



Notice of Meeting

Notice is hereby given that the **Ordinary Council Meeting** of the **Whitsunday Regional Council** will be held at the Mantra Club Croc Boardroom, 240 Shute Harbour Road, Cannonvale on **Wednesday 10 August 2022**, commencing at **9:00 AM** and the Agenda is attached.

Councillors: John Collins (Acting Mayor), Jan Clifford, Al Grundy, Michelle Wright, Gary Simpson and Michael Bruner.

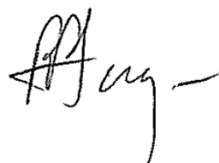
Local Government Regulation 2012

254.(C) (1) Notice of each local government meeting or adjourned local government meeting must be given to each councillor or committee member at least 2 days before the day of the meeting, unless it is impracticable to give the notice before that time.

(2) The written notice must state:

- (a) state the day and time of the local government meeting; and
- (b) for a special meeting—state the business to be conducted at the meeting; and
- (c) include the agenda for the local government 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 Council Meeting to be held at
Mantra Club Croc Boardroom, 240 Shute Harbour Road, Cannonvale on Wednesday 10
August 2022 commencing at **9:00 AM**

*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

Whitsunday Regional Council
Agenda of the Ordinary Council Meeting held at
Mantra Club Croc Boardroom, 240 Shute Harbour Road, Cannonvale on
Wednesday 10 August 2022 commencing at **9:00 AM**

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1 APOLOGIES/LEAVE OF ABSENCE

This item on the agenda allows Council the opportunity to receive apologies/leave of absence from Councillors unable to attend the meeting.

2.1 - Condolences Report

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Tailah Jensen - Governance and Administration Officer

RESPONSIBLE OFFICER: Rodney Ferguson - Chief Executive Officer

PRESENTED FOR: Information

ATTACHMENTS

Nil

PURPOSE

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

OFFICER'S RECOMMENDATION

That Council observe one (1) minute's silence for the recently deceased.

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.

3 DECLARATIONS OF INTEREST

This item on the agenda allows Councillors the opportunity to declare a conflict of interest, in accordance with the *Local Government Act 2009* (the Act), in a matter that is to be discussed at this meeting of Council that is not an ordinary business matter.

Any such declarations will be managed during the meeting as required in accordance with the relevant sections of the Act.

This item on the agenda allows the Mayor to introduce, by a signed minute, a matter for consideration at the meeting. In accordance with Council's Standing Orders, such a matter takes precedence over all other matters for consideration at the meeting and may be adopted by a motion moved by the Mayor without the need for the motion to be seconded.

5 MAYORAL UPDATE

A verbal update will be provided.

6.1 - Confirmation of Minutes

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Tailah Jensen – Governance Administration Officer

AUTHORISING OFFICER: Rodney Ferguson - Chief Executive Officer

PRESENTED FOR: Decision

ATTACHMENTS

Nil

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 Council Meeting held on 27 July 2022 are provided for Councils review and confirmation.

OFFICER'S RECOMMENDATION

That Council confirms the Minutes of the Ordinary Meeting held on 27 July 2022.

BACKGROUND

In accordance with s272 of the Local Government Regulation 2012, minutes were taken at Council's Ordinary Council Meeting held on 27 July 2022 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.

DISCUSSION/CURRENT ISSUE

Council's options are:

Confirm the Minutes of the Ordinary Council Meeting held on 27 July 2022.

If Council is satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 27 July 2022 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 Council Meeting held on 27 July 2022 with amendments.

If Council is not satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 27 July 2022 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.

STATUTORY/COMPLIANCE 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 Council Meeting held on 27 July 2022, the following interests were declared and recorded in the minutes:

Councillor/Officer	Prescribed or Declarable	Report No.	Particulars of the interest
Cr Gary Simpson	Prescribed	13.1.2	Cr Simpson declared a prescribed conflict of interest in item 13.1.2 - Contract Extension for Shute Harbour Terminal Advertising as defined by section 150EL of the Local Government Act 2009, due to having a business relationship with Paradise Outdoor Advertising and will leave the meeting room at the time this item is discussed.

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 Council Meeting held on 27 July 2022, the following orders were made:

Councillor	Order Made
<i>No orders for this meeting.</i>	

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).

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.

TABLED MATTERS

Unresolved Tabled Matters			
Date of Meeting	Resolution Number	Summary	Resolved
13/05/2020	20191416 - Development Permit for Material Change of Use - Showroom - 2-12 Central Avenue Cannonvale – Yoogalu Pty Ltd 2020/05/13.07	That the application lie on the table as the Applicant has 'Stopped the Clock'.	On hold pending The outcome of the intersection funding and discussion with DTMR – Corner Galbraith Park Road and Shute Harbour Road.
25/11/2020	Cantamessa Road Bridge 2020/11/25.27	That the item be Tabled pending further investigations for temporary access, replacement, or closure of the bridge and to seek further information regarding funding.	The Cantamessa Bridge project has been submitted for \$500,000 in grant funding from QRRRF (Queensland Risk Reduction and Resilience Fund). Resolution OM2022/02/09.4
25/05/2022	13.1.3 Council Meetings Live Stream Policy	That the item be tabled until we have a full Council.	N/A
13/07/2022	13.3.6 - 20220304 – Development Application for Material Change of Use (Short-Term Accommodation) - 42 Catherine Crescent, Jubilee Pocket – 63 RP747777 2022/07/13.12	That item 13.3.6 lie on the table pending further advice from the Development Services directorate regarding grounds for refusal.	COMPLETED – Presented to 27 July 2022 Ordinary Council Meeting

CONSULTATION

Director Corporate Services
Manager Governance & Administration

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 Ordinary Council Meeting held on 27 July 2022 are therefore submitted for adoption of their accuracy by the Councillors at this meeting of Council.

7 BUSINESS ARISING

This item on the agenda allows Councillors the opportunity to seek clarification or updates on business arising from the minutes of the previous meeting.

8 DEPUTATIONS

This item on the agenda allows persons to make a deputation to Council. Deputations are managed in accordance with Council's adopted Standing Orders.

This item on the agenda allows for the Mayor, Councillors or Council's Chief Executive Officer to present a petition to the meeting. In accordance with Council's Standing Orders, no debate on or in relation to the tabled petition shall be allowed and the only motion which may be moved is that the petition either be received, referred to a Committee or Council officer for consideration and report back to Council, or not be received because it is deemed invalid.

10 NOTICES OF MOTION

In accordance with Council's Standing Orders, Councillors may give notice of any business they wish to be discussed at an Ordinary Meeting by way of a Notice of Motion. This item on the agenda allows Councillors to introduce and move any motions they have submitted to the Chief Executive Officer for inclusion in the agenda.

11 QUESTIONS ON NOTICE

This item on the agenda is for the inclusion of any responses prepared by officers in response to questions taken on notice at previous meetings of Council.

Excerpt from Council's Standing Orders:

1. In each 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.
2. Questions from the Public Gallery will be taken on notice and may or may not be responded to at the Meeting.
3. The time allotted shall not exceed fifteen (15) minutes and no more than three (3) speakers shall be permitted to speak at any one (1) meeting.
4. Any person addressing the Council shall stand, act and speak with decorum and frame any remarks in respectful and courteous language.

