

- 5.4 Councillors cannot claim expenses more than three (3) months after the expenses were incurred.
- 5.5 Requests for reimbursement of expenses associated with the following will not be paid or reimbursed:
- Alcoholic mini bar purchases;
 - toiletries;
 - traffic infringements incurred in either a Council vehicle, private vehicle or hire car;
 - laundering or dry cleaning;
 - airline lounge membership;
 - in flight and in-house movies;
 - raffles or donations to groups;
 - expenses incurred by or on behalf of others such as partners, family members and associates except as per clause 3.17 or 6.1;
 - travel expenses incurred where a Councillor is unable to attend as part of a Council organised group inspection or meeting.

Reporting

- 5.6 The Manager, Governance and Administration shall submit monthly reports to Councillors on all categories of expenses reimbursed. A report summarising all expenditure in relation to this policy shall be included in the Council's Annual Report, as required by section 186 of the Local Government Regulation 2012.

Family Arrangements

- 6.1 Council may make arrangements for a spouse, partner or family member to accompany the Councillor to events. Any expenditure incurred is to be reimbursed by the Councillor.

Caretaker Period

- 7.1 Once the caretaker period commences, Councillors shall not use Council facilities for political or election purposes and only be eligible to claim expense reimbursement for costs relating to routine activities or as otherwise approved by Council resolution.

Definitions

Approved Council Business refers to activities approved specifically by Council or as provided for under this policy

ATO refers to the Australian Taxation Office

Caretaker Period refers to s90A of the Local Government Act 2009

CEO refers to the Chief Executive Officer of the Whitsunday Regional Council appointed in accordance with the Local Government Act 2009.

Council refers to the Whitsunday Regional Council

Council Business refers to business conducted on behalf of Council where a Councillor is required to undertake certain tasks to satisfy legislative requirements, perform ceremonial activities or achieve business objectives for the Council. Council business should result in a benefit being achieved either for Council, the local government area or the community. Council business includes functions that are a statutory requirement of the Councillor's role or are officially recorded in minutes or other public records. These might also include attending an event or function to perform duties or as a Council representative such as:

- ceremonial openings of buildings and facilities;
 - fetes and carnivals;
 - annual or presentation dinners;
 - public meetings;
 - private meetings arranged through Council administrative channels (i.e. documented in official records or diary) for the purpose of conducting discussions regarding the business of Council; or
 - other meetings, events or functions, such as:
 - meetings of the local government or of its committees that the Councillor is entitled or asked to attend, or at which the Councillor has business for a resident in their Division of the local government's area;
 - inspections, deputations, conferences and meetings at which the Councillor's attendance is permitted by the local government;
 - official functions organised for the local government; or
 - meeting with residents of their Division area for the purpose of local government business.
- Councillors refers to the Mayor, Deputy Mayor and Councillors of the Whitsunday Regional Council unless otherwise stipulated. Employee refers to any employee, contractor, volunteer etc. of the Council Expenses refers to payments made by Council to reimburse Councillors for their reasonable expenses incurred under this policy.

Facilities refers to 'tools of the trade' provided by Council, required to enable Councillors to perform their duties with relative ease and at a standard appropriate to fulfil their professional role for the community.

Professional Development refers to training that a Councillor identifies as a personal interest in attending on the basis that the training will improve their skills and knowledge relevant to their role as a Councillor and is directly related to Council business. Examples of this type of training include public speaking development courses or attending a Local Government conference.



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Corporate Services
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Related Documents

Councillor Code of Conduct

Entertainment and Hospitality Policy

Uniform Policy

Credit Card Policy

11. Corporate Services

11.6 COST RECOVERY FEES - FINANCIAL YEAR 2020/21 - AMENDMENT

AUTHOR: Stephen Fernando - Chief Financial Officer/ Manager Financial Services

RESPONSIBLE OFFICER: Jason Bradshaw - Director Corporate Services

OFFICER'S RECOMMENDATION

Council resolve, in keeping with *Section 97 of the Local Government Act 2009 (Qld)*, to set the following Cost Recovery Fees to be effective from 1 July 2020.

Fee Description	GST	2020/21 Fee	Cost Recovery	Legislation
Material Change of Use - Business Business Activities defined activity ground of the WRCPS 2017, excluding Brothel	N	Impact Assessable: \$3,739.00 plus \$374.00 per 100m ² or part thereof over 100m ²	Y	Planning Act 2016, s51
Material Change of Use - Community Community Activities defined activity ground of the WRCPS 2017, excluding Hospital	N	Impact Assessable: 50% of the business activity's impact assessable fee.	Y	Planning Act 2016, s51
Material Change of Use - Industry Industry Activities defined activity ground of the WRCPS 2017, excluding Extractive Industry	N	Impact Assessable: \$3,560.00 plus \$199.00 per 100m ² or part thereof over 100m ²	Y	Planning Act 2016, s51
Material Change of Use - Rural Industry Activities defined activity ground of the WRCPS 2017, excluding Aquaculture, Animal Keeping & Intensive Animal Industry	N	Code Assessable: \$2,809.00 Impact Assessable: \$3,737.00	Y	Planning Act 2016, s51
Material Change of Use - Other - Animal Keeping	N	Impact Assessable: \$3,738.00	Y	Planning Act 2016, s51
Material Change of Use - Other - Brothel	N	Impact Assessable: \$7,417.00	Y	Planning Act 2016, s51
Material Change of Use - Other - Port Services	N	Impact Assessable: \$7417.00 Plus 0.25% of total value of project over \$1M	Y	Planning Act 2016, s51

The following report has been submitted for inclusion into Whitsunday Regional Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

This report provides an updated to the Fees and charges to amend administrative anomalies in the selected Cost Recovery Fees for the 2020/21 financial year.

PURPOSE

To amend eight (8) Cost Recovery Fees for the financial year 2020/21 for services provided by **Council** on a user pays basis.

BACKGROUND

Council provides a range of statutorily required services to the community, the costs of which are recovered on a user pays basis from the recipients of the services. **Council** also provides a range of other goods and services, which are also charged on a user pays basis to those requesting for such goods or services.

On 24 June 2020 **Council** adopted a full set of Cost Recovery Fees and Other Charges, applicable for the financial year 2020/21.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009 (Act) Section 97

ANALYSIS

On 24 June 2020 Council adopted its Cost Recovery Fees and Other Charges for the financial year 2020/21, consisting in excess of 850 different fees or charges.

Subsequent to the adoption of the fees and charges, a truncation error has been discovered in eight fees, which require the adoption of an amendment to these eight fees. The items with the truncation error and requiring amendment are as per the table below.

Fee Description	Adopted Fee	Revised Fee
Material Change of Use - Business - Business Activities defined activity ground of the WRCPS 2017, excluding Brothel	Impact assessable: \$3, plus \$374.00 per 100m ² or part thereof over 100m ²	Impact Assessable: \$3,739.00 plus \$374.00 per 100m ² or part thereof over 100m ²
Material Change of Use - Community - Community Activities defined activity ground of the WRCPS 2017, excluding Hospital	Impact Assessable: 50 of the business activity's impact assessment fee	Impact Assessable: 50% of the business activity's impact assessable fee.
Material Change of Use - Industry - Industry Activities defined activity ground of the WRCPS 2017, excluding Extractive Industry	Impact Assessable: \$3 plus \$199.00 per 100m ² or part thereof over 100m ²	Impact Assessable: \$3,560.00 plus \$199.00 per 100m ² or part thereof over 100m ²
Material Change of Use - Rural - Industry Activities defined activity ground of the WRCPS 2017, excluding Aquaculture, Animal Keeping & Intensive Animal Industry	Code Assessable: \$2,754.00 Impact Assessable: \$2	Code Assessable: \$2,809.00 Impact Assessable: \$3,737.00
Material Change of Use - Other - Animal Keeping	Impact Assessable: \$3	Impact Assessable: \$3,738.00
Material Change of Use - Other - Brothel	Impact Assessable: \$7	Impact Assessable: \$7,417.00

Fee Description	Adopted Fee	Revised Fee
Material Change of Use – Other – Port Services	Impact Assessable: \$7 plus 0.25% of total value of project over \$1M	Impact Assessable: \$7,417.00 Plus 0.25% of total value of project over \$1M

The eight revised Cost Recovery Fees to be adopted are as follows:

Fee Description	GST	2020/21 Fee	Cost Recovery	Legislation
Material Change of Use - Business Business Activities defined activity ground of the WRCPS 2017, excluding Brothel	N	Impact Assessable: \$3,739.00 plus \$374.00 per 100m ² or part thereof over 100m ²	Y	Planning Act 2016, s51
Material Change of Use - Community Community Activities defined activity ground of the WRCPS 2017, excluding Hospital	N	Impact Assessable: 50% of the business activity's impact assessable fee.	Y	Planning Act 2016, s51
Material Change of Use - Industry Industry Activities defined activity ground of the WRCPS 2017, excluding Extractive Industry	N	Impact Assessable: \$3,560.00 plus \$199.00 per 100m ² or part thereof over 100m ²	Y	Planning Act 2016, s51
Material Change of Use - Rural Rural Industry Activities defined activity ground of the WRCPS 2017, excluding Aquaculture, Animal Keeping & Intensive Animal Industry	N	Code Assessable: \$2,809.00 Impact Assessable: \$3,737.00	Y	Planning Act 2016, s51
Material Change of Use - Other - Animal Keeping	N	Impact Assessable: \$3,738.00	Y	Planning Act 2016, s51
Material Change of Use - Other - Brothel	N	Impact Assessable: \$7,417.00	Y	Planning Act 2016, s51
Material Change of Use – Other – Port Services	N	Impact Assessable: \$7417.00 Plus 0.25% of total value of project over \$1M	Y	Planning Act 2016, s51

STRATEGIC IMPACTS

The amendment of the eight Cost Recovery Fees will ensure that the correct fees can be levied by **Council** for those services.

CONSULTATION

Rod Ferguson, Chief Executive Officer
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

Adoption of the amendment to the eight Cost Recovery Fees will ensure that the correct fees can be charges by **Council** for those services.

ATTACHMENTS

Attachment 1 - Listing – Fees and Charges

Register of Cost Recovery and Other Charges 2020-21 (Development Assessment Only)

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Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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Whitsunday Regional Council

DEVELOPMENT ASSESSMENT

FEES PAYABLE FOR MEETINGS WITH COUNCIL OFFICERS

No fee is applicable for a first pre-lodgement meeting	Y	No Charge	Y	Sustainability Planning Act Chpt 6 Part 2 Section 260 (1)
All subsequent meetings relating to a particular application will be subject to a fee (Note: fee to be paid prior to confirmation of the meeting)	Y	\$775.00	Y	Local Government Act 2009 Part 2 S97 (1)

PRELIMINARY/SUPERSEDED APPLICATIONS

Request for Superseded Planning Scheme application	N	\$1,030.00	Y	Planning Act 2016 s29
Preliminary Approval for a proposed development	N	90% of the prescribed fee calculated from the potential lot yield, unit yield, GFA site area Min Fee: \$877.00 (no GST)	Y	Planning Act 2016 s51
Variation Approval to override the Planning Scheme	N	150% of the prescribed fee calculated from the potential lot yield, unit yield, GFA site area. Min Fee: \$2,190.00 (no GST)	Y	Planning Act 2016 s51

RECONFIGURING A LOT

For each lot as shown on a proposal plan, including Community Title Lots

0 to 2 lots	N	\$2,152.00 minimum fee	Y	Planning Act 2016 s51
3 to 5 lots	N	\$2,152.00 plus \$703.00 per lot over 2 lots	Y	Planning Act 2016 s51
6 to 10 lots	N	\$4,304.00 plus \$528.00 per lot over 5 lots	Y	Planning Act 2016 s51

Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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RECONFIGURING A LOT [continued]

11 to 50 lots	N	\$9,684.00 plus \$421.00 per lot over 10 lots	Y	Planning Act 2016 s51
More than 50 lots	N	\$43,041.00 plus \$210.00 per lot over 50 lots	Y	Planning Act 2016 s51
Boundary adjustment/amalgamations/Access Easement	N	\$1,161.00 per 2 lots plus \$159.00 per extra lot	Y	Planning Act 2016 s51

MATERIAL CHANGE OF USE

ACCOMMODATION

Caretaker's Accommodation	N	\$959.00	N	Planning Act 2016 s51
Dual Occupancy	N	\$2,672.00	N	Planning Act 2016 s51
Dwelling House	N	\$959.00	N	Planning Act 2016 s51
Dwelling Unit	N	\$959.00	N	Planning Act 2016 s51
Home Based Business	N	\$959.00	N	-

Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery Legislation
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ACCOMMODATION [continued]

Multiple Dwelling/Nature Based Tourism/Non-Resident Workforce Accommodation/Residential Care Facility/Resort Complex/Retirement Facility/Rooming Accommodation/Rural Workers' Accommodation/Short Term Accommodation	N	\$4,304.00 (minimum) up to four (4) code assessable units plus \$428.00 per unit over 4 units up to 50 units \$25,500.00 over 50 code assessable units plus \$214.00 per unit over 50 units \$5,247.00 (minimum) up to four (4) impact assessable units plus \$428.00 per unit over 4 units up to 50 units \$30,600.00 over 50 impact assessable units plus \$214.00 per unit over 50 units	N Planning Act 2016 s51
Relocatable Home Park/Tourist Park	N	\$87.00 per site Min Fee: \$2,320.00	N Planning Act 2016 s51
per site Min Fee: \$2,275.00			

BUSINESS

Business Activities defined activity ground of the WRCPS 2017, excluding Brothel	N	Code assessable: \$2,746.00 plus \$374.00 per 100m2 or part thereof over 100m2 Impact assessable: \$3,739.00 plus \$374.00 per 100m2 or part thereof over 100m2	N Planning Act 2016 s51
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Name	Year 20/21 Fee (incl. GST)	Cost Recovery Legislation
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COMMUNITY

Community Activities defined activity ground of the WRCPS 2017, excluding Hospital	N Code Assessable: 50% of the business activity's code assessment fee Impact Assessable: 50% of the business activity's impact assessment fee	Y Planning Act 2016 s51
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ENTERTAINMENT

Entertainment Activities defined activity ground of the WRCPS 2017	N Code Assessable: \$2,746.00 plus \$374.00 per 100m2 or part thereof over 100m2 Impact Assessable: \$3,739.00 plus \$374.00 per 100m2 or part thereof over 100m2	Y Planning Act 2016 s51
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INDUSTRY

Industry Activities defined activity ground of the WRCPS 2017, excluding Extractive industry	N Code Assessable: \$2,745.00 plus \$199.00 per 100m2 or part thereof over 100m2 Impact Assessable: \$3,560.00 plus \$199.00 per 100m2 or part thereof over 100m2	Y Planning Act 2016 s51
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Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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RECREATION

Indoor Sport & Recreation/Environment Facility or Park/Outdoor Sport & Recreation, excluding a Golf Course	N	Code Assessable: \$2,746.00 plus \$374.00 per 100m2 or part thereof over 100m2 Impact Assessable: \$3,739.00 plus \$374.00 per 100m2 or part thereof over 100m2	Y	Planning Act 2016 s51
Major Sport, Recreation & Entertainment Facility	N	Price on Application	Y	Planning Act 2016 s51
Motor Sport Facility	N	Price on Application	Y	Planning Act 2016 s51

RURAL

Industry Activities defined activity ground of the WRCPS 2017, excluding Aquaculture, Animal Keeping & Intensive Animal Industry	N	Code Assessable: \$2,809.00 Impact Assessable: \$3,737.00	Y	Planning Act 2016 s51
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OTHER

Air Services	N	\$7,254.00 per 10 ha total use area or part thereof New buildings \$1,328.00 plus \$2.25 per m2 over 1,000m2	Y	Planning Act 2016 s51
Animal Keeping	N	Code Assessable: \$2,808.00 Impact Assessable: \$3,738.00	Y	Planning Act 2016 s51
Aquaculture	N	\$7,201.00	Y	Planning Act 2016 s51

Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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OTHER [continued]

Brothel	N	Code Assessable: \$5,612.00 Impact Assessable: \$7,417.00	Y	Planning Act 2016 s51
Extractive Industry	N	< 1 ha total use area: \$12,604.00 > 1 ha total use area: \$27,165.00	Y	Planning Act 2016 s51
Hospital/Detention Facility per person	N	\$102.00	Y	Planning Act 2016 s51
Intensive Animal Industry	N	Code Assessable: \$5,606.00 Impact Assessable: \$7,416.00	Y	Planning Act 2016 s51
Landing	N	\$6,140.00	Y	Planning Act 2016 s51
Major Electrical Infrastructure	N	\$1,905.00 up to 1 ha plus \$2.25 per m2 greater than 1 ha	Y	Planning Act 2016 s51
Outdoor Sport & Recreation (Golf Course) per hole	N	\$1,142.00	Y	Planning Act 2016 s51
Parking Station	N	\$4,763.00	Y	Planning Act 2016 s51
Port Services	N	Code Assessable: \$5,537.00 plus 0.2% of total value of project over \$1M Impact Assessable: \$7,417.00 plus 0.25% of total value of project over \$1M	Y	Planning Act 2016 s51
Renewable Energy Facility	N	\$26,010.00	Y	Planning Act 2016 s51
Sand Extraction Permit	N	\$4,019.00	Y	Planning Act 2016 s51