13 OFFICERS REPORTS

13.1 Corporate Services

13.1.1 - Ordinary Council Meeting Action Items - Quarterly Review

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: James Ngoroyemoto - Manager - Governance and Administration Services

AUTHORISING OFFICER: Jason Bradshaw - Director Corporate Services

PRESENTED FOR: Information

ATTACHMENTS

1. Report - Outstanding Action Items (as at 04 August 2022) [13.1.1.1 - 16 pages]

PURPOSE

To provide Councillors with an update on the action's arising from the Ordinary Council Meetings.

OFFICER'S RECOMMENDATION

That Council receives the progress report on the Ordinary Council Meeting Actions to the end of July 2022.

BACKGROUND

Action Items are generated from the minutes taken from Ordinary Council Meetings held every fortnight.

Each Department is responsible for actioning their appropriate items and are required to provide regular feedback to Council until the matter has been finalised.

This progress is to be consistently reported to Council to transparently demonstrate that the actions and intentions of Council are being completed.

DISCUSSION/CURRENT ISSUE

To help the CEO and council officers implement council decisions, it is important that the wording of a council decision, specifically the resolution, is as clear as possible. This helps the CEO and other employees understand what to do, and helps the community know what to expect.

After discussing an issue, the council vote on draft motions that will be accurately recorded in the formal minutes of the meeting. Resolutions should contain enough detail so that any person reading the minutes knows exactly what council decided.

In addition to recording decisions in the minutes, council can notify stakeholders directly in other ways and such as on its website, through the media, in person or by emailing them. For completeness, a report is presented to Council on the implementation of the resolution actions.

There are a total of 3003 actions, 2965 have been completed, 38 actions are currently open (as shown in attachment 1) and 19 actions are recorded as overdue. The oldest action

relates to March 2019. The action register provides visibility and updates of council decisions that are not yet complete and commentary as to why matters are not finalised.

Regular monitoring and reporting on the outstanding actions demonstrates transparency in the public meeting that there is oversight by council and accountability for council officers in completing these actions.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

STRATEGIC IMPACTS

Lead and coordinate of the organisation's corporate governance and risk management, in addition to the delivery of efficient and customer focused administration support for the organisation to ensure high levels of performance and compliance.

FINANCIAL IMPLICATIONS

All actions are managed within existing budget allocations or where relevant will be addressed through quarterly budget reviews.

CONSULTATION/ENGAGEMENT

Director Corporate Services

Community Services Department

Infrastructure Services Department

Corporate Services Department

Development Services Department

Office of the Mayor and CEO Department

RISK ASSESSMENT

When councils make a decision (a resolution), they should record the decision. Recording reasons and the actioning of the decision is important for accountability and building community trust.

TIMINGS/DEADLINES

The Ordinary Council Meeting actions items are required to be reported back to Council on a quarterly basis.

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

N/A

ALTERNATIVES CONSIDERED

N/A

Action Register

Search Criteria

Showing Completed Items: No

Applied Filters

End Meeting Date: 26th Jul 2022

Action Statuses: Not yet started, In progress, Awaiting internal response, Awaiting external response, Budget approval pending, On hold

Meeting Types: Confidential Council Meeting, Ordinary Council Meeting, Special Council Meeting

Generated By:

Generated On: 04/08/2022 at 3:57pm

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
13/03/2019	Resolutions Import - Ordinary Council Meeting - 13/03/2019	1.1	13/03/2019 - NOTICE OF MOTION * WILSONS BEACH SWIMMING ENCLOSURE	In progress	That Council: - authorise the CEO to commence the process of applying for the necessary permits and approvals for installation of a crocodile-proof enclosure at Wilsons Beach for swimming; - seek quotations for an engineered-design and construction of a crocodile proof and stinger resistant enclosure at Wilsons Beach for swimming; - authorise the Chief Executive Officer to seek grant funding from State and Federal governments to fund the construction cost of a crocodile-proof and stinger resistant enclosure at Wilsons Beach for swimming; and - seek advice on the Councils ability to take out comprehensive insurance including but not limited to storm surge and public liability.	Erin Finau	15/11/2021 14/03/2019 - Responsible Executive reassigned from Customer Experience to Community and Environment following recent conversations between Dir. Infrastructure and Dir. Community 20/03/2019 - * A review of the Wilsons Beach swimming enclosure reports will be undertaken, together with the resolutions. * A project plan will be developed to map the proposed way forward to comply with the council resolutions. The project plan will be discussed and endorsed by ELT. * The Project plan will be submitted to the State government for a pre-lodgement meeting. The pre-lodgement process can be used to request formal notification from the various State and Commonwealth agencies on the permits and approvals required for either a new structure or rehabilitation of the structure. * Once the pre-lodgement advice is gained, then Council can progress the approvals required. 28/03/2019 - Estimated project completion - November 2019. 13/12/2019 - Development Assessment has been lodged. Estimated project completion - March 2020. 15/04/2020 - * RFQs were sent out to approx. 12 local builders * no quotes received. * RFQs were then sent to approx. 15 builders in Mackay * no quotes received. * Quote expected to be received from Peto's Construction in the Whitsunday's today. 25/09/2020 - Quote was received from Peto's Constructions on 1/5/2020 and it was over \$200K which meant a Tender was required. Contracts received documents for this and passed onto xx, who has had conversations with xx, and Contacts have not heard anymore in regards to this project. Currently, following up with xx. 19/02/2021 - Two tenders received, one at \$350K and one at \$750K. Contracts team are currently liaising with both Tenderers. 08/04/2021 * The tenderer who offered the \$350K offer was asked to provide more details to support the offer. When the tenderer who offered the \$350K received the notification from Council for more information the business retracted the offer leaving the single offer of \$750K. It has been decided to re-advertise the tender. 23/06/2021 - No submissions were received. A second tender was re-advertised.	31/05/2022	Overdue by: 66 days