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Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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OTHER [continued]

Substation	N	\$6,140.00	Y	Planning Act 2016 s51
Telecommunications Facility	N	\$6,140.00	Y	Planning Act 2016 s51
Transport Depot	N	\$4,417.00	Y	Planning Act 2016 s51
Uses not defined by the WRCPS 2017	N	Price on Application	Y	Planning Act 2016 s51
Utility Installation	N	\$928.00	Y	Planning Act 2016 s51

ADVERTISING DEVICES

All advertising device types, excluding freestanding signs in the form of a billboard	N	\$632.00	Y	Planning Act 2016 s51
Freestanding signs in the form of a billboard	N	\$1,295.00	Y	Planning Act 2016 s51

COMPLIANCE ASSESSMENT

Note: Compliance assessment only applies to application decided under the *Sustainable Planning Act 2009* where compliance assessment is required as a condition of the approval

Confirmation of compliance of a use (accepted development)	N	\$449.00	Y	Planning Act 2016 s286 & s319
Request for Compliance Assessment as a condition of an approval permit	N	\$612.00	Y	Planning Act 2016 s286 & s319

OPERATIONAL WORKS

LOT CREATION (RECONFIGURATION OF A LOT)

Plan checking, inspection of work, approval & acceptance and administration of bonds/bank guarantees: for each lot as shown on the proposed plan including community title lots

0 to 2 lots (per lot)	N	\$1,938.00	N	Planning Act 2016 s51
3 to 5 lots (per lot)	N	\$1,907.00	N	Planning Act 2016 s51
6 to 10 lots (per lot)	N	\$1,867.00	N	Planning Act 2016 s51
11 to 50 lots (per lot)	N	\$1,826.00	N	Planning Act 2016 s51
More than 50 lots (per lot)	N	\$1,785.00	N	Planning Act 2016 s51

Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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MATERIAL CHANGE OF USE AND MINOR OPERATIONAL WORKS

Driveway / Stormwater Drainage / Water Service / Parking & driveway / sewer connection only	N	\$1,938.00	Y	Planning Act 2016 s51
Driveway / Stormwater Drainage / Water Service / Parking & driveway / Sewerage including manhole construction	N	\$2,448.00	Y	Planning Act 2016 s51

MAJOR INFRASTRUCTURE ITEM

Single Structure ie Bridge / box culvert / water and wastewater infrastructure (sewer pump station, trunk mains, vacuum sewer, water booster, reservoir, traffic signals)	N	\$3,886.00	N	Planning Act 2016 s51
Prescribed Tidal Work (revetment wall, marina arm, bridge, wharf, riverwalk/boardwalk promenade)	N	\$3,886.00	N	Planning Act 2016 s51

INTERFERING WITH THE FLOW OF WATER

Category 1 – Levee Banks	N	\$9,323.00	N	Planning Act 2016 s51
Category 2 – Levee Banks	N	\$4,916.00	N	Planning Act 2016 s51
Category 3 – Levee Banks	N	\$949.00	N	Planning Act 2016 s51

MINOR INFRASTRUCTURE ITEM

Minor infrastructure not associated with ROL or MCU (domestic water service 50mm and above, single sewer connection, extension of small dia stormwater up to 375 diameter)	N	\$1,010.00	N	Planning Act 2016 s51
Minor Operational Works – Driveway Access	N	\$306.00	N	Planning Act 2016 s51
Operational Works for Landscaping	N	\$296.00	N	Planning Act 2016 s51
Operational Works for Earthworks (not associated with MCU/ROL)	N	\$989.00	N	Planning Act 2016 s51

BUILD OVER OR NEAR SEWER AND STORMWATER

Plan checking, inspection of work	N	\$1,010.00	N	Planning Act 2016 s51
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Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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MISCELLANEOUS

Approval of Management Plans conditioned in a development approval prior to commencement of a use or sealing the plan of survey	N	\$1,775.00	Y	Local Government Act 2009 Part 2 S97 (1)
Geotechnical Investigation Review and other peer reviews	N	\$2,815.00	N	Local Government Act 2009 Part 2 S97 (1)

RECHECKING FEE

Re-Checking Fee when drawings re-submitted due to non-compliance (per plan or page) and/or design change	N	\$122.00	N	Local Government Act 2009 Part 2 S97 (1)
Note: must be considered generally in accordance				
Re-Inspection Fee (Per Hour) of work failing an initial inspection or other non-scheduled inspection	N	\$168.00	N	Local Government Act 2009 Part 2 S97 (1)
Planning Inspection fee per inspection	N	\$224.00	N	Local Government Act 2009 Part 2 S97 (1)

SUBDIVISION PLANS

Sealing of Survey Plan/Community titles (Standard Format Plan) and Building Format Plan

Base fee	N	\$1,115.00 plus \$165.00 per lot	Y	Planning Act 2016 s284 & s286
Re-endorsement of Survey Plan	N	\$403.00	Y	Planning Act 2016 s284 & s286
PLUS endorsement of legal documents associated with a Standard Format Plan/Building Format Plan (including leases/easements and transfer documents) (per document)	N	\$398.00	Y	Planning Act 2016 s284 & s286
Re-assessment as a result of an action notice (i.e not all supporting material provided)	N	50% of the current plan signing fee	Y	Planning Act 2016 s284 & s286
Maintenance Valuation (per lot)	N	\$37.50	Y	Planning Act 2016 s284 & s286
Application to release survey plan by agreement before works are done plus legal costs involved in preparing the agreement	N	\$2,207.00 plus \$386.00 per lot over 2 lots	Y	Planning Act 2016 s284 & s286
Boundary Realignment or Access Easement	N	\$561.00	Y	Planning Act 2016 s284 & s286

PLANNING – OTHER APPLICATIONS OR SERVICES

Changing Application before a decision is made: additional fee is applicable at the time of request of the change

Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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PLANNING – OTHER APPLICATIONS OR SERVICES [continued]

(a) If confirmation notice issued	N	20% (of the current application fee)	Y	Planning Act 2016 s52
(b) If information request is issued	N	60% (of the current application fee)	Y	Planning Act 2016 s52
(c) If notification stage commenced	N	80% (of the current application fee)	Y	Planning Act 2016 s52
(d) If Report / Assessment completed	N	90% (of the current application fee)	Y	Planning Act 2016 s52
Request for Minor Change	N	\$804.00 per condition requiring change (does not include updating plan references)	Y	Planning Act 2016 s79
Request for Minor Change (other)	N	Price on Application	Y	Planning Act 2016 s79
Request to cancel a Development Approval	N	\$296.00	Y	Planning Act 2016 s84
Request to extend currency period of existing approval – First Extension (2 years)	N	\$632.00	Y	Planning Act 2016 s86
Request to extend currency period of existing approval – Second or more extension	N	\$877.00	Y	Planning Act 2016 s86
Request to change approval given by the Court	N	\$819.00 per condition requiring change (plus all Legal costs)	Y	Planning Act 2016 s79
Exemption Certificates	N	\$490.00	Y	Planning Act 2016 s46
Requests for Generally in Accordance determination	N	\$490.00	Y	Local Government Act 2009 Part 2 S97 (1)
Infrastructure Agreements	N	P.O.A. (based on an estimate of cost to Council to assess and/or prepare the Infrastructure Agreement)	Y	Local Government Act 2009 Part 2 S97 (1)
Conversion Applications	N	\$5,202.00	Y	Local Government Act 2009 Part 2 S97 (1)
Recalculation of Infrastructure Charges	N	\$520.00	Y	Local Government Act 2009 Part 2 S97 (1)
QDC Siting Variations	N	\$959.00	Y	Planning Act 2016 s54 & s57
Peer Review of Professional Reports – e.g. Geotechnical, Visual, Vegetation, Need etc	N	At Cost	Y	Planning Act 2016 s286 & s319

Name	GST	Year 20/21 Fee (incl. GST)	Cost Recovery	Legislation
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SEARCH FEES

Limited Planning and Development Certificate – per lot	N	\$316.00	Y	Planning Act 2016 s265
Standard Planning and Development Certificate – per lot	N	\$1,010.00	Y	Planning Act 2016 s265
Full Planning and Development Certificate – per lot	N	\$3,193.00	Y	Planning Act 2016 s265
Headwork's Search – per lot	N	At Cost with \$100.00 deposit	Y	Local Government Act 2009 Part 2 S97 (1)
Planning Inspection fee	N	\$224.00	Y	Local Government Act 2009 Part 2 S97 (1)

SALE OF DOCUMENTS

Development Manual	N	\$377.00	Y	Local Government Act 2009 Part 2 S97 (1)
Planning scheme Policies (each)	N	\$10.00	Y	Local Government Act 2009 Part 2 S97 (1)
Planning scheme Policies	N	\$35.50	Y	Local Government Act 2009 Part 2 S97 (1)
Planning Scheme on CD	N	\$16.50	Y	Local Government Act 2009 Part 2 S97 (1)
Public Notice Sign	N	\$35.50	Y	Local Government Act 2009 Part 2 S97 (1)
Hard copy of Planning Scheme	N	\$500.00	Y	Local Government Act 2009 Part 2 S97 (1)

REFUND OF FEES

Confirmation Stage	N	75% of the fees paid		Local Government Act 2009 Part 2 S97 (1)
Information Stage	N	50% of the fees paid		Local Government Act 2009 Part 2 S97 (1)
Decision Making Stage	N	25% of the fees paid	Y	Local Government Act 2009 Part 2 S97 (1)
Withdrawal	N	Fees less cost to be determined by CEO and/or delegate	Y	Local Government Act 2009 Part 2 S97 (1)
Where Council provides Building Certification and Planning assessment for a development	N	A total fee reduction of up to 20% can be negotiated at the discretion of the CEO and/or delegate	Y	Local Government Act 2009 Part 2 S97 (1)

12. Development Services

12.1 FUNDING OPPORTUNITY - SALUTING THEIR SERVICES

AUTHOR: Elouise Lamb – Project Officer Grants

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council resolves to:

- a) **Support a submission to the Saluting Their Services program seeking a funding amount of \$67,000; and**
 - b) **Approve a co-contribution of \$77,450.**
-

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

This report provides a recommendation to submit the Proserpine Cenotaph project to the Saluting Their Services funding opportunity (July 2020 round). The Proserpine Cenotaph is identified as a cost item in the current Proserpine Entertainment Centre Rebuild budget for \$150k in the event funding cannot be secured.

PURPOSE

The purpose of this report is to provide information to Council about the opportunity to apply for funds to subsidise the costs for purchase and installation of the new Proserpine Cenotaph at the Proserpine Entertainment Centre and surrounding memorial garden infrastructure.

BACKGROUND

With the rebuild of the Proserpine Entertainment Centre project, Council has worked closely with the Proserpine Returned Services League Subbranch (Proserpine RSL) to identify how to best relocate the Proserpine Cenotaph to a more suitable location. When the relocation investigation began, it was identified that the marble plaques were deteriorating and restoration and relocation at the site was not a sustainable or achievable option.

The RSL has further identified that the names of the Fallen and information on the memorial are incorrect and the Proserpine RSL request a new monument be built with a more sustainable material and correct information.

It has been proposed to build a new memorial as per Attachment 2. The estimated cost for the Cenotaph is \$68,850 with an additional \$75,600 for surrounding infrastructure to provide a memorial area (cost breakdown in Attachment 1).

The existing plaques are to be relocated and preserved indoors at the Proserpine RSL.

In early 2020, Council submitted grants to both the Federal Government's Saluting Their Services (STS) program (\$67k) and the State Government's Queensland Veterans Memorial Grants Program (QVMG) (\$40k).

In the event funding is not attained or partially attained, the cost to deliver the new Cenotaph has been incorporated in the build cost for the Proserpine Entertainment Centre for the amount of \$150k.

Council will be advised of the outcome of the QVMG in August 2020. Council was advised that the STS application was unsuccessful due to the risks that the project may not go ahead if Council was not able to attain the \$40k from QVMG.

It is proposed to reapply for the current round of the Saluting Their Service Commemorations Program with a commitment to fund the full co-contribution required in the event QVMG is not attained.

Saluting Their Service Commemorations Program:

The objective of the program is to preserve Australia's wartime heritage and to involve people throughout the nation in a wide range of projects and activities that highlight the service and sacrifice of Australia's service personnel in wars, conflicts and peace operations.

Grants between \$10,001 and \$150,000 are available for major commemorative projects and activities that are significant from a national, state, territory and/or regional perspective. These projects may include the construction of new war or peace memorials, where none currently exist, as well as additions to existing memorials.

The project has been reviewed against funding criteria and it is recommended to apply for \$67k of eligible items towards the Proserpine Cenotaph Project Delivery.

Application due: 15 July 2020

STATUTORY/COMPLIANCE MATTERS

The Memorial is identified in the Whitsunday Local Heritage Register. Council has attained an Exemption Certificate in compliance with the Queensland Heritage Act, 1992 to deliver works as advised.

ANALYSIS

The STS funding opportunity was reviewed by ELT (31/01/2020) and identified as a valuable opportunity to attain funds to deliver a quality memorial site for the Proserpine RSL that will enable regional activities to continue to be undertaken to honour the service and sacrifice of Australia's service personnel.

Resubmission in the July 2020 round, with the addition of confirmation that Council are committed to funding \$77,450 to deliver the project in the event State funding is not attained, will address feedback from a previous unsuccessful submission and increase Council's chance of a successful application.

STRATEGIC IMPACTS

Financial implications – The Proserpine Cenotaph has been included in the Proserpine Entertainment Centre rebuild budget for \$150k. This funding would reduce the need for this project to be financially supported by the PEC rebuild activities.

CONSULTATION

Neil McGaffin – Director Development Services
John Sadler – Manager Major Building Projects

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 resubmit the Proserpine Cenotaph to the Saluting Their Services funding opportunity with the additional financial commitment to contribute funds up to \$77,650 in the event other funding is not attained.

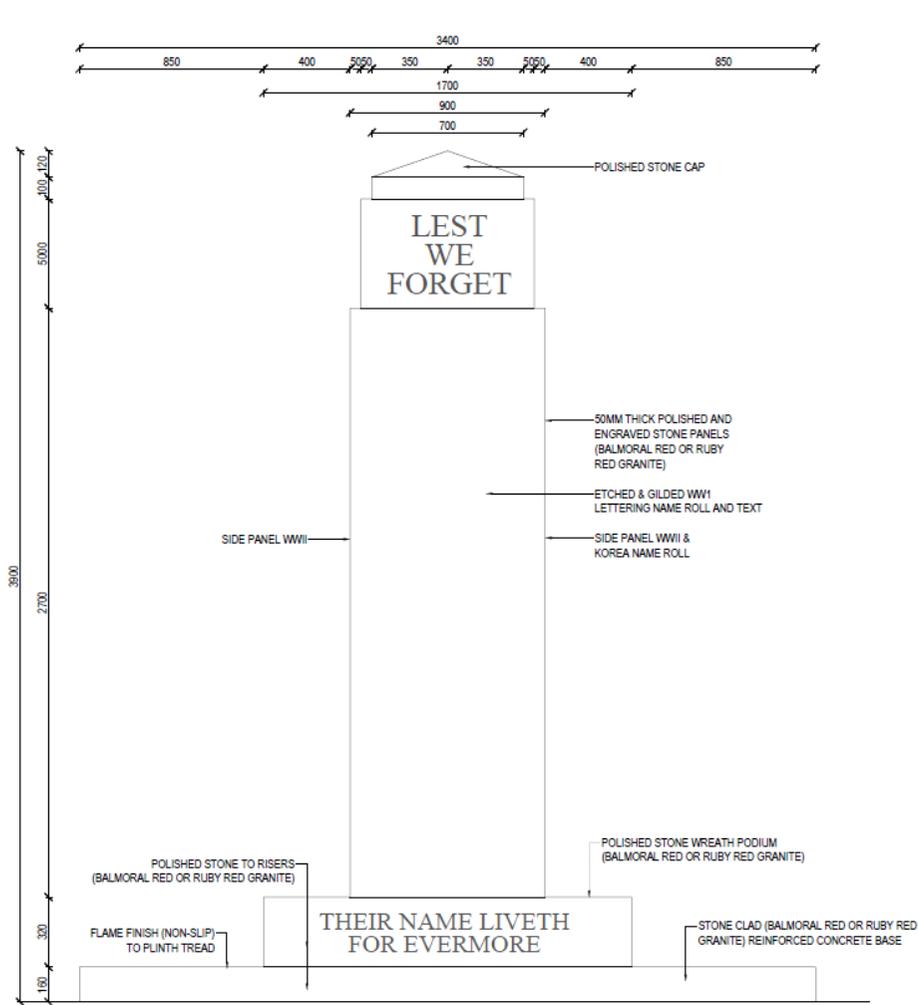
ATTACHMENTS

- Attachment 1 – Project Budget Calculation
- Attachment 2 – Project Concepts & Designs
- Attachment 3 – Proserpine RSL Letter of Support