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
12/02/2020	Resolutions Import - Ordinary Council Meeting - 12/02/2020	1.1	12/02/2020 - Proposed Transfer of Four Parcels of Land - Glencore	In progress	That Council accepts the offer in principle for following parcels of land along Norris Street from Glencore once satisfied with conditions of transfer and authorise the Chief Executive Officer to engross the transfer of land documents: - 5 Norris Street, Bowen (Lot 1 on RP 728813) - 7 Norris Street, Bowen (Lot 2 on RP 728813) - 87 Poole Street, Bowen (Lot 75 on Crown Plan B6620) - 128 Powell Street, Bowen (Lot 64 on Crown Plan B6620)	Gabrielle Gray	15/11/2021 Awaiting legal advice to confirm the condition of the contract prior to proceeding. 01/04/2020 - Legal advice received - some proposed changes to the transfer documentation which has been sent to Glencore for their lawyers review. 23/10/20 - documentation still with Glencore - seeking advice as to whether this matter will proceed 27/07/2021 - Glencore have remained silent on the further transfer of land. The matter is still with Legal. 06/04/2022 Report will be brought back to Council to determine whether Council continues with the land transfer.	30/06/2022	Overdue by: 36 days
13/05/2020	Resolutions Import - Ordinary Council Meeting - 13/05/2020	1.1	13/05/2020 - 20191416 - Development Permit for Material Change of Use - Showroom - 2-12 Central Avenue Cannonvale - Yoogalu Pty Ltd	In progress	That the application lie on the table as the applicant has *Stopped the Clock* for a period of 60 days, to 8 July 2020.	Matthew Twomey	15/11/2021 Item tabled until application proceeds. To be presented back to Briefing & OM once Stop the clock period expires Applicant has requested a further 'Stop the Clock' period, expiring in September 2020 Stop the Clock extended to 10 October. Update from applicant required at this point before any further extensions will be granted. If no response received, application will be presented at the next available Council meeting with its existing conditions. Further extension of 2 months to 14 December 2020 Council extends its decision making period to 14 March 2021. Applicant has extended decision making period to 14 September 2021. 01/12/2021 Applicant has extended decision making period to 14 December 2021. 17/12/2021 Application on hold by applicant 11/07/2022 On hold by Applicant	23/12/2022	

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
25/11/2020	Resolutions Import - Ordinary Council Meeting - 25/11/2020	1.1	25/11/2020 - Trustee Lease - 8491 Bowen Developmental Road, Collinsville - Collinsville Horse & Pony Club - Collinsville Rodeo Association	In progress	That Council: a) Authorise the Chief Executive Officer to enter into a lease agreement over part of the land at 8491 Bowen Developmental Road, Collinsville known as Lease A (L19 on DK205) & Lease C (L27 on DK46) with the Collinsville Horse & Pony Club, in accordance with Section 236(1) (b) of the Local Government Regulation 2012; and (b) Authorise the Chief Executive Officer to enter into a lease agreement over part of the land at 8491 Bowen Developmental Road, Collinsville known as Lease B (L19 on DK205) with the Collinsville Rodeo Association in accordance with Section 236(1)(b) of the Local Government Regulation 2012.	Billie Davis	15/11/2021 Waiting for legal advice regarding termination for convenience clauses in leases. Draft leases have been issued to the Clubs. 13/05 Meeting being held with Collinsville Pony Club on the 20/05/2021 with PS and Cr Wright. MOU has been drafted for both parties to review. Pony Club have submitted their comments. Meeting was held with Rodeo Club 9/07/21 to discuss MOU and seek further comments. Meeting will be held once all parties have commented on the MOU. 13/12/2021 Pony Club have advised that they will be signing the lease as is. Follow ups have been made with the Club to determine when it will be received. 17/02/2022 Contact has been made, but no further correspondence has been received as to when the leases will be signed. 28/02/2022 Collinsville Pony Club signed lease has been received - awaiting CEO execution 14/03/2022 Collinsville Pony Club Lease signed by all parties - Collinsville Rodeo Association followed up 07/04/2022 Collinsville Rodeo Club advised that due to COVID they haven't had a chance to submit the signed lease. They have advised that there is no issues with signing the lease, they will provide ASAP. 04/07/2022 Follow ups with the Rodeo Club still occurring. They keep advising that we will be receiving the lease however it never eventuates.	31/08/2022	

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
							03/08/2022 Continual follow ups of the Rodeo Association are occurring to obtain a signed lease.		
30/06/2021	Resolutions Import - Ordinary Council Meeting - 30/06/2021	1.1	30/06/2021 - Bins For Blokes	In progress	That a report be brought back to Council on the implications (including costings) of introducing a "Bins for Blokes" facility within public toilets servicing the Whitsunday region.	Gabrielle Gray	15/11/2021 Report is being prepared due date to be advised.	31/05/2022	Overdue by: 66 days
10/11/2021	Ordinary Council Meeting - 10 November 2021	13.3.1	Greater Airlie Beach Growth Study & Structure Plan	In progress	That Council: 1. Endorse the draft Proserpine to Airlie Beach Growth Study for public consultation (20 business days); and 2. Endorse the draft Proserpine to Airlie Beach Structure Plan for public consultation (20 business days).	Jonathan Cutting, Nicole Lorroway, Shane Neville	18/11/2021 Need to rename document by 14/1/22 prior to consultation anticipated to commence on 31/1/22 (concurrently with the Major Amendment Community Engagement). 24/01/2022 Document has been updated with new name. 15/03/2022 Waiting to go to community consultation with Major Amendment. 26/07/2022 Public consultation from 25 July 2022 to 16 September 2022.	30/12/2022	
08/12/2021	Ordinary Council Meeting - 8 December 2021	14.0.2	Matters of Importance - Minutes	In progress	That Council writes to Department of Transport and main Roads requesting that they advise Council and the public in advance of known expected delays due to their road works.	Gabrielle Gray	06/04/2022 Director and the CEO are scheduling a meet with Mr Pat Aprile - DTMR to discuss this very issue.	20/05/2022	Overdue by: 77 days
09/02/2022	Ordinary Council Meeting - 9 February 2022	13.2.1	Trustee Lease - Cannonvalley Pony Club - Lot 17 on HR1988	In progress	That Council authorise the Chief Executive Officer to enter into negotiations and execute a peppercorn trustee lease with the Cannonvalley Pony Club for the whole of land being Lot	Billie Davis	28/02/2022 Draft lease issued for review	31/08/2022	

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignee/s	Action Taken	Due Date	Completed (Overdue)
					17 on HR1988 in accordance with Section 236(b) and (c)(iii) of the Local Government Regulation 2012.		07/04/2022 Contacted lessee, they are waiting to take the matter to their next Committee meeting. 04/07/2022 Follow ups with the Cannon Valley Pony Club have occurred. They will be providing as soon as possible		
23/02/2022	Ordinary Council Meeting - 23 February 2022	13.4.1	E-scooters - Local Law Approval for Use on Council Controlled Areas	Not yet started	That Council, upon receipt of application, approve the following four businesses to operate a total of 10 E-vehicles per business (bicycles, electric bicycles, electric tricycles & electric scooters) for commercial hire on Council controlled footpaths, cycle ways, foreshores and boardwalks between Cannonvale and Airlie Beach: 1. Whitsunday Fun 2. Ocean Dynamics 3. Le Shack Whitsunday Adventure 4. Whitsunday Segway Tours Subject to the following conditions in accordance with Whitsunday Regional Council Local Law No. 1 (Administration) 2014: a. the approval holder must comply with the standard public liability insurance condition; b. for the period of the licence, the approval holder must provide a copy of their current Public Liability Insurance Certificate of Currency; c. prohibit or limit activities under the approval during periods of poor visibility; d. the activities will be conducted to the specific location or to a specified area, as specified in the application; e. the holder of the approval will take specified measures to protect the safety of persons who may be involved in, or affected by, the activities authorised by the approval;	Milton Morsch		31/05/2022	Overdue by: 65 days

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignee/s	Action Taken	Due Date	Completed (Overdue)
					f. the holder of the approval will take specified measures to ensure that the activities authorised by the approval do not cause a nuisance; g. if the approval relates to an activity on a road—require the approval holder to indemnify the State; h. permit access to Local Government staff or contractors at all times to inspect or service facilities; i. carry out the activity in accordance with any standards of the Local Government applicable at the time of the approval; j. conduct the activity only on the days and times, and at the specific locations or areas, specified in the approval; k. display the approval in the ways stated in the approval and produce the approval for inspection on demand by an authorised person; l. comply with a requirement to submit the business, vehicle or premises to be inspected by an authorised person; m. comply with relevant workplace health and safety requirements; n. be responsible for any costs or expenses incurred by Local Government for rectifying any damage caused by the activity; o. ensure that vegetation, soil, sand, rocks, native animals or natural things are not interfered with, damaged or removed; p. not interfere with, paint, permanently mark, damage or remove any buildings, structures, fixtures, fittings or facilities provided by Local Government; q. not erect any permanent or temporary buildings, signs or structures upon the approved activity area without the written consent of the Local Government; r. ensure that litter is collected and lawfully disposed at a Local Government waste transfer station; s. ensure that cleaning, maintaining or repairing any vehicle, except for emergency repairs, is prohibited;				

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
					t. ensure that activities are not permitted within 30 metres of a deployed stinger net; u. only permit experienced and competent guides, agents or supervisors to oversee the operation of the activity; v. accept full responsibility for the safe transportation of customers and all other persons undertaking the activity; w. provide information, explanations, cautions and warnings to customers and all other persons undertaking the activity regarding the hazards likely to be encountered by them when the activity is undertaken; x. ensure that any motor vehicle used in connection with the activity, complies with all safety requirements and regulations and are operated in accordance with requirements, guidelines or recommendations published from time to time by the manufacturer or any State or Commonwealth authority; y. identify the points at which an operator is to access the site for the purpose of undertaking the commercial recreation activity; z. state the number of customers that may operate the vehicle at any one time; - aa. the e-vehicle will operate at no more than 12 km/h plus reduced to 6km/h in defined areas; - bb. all e-vehicles are to be governed by GPS technology; - cc. all e-vehicles are to be clearly tagged with a number and company branding.				
23/02/2022	Ordinary Council Meeting - 23 February 2022	14.0.2	Matters of Importance - Minutes	In progress	That a report be brought back to Council for consideration in the 2022/23 budget, the provision of funding to allow for a community funding program and public consultation on the replacing of disposable nappies and other sanitary items with reusable products.	Shannon Lorraway, Stacie Thomas	05/04/2022 Council briefing note currently being prepared for waste recycling and resource recovery way forward. 28/04/2022 Briefing note prepared for Briefing session 1 June 2022	31/08/2022	

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
23/02/2022	Ordinary Council Meeting - 23 February 2022	14.0.2	Matters of Importance - Minutes	In progress	That a report be brought back to Council regarding the parking around the Proserpine Hospital.	Gabrielle Gray	06/04/2022 Assigned to Community Services for investigation. 13/04/2022 Assigned back to Infrastructure Services for investigation. Local Laws can not do anything until street signs etc have been sorted. 11/07/2022 Officers of the Infrastructure Services Directorate met with the Hospital personnel on 22/06/2022 to discuss parking restrictions along the length of Herbert Street. The hospital are in agreeance to restricting the parking times and staff are now reviewing the standards and discussing the zone restrictions in consultation with Local Laws. An update was emailed to the Councillors from the Director on 30/06/2022.	31/08/2022	
09/03/2022	Ordinary Council Meeting - 9 March 2022	14.0.2	Matters of Importance - Minutes	In progress	That Whitsunday River Improvement Trust be included in future correspondence in regards to development and future planning with Hamilton Plains and Googanga Plains.	Gabrielle Gray		22/03/2022	Overdue by: 135 days
13/04/2022	Ordinary Council Meeting - 13 April 2022	14.0.2	Matters of Importance - Minutes	Not yet started	That Council advises the Commonwealth Government of its support for the JCU bid for an increased allocation of 80 Commonwealth Supported Places for the JCU Medical School to be shared between the Cairns and Mackay campuses.	Julie Wright	17/05/2022 Re-assigned to Governance 13/07/2022 Reassigned to Adam	30/06/2022	Overdue by: 36 days
13/04/2022	Ordinary Council Meeting - 13 April 2022	13.2.2	Policy Framework Review	In progress	That Council adopt the revised Policy Framework effective from the 1 May 2022.	James Ngoroyemo to	27/04/2022 Framework adopted, updated on website and intranet. Training to be undertaken in June for report writers 29/07/2022	30/09/2022	

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
							Policy Writing Training rescheduled, to be completed in August- September 02/08/2022 framework updated on Intranet and website. Training for policy writing to be completed by September 2022		
13/04/2022	Ordinary Council Meeting - 13 April 2022	13.2.3	500.2021.0144 Land Sales - Whitsunday Region	In progress	That Council award the following contracts for 500.2021.0144 Land Sales Whitsunday Region: a) Bright Skies Psychology - 82-92 Santa Barbara Parade, Bowen – \$320,000 (ex. GST) b) BlueCHP - 27-29 Queens Road, Bowen – \$159,500 (ex. GST) c) BlueCHP - 31-33 Queens Road, Bowen – \$159,500 (ex. GST) d) Initiative Capital - 1 Industrial Road, Collinsville – \$52,500 (ex. GST) e) Hendriksen Developments - 42 Carlo Drive, Cannonvale – \$770,355 (ex. GST)	Billie Davis	28/04/2022 Letters of Acceptance have been sent to the successful tenderers. Unsuccessful tenderers have also been advised. 04/07/2022 Sale of land has been completed for 1 Industrial Road, Collinsville. Contracts sent to Buyer for 82 Santa Barbara Parade, Bowen Settlement scheduled for 42 Carlo Drive, Cannonvale for the 08 August 2022 Pending funding received for Queens Street properties	30/09/2022	
27/04/2022	Ordinary Council Meeting - 27 April 2022	14.0.2	Matters of Importance - Minutes	On hold	That a report be brought back to Council regarding Cutuli Rd being accessible in case of an emergency situation as occurred with the blockage of Shute Harbour Road on 21 April 2022.	Gabrielle Gray	01/06/2022 On hold until resources become available to undertake further investigations.	31/08/2022	
27/04/2022	Ordinary Council Meeting - 27 April 2022	13.2.1	Trustee Lease - Lot 22 Olive Street, Dingo Beach - Lot 22 on SP156137 - Queensland Police Service	In progress	That Council authorise the Chief Executive Officer to enter into negotiations and execute a part of land peppercorn trustee lease over Lot 22 on SP156137, Olive Street, Dingo Beach, with the State Government of Queensland represented as the Queensland Police Service for a 30-year term in accordance with Section 236(1)(b)(i) of the Local Government Regulation 2012; subject to: a. the Reconfiguration of a Lot in accordance with the Planning Act 2016; and	Billie Davis	04/07/2022 Lease being executed by QPS	31/08/2022	