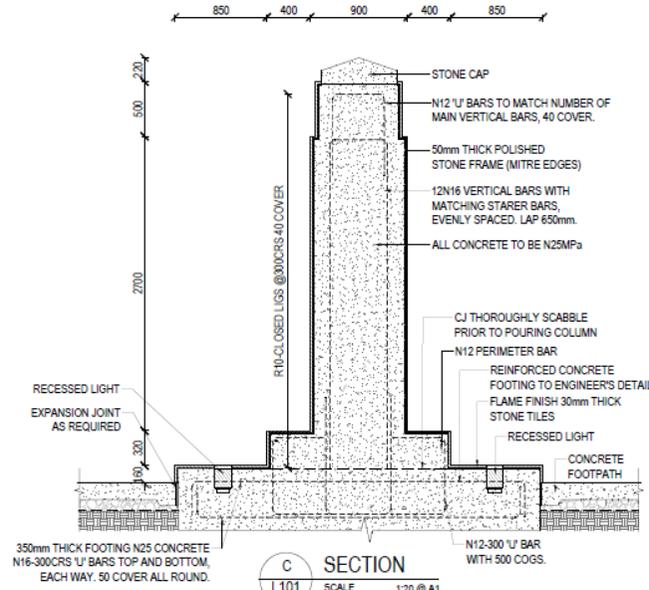
Attachment 1 – Project Budget Calculation

2020/21 FY

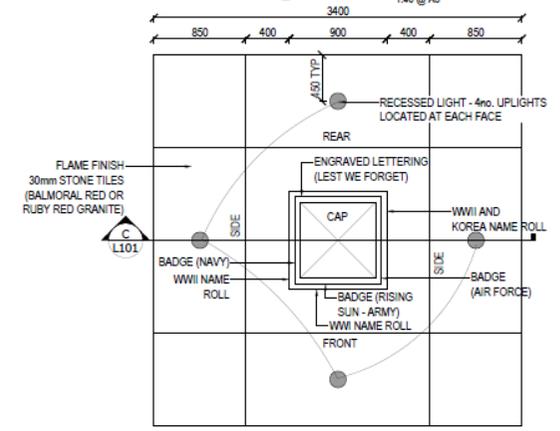
Item	Income	Expenses
Monument		\$45,000
Site install of granite, concrete works, foundation preparation		\$23,850
Landscaping (needs to be in boundaries)		\$5,000
Flagpole		\$6,400
Lighting		\$4,000
Freight		\$3,000
Relocation of existing Memorial		\$1,500
Security		\$4,500
Provision of seating		\$31,000
Design Fees		\$10,200
Project management Fees		\$10,000
STS	\$67,000	
QVMG	\$40,000	
WRC	\$37,450 or \$77,540	
TOTAL	\$144,450	\$144,450



A FRONT ELEVATION
 L101 SCALE 1:10 @ A1
 1:20 @ A3



C SECTION
 L101 SCALE 1:20 @ A1
 1:40 @ A3



B PLAN
 L101 SCALE 1:10 @ A1
 1:20 @ A3

**WAR MEMORIAL CONCEPT DESIGN
 PROSERPINE ENTERTAINMENT CENTRE**

14 MAIN ST, PROSERPINE, QLD
 February 2020



PERSPECTIVE VIEW
World War I name roll text

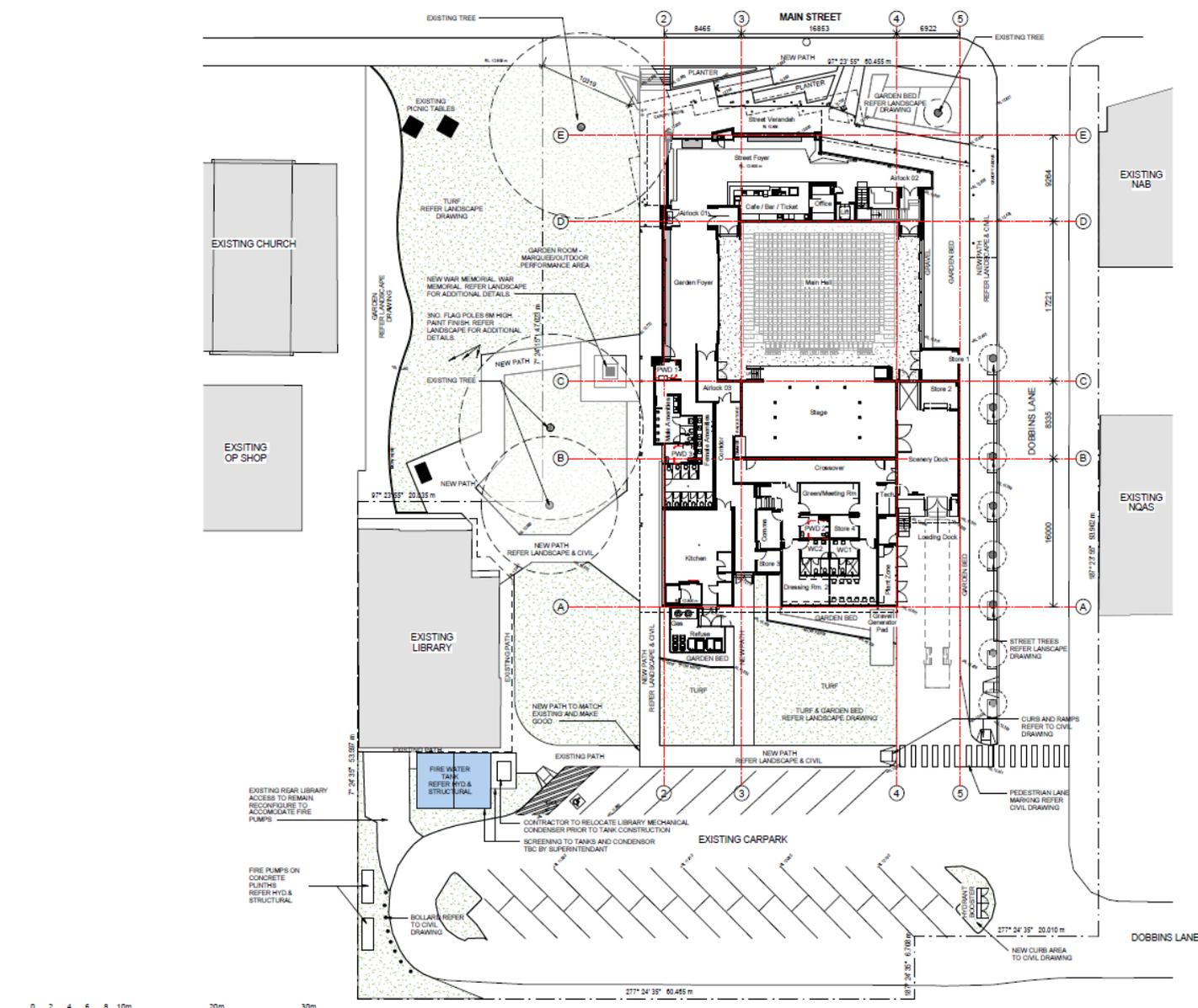
ISOMETRIC VIEW



REAR ELEVATION
Lest We Forget text

WAR MEMORIAL CONCEPT DESIGN (900x900mm)
PROSERPINE ENTERTAINMENT CENTRE
14 MAIN ST, PROSERPINE, QLD
February 2020





FOR TENDER

NOTE:

- Do not scale from drawing.
- All dimensions to be checked on site and confirmed prior to commencement of works.
- All work to be checked prior to commencement of works.
- Clear to have 100mm dia. unless noted otherwise or unless stated with no. dia. Refer to floor levels.
- Site areas to fill to match & setdowns to be 50mm unless noted otherwise.
- Positions shown on Architectural Drawings are indicative only.
- These drawings are for information only. Refer civil drawings for complex works.

Issue	Revision Description	Initial	Date
12	FOR TENDER	JH	14/01/2020
11	FOR TENDER	JH	11/12/2019
10	Peer Review	JH	09/12/2019
9	Pre Tender Issue	JH	28/11/2019
8	PM / Client Issue	JH	18/11/2019
7	Site Plan	JH	26/11/2019
6	Issue to QDES for PER	MD	26/11/2019
5	Consultant Issue	JH	01/11/2019
4	DD PROGRESS ISSUE TO PM	JR	22/10/2019
3	Consultant Issue	JH	10/10/2019
2	Consultant Issue	JH	17/09/2019
1	Client Coordination	MD	20/09/2019

Structural Consultant:	ARUP	Civil Consultant:	ARUP
Electrical Consultant:	GTP	Mechanical Consultant:	GTP
Hydraulic Consultant:	GTP	Landscape Consultant:	LA3
Theatre Consultant:	DESIGN STAGE	Acoustic Consultant:	Renzo Tonin
Building Certifier:	ACA	Fire Engineer:	IGNIS

Project Name...
Proserpine Entertainment Centre
 Whitsunday Regional Council
 14 Main St
 Proserpine QLD 4800
 Lot 208 on HR 1473

Drawing Title...
Site Plan Proposed

Key Plan

Drawn: GF North

Checked: MD

Scale @ A1: 1 : 200

Drawing No: 1911 / CD / A / A-004

Project Stage Discipline / Drawing No.
1911 / CD / A / A-004

Issue: 12

Attachment 3 – Proserpine RSL Letter of Support



Chief Executive Officer
Whitsunday Regional Council
PO Box 104
PROSERPINE Qld 4800

19 March 2020

Letter of Support – Proserpine Cenotaph

Dear Kenn,

I am writing in support of Whitsunday Regional Council's submission to attain funds for the relocation and rebuild of the Proserpine Cenotaph. My committee has reviewed the concept designs of the new Proserpine Entertainment Centre precinct and are supportive of the new location for the Proserpine Cenotaph. The new proposed site will address access challenges for commemorative ceremonies at the current site.

Proserpine RSL Subbranch strongly supports Council's initiative to construct a new Cenotaph as restoration of the existing Cenotaph is not a practical option for a number of reasons:

- The existing marble plaques are badly degraded and in a very fragile state,
- The names of the Fallen on the existing plaques has inaccuracies and also requires the addition of names which has been an issue for the Proserpine Ex-Services community, (additional honour roll names are attached),
- It is preferred that the existing marble plaques be handed over to the Proserpine RSL where they can be showcased in the Proserpine RSL Building in a more protective environment. The marble plaques have been moved twice before and the current brick structure they are housed on has no heritage value.

With the site situated within the region's main arts and cultural centre precinct, the adjacent entertainment centre will provide valuable facilities for attendees at events and we hope there will be increased traffic to the new resulting in higher attendance at future Commemorative Ceremonies. We strongly recommend this project to State and Federal Government for funding opportunities.

Yours sincerely,

Jason Raiteri
President
Proserpine RSL Sub branch
0417 879 226



Additional Names for Proserpine Cenotaph

WW1 SOLDIERS THAT SHOULD ALSO BE ON THE CENOTAPH

ANDREWS. R.W.	11 TH FAB	29.9.1918
BIDICE. A.	47 BATTALION	12.10.1917
DAYES. F.	47 BATTALION	9.6.1917
GALVIN. J.J.	52 BATTALION	5.4.1918
KAY.W.B.	15 BATTALION	9.8.1916
RICHARDSON. R.C.G	42 BATTALION	26.8.1918

WW2 SERVICEMEN TO BE ADDED

BAXTER.R.G.	2/13 FD COY	3.12.1945
CAMERON. F.	2/10 F. REG	7.6.1945
COOKMAN. F.C.	203SQN (RAAF)	22.6.1942
CROWLEY. P.J.	6 T & M OFFICE (RAAF)	23.4.1945
DOWN. R.	2/31 BATTALION	18.6.1941
FERNANDO. G.	2/26 BATTALION	15.2.1942
FOX. J.G.	14 AR DEPOT (RAAF)	31.7.1947
HANCOX. F.C.G.	2/7 COMM. REG	21.12.1942
HAUSKNECHT. D.F.	2/4 IND COY	4.9.1942
HOWARD. V.A.	10 EFT SCHOOL (RAAF)	29.10.1943
LAMB. R.G.	4 BS DEPOT	7.8.1945
MICHAEL. N.E.	15 BATTALION	31.12.1944
MUNROE. A.H.	466 SQN (RAAF)	15.10.1944
NEWTON. L.D.	2/15 BATTALION	31.8.1941
TUTTON. G	2/26 BATTALION	18.9.1943

Note incorrect spelling on current cenotaph for :

HINCHLIFFE. F.	2/15 BATTALION	24.10.1944
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SHOULD BE

HINCHLIFFE. F.	2/15 BATTALION	24.10.1944
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12. Development Services

12.2 FUNDING OPPORTUNITY - QUEENSLAND RESILIENCE & RISK REDUCTION FUND 2020/2021

AUTHOR: Elouise Lamb – Project Officer Grants

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council resolves to:

- 1) **Support the submission to the Queensland Resilience & Risk Reduction Fund seeking funding amounts as identified for the following projects:**
 - a) **\$300,000 for the Strategic Floodplain Management Plan Project**
 - b) **\$414,000 for the Regional Floodway Resilience Program**
 - c) **\$55,000 for the Flood cameras & Intelligent Systems Project; and**
 - 2) **Approve the proposed Council co-contributions, in the event the funding application is successful:**
 - a) **\$50,000 for the Strategic Floodplain Management Plan Project**
 - b) **\$46,000 for the Regional Floodway Resilience Program**
 - c) **\$18,000 for the Flood cameras & Intelligent Systems Project**
-

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

This report provides a recommendation to submit three (3) projects to the Queensland Resilience & Risk Reduction Fund 2020/21. Projects were selected from 7 options put forward to the Executive Leadership Team meeting held 12 June 2020 based on priority need and project alignment to funding objectives.

Funding for these projects does require co-contribution.
Project submissions are due 22 July 2020.

PURPOSE

The purpose of this report is to provide information to Council about the opportunity to apply for funds to strengthen the resilience of the Whitsunday community and be better prepared for disasters.

BACKGROUND

In the **Queensland Resilience & Risk Reduction Fund** there is \$13.1 million available to strengthen the resilience of Queensland communities and help them be better prepared for disasters.

The objectives of the funding are to support projects that deliver disaster resilience and risk reduction outcomes for Queensland communities that:

- align with the Queensland Strategy for Disaster Resilience (QSDR) objectives:
 - Queenslanders understand their disaster risk

- Strengthened disaster risk management
- Queenslanders are invested in disaster risk reduction
- Continuous improvement in disaster preparedness, response and recovery
- address identified risk priorities (including those assessed in the Queensland State Natural Hazard Risk Assessment 2017)
- align with the priorities of the National Disaster Risk Reduction Framework Multiple applications are able to be submitted, for both infrastructure and non-infrastructure projects.

Approved projects under these Guidelines will be allocated funding up to a maximum limit of \$2 million per project.

If more than one project is submitted by a single organisation, the applications are required to be prioritised.

Seven (7) projects were identified and put forward at the Executive Leadership Team (ELT) meeting held 12 June 2020 for consideration for this opportunity. The following projects were selected in priority order:

1. Strategic Floodplain Management Plan
2. Regional Floodway Resilience Program
3. Flood Cameras & Intelligent Systems Project

STATUTORY/COMPLIANCE MATTERS

Projects must align with the Queensland Strategy for Disaster Resilience (QSDR) objectives, address identified risk priorities (including those assessed in the Queensland State Natural Hazard Risk Assessment 2017) and align with the priorities of the National Disaster Risk Reduction Framework

Project Submissions are due 22 July 2020 and need to be completed by June 2022.

ANALYSIS

The funding opportunity was reviewed by ELT and identified as an opportunity to attain funds to deliver projects and infrastructure that have been identified to achieve disaster resilience outcomes for the Whitsundays.

The below three projects were identified as best fit due to alignment with funding criteria and capacity to improve the regions disaster resilience capabilities:

Project Name	Strategic Floodplain Management Plan
Project Summary	<p>The Strategic Floodplain Management Plan Project will provide a guideline for Council to enhance resilience in flood events, prioritise financial needs, provide focus and direction in the management of floodplains within the region from plan to action and improve communication around floodplain management and risk with the community. The Floodplain Management Plan will also seek to develop flood ARI overlays to be used for disaster management purposes.</p> <p>The project involves the analysis of available data, updating of existing information, data collection, site visits, community consultation, hydrologic and hydraulic analysis, model calibration and validation, modelling, consequence of flooding to the community, post processing of results, option assessment</p>

	and development of a Floodplain Management Strategy.
Project Name	Regional Floodway Resilience Program
Project Summary	<p>Council proposes to replace select gravel floodways on regional roads with concrete sections to provide resilience during the wet season. Each road provides the community with access to integral resources for the region. Gloucester Avenue is a gateway to popular tourism destinations such as Cape Gloucester Resort and Montes Resort. Tondara Road is a key route for regional economic and agricultural resources such as Mt Carlton Gold Mine and numerous cattle stations. Roma Peak Rd is an important access road for the agricultural industry including cattle and crop properties.</p> <p>Three (3) different sites on each road have been identified as significant floodways which become impassable during the wet season for varied amounts of time. By replacing these floodways with concrete structures, it will substantially improve access during the wet season and increase connectivity within the region and essential services.</p>

Project Name	Flood cameras & Intelligent Systems Project
Project Summary	The Flood Camera Project includes the installation of new cameras, solar and longer-life (5 days) batteries at the Hamilton Plains (Proserpine) and Crofton Creek (Cannonvale) sites to remediate current issues, along with the expansion of the system to two new flood ways across the town of Bowen (Queens and Richmond Road).