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignee/s	Action Taken	Due Date	Completed (Overdue)
					b. Obtaining Ministerial consent for the use of Trustee Land.				
11/05/2022	Ordinary Council Meeting - 11 May 2022	13.4.1	Amendment to Local Law & Subordinate Local Law No. 1 (Administration) 2014 - Operation of Short Term Accommodation	In progress	That Council; - consider making the following: <i>Local Law (Amending) Local Law No. 1 (Administration) 2022</i>, as detailed in Attachment A; <i>Subordinate Local Law (Amending) Subordinate Local Law No. 1 (Administration) 2022</i>, as detailed in Attachment B, (collectively, the Proposed Local Laws). - delegate to the Chief Executive Officer the process and responsibilities to take all steps the Chief Executive Officer considers desirable under Chapter 3 of the <i>Local Government Act 2009</i> (Qld), including: - Consulting with relevant government entities about the overall State interest in the <i>Local Law (Amending) Local Law No. 1 (Administration) 2022</i> before proceeding with the making of the Local Law and responding to any requests or requirements of these entities; and - Consulting with the public about the Proposed Local Laws and conducting a Public Interest Test (PIT) in relation to anti-competitive provisions contained within, with the Proposed Local Laws for at least 21 days (Consultation Period); and - Considering every submission properly made to Council about the Proposed Local Laws.	Erin Finau	01/06/2022 Council resolution sent to Lawyers and request for State Interest and Public Interest Test process to start 19/07/2022 State Interest check and Public Interest Test Plan currently being conducted. Closing date is 1 August 2022.	24/05/2022	Overdue by: 72 days

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
11/05/2022	Ordinary Council Meeting - 11 May 2022	13.4.4	Whitsunday Aerial Feral Animal Control Program Update	Not yet started	That Council notes the development of the Project Report titled Whitsunday Feral Animal Aerial Control Program. Furthermore, recognise the contribution and effort made by Bren Fuller to this program.	Scott Hardy		24/05/2022	Overdue by: 72 days
25/05/2022	Ordinary Council Meeting - 25 May 2022	13.1.4	Council Committees Policy Review	In progress	That Council adopt the amended Committees Policy.	James Ngoroyemoto, Melanie Douglas	03/08/2022 Policy to be loaded to website	30/09/2022	
25/05/2022	Ordinary Council Meeting - 25 May 2022	13.4.4	Whitsunday Water and Waste Business Activity Report - April 2022	Not yet started	That Council receive the Whitsunday Water and Waste Business Activity Report for April 2022.	Nicole Fuller		07/06/2022	Overdue by: 58 days
25/05/2022	Ordinary Council Meeting - 25 May 2022	13.2.1	20210040 - Minor Change Application - Preliminary Approval for Building Works; and Development Permit for Material Change of Use (Resort Complex) - One Whitsunday - 125 Shingley Drive, Cannonvale	Not yet started	That Council refuse the Minor Change request for the Development Application for Preliminary Approval (Variation Request to the Tables of Assessment for Building Works); and Development Permit for Material Change of Use for Resort Complex comprising – Shops, Function Facilities (Function Centre), Food and Drink Outlets, Bars, Indoor and Outdoor Sport and Recreation, One Hundred and Fifty-Sixty (160) Short Term Accommodation and Multiple Dwelling Units and Ancillary Uses associated with the operation of a Resort Complex, made by One Whitsundays Developments Pty Ltd C/- Wynne Planning & Development, on L: 268 HR: 1060 T: N1149/096, L: 95 HR: 1223 T: N1191/156 and located at 125 Shingley Drive Cannonvale, 131 Shingley Drive Cannonvale.	Doug Mackay		07/06/2022	Overdue by: 58 days
25/05/2022	Ordinary Council Meeting - 25 May 2022	13.2.2	20210040 - Development Application for Preliminary Approval (Variation Request: Building Works) &	Not yet started	That Council refuse the application for Development Application for Preliminary Approval (Variation Request to the Tables of Assessment for Building Works); and Development Permit for Material Change of Use for Resort Complex comprising – Shops, Function Facilities (Function Centre), Food and Drink Outlets, Bars, Indoor and Outdoor Sport and Recreation, One Hundred and Fifty-Five(155)	Doug Mackay		07/06/2022	Overdue by: 58 days

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
			Development Permit for Material Change of Use (Resort Complex) - One Whitsunday - 125 Shingley Drive, Cannonvale		Short Term Accommodation and Multiple Dwelling Units and Ancillary Uses associated with the operation of a Resort Complex, made by One Whitsundays Developments Pty Ltd C/- Wynne Planning & Development, on L: 268 HR: 1060 T: N1149/096, L: 95 HR: 1223 T: N1191/156 and located at 125 Shingley Drive Cannonvale, 131 Shingley Drive Cannonvale. Reasons for decision: 1. The development is inconsistent with the provisions of the planning scheme 2. The development proposal has excessive building height far greater than what the Low-medium Density Zone allows for. 3. The development causes a detrimental impact to public safety on the Shingley Drive and Shute Harbour Road intersection.				
25/05/2022	Ordinary Council Meeting - 25 May 2022	13.1.3	Council Meetings Live Stream Policy	Not yet started	That the item be tabled until we have a full Council.	James Ngoroyemo to		29/10/2022	
25/05/2022	Ordinary Council Meeting - 25 May 2022	13.3.1	Draft Airlie Beach Community Bushfire Plan	Not yet started	That Council: a) Endorse the advertisement of the draft Airlie Beach Community Bushfire Plan for public consultation for a 30 day period. b) Consider the results of the community consultation back to Council prior to the endorsement of the draft plan.	Scott Hardy		07/06/2022	Overdue by: 58 days
25/05/2022	Ordinary Council Meeting - 25 May 2022	14.0.2	Matters of Importance - Minutes	In progress	That a report be brought back to Council regarding the declaration of Grader grass as a local pest across the region.	Erin Finau	25/07/2022 Survey to be completed prior to report going to Council	07/06/2022	Overdue by: 58 days
24/06/2022	Ordinary Council Meeting -	13.4.2	The Trusted Environmental and Geological	Not yet started	That Council resolves to write to Geoscience Australia accepting the invitation to participate in the Northern Bowen	Scott Hardy		08/07/2022	Overdue by: 27 days