STRATEGIC IMPACTS

Financial Implications – The funding program specifies that all applicants are expected to make a financial contribution towards the eligible project costs. If funding is attained, officers recommend funding contributions are proposed as follows:

1. Strategic Floodplain Management Plan - \$50,000 Council co-contribution
2. Regional Floodway Resilience Program - \$46,000 Council co-contribution
3. Flood Cameras & Intelligent Systems Project - \$18,000 Council co-contribution

It is proposed to fund these projects from the 2020/2021 budget. The Regional Floodway Resilience Program will be funded from the Unsealed Roads Creek Crossing Operation budget and the Strategic Floodplain Management Plan will be funded from the Consultants Operational Budget.

Corporate Plan – People: 2.1.1 Maintain and develop Council’s emergency and disaster management planning, prevention, response and recovery capabilities

Operational Plan – Disaster Management - Emergency management planning and preparedness, community awareness, risk identification and mitigation.

CONSULTATION

Neil McGaffin – Director Development Services
 Julie Wright – Director Community Services
 Scott Wilkinson – Manager Innovation & Technology

Trevor Williams – Disaster Recovery Project Director
Jessica Cristaudo – Coordinator Transport Planning & Assets
ELT – 12 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

It is recommended that Council submit three (3) projects to the Queensland Resilience & Risk Reduction Fund opportunity to increase Council's capacity to strengthen the resilience of the Whitsunday community and improve our preparedness for disaster events.

ATTACHMENTS

N/A

12. Development Services

12.3 DEVELOPMENT SERVICES MONTHLY REPORT - JUNE 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 June 2020.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

Development Services Monthly Report – June 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 June 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, economic development, 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 June 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 Assessment
Shane Neville – Manager Strategic Planning
Scott Hardy – Coordinator Natural Resource Management
Milton Morsch – Coordinator Health and Local Laws
Ry Collins – Project Coordinator – Regional Skills Investment Strategy

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 June 2020.

ATTACHMENTS

Attachment 1 – Development Services Monthly Report – June 2020

Development Services

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

Monthly Report | June 2020

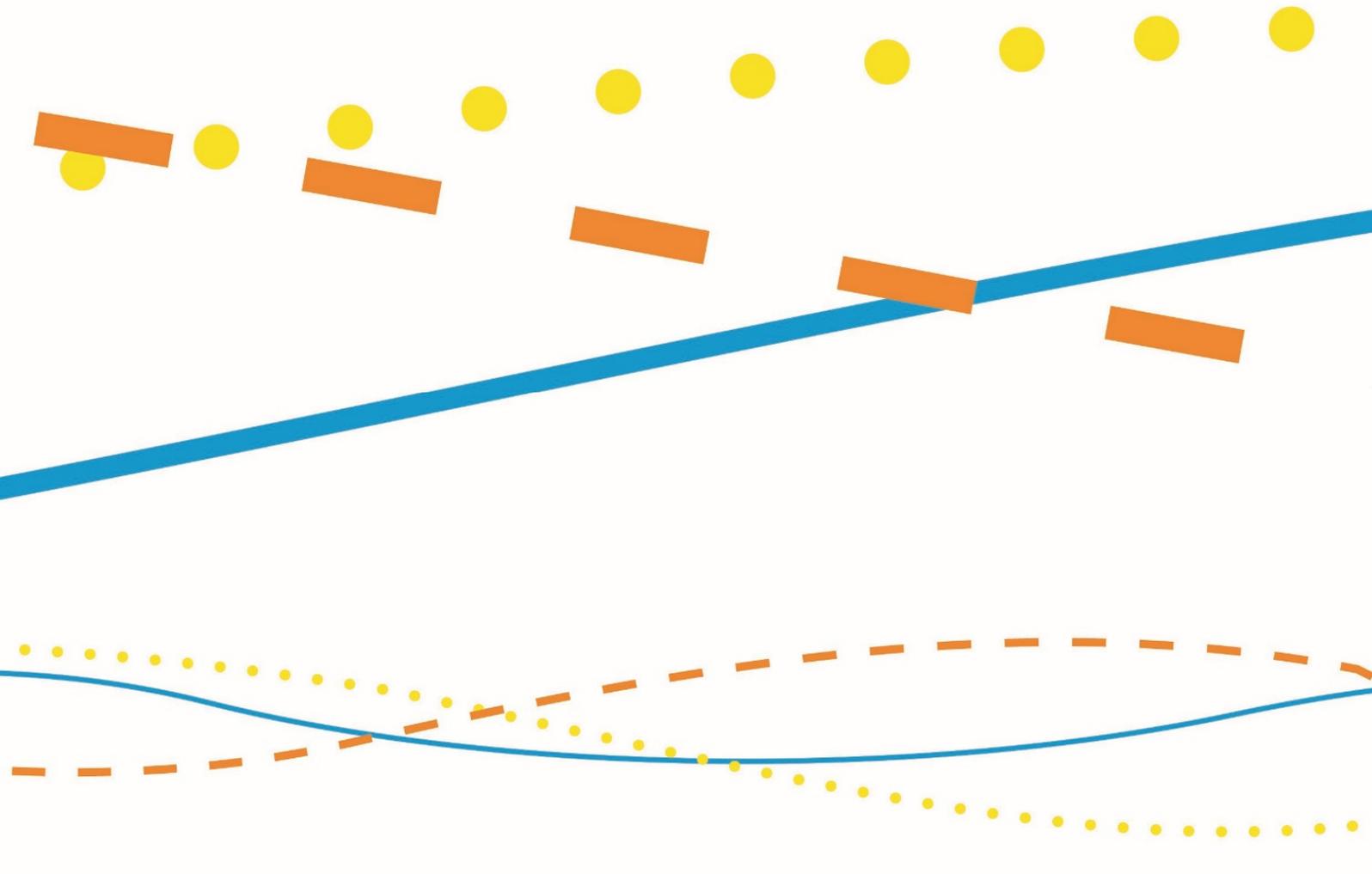
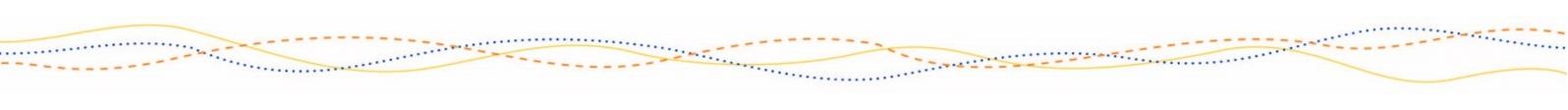


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Environmental Health & Local Law – Operations	12
Commercial Parking – Operations	13
Natural Resource Management & Climate	14
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NRM Operations.....	15
Projects	15



Directors Report

Development Assessment Update

Receipt of new applications continued through June with an expected increase in MCU applications lodged prior to the end of the financial year. The last three months indicate that COVID 19 has not had a significant impact on the lodgement of new applications, or on the completion of subdivision works which were in progress. Discussions with private sector builders, consultants and contractors indicates that activity is still strong.

Building, Plumbing & Compliance Update

June, has seen an increase in building inspections, being our busiest month so far this year. Plumbing approvals and inspections have remained consistent across the board. Compliance complaints received for the month of June have increased considerably compared to April and May, however compliance investigations have still not resumed to normal due to COVID19.

The Building team assisted the owners of Jochheim's café in achieving compliance for the café and the associated dwelling on site to ensure a smooth process in the sale of the property.

Strategic Planning Update

In June Council approved the Planning and Investor Portal to go live on Council's website, the Portal will improve Council's service provision by giving access to property reports, which include Land use data, Flood data and Investment Opportunity data.

The Strategic Planning Branch completed the draft Sports Park and Sports Club survey with the input of Recreation Services and Communications teams. There are also three upcoming township Master Plans and discussions were held with the Communications team on an appropriate strategy.

The team provided advice to consultants representing the Education Department on school capacity and future planning of education establishments within the Region. The team also resolved several Planning Scheme Heritage Overlay amendment enquiries and assisted the Grants team with the preparation of funding bids to meet constrained deadlines.

Health & Local Law Update

Environmental Health and Local Laws continue with inspections of food premises and public areas for compliance with the COVID19 restrictions; fortnightly COVID19 meetings are held with external authorities on each Tuesday and reporting of inspections to Qld Health occurs each Friday. Complacency with social distancing has been identified with directions being issued by Qld Health and warnings by Council officers. More tourists are coming to the area with illegal camping increasing resulting in Infringement notices.

Council's public paid parking car parks are free of charge until 30/09/2020. The contract for supply of new ticket vending machines has been awarded with installation of the machines anticipated to coincide with the end of free parking.

Animal related complaints remain constant throughout the region; dogs' wandering and not under effective control in parks and leash-free areas is being addressed especially in Cannonvale and Airlie Beach. The issues of excessive numbers of wandering cats are also increasing with cat traps being supplied to the public.



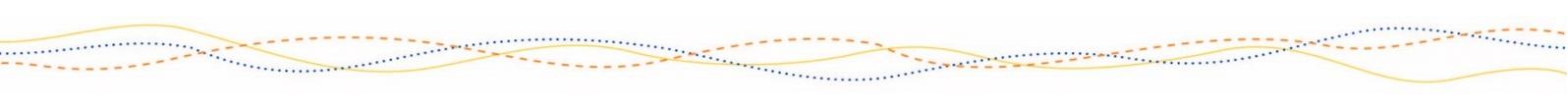
Strategic Planning

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;
- Review Local Heritage Register;
- Preparation of the Open Space Standards (Development Manual) – Community and Stakeholder Surveys;
- Research Affordable Housing Strategy;
- Research Smart City Strategy; and
- Assessment of Façade Improvement Policy Applications.

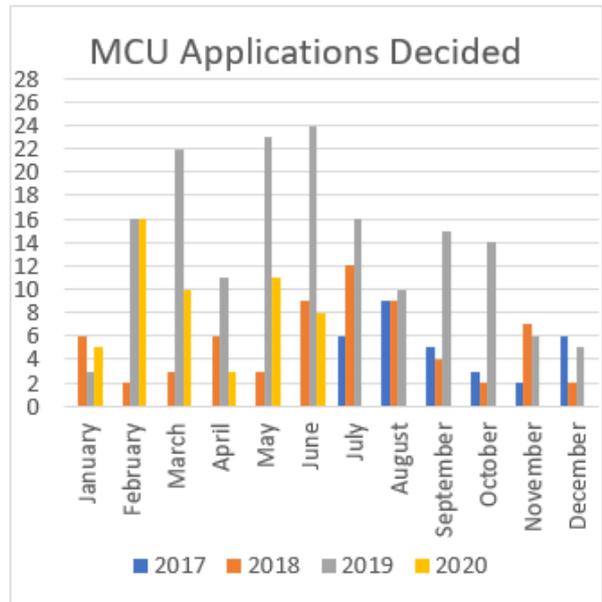
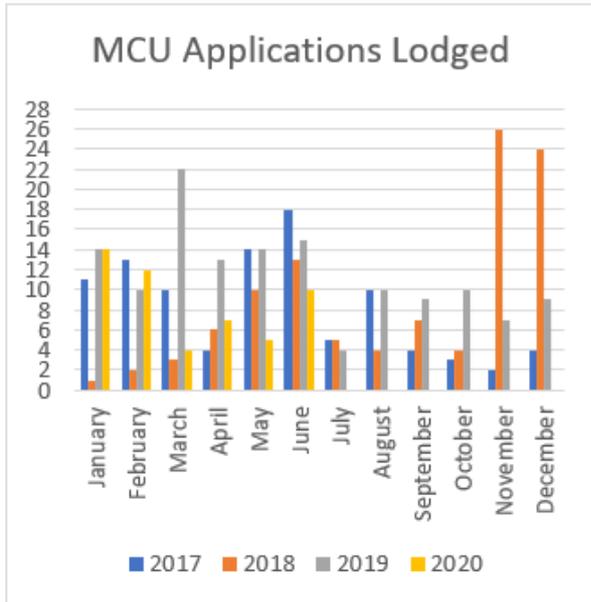


Development Assessment

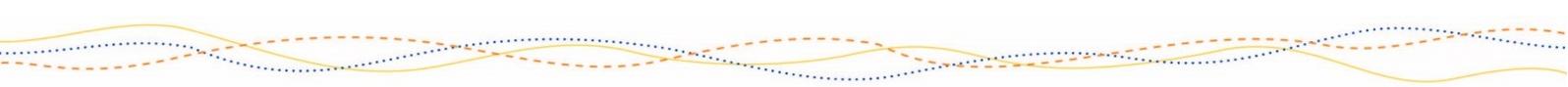
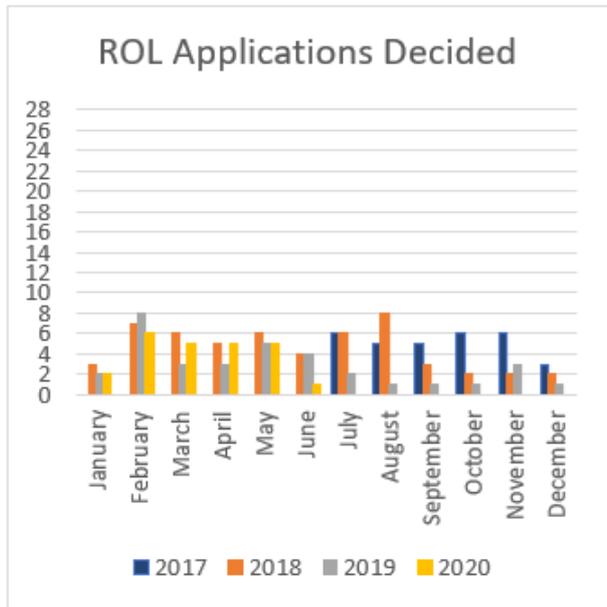
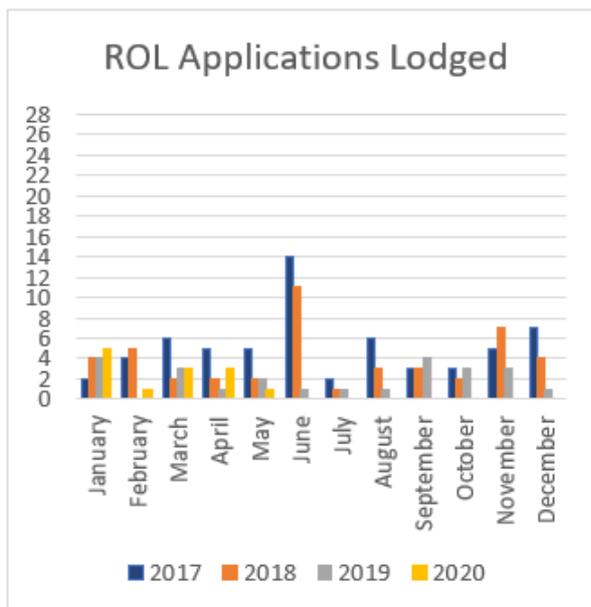
The Development Assessment Unit is responsible for assessing development applications, reviewing referrals for state land, environmental impact statements and other material for coordinated projects, activities, preparing planning and development certificates and inspecting developments for compliance with development approvals and other planning requirements.

Development Statistics

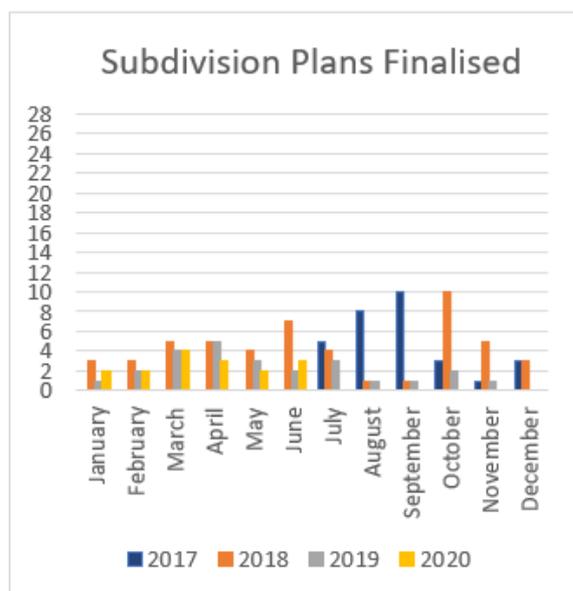
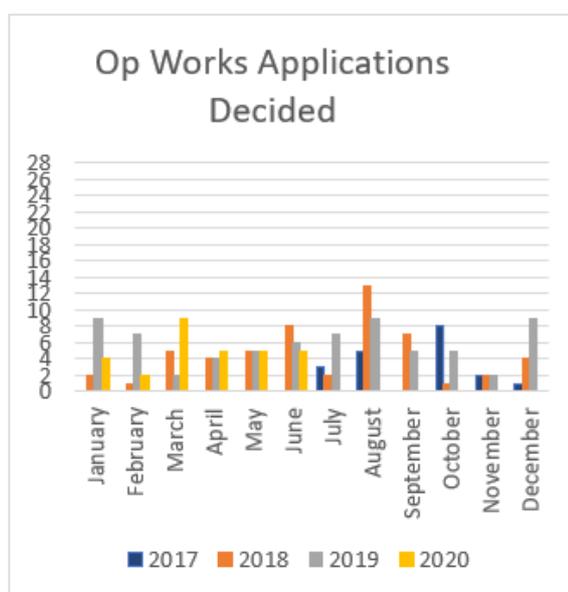
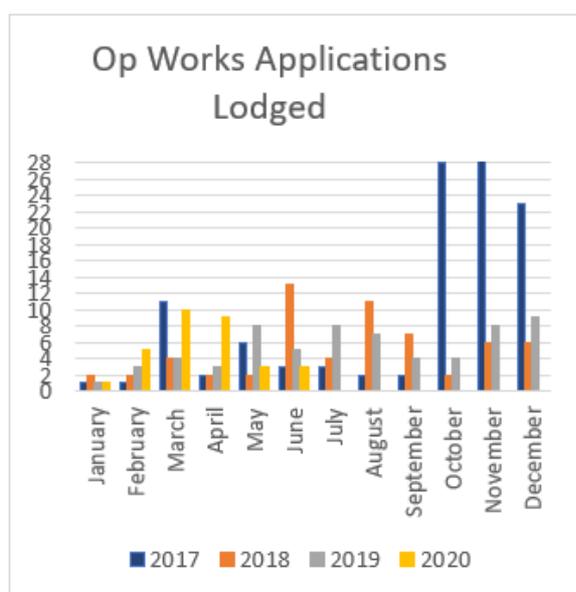
New MCU applications remained high, above the 3 year average. June is usually a busy month being the end of the financial year.



No new subdivision applications were received, which is unusual.



Three new operational works applications were lodged, down from earlier in the year.



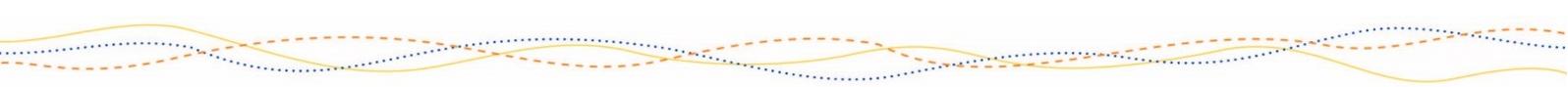
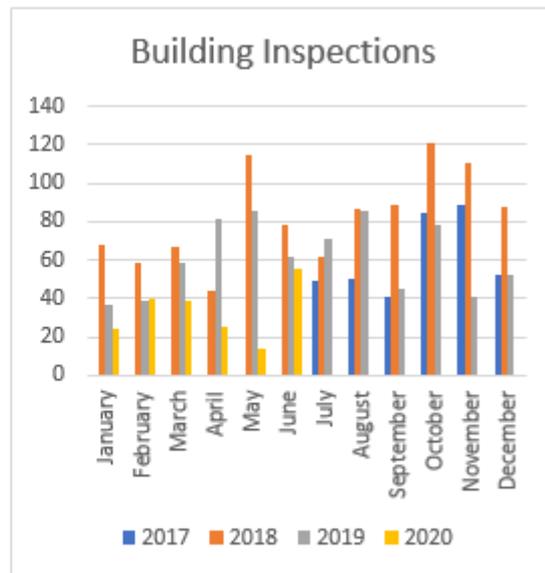
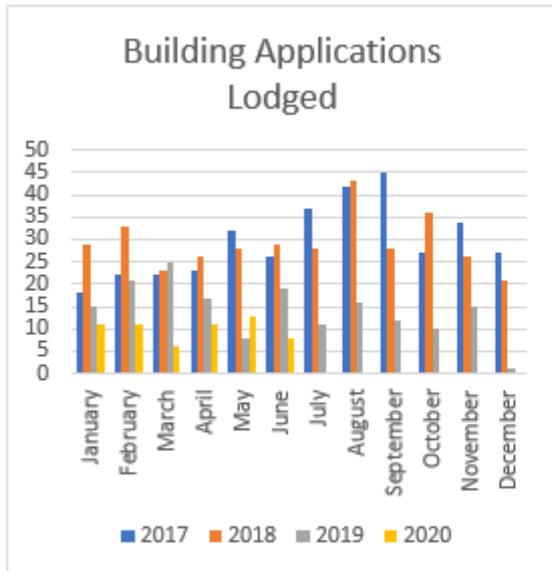
Summary of Applications approved under Delegated Authority

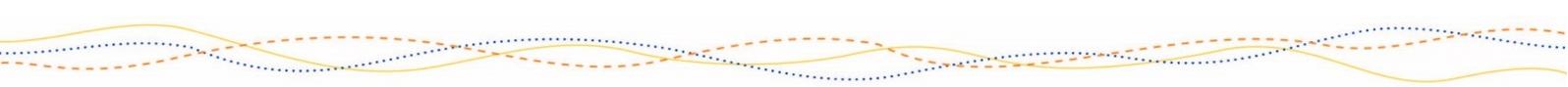
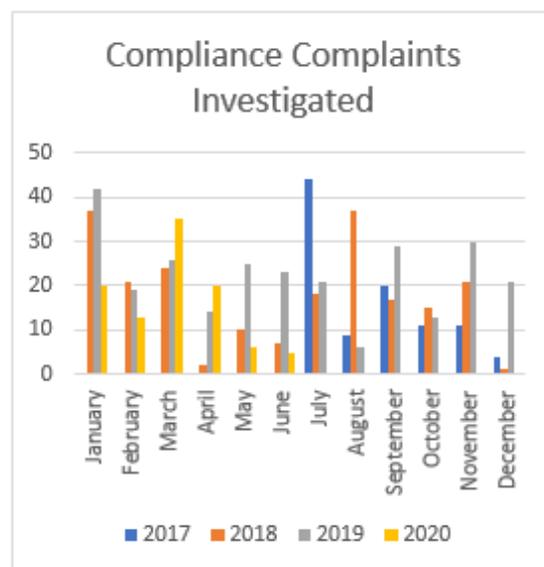
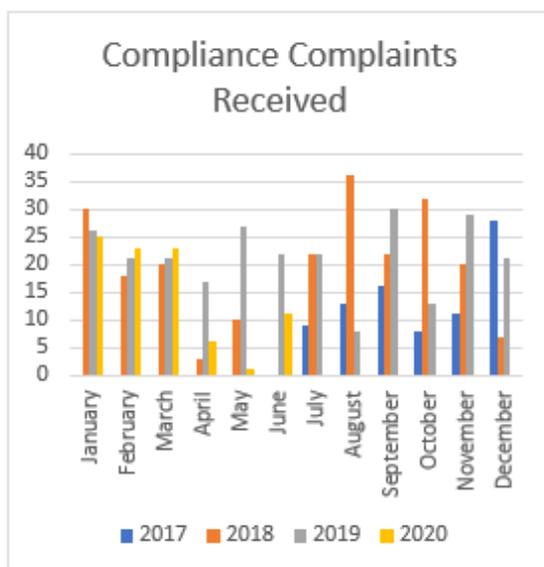
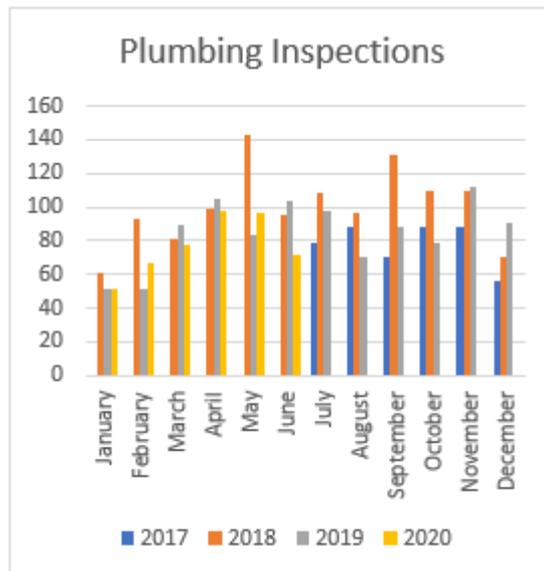
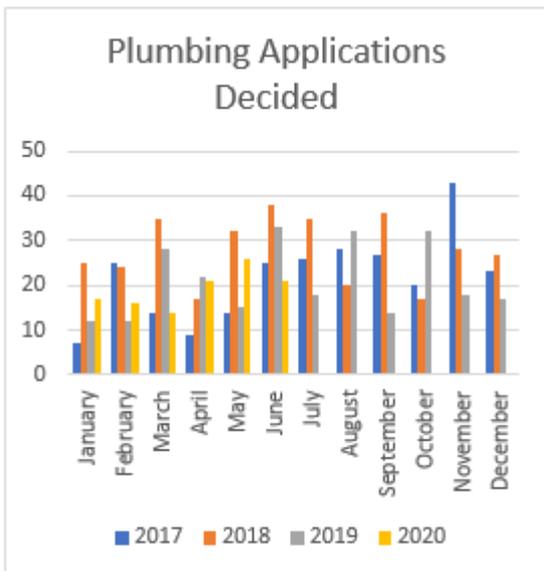
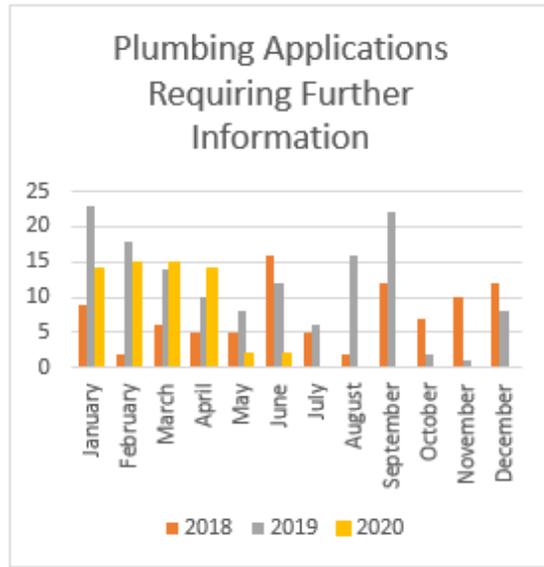
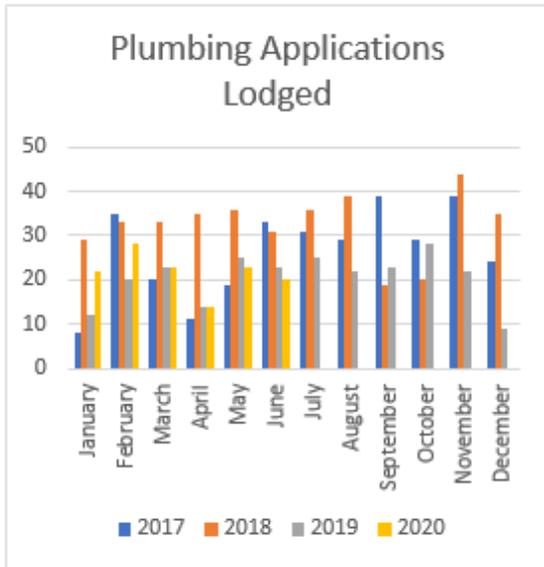
Application	Applicant & Location	Approval Details
20190539	Hamilton Island Enterprises Ltd 8 CP861993 Hamilton Island, Whitsundays	Generally in Accordance Determination (Dwelling House & Swimming Pool)
20191226	Beachtech Designs 15 RP734591 17 Woodwark Crescent, Cannonvale	Development Permit for Material Change of Use (Dwelling House Siting Variation) & Preliminary Building Approval

20200222	Atelier Jordan Pty Ltd 23 B6686 12 Horseshoe Bay Road, Bowen	Development Permit for Material Change of Use (Short Term Accommodation)
20200352	ET Cathie 114 SP164924 1185 Gregory Cannon Valley Road, Sugarloaf	Development Permit for Reconfiguration of a Lot One (1) Lot into Three (3) Lots
20200356	De Cost Seafoods Pty Ltd (Tassal) 2 SP241760 15050 Bruce Highway, Gregory River	Amended Development Permit for Material Change of Use (Aquaculture)
20200358	Hook Island Eco Resort Pty Ltd as TTE 428 NPW621 & 4 HR1022 Hook Island, Whitsundays	Development Permit for Operational Works (Prescribed Tidal Works – Gangway & Pontoon)
20200383	BR Fleming 14 SP153781 119 Botanica Drive, Woodwark	Development Permit for Material Change of Use (Dwelling House Siting Variation)
20200384	BL Rutherford 61 SP189750 2 Armada Crescent, Jubilee Pocket	Development Permit for Material Change of Use (Dwelling House Siting Variation)
20200495	Blue Bay Industrial Complex CTS1032 0 BUP70593 22 William Murray Drive, Cannonvale	Development Permit for Operational Works (Driveway Access & Carpark)
20200503	B Buckley 8 CP861993 Hamilton Island, Whitsundays	Development Permit for Material Change of Use (Dwelling House)
20200505	Airlie Builders 24 & 25 RP724874 1 Waite Street, Proserpine	Development Permit for Operational Works (Driveway Access, Carparking, Erosion Sediment Control)
20200522	DH Robson 15 RP739265 596 Dingo Road, Gregory River	Development Permit for Operational Works (Access & Erosion Sediment)
20200543	AK Cernusco 14 SP211523 Captian Jack Drive, Cape Gloucester	Development Permit for Operational Works (Bulk Earthworks and Erosion Sediment Control)
20200274	JT Craig 112 SP308351 15 Thomas Street, Bowen	Development Permit for Material Change of Use (Carport & Shed)

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.





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

- Completed preliminary business case and project plan for submission of the Whitsunday Trails project to the recently closed Growing Tourism Infrastructure grant opportunity.
- Held further meeting of the Economic Recovery Sub-Group and assisted the Mayor with Coordination of the Whitsunday Economic Taskforce.
- Represented WRC at the regional recovery forum hosted by QRA to discuss the implementation of the QLD government economic recovery strategy and specific needs of local business and industry.
- Finalised the Launch Whitsundays Concept document providing update to ELT and the Mayor.
- Worked with Bowen Gumlu Growers and DAF to commence the Fight Food Waste CRC project.
- Presented first Regional Economic Update to council.
- Participated in the Growing Greater Whitsunday Agri-food workshop to develop strategies to support industry development in the Agritourism sector and improved regional food branding.
- Provided assistance to new business looking to establish in the region in the segments of land-based tourism attraction, Indigenous hospitality and education, Biofuel power generation, Events and Weddings services and commercial construction.

Current Projects

- Regional Skills investment strategy
- ASBAS Digital Skills program
- Regional Blueprint
- Whitsunday Trails Concept Design
- Whitsunday Joblink Implementation
- Small Business start-up program

Stakeholder Meetings

- Participated in periodic collaborative meetings with key industry partners and government organisations including Tourism Whitsundays, RDA MIW, DSDIT, LGAQ and Whitsunday Chamber.
- Presented council update to the Bowen Collinsville Enterprise monthly meeting and quarterly Collinsville DIG meeting.
- Met with local business think tank consisting of local business leaders focused on developing innovative solutions to business issues and economic recovery.
- Held two strategic meetings with Tassal to promote Aquaculture industry development and identify potential partnership initiatives around water management, power generation, regional jobs and produce export opportunities.
- Met with the regional operations and land management team at DNRME to discuss development of strategic land opportunities and status of tenures under their management



effecting key projects such as the Airlie Skyway, Shute Harbour Marina Development, Bowen Coke works site, Hook island, South Molle Island and Lindeman Island.

- Met with LGAQ and other Qld council economic development representatives to discuss revised foreign investment and export strategies, international tourism marketing and benefits of sister city arrangements in re-developing regional access to foreign trade.