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
	24 June 2022		Information (TEGI) Program		Basin Community reference group for the Trusted Environmental and Geological Information Program.				
24/06/2022	Ordinary Council Meeting - 24 June 2022	13.5.2	Whitsunday Regional Council - Road Register	In progress	That Council adopts the Whitsunday Regional Council Road Register (June 2022) as shown in attachments 13.5.2.1 and 13.5.2.2.	Jessica Cristaudo		31/08/2022	
24/06/2022	Ordinary Council Meeting - 24 June 2022	13.4.3	Coastal Council Adaptation Taskforce (C-CAT) update	Not yet started	That Council resolves to: a) Support Whitsunday Regional Councils continued involvement in the Coastal Councils Adaptation Taskforce for a further two years, and, b) Provide financial contribution of up to \$10,000 for the 2022-2023 financial year towards the Coastal Councils Adaptation Taskforce Program, and, c) Support hosting the Coastal Councils Adaptation Taskforce Program and Project Officer.	Scott Hardy		08/07/2022	Overdue by: 27 days
24/06/2022	Ordinary Council Meeting - 24 June 2022	13.1.5	Whitsunday Coast Airport Lease - Lot 50 on CPHR 808298 - Cornish	In progress	That Council authorise the Chief Executive Officer to execute a part of land lease over Lot 50 on HR 808298, Whitsunday Coast Airport with PA & PM Cornish as TTE for a term of 6 years in accordance with Section 236 (c)(iii) of the Local Government Regulation 2012.	Billie Davis	03/08/2022 Lease signed by CEO, waiting for finalisation/lodgment of lease from McKay's Solicitors.	31/08/2022	
13/07/2022	Ordinary Council Meeting - 13 July 2022	13.2.1	Lease - Part of Land - 125A Mt Nutt Road, Bowen - Amplitel Pty Ltd	In progress	That Council authorise the Chief Executive Officer to enter into negotiations and execute a part of land lease over Lot 2 on RP717537, with Amplitel Pty Ltd for a 10-year term in accordance with Section 236(1)(c)(iii) of the Local Government Regulation 2012.	Billie Davis	27/07/2022 Original lease received - to be executed by CEO	31/08/2022	
13/07/2022	Ordinary Council Meeting - 13 July 2022	13.3.1	Housing Affordability Consultation	In progress	That Council commence public consultation on Housing Affordability initiatives in line with the Housing Affordability Community Engagement Plan.	Leonie Meurant, Nicole Lorraway, Shane Neville	26/07/2022 in consultation alongside Major Amendment	23/09/2022	
13/07/2022	Ordinary Council Meeting - 13 July 2022	13.3.3	Draft Whitsunday Open Space Strategy 2022	In progress	That Council endorse the public consultation of the draft Whitsunday Open Space Strategy in line with the Whitsunday Open Space Strategy Community Engagement Plan.	Jonathan Cutting, Nicole Lorraway,	26/07/2022 Public consultation from 25 July - 16 September	23/09/2022	

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignees	Action Taken	Due Date	Completed (Overdue)
						Shane Neville			
13/07/2022	Ordinary Council Meeting - 13 July 2022	13.3.4	Whitsunday Planning Scheme Policy (Development Manual) Amendment	In progress	That Council resolve to undertake public consultation for the Whitsunday Planning Scheme Policy (Development Manual) Amendment V3.8 in accordance with Chapter 3, Part 1 of the Ministers Guidelines and Rules 2020 and in line with the Development Manual and Open Space Strategy Community Engagement Plan.	Jonathan Cutting, Nicole Lorraway, Shane Neville	26/07/2022 public consultation 25 July - 16 September	23/09/2022	
13/07/2022	Ordinary Council Meeting - 13 July 2022	13.3.6	20220304 - Development Application for Material Change of Use (Short-Term Accommodation) - 42 Catherine Crescent, Jubilee Pocket - 63 RP747777	Not yet started	That item 13.3.6 lie on the table pending further advice from the Development Services directorate regarding grounds for refusal.	Artiqua Harrison		26/07/2022	Overdue by: 9 days
13/07/2022	Ordinary Council Meeting - 13 July 2022	13.4.3	Request for Funding 2022/23 - Greater Whitsunday Communities	In progress	That Council approve a financial commitment of \$82,800 (plus GST) to Greater Whitsunday Communities in support of Strengthening Communities across Greater Whitsunday Region program for the 2022/23 financial year only.	Rod Cousins	18/07/2022 Letter sent requesting a tax invoice. 28/07/2022 Still awaiting tax invoice from the organisation.	26/07/2022	Overdue by: 9 days
13/07/2022	Ordinary Council Meeting - 13 July 2022	13.5.1	500.2022.0034 Disaster Recovery Funding Arrangements (DRFA) Sealed Road Package E4 - Regional	Not yet started	That Council award Contract 500.2022.0034 Disaster Recovery Funding Arrangements (DRFA) Sealed Road Package E4 – Regional to Beddaws Pty Ltd T/As Copp & Co Plant Hire for the amount of \$952,657.51 (excluding GST).	Kalinda Fitch	25/07/2022 Letter of Acceptance issued 15/07/2022. Awaiting final program for finalise contract.	12/08/2022	
13/07/2022	Ordinary Council Meeting - 13 July 2022	16.1.2	Shoreline Whitsunday CTS 34049 - Cancellation of Water	In progress	That Council: 1. Cancel the Water Charging Agreement between Shoreline Whitsunday CTS 34049 Body Corporate	Patricia Jago	03/08/2022 Letters still to be drafted.	26/07/2022	Overdue by: 9 days

Attachment 13.1.1.1 Report - Outstanding Action Items (as at 04 August 2022)

Meeting Date	Document	Item No.	Item	Status	Action Required	Assignee/s	Action Taken	Due Date	Completed (Overdue)
			Charging Agreement		and Whitsunday Regional Council dated March 2013. 2. Charge water usage within Shoreline Whitsunday CTS34049 under Council's Sub-Meter Policy.				

13.1.2 - 2021/22 Operational Plan Q4 Review

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: James Ngoroyemoto - Manager - Governance and Administration Services

AUTHORISING OFFICER: Jason Bradshaw - Director Corporate Services

PRESENTED FOR: Decision

ATTACHMENTS

1. WRC Operational Plan 2021 2022 Quarter 4 Review [13.1.2.1 - 67 pages]

PURPOSE

The purpose of this report is to present a written assessment of Council's progress towards implementing the annual Operational Plan 2021/22 for the period ending 30th June 2022 (Quarter Four review).

OFFICER'S RECOMMENDATION

That Council receive the Operational Plan 2021/22 Quarter Four Progress Report.

BACKGROUND

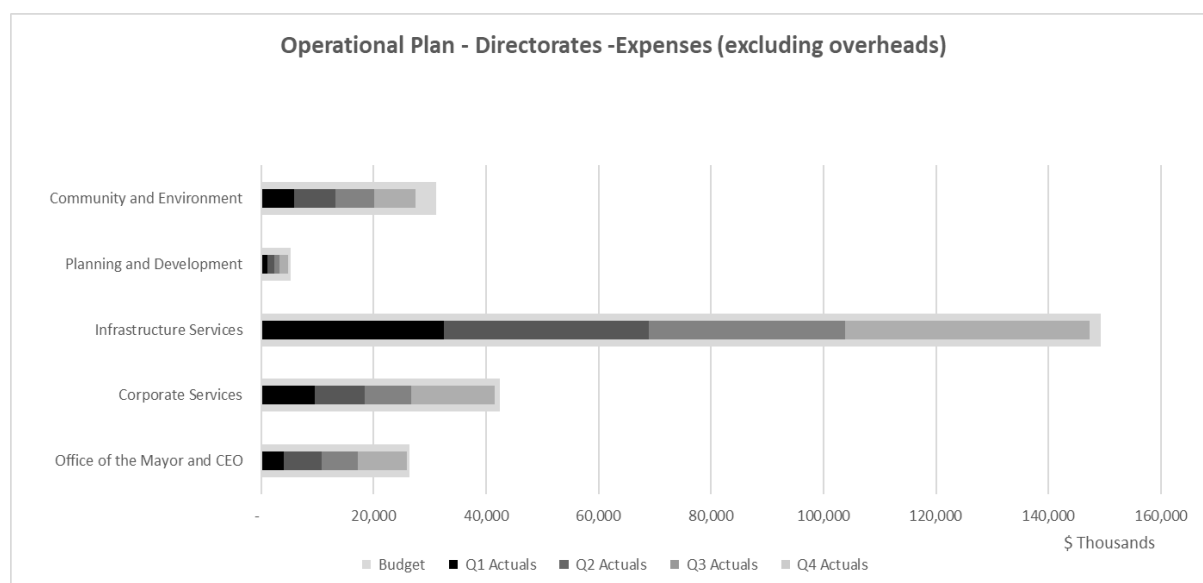
Local Governments must prepare and adopt an annual operational plan for each financial year, must discharge its responsibilities in a way that is consistent with its annual operational plan and report on Council's progress on a quarterly basis as an accountability and performance measure.

The Operational Plan developed for 2021/22 provides clear linkage to the desired outcomes included in Council's Corporate Plan for Council's consideration.

DISCUSSION/CURRENT ISSUE

Financial Performance

Operating Budget



The operating budget remained within parameters and finished the year with a surplus. While the Annual Financial Statements are still to be finalised though, the detail presented still reflects the position achieved and presents a stable financial performance for the year. The prepayment of grant funding has improved the financial position, and this will carry forward into next year.

Summary of Operating Performance:

Directorates	Current Budget	2021/22 YTD Actuals	Percentage Delivered
	\$	\$	%
Income	127,577,036	130,999,746	103%
Expenses	127,295,639	123,568,537	97%
Operating Result Surplus/(Deficit)	281,397	7,431,209	6%

The operating surplus position is within the accepted ranges and presents growth over the last financial year's performance. Council remains

Capital Budget

Budget performance against operational plan delivery operating(Capital):

Directorates	Current Budget	YTD Actuals		Q1 Actuals	Q2 Actuals	Q3 Actuals	Q4 Actuals
		%	\$	\$	\$	\$	\$
Office of the Mayor and CEO	1,512,547	79%	1,199,232	420,610	23,908	50,096	704,618
Corporate Services	18,051,079	97%	17,537,857	4,903,545	6,872,530	3,229,246	2,532,536
Infrastructure Services	66,595,293	77%	51,595,813	8,855,959	16,500,017	11,047,154	15,192,682
Community and Environment	3,890,933	71%	2,763,217	751,849	1,429,277	262,136	319,954
TOTALS	90,049,852		73,096,118	14,931,963	24,825,732	14,588,632	18,749,791

The capital budget delivery was about 80% with delays in projects, weather and supply arrangements impacting the delivery. Those projects not completed were prioritised into the 2022/23 budget for delivery in the next financial year.

Operational Performance

The Operational Plan provides the basis for reporting to Council on the quarterly progress towards achieving the Corporate Plan outcomes through the implementation of the Operational Plan.

Actions have been set for each action within the Operational Plan. Reporting on these actions is based on progress against time, budget-based and other applicable milestones as outlined in reports to Council that are linked to Key focus areas from the corporate plan and service functions and may be developed through the course of the operational planning process from time to time.

A summary on the progress for all actions against the 2021-22 operational plan is provided below:

Actions	Colour	Number	Percentage (%)
Currently being undertaken and on schedule without delays or issues		41	20
Currently being undertaken but with issues and/or delays		18	9
Yet to commence with no delays anticipated		7	3.5
Action deferred or delayed due to unforeseen issues		20	10
Actions not Progressing		5	2.5
Complete or Finalised Actions		111	55
Total Actions		202	100

Note* All activities that have not been completed in 2021-22 have been carried over into the 2022-2023 Operational plan. Any activities that are business as usual will be transferred into departmental business plans that will be developed in 2022-23 financial year.

From the table, the overall performance indicates that only five actions are not progressing and seven have yet to commence. Those actions completed and those ongoing without delay also demonstrate that the plans have been completed and delivered across most of the actions. The details of progress on the actions are within the attached report.

STATUTORY/COMPLIANCE MATTERS

This report for quarter four is presented to Council in accordance with section 174(3) of the Local Government Regulation 2012 that requires the Chief Executive Officer to present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.

STRATEGIC IMPACTS

Support the organisation in ensuring appropriate compliance with legislation and to support the elected council in its decision-making processes and obligations as a local government.

FINANCIAL IMPLICATIONS

The Operational Plan has been structured within the bounds of the resources available to Council and is consistent with the 2021-2022 annual budget. Comments are provided on the financial performance in the detailed commentary within the report.

CONSULTATION/ENGAGEMENT

Director Corporate Services

Responsible Officers identified in the Operational Plan 2021/2022 contributed to updating the review document.

RISK ASSESSMENT

Failure to present and adopt the quarter four performance report on the Operational plan, presents a non-compliance risk under the *Local Government Act 2009*. As well an opportunity being lost to inform the community on the implementation of the Operational Plan 2021-2022 which may result in reputational risk for Council for not being seen as transparent and accountable in its delivery of the operational plan.

TIMINGS/DEADLINES

Under the Local Government Regulation 2012, the Chief Executive Officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.

CONFLICT OF INTEREST DECLARATION

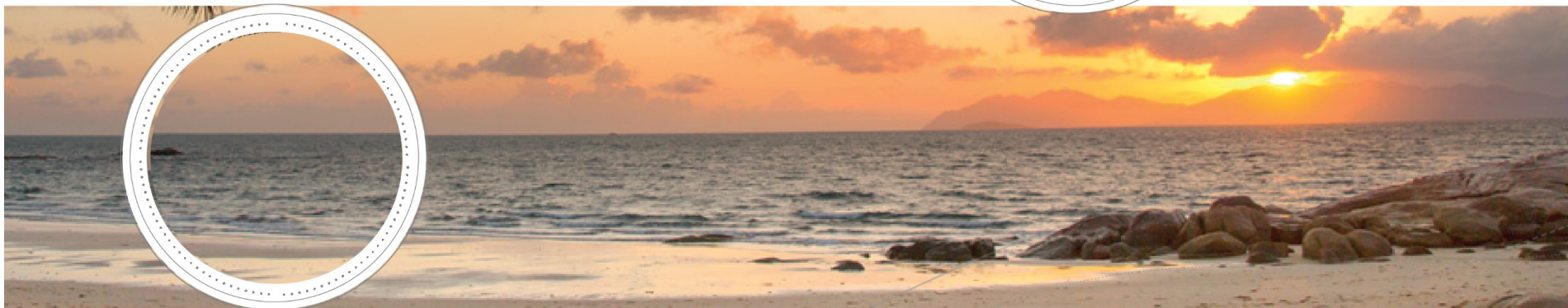
Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

No.

ALTERNATIVES CONSIDERED

N/A



OPERATIONAL PLAN

Quarterly Review - 30 June 2022

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About this report

This report provides a high-level qualitative assessment of Council's progress towards achieving its 2021/22 Operational Plan and should be read in conjunction with the quarterly budget review for the same period.