Health & Local Laws

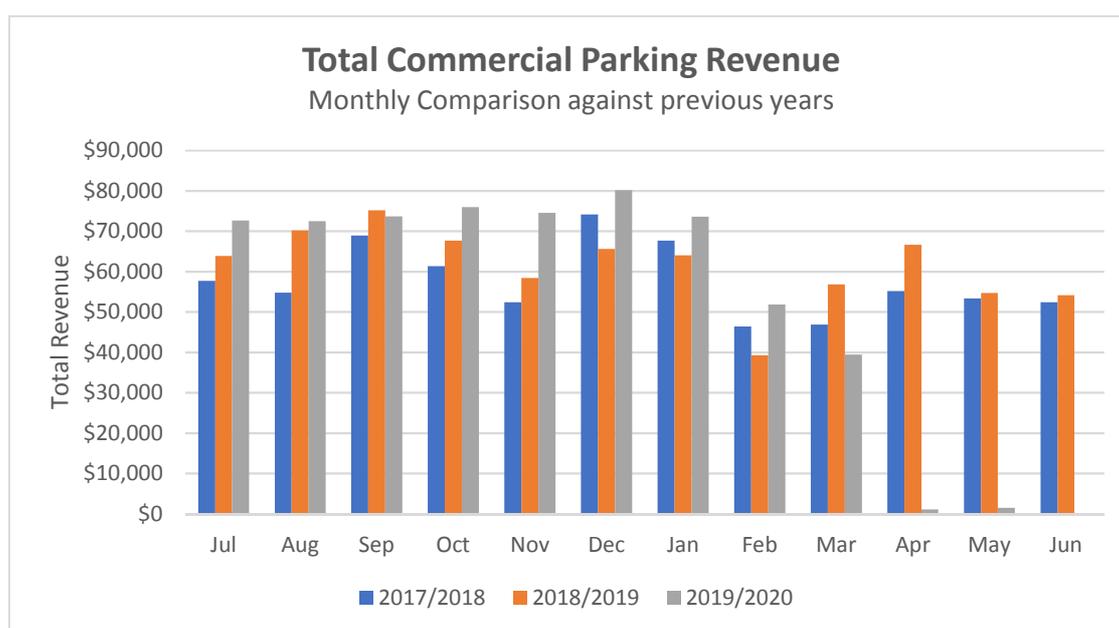
The Health, Environment & Local Laws Branch is responsible for assessing food and local law applications, developing and maintaining various related policies and registers, including the Local Laws, reviewing referrals for liquor licences, and regulating various activities with compliance action and 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	Apr	May	Jun	Monthly Trend
Environmental Health					
Environmental Health - Plan Approval applications received	68	2	2	8	↑
Environmental Health - Applications received	68	3	6	8	↑
Food Safety Programs received	5	0	2	0	↓
Liquor Licence Referrals received	43	4	3	2	↓
Food Business – Inspections	322	6	33	54	↑
Food Business – Re-inspections	76	1	1	16	↑
Food Safety Programs Audit Reports reviewed	21	2	4	2	↓
Personal Appearance Services – Inspections	7	0	0	0	∴
ERA – Inspections	2	0	0	1	↑
Accommodation – Inspections	32	0	2	0	↓
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	9	0	0	1	↑
Complaints Received – Public Health	128	1	11	11	↑
Local Law					
Local Law Applications received	74	2	1	3	↑
Complaints Received – Animal Management	1358	99	106	98	↑
Complaints received – Other Local Law	1430	134	96	105	↑
Compliance Notices Issued	636	91	56	24	↓
Renewal/Reminder/Final Notices	1047	143	72	38	↓
Infringement Responses	613	49	57	81	↑
Dog Registrations	4721	56	38	78	↑
Cat Registrations	568	10	6	7	↑
Parking Infringements – Issued	1915	72	54	43	↓
Parking Infringements – Waived	502	35	15	11	↓
Other Infringements – Issued	431	29	39	94	↑
Other Infringements – Waived	53	3	1	0	↓
Infringement Reminder Notices Sent	907	111	39	4	↓

Commercial Parking – Operations

Car parks	YTD	April	May	June	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	6.89	8.65	0.00	∴
Tariff (most selected)	24hr	24hr (\$10)	24hr (\$10)	-	∴
No. of tickets purchased	27,361	19	52	-	∴
Revenue (\$)	\$234,961.20	131.00	450.00	0.00	∴
Airlie Lagoon Precinct					
Average Spend (\$)	\$4.08	-	-	0.00	∴
Tariff (most selected)	0-2hr	-	-	-	∴
No. of tickets purchased	54,514	-	-	-	∴
Revenue (\$)	\$222,849.60	-	-	0.00	∴
Abell Point Marina					
Average Spend (\$)	\$8.66	8.75	7.28	0.00	∴
Tariff (most selected)	0-2hr	24hr (\$10)	0-2hr (\$3)	-	∴
No. of tickets purchased	18,081	111	147	-	∴
Revenue (\$)	\$159,042.00	\$971.00	\$1,070.00	0.00	∴
Parking Machines					
Parking machine availability (%)	82.5%	91.7%	58.3%	0	∴



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

(INSERT UPDATE)

Service	YTD	Apr	May	Jun	Monthly Trend
Media Releases	6	0	0	1	↑
Facebook Post Reach	1822	70	0	0	∴
Facebook Followers	453	107	117	113	↓
Website unique visitors	180	26	0	0	∴



NRM Operations

Service	YTD	Apr	May	Jun	Monthly Trend
Complaints Received – Pest & Weed	180	29	19	15	↕
Complaints Received – Environmental	50	3	1	9	↕
Property Pest Management Plan (PPMP) Implemented/Reviewed	43	13	8	2	↓
Notices Issued – Biosecurity	0	0	0	0	∴
Notices Issued – Penalty Infringement	0	0	0	0	∴
Landholder Access – Herbicide Rebate	68	12	9	6	↓
Landholder Access – Mechanical Rebate	4	0	0	0	∴
Letters/emails to Landholders – Weeds	411	84	81	28	↓
Property Visits/ Inspections – Weeds	402	38	53	65	↕
Property Visits – Feral Animals	126	1	10	29	↕
Feral Animals – Traps Set	23	0	6	3	↓
Feral Animals – Trapped	35	0	5	19	↕
Aerial Shooting – Flights	27	0	0	0	∴
Aerial Shooting – Feral Animals shot	3282	0	0	0	∴
Properties baited	52	0	22	3	↓
Baits laid (kg)	7500	0	2000	300	↓
Length of Road Reserve Sprayed (km)	1098	199.9	54.39	0	↓
No. of Council Lots Sprayed/inspected	131	5	0	15	↓
Mixed Chemicals Used (L)	16990	2,400	1200	790	↓
Pest Workshops	6	0	0	0	∴
Field days run/involved	0	0	0	0	∴
Landholder contracts	9	0	0	0	∴
Project Reports – not to Council	48	10	0	0	∴
Briefing Reports	12	1	4	2	↓
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 SPORT & RECREATION CLUB GRANTS - JULY 2020

AUTHOR: Jacqueline Neave – Arts & Community Programs Officer

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council approve the payment of a Sport & Recreation Club Grant subject to the adoption of the 2020/21 budget, from budget code JC: 2967.10250 - Community Donations (2967) / Club Grants (10250), to the following recipients:

- Airlie Beach Bowls Club Inc. – Band 2 - \$3,000.00
 - Cricket Whitsundays Inc. – Band 2 - \$3,000.00
-

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

Council offers annual funding to grassroots sport and recreation clubs across the region to support the general operations of the club.

PURPOSE

Council to consider the payment of the Sport & Recreation Club Grants for July 2020 in accordance with Council's Sport and Recreation Club Grants Guidelines.

BACKGROUND

To be eligible for the sport & recreation grant a club must meet the following criteria;

- Is incorporated and meets its obligations with the Office of Fair Trading;
- Is covered with the appropriate level of public liability insurance (\$20 million); and
- Provides membership data (as defined by Council) to the Council on an annual basis.

The level of funding available to clubs will be based on a progressive scale, the larger the participation rate, the larger the support to the club. Participation is defined as being the total number of active members within the club.

The Sport & Recreation Club Grants are allocated based on the following:

Band Level	No. of Active Participants	Grant Allocation (\$)
Band 1	> 250	\$5,500.00
Band 2	101 - 250	\$3,000.00
Band 3	51 - 100	\$1,500.00
Band 4	4 - 50	\$1,000.00

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

ANALYSIS

Organisation Name	Junior Members	Senior Members	Total Members	Grant Type/ Band	Amount Requested
Airlie Beach Bowls Club Inc.	0	138	138	Club / 2	\$3,000.00
Cricket Whitsundays Inc.	130	59	189	Club / 2	\$3,000.00
Total					\$6,000.00

Council has the following options:

Option 1 – That Council approve the payment of the Sport & Recreation Club Grants.

Option 2 – That Council decline the payment of the Sport & Recreation Club Grants.

STRATEGIC IMPACTS

Corporate Plan – *Outcome 2.1* – Our region is active, healthy, safe and resilient.

Strategy 2.1.4 – Promote healthy and balanced lifestyles and encourage physical activity.

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 JC: 2967.10250 - Community Donations (2967) / Club Grants (10250).

The proposed Club Grants Budget for 2020/21 is \$140,000.00.

Risk Management Implications – Reputational Risk - Providing funding support and recognising the efforts of local Sport & Recreational Clubs is a positive, tangible way for Council to be involved with the community.

CONSULTATION

Julie Wright – Director Community Services

Rod Cousins – Manager Community Development & Libraries

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 approve the payment of the Sport & Recreation Club Grant, from budget code JC: 2967.10250 - Community Donations (2967) / Club Grants (10250).

ATTACHMENTS

Attachment 1 – Sport & Recreation Club Grant Application - Airlie Beach Bowls Club Inc.

Attachment 2 – Sport & Recreation Club Grant Application - Cricket Whitsundays Inc.

Attachment 1 – Sport & Recreation Club Grant Application - Airlie Beach Bowls Club Inc.



Sport & Recreation Clubs Grant Application

Sport & Recreation Clubs Grant Application

Please complete this application in BLOCK LETTERS and tick or fill in boxes where applicable. If a question does not apply, please indicate 'N/A'.

Section 1 – Applicant Details

Clear Form

Application Band Level <small>(please see guidelines)</small>	<input type="checkbox"/> Band 1	<input checked="" type="checkbox"/> Band 2	<input type="checkbox"/> Band 3	<input type="checkbox"/> Band 4
Club/Entity Name	Airlie Beach Bowls Club Inc			
Club/Entity Address	2503 Shute Harbour Rd Jubilee Pocket QLD 4802			
Application Contact	[REDACTED]			
Contact Phone (B)	[REDACTED]	Contact Phone (M)	[REDACTED]	
Email Address	[REDACTED]			

Section 2 – Club/Entity Details

Club Location	<input checked="" type="checkbox"/> Airlie Beach	<input type="checkbox"/> Bowen	<input type="checkbox"/> Cannonvale	<input type="checkbox"/> Collinsville	<input type="checkbox"/> Proserpine
Incorporation No.	IA02513		Public Liability Insurance Limit (\$)	\$ 20,000,000.00	
Certificate of Currency Attached?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	GST Registered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
No. of Active Junior Participant Members			No. of Active Senior Participant Members	138	
Name of State/National Governing Organisation	Bowls Australia and Bowls Queensland				

Section 3 – Applicant Declaration

Name	[REDACTED]	
Signature	[REDACTED]	Date
		8-6-2020

Section 4 – Privacy Statement

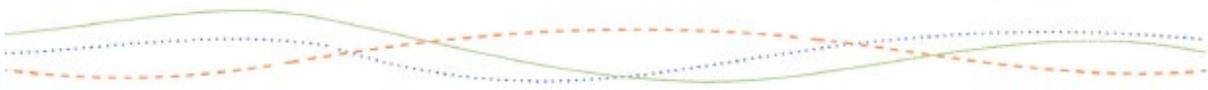
Privacy Statement: Your information is being collected for the purpose of processing your application. Your information is handled in accordance with the Information Privacy Act 2009 and will be accessed by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have given Council permission to or the disclosure is required by law.

Bowen
Cnr Herbert & Powell Streets
Bowen QLD 4805

Proserpine
83-85 Main Street
Proserpine QLD 4800

Collinsville
Cnr Stanley & Conway Streets
Collinsville QLD 4804

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



Attachment 2 – Sport & Recreation Club Grant Application - Cricket Whitsundays Inc.



Sport & Recreation Clubs Grant Application

Sport & Recreation Clubs Grant Application

Please complete this application in BLOCK LETTERS and tick or fill in boxes where applicable. If a question does not apply, please indicate 'N/A'.

Section 1 – Applicant Details

Application Band Level <small>(please see guidelines)</small>	<input type="checkbox"/> Band 1	<input checked="" type="checkbox"/> Band 2	<input type="checkbox"/> Band 3	<input type="checkbox"/> Band 4
Club/Entity Name	CRICKET WHITSUNDAYS INC.			
Club/Entity Address	KELSEY CRK RD PROSERPINE. POSTAL: PO BOX 365 PROSERPINE 4800			
Application Contact	[REDACTED]			
Contact Phone (B)		Contact Phone (M)	[REDACTED]	
Email Address	[REDACTED]			

Section 2 – Club/Entity Details

Club Location	<input type="checkbox"/> Airlie Beach	<input type="checkbox"/> Bowen	<input type="checkbox"/> Cannonvale	<input type="checkbox"/> Collinsville	<input checked="" type="checkbox"/> Proserpine
Incorporation No.	IA 57239	Public Liability Insurance Limit (\$)	20 000 000		
Certificate of Currency Attached?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	GST Registered?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
No. of Active Junior Participant Members	130	No. of Active Senior Participant Members	59		
Name of State/National Governing Organisation	QLD CRICKET				

Section 3 – Applicant Declaration

Name	[REDACTED]		
Signature	[REDACTED]	Date	11/06/20

Section 4 – Privacy Statement

Privacy Statement: Your information is being collected for the purpose of processing your application. Your information is handled in accordance with the information Privacy Act 2009 and will be accessed by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have given Council permission to or the disclosure is required by law.

Bowen
Cnr Herbert & Powell Streets
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83-85 Main Street
Proserpine QLD 4800

Collinsville
Cnr Stanley & Conway Streets
Collinsville QLD 4804

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

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13. Community Services

13.2 COMMUNITY SERVICES - MONTHLY REPORT - JUNE 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 June 2020.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 8 July 2020.

SUMMARY

To provide an overview of the Community Services Directorate for the month of June 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 June 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
Shane Douglas – Manager Customer Service
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 June 2020.

ATTACHMENTS

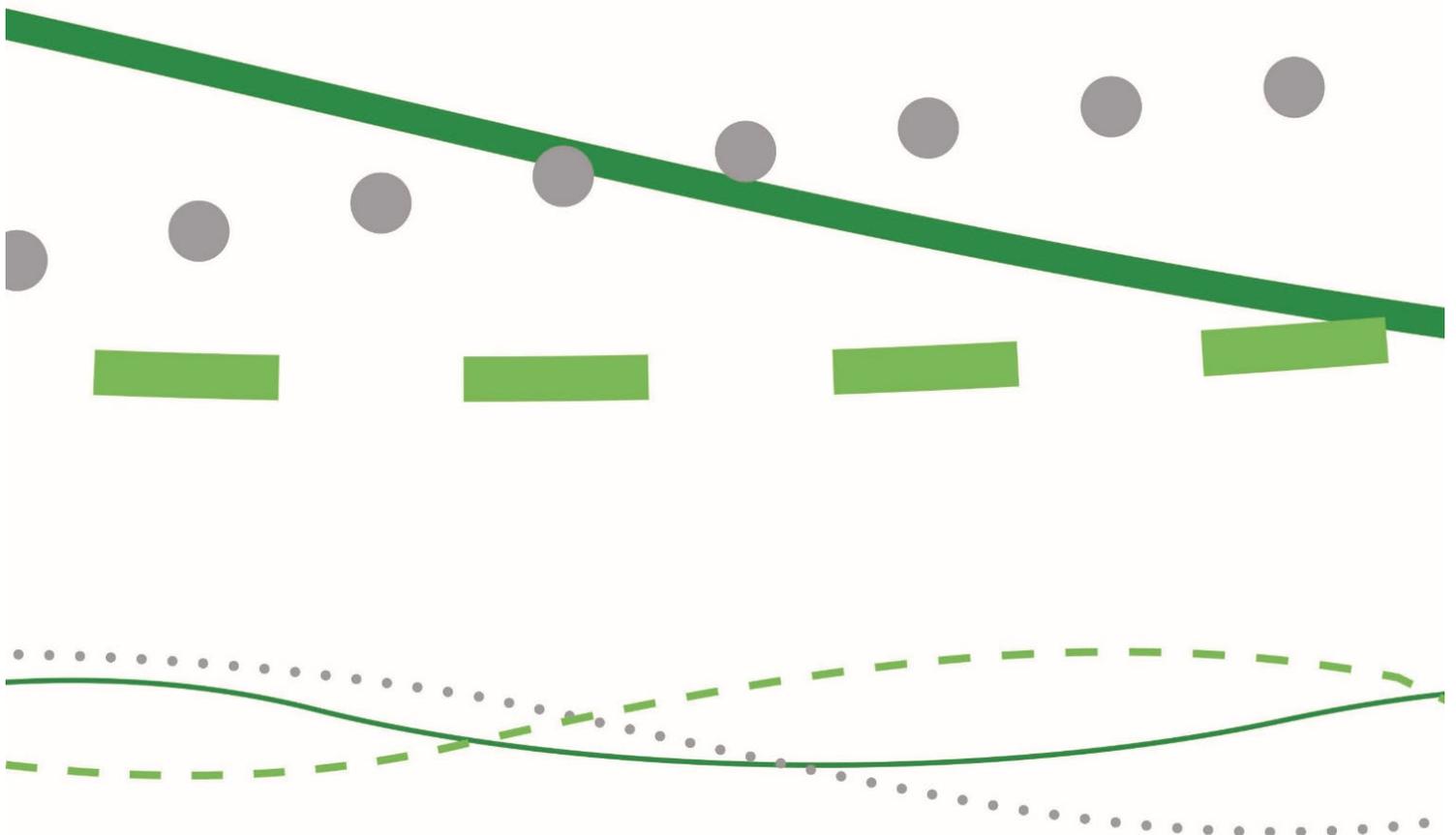
Attachment 1 – Community Services Monthly Report - June 2020



Community Services

Community Development & Libraries
Recreation Services
Customer Service
Cultural Heritage
Collinsville Independent Living Facility

Monthly Report | June 2020



Director's Report

June 2020 saw the conclusion of a unique year for the Community Team due to the COVID-19 Restrictions implementations.

Regular Library attendees appear to know Libraries are open again, with the borrowing of resources gradually increasing, with 16.08% of the current collection out on loan as at 27 June 2020. The public are also very appreciative of access to public computers and printer/scanner/photocopying services.

The new Library resource station is near completion at the Whitsunday PCYC. As part of the First 5 Forever Early Literacy Champions Program (grant funding received from the State Library of Queensland) Council has partnered with the PCYCs in the Whitsundays and Bowen to introduce a fun and welcoming space that can be used by families with young children whilst they are at the PCYC. The establishment of a library resource station at the Bowen PCYC will commence in July 2020.