Legislative Requirements

The *Local Government Act 2009* requires all Queensland local governments to prepare and adopt an annual Operational Plan.

The Operational Plan is a subordinate plan to the Corporate Plan and is adopted each financial year, usually prior to or in conjunction with the annual budget.

The Chief Executive Officer is required to present to Council a written assessment of the Operational Plan's progress on regular intervals of not more than 3 months.

Council is required to discharge its responsibilities in a way that is consistent with its annual operation. To achieve this, the Operational Plan has been developed to align with Council's Organisational Structure, being the framework by which all council actions, services and functions are delivered. This also allows alignment and consistency with the annual budget.

The alignment and integration of the Corporate Plan and Annual Budget with the Operational Plan allows Council to measure its implementation of the Operational Plan against the Corporate Plan. To undertake this a Performance Measure Framework has been developed.

Performance Measurement of Operational Plan 2021/22

The performance measures used in this report to assess the progress and implementation of Council's Operational Plan 2021/22 consist of:

Written Assessment

A concise statement for each action identified in the Operational Plan has been prepared that succinctly outlines Council's progress towards achieving the action. The intent of the statement is to provide the reader and decision maker with sufficient information to ascertain with confidence the true position and progress of the action.

Status

The following colour palette is applied to each action to give a quick reference progress "Status". Using this form of "traffic lights", the status allows the reader to consider the progress of an action at-a-glance. Furthermore, the colour of the status allows readers and decision makers to view specific actions by exception should they want.

Colour	What the Colour Means	Colour Palette
Grey	Yet to commence with no delays anticipated	
Blue	Currently being undertaken and on schedule without significant delays or issues	
Green	Complete or Finalised	
Yellow	Currently being undertaken but with issues and/or delays	
Orange	Action deferred or delayed due to unforeseen issues	
Red	Action not progressing.	

Key Performance Indicators

Where considered appropriate, Key Performance Indicators (KPIs) have been developed. These KPIs specifically relate to clearly identifiable and measurable analytics which are easily understood and assist the reader and decision maker to further understand the progress and delivery of a Council function.

Performance Measurement of Corporate Plan 2021 - 2026

Council will apply a quadruple bottom line methodology for measuring its progress in achieving Corporate Plan 2021 – 2026 and its Vision for the region.

A quadruple bottom line methodology requires performance to be measured against the following pillars:

Financial

When making decisions we ensure that we are aware of all immediate costs and long-term financial implications. We strive to always operate within budget and aim for financial sustainability.

Environmental

We will consider as part of our planning, decision making and activities any matter that may cause immediate or long-term environmental impacts. In addition, we also progressively look for opportunity to improve and deliver environmental benefits in the way we operate.

Social

We will consider the social aspects of our decisions and activities to ensure that the various needs and requirements that exist in our diverse community are met.

Governance

We will ensure that we undertake all our operations in a transparent, accountable, and ethical manner and in line with our policies and procedures.

An assessment against each pillar for Council's Directorates has been undertaken at the end of the respective Services sections.

Key Focus Areas (KFA)

KFA1 – Asset Management Plan

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA1.1	Undertake an evaluation of the current Asset Management system and assign/engage suitable resources to review and develop project plan.	Asset Management Governance Review completed. Asset Management Maturity Project developed including the creation of a draft Asset Management Strategy to define the Asset Management System.	
KFA1.2	Establish an integrated corporate framework for asset management within WRC.	An Asset Management Governance Framework has been established with clear roles and responsibilities assigned. This has established an Asset Management Steering Committee and will establish an Asset Management Working Group. The draft Asset Management Strategy and Policy will be finalised in the first quarter of 2022/23.	
KFA1.3	Co-ordinate the development of strategic service levels for each asset class by individual asset custodians.	This has been deferred to 22/23.	

Responsible Officer: Manager Financial Services

KFA2 – Review of Commercial Business Operations

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA2.1	Establish a framework and identify the activities that are to be considered as Commercial Business Operations (CBOs), based on legislative/regulatory and internal requirements.	This has been deferred to 22/23.	
KFA2.2	Submit a report to an Ordinary Meeting of Council (incorporating a resolution) to establish the identified activities as CBOs; the report to identify risks and any additional resources required for such activities to be operated as CBOs.	This has been deferred to 22/23.	
KFA2.3	Undertake a full review of two of the identified CBOs.	This has been deferred to 22/23.	

Responsible Officer: Manager Financial Services

KFA3 – Community Plan (Long Term)

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA3.1	Develop project brief and engage a suitably qualified consultant to develop a project plan for the long-term Community Plan.	Project Brief completed. Request for Quotes were sent on 16/09/2021. Only one quotation was received. Contractor engaged 08/10/2021.	
KFA3.2	Collate all information through several internal and external workshops.	First PCG held on November 2021. 4 External Stakeholder workshops were held to discuss the proposed contents of the 2022-2032 Community Plan. A further workshop will be held with the project's PCG.	
KFA3.3	Develop a draft long-term Community Plan.	Draft Community Plan has been developed. Awaiting results of community engagement process.	
KFA3.4	Undertake a Communications Plan to engage the Community and stakeholders to outline key messages and the objectives of the long-term Community Plan.	Community Consultation process was launched on 11/05/2022 with an online survey to be completed on Councils 'Have Your Say' website. Consultation period closed 03/06/2022. Submission received are currently being reviewed. Expected completion of 2022-2032 Community Plan to be 31/08/2022.	

Responsible Officer: Director Community Services

KFA4 – Arts, Cultural & Heritage Strategy

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA4.1	Develop a project brief and engage a suitably qualified consultant to develop a project plan for the Arts, Cultural & Heritage Strategy.	Project brief completed. Request for Quotes currently being drafted. Grant funding obtained, awaiting agreement to be finalised. Awarded to CQ University - June 2022.	
KFA4.2	Collate all information through several internal and external workshops.	Yet to commence	
KFA4.3	Develop a draft Arts, Cultural & Heritage Strategy.	Yet to commence	
KFA4.4	Undertake a Communications Plan to engage the Community and stakeholders to outline key messages and the objectives of the Arts, Cultural & Heritage Strategy.	Yet to commence	

Responsible Officer: Director Community Services

KFA5 – Establishment of a Place of Refuge

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA5.1	Develop a detailed Business Case for the project and seek Council's endorsement to proceed to the next stage of project development.	The needs for this project are being considered in conjunction with the study being undertaken on the multi-story carpark. Further needs analysis has also been undertaken in parallel on the future requirements for council servicing in the greater Airlie Beach area.	

Responsible Officer: Director Infrastructure Services

KFA6 – Economic Development Strategy

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA6.1	Undertake Economic Development Strategy and consultation.	Draft strategy, community engagement and submission responses completed.	
KFA6.2	Report to Council for adoption.	2022 –2025 Economic Development Strategy adopted by Council.	
KFA6.3	Implement and administer Economic Development Strategy.	Implementation and administration underway – ongoing activity.	

Responsible Officer: Chief Operating Officer - Aviation & Tourism

KFA