Attendances to each of the Libraries is gradually increasing with the June statistics as follows:

- Cannonvale increased by 128% to 2382
- Proserpine increased by 105% to 965
- Bowen increased by 114% to 1402
- Collinsville increased by 588% to 296

Both Caravan Parks show an increase in the occupancy rates in comparison to May 2020.

- Proserpine Tourist Park up by 8.8% to 31.2% occupancy
- Wangaratta Caravan Park up by 26.82% to 32.2% occupancy

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 100 people in the lagoon and 100 people in the parkland at any given time. This included parents/carers that were supervising their children in the water.

Aquatic Facility User statistics for June 2020 in comparison to May 2020 are listed below:

- Airlie Beach Lagoon increased by 192.4% to 8,242
- Bowen Pool increased by 47.36% to 448
- Proserpine Pool increased by 101% to 599
- Collinsville Closed for Winter – Reopen 1 Sept

The Bowen Water Park water slides were refurbished, and the Water Park reopened to the public on Monday, 15 June 2020.

Customer Service saw 1,064 visitors through the service centres, an increase of 26.9% from May 2020.

Telephone calls received increased by 5.08% from the previous month to 3,307 calls with 75.04% resolved at the first point of contact. The After Hours Call Centre fielded 235 calls for the month an increase of 46.8% from the previous month.

Customer Requests submitted for June totalled 880 with 96.4% completed, an increase of 22 CRM's from the previous month.

FPOC (First Point of Call) down to 75.04% as more Customers migrate to digital possibly due to COVID-19 resulting in less payments at the front counters.

Digital payments for the April to June quarter have increased from 54.67% (FY18/19) to 58.34% (FY19/20).

Collinsville Independent Living Facility occupancy remains at 100% for the month.

Council submitted the following grants totalling \$10,990,500 in June 2020:

- Bridges Renewal – Ted Cunningham Bridge - \$2M
- QLD Feral Pest – Yellow Crazy Ants - \$163,500
- QLD Bushfire Cat C – Bushfire Resilience - \$42k
- COVID-19 Works 4 QLD – 15 Capital Projects - \$2.72M
- Growing Tourism Fund – Stage 2 Lake Proserpine \$1.23M; Cedar Creek & Great Walk amenities improvements \$517k; Mountain Bike Tracks \$1.817M & Cannonvale Fishing Jetty - Mirage \$2M
- Get Ready QLD - \$18k
- STIP - Bowen SHS - Storey St Parking \$186k; St Mary's Catholic School Bowen \$113k & Collinsville State High School \$130k

Advice was received with outcomes of 9 previously submitted projects with Council being successful in 8 totalling \$9.972M.

- FNQ Monsoon Trough – Strategies to Enable Mitigation to Reduce Loss and Quicken Community Recovery \$39.8k; Maximizing Community Disaster Awareness and Youth Engagement Program \$37k & WRC Business Continuity Improvement Program \$40k
- Building Better Regions Fund – Cannon Valley Reservoir Project \$3.75M & Collinsville Efficient Resilient Solar Program \$837k
- Building Our Regions – Airlie Beach Sustainable Water Infrastructure Project \$5M
- Regional Airports Program – Bowen Airport \$250k
- Port of Airlie Transit – Pedestrian facilities \$19k

Therefore, the project that was denied will be resubmitted in July - Saluting Their Services - \$67k Proserpine Cenotaph.



Photo 1: Refurbished Slides - Bowen Water Park

Julie Wright
Director Community Service



Photo 2: BEFORE – F5F Early Literacy Champions Program - Fun & Welcoming Space - Whitsunday PCYC



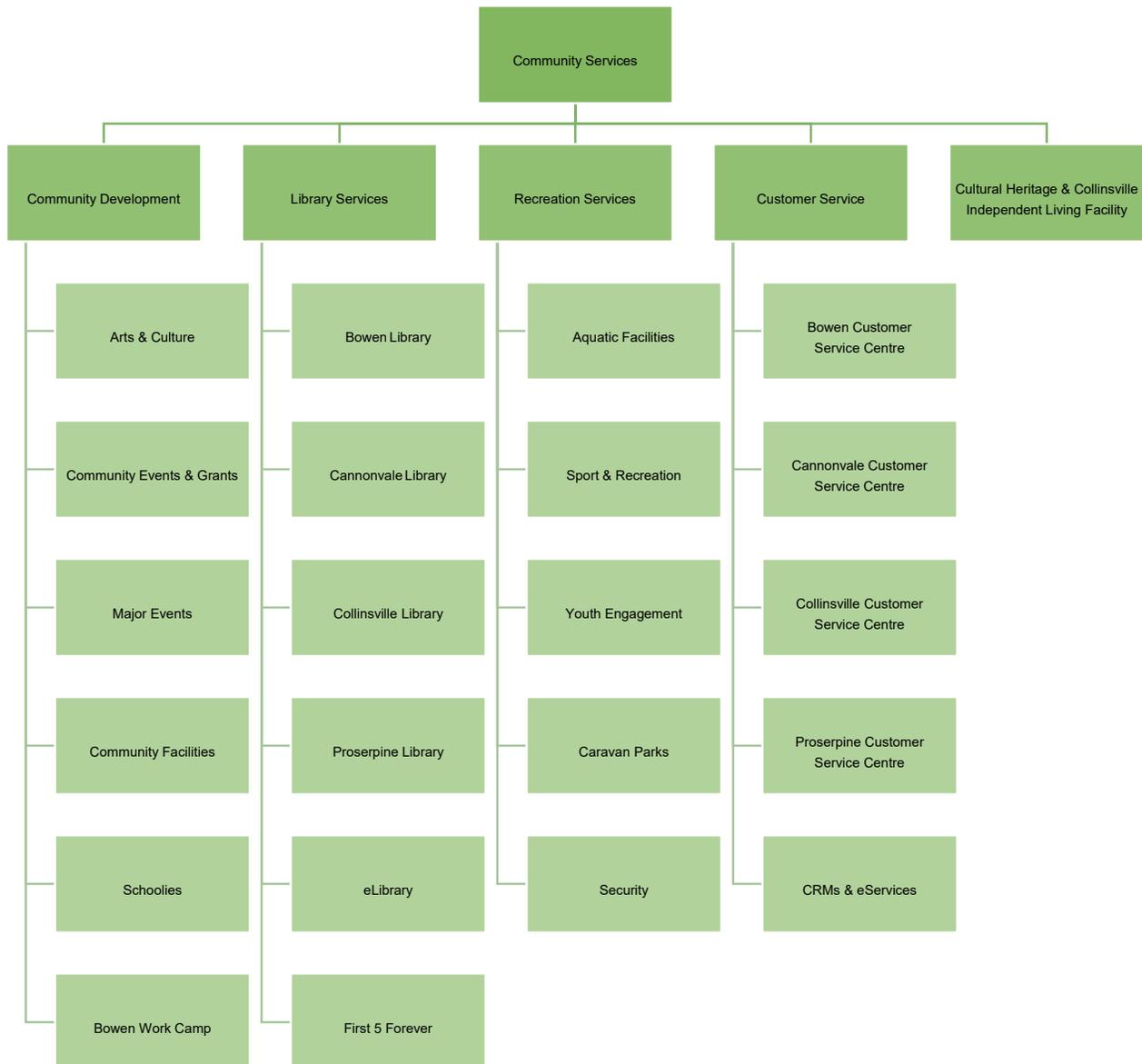
Photo 3: AFTER – F5F Early Literacy Champions Program - Fun & Welcoming Space - Whitsunday PCYC

General

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

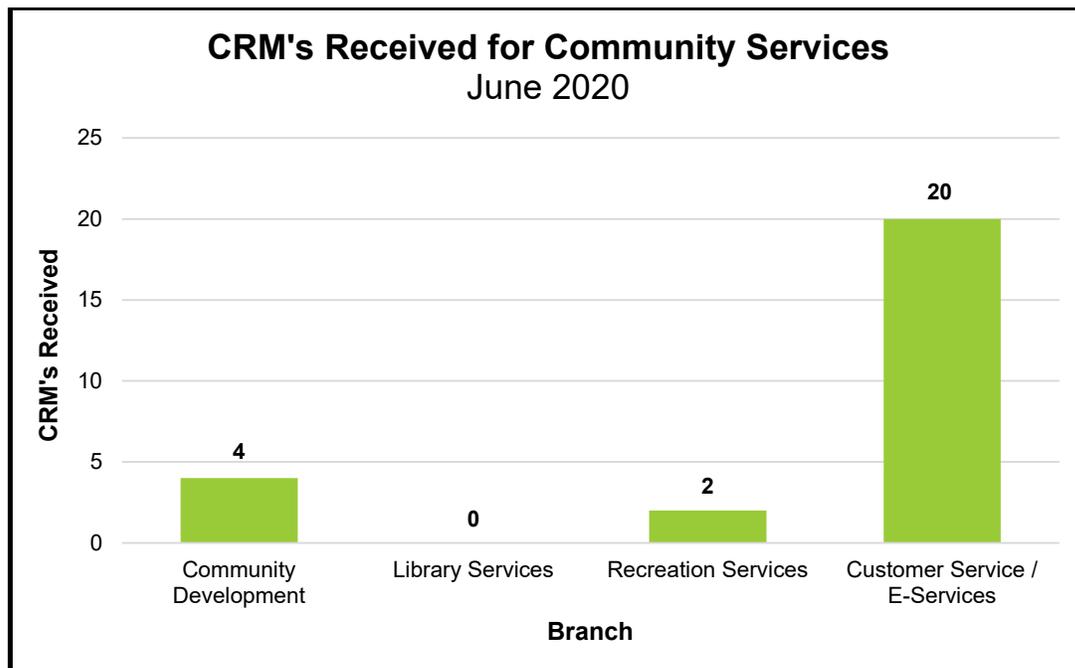
The directorate's purpose is to lead the delivery of economic, social and recreational outcomes for the Whitsundays through services in partnership with stakeholders.

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.



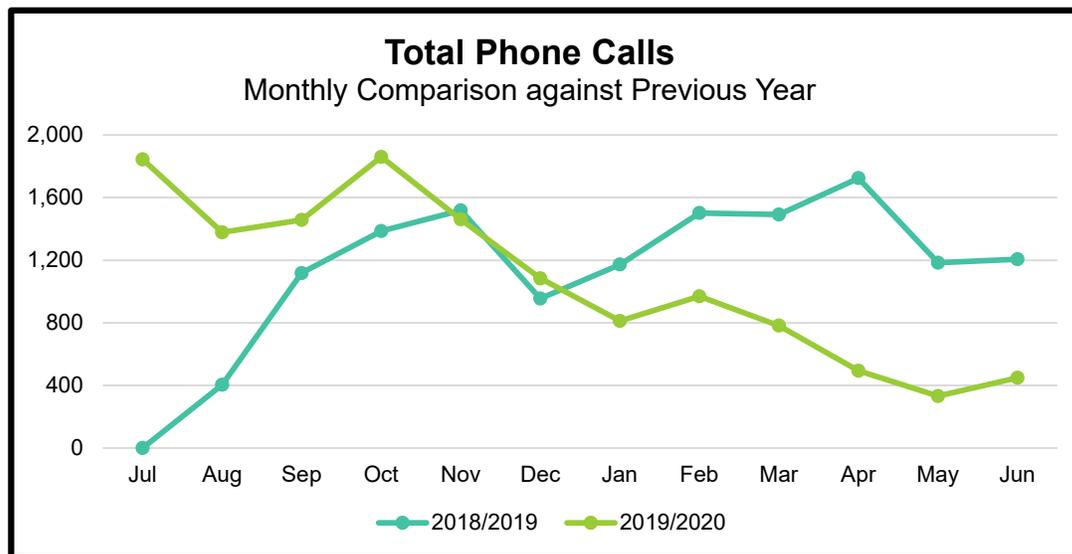
Customer Request Management (CRM)

Service	YTD	Apr	May	Jun	Monthly Trend
Community Development					
CRM Received	86	5	5	4	↓
CRM Completed	69	5	4	3	↓
Library Services					
CRM Received	5	0	0	0	–
CRM Completed	4	0	0	0	–
Recreation Services					
CRM Received	7	1	1	2	↑
CRM Completed	6	1	1	1	–
Customer Service / E-Services					
CRM Received	191	19	13	20	↑
CRM Completed	183	19	13	18	↑
Total CRMs for Community					
CRM Received	2,268	25	19	26	↑
CRM Completed	1,847	25	18	22	↑



Administration Officers

Service	YTD	Apr	May	Jun	Monthly Trend
Correspondence Generated	7,453	192	92	100	↑
ECM Task List	4,712	107	107	128	↑
Civica Registers	9,530	268	94	108	↑
Data Input	7,840	204	167	119	↓
CRMs Generated	664	28	13	5	↓
CRMs Closed	696	15	6	3	↓
Phone Calls - Internal	8,473	313	231	301	↑
Phone Calls - External	4,449	181	101	148	↑
Phone Calls - Total	12,922	494	332	449	↑
ECM Registering	7,974	442	283	155	↓
Purchase Orders	610	25	24	18	↓
Receipt Invoices	670	51	33	45	↑
Reports	519	47	38	45	↑



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	Apr	May	Jun	Monthly Trend
Grant Applications					
Facility Management - Approved	3	0	1	0	↓
Facility Management - Approved (\$)	60,000	0	20,000	0	↓
Junior Elite Athlete - Approved	19	0	0	0	–
Junior Elite Athlete - Approved (\$)	7,700	0	0	0	–
RADF - Received	11	0	3	0	↓
RADF - Approved	9	0	0	3	↑
RADF - Approved (\$)	36,985	0	0	17,525	↑
RADF - Acquittals	12	1	3	0	↓
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	1	1	0	↓
Sport & Rec Club - Received	42	1	0	5	↑
Sport & Rec Club - Approved	38	2	1	1	–
Sport & Rec Club - Approved (\$)	91,000	2,500	3,000	3,000	–
Donation & Sponsorship Requests					
Donation Requests - Received	24	0	0	0	–
Donation Requests - Approved	31	0	0	0	–
Donation Requests - Approved (\$)	78,780	0	0	0	–
Fee Waivers - Approved	60	0	1	0	↓
Fee Waivers - Approved (\$)	27,141	0	63.75	0	↓
Sponsorships - Received	14	0	1	0	↓
Sponsorships - Approved	10	0	0	1	↑
Sponsorships - Approved (\$)	51,865	0	0	7,000	↑
Sponsorships - Approved (in kind)	28,500	0	0	3,000	↑
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	0	0	0	–
Council Events - Internal - Participants	357	0	0	0	–

Cruise Ship Statistics

Statistics	YTD	Apr	May	Jun	Monthly Trend
Total Ships	45	0	0	0	–
Total Passengers	99,697	0	0	0	–
Off Ship Passengers & Crew	83,871	0	0	0	–
Through Marina	79,425	0	0	0	–
Town Visits	67,433	0	0	0	–
Local Tours	22,816	0	0	0	–

Competition Results for Junior Elite Athlete Recipients:

- No competitions held.

Events:

External:

- Nil

Internal:

- Nil

Special Project Grants Successful Recipients:

- Grant not available for this month.

Projects

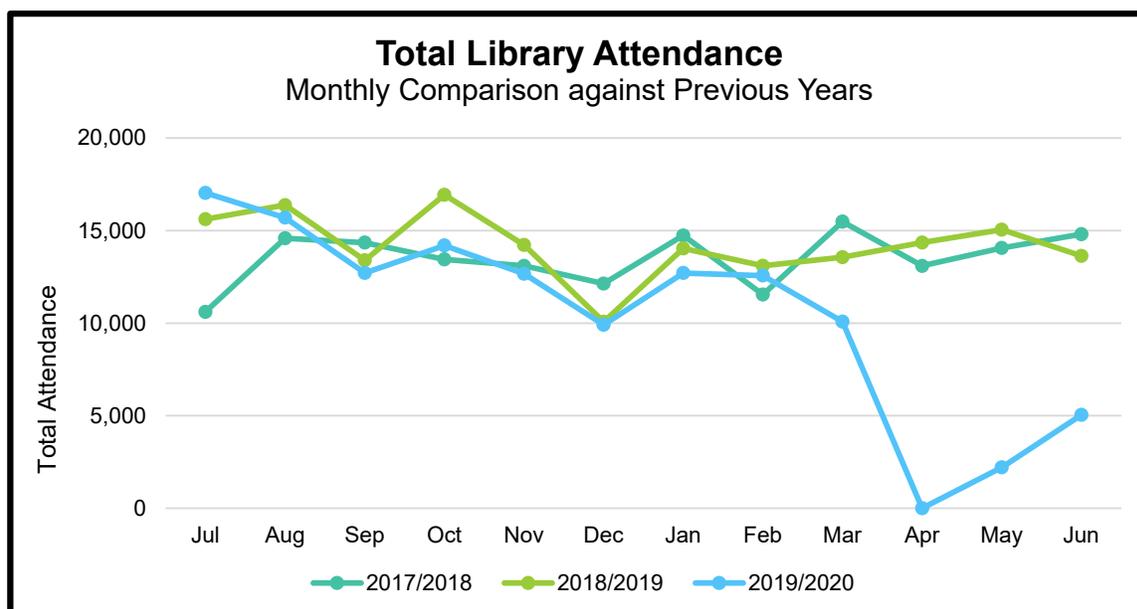
Project	Status	% Complete	Budget	Time
Schoolies 2019	Complete	100%	✘	✓
Schoolies 2020	In Progress	25%	✓	✓

Library Services

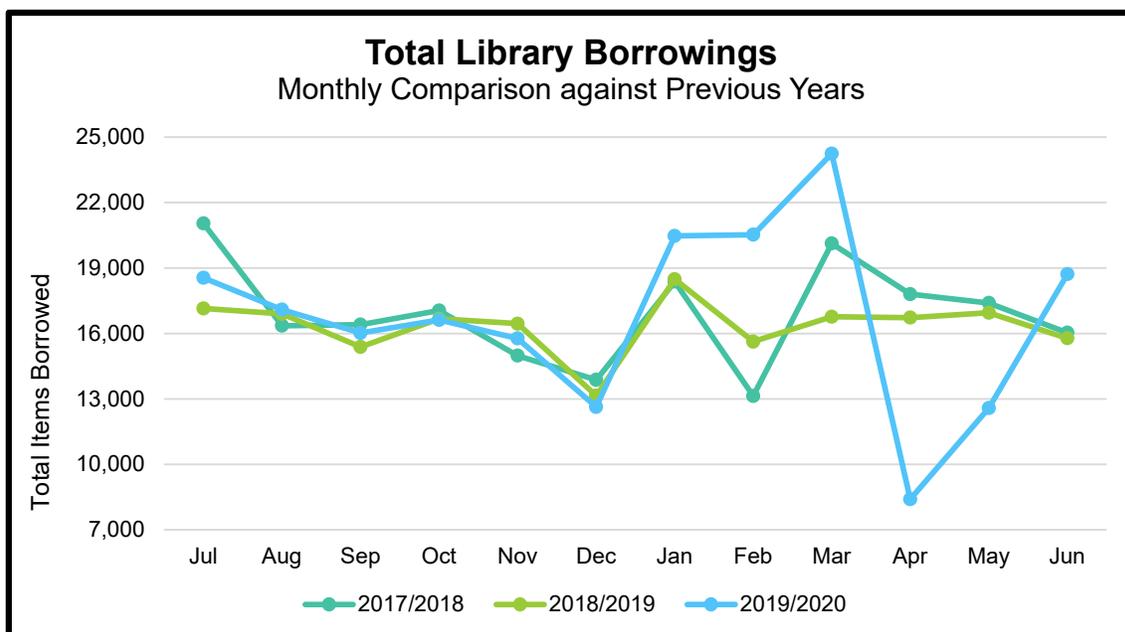
The Library Services branch is responsible for the provision of customer-centric services and resources to meet the information, recreation, cultural and lifelong learning needs of individuals and groups within the Whitsundays. The branch responsibilities include the design and delivery of library programs, promotion and marketing, collection development and maintenance, information/digital literacy opportunities, outreach and service extension.

Operations

Service	YTD	Apr	May	Jun	Monthly Trend
Library Resources Acquired					
Bowen & Collinsville Libraries	3,054	120	392	328	↓
Cannonvale Library	4,475	134	562	503	↓
Proserpine Library	3,045	57	389	207	↓
e-Library	715	127	34	38	↑
Library Resources Borrowed					
Bowen Library	37,093	30	1,111	2,794	↑
Cannonvale Library	70,284	33	2,548	5,673	↑
Collinsville Library	4,445	0	214	381	↑
Proserpine Library	43,244	65	1,302	2,462	↑
e-Library	46,537	8,275	7,400	7,406	↑
Mobile Library	20	0	0	0	–
Library Attendance					
Bowen Library	31,433	0	655	1,402	↑
Cannonvale Library	45,862	0	1,044	2,382	↑
Collinsville Library	14,589	0	43	296	↑
Proserpine Library	32,978	0	469	965	↑



Service	YTD	Apr	May	Jun	Monthly Trend
First 5 Forever (F5F)					
Resources - Acquired	253	0	21	7	↓
Resources - Borrowed by Branches	528	0	0	9	↑
Community Partnership Interactions	349	0	0	13	↑
Toolkits Distributed	182	0	0	0	↑
F5F In Library - Activities Held					
Bowen Library	58	0	0	0	–
Cannonvale Library	84	0	0	0	–
Collinsville Library	28	0	0	0	–
Proserpine Library	62	0	0	0	–
F5F In Library - Activities Attendance					
Bowen Library	1,104	0	0	0	–
Cannonvale Library	2,351	0	0	0	–
Collinsville Library	263	0	0	0	–
Proserpine Library	1,031	0	0	0	–
F5F Community Outreach - Events Held					
Bowen Library	17	0	0	0	–
Cannonvale Library	16	0	0	0	–
Collinsville Library	11	0	0	0	–
Proserpine Library	23	0	0	0	–
F5F Community Outreach - Events Attendance					
Bowen Library	1,549	0	0	0	–
Cannonvale Library	2,299	0	0	0	–
Collinsville Library	399	0	0	0	–
Proserpine Library	579	0	0	0	–



Service	YTD	Apr	May	Jun	Monthly Trend
In Library Programs - Events Held					
Bowen Library - Adults	44	0	0	0	–
Bowen Library - Children	35	0	0	0	–
Cannonvale Library - Adults	25	0	0	0	–
Cannonvale Library - Children	138	0	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	11	0	0	0	–
Proserpine Library - Adults	44	0	0	0	–
Proserpine Library - Children	57	0	0	0	–
In Library Programs - Events Attendance					
Bowen Library - Adults	176	0	0	0	–
Bowen Library - Children	553	0	0	0	–
Cannonvale Library - Adults	180	0	0	0	–
Cannonvale Library - Children	2,931	0	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	98	0	0	0	–
Proserpine Library - Adults	309	0	0	0	–
Proserpine Library - Children	826	0	0	0	–
Community Outreach - Events Held					
Bowen Library - Adults	34	0	0	0	–
Bowen Library - Children	0	0	0	0	–
Cannonvale Library - Adults	32	0	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	0	0	0	–
Proserpine Library - Children	1	0	0	0	–
Community Outreach - Events Attendance					
Bowen Library - Adults	318	0	0	0	–
Bowen Library - Children	0	0	0	0	–
Cannonvale Library - Adults	199	0	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	0	0	0	–
Proserpine Library - Children	8	0	0	0	–
Public Computer Usage					
Bowen Library	5,448	0	135	372	↑
Cannonvale Library	7,069	0	144	463	↑
Collinsville Library	127	0	3	6	↑
Proserpine Library	4,371	0	58	178	↑

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

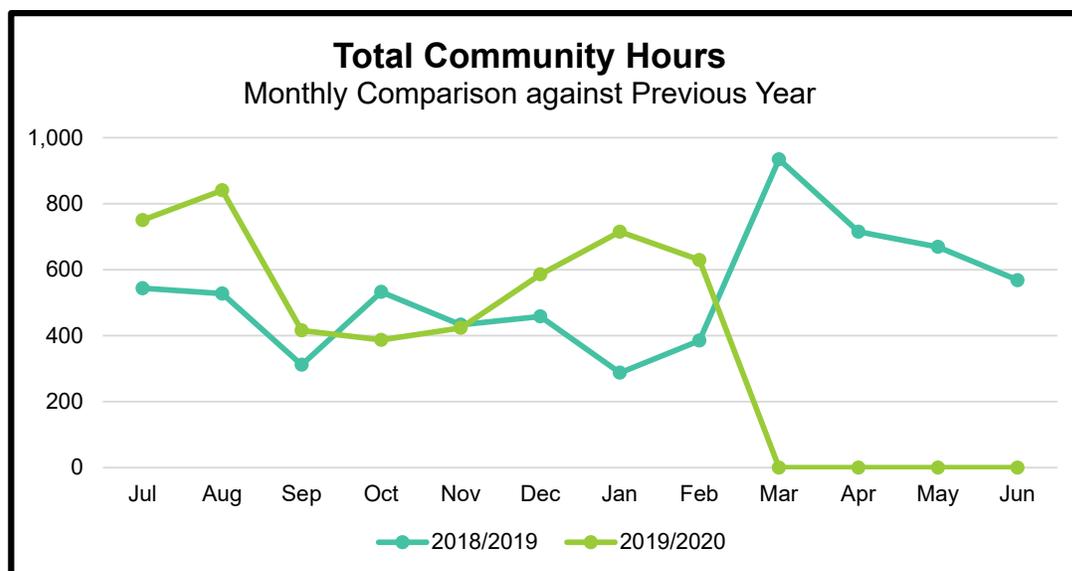
Service	YTD	Apr	May	Jun	Monthly Trend
Mowing Hours	550.9	0	0	0	–
Landscaping Hours	4,273.8	0	0	0	–
Community Hours	4,746.5	0	0	0	–
WRC Hours	3,094.3	0	0	0	–
Nursery Hours	135.3	0	0	0	–
Plants Propagated/Re-potted	1,260	0	0	0	–

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.

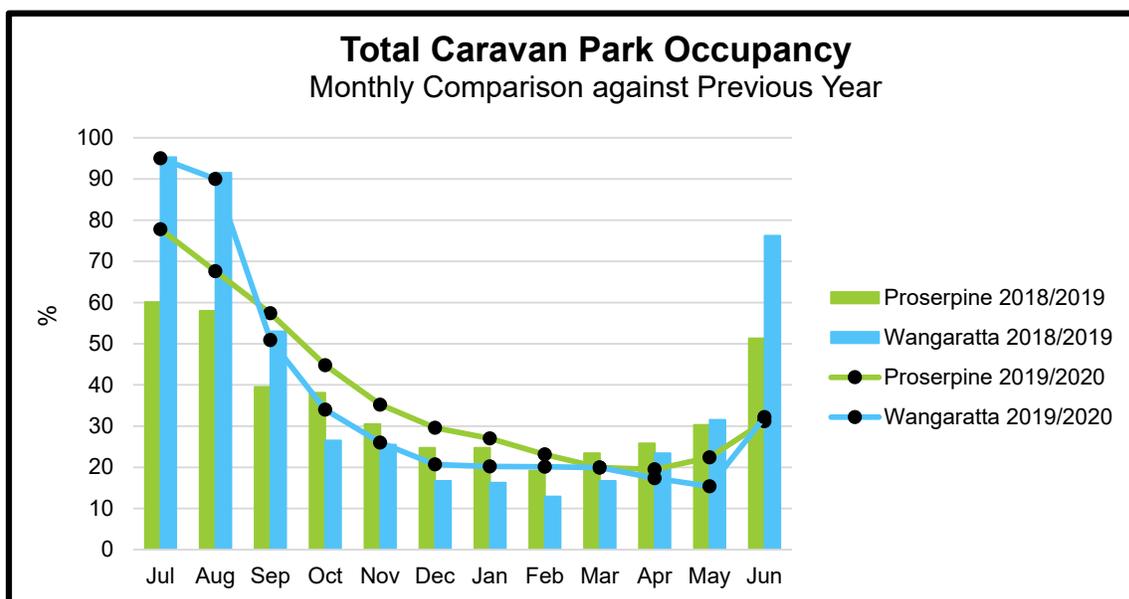
Aquatic Facilities – Operations

Service	YTD	Apr	May	Jun	Monthly Trend
Airlie Beach Lagoon – Total Users	148,015	0	2,818	8,242	↑
Airlie Beach Lagoon – Total Offences	7,937	26	61	281	↑
Pool Attendance – Bowen	48,921	0	304	448	↑
Pool Attendance – Collinsville	14,288	0	0	0	–
Pool Attendance – Proserpine	45,522	0	298	599	↑

*Aquatic Facilities reopened on 16 May 2020. The Collinsville Pool will reopen on 1 September 2020 as per standard operations.

Caravan Parks – Operations

Service	YTD	Apr	May	Jun	Monthly Trend
Proserpine Tourist Park					
Occupancy (%)	38.0	19.5	22.4	31.2	↑
Revenue (\$)	256,393	11,281	11,635	16,149	↑
Accumulated Revenue - Laundry Service (\$)	2,990	72	0	191	↑
Wangaratta Caravan Park					
Occupancy (%)	36.8	17.4	15.4	32.2	↑
Revenue (\$)	389,778	15,425	12,194	30,415	↑
Accumulated Revenue - Laundry Service (\$)	5,585	160	167	164	↓



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	Apr	May	Jun	Monthly Trend
Business Hours Call Centre					
Calls Received – Total	54,246	3,560	3,145	3,307	↑
Calls Received – 1300 WRC QLD	33,804	2,433	2,195	2,360	↑
Calls Answered	31,352	2,247	1,988	2,185	↑
Calls Overflowed	1,838	154	154	136	↓
Calls Abandoned	471	25	22	26	↑
Calls Abandoned (%)	1.39%	1.03%	1.00%	1.10%	↑
Untracked Calls	143	7	31	13	↓
*ASL - Average Service Level (%)	83.6%	88.0%	87.8%	89.0%	↑
*ASA - Average Speed of Answer	17	14	14	14	–
*AHT - Average Handle Time/Secs	192	209	209	199	↓
After Hours Call Centre					
Calls Received– Total	3476	216	125	235	↑
Calls Answered– Charged	1,238	88	101	73	↓
Calls Abandoned (%)	6.68%	2.53%	5.60%	6.00%	↑
*ASL - Average Service Level (%)	86.5%	94%	80%	84%	↑
*ASA - Average Speed of Answer	-	14	23	26	↑
*AHT - Average Handle Time/Secs	-	208	106	84	↓

Customer Transactions

Service	YTD	Apr	May	Jun	Monthly Trend
Receipts	137,362	10,417	7,750	6,154	↓
eServices Receipts	3,383	258	55	45	↓
eServices Receipts (%)	2.46%	2.48%	0.71%	0.73%	↑
CRMs	12,577	978	858	880	↑
eServices CRMs	210	19	9	9	–
eServices CRMs (%)	1.67%	1.94%	1.05%	1.02%	↓

Payments:

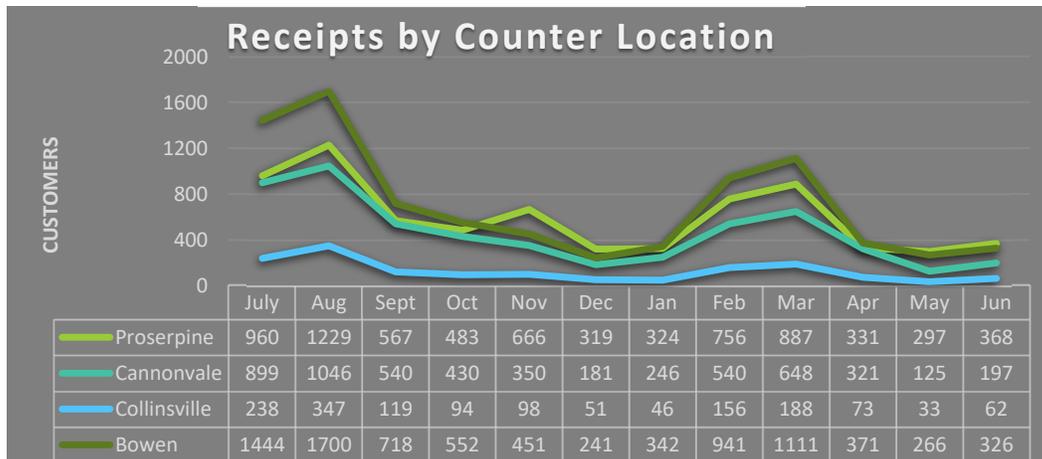
- Total bPay, Austpost, Direct Deposits & eServices payments at **52.75%** of total payments.

Incoming Calls & Requests:

- CRM completion was **96.4%** (**94.5%** including call backs).
- Total of **1,064** visitors through the service centres.
- WRC Call Statistics at **89.0%** of calls answered in **25** seconds.
- First Point of Contact (FPOC) resolution was at **75.04%** for **June**.

Top Issues

Service	YTD	Apr	May	Jun	Monthly Trend
Counter					
Rates Receipt	6,599	166	141	140	↓
Rates Search	1,026	51	49	80	↑
Building	520	19	49	44	↓
Water Charges	3,168	311	54	38	↓
Animal Tag Renewal	1,981	12	1	37	↑
Telephone (First Point of Contact)					
General Information	2,567	203	212	203	↓
Local Laws/ Health and Environment	2,547	185	158	194	↑
Rates/Water Billing	3,109	193	180	145	↓
Waste (Bins/Recycling/Refuse Centres)	865	140	71	77	↑
Building/Plumbing/Planning & Develop.	984	76	89	75	↓
After Hours					
Water Supply Issue	270	24	21	23	↑
Roaming Stock	89	2	4	6	↑
Wandering Animals	158	10	12	4	↓
Dog Attack/Barking Dog	22	0	0	2	↑
Security	40	5	14	2	↓



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	Apr	May	Jun	Monthly Trend
Meetings with Traditional Owners	6	0	1	0	↓

Projects

Project	Status	% Complete	Budget	Time
Reconciliation Action Plan (RAP)	In Progress	80%	✓	✓
Indigenous Land Use Agreements (ILUA)	In Progress	75%	✓	✓

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	Apr	May	Jun	Monthly Trend
Permanent Tenants	13	1	1	1	–
Short-Term Room Bookings	74	13	13	13	–

14. Infrastructure Services

No agenda items for this section.

16. General Business

No agenda items for this section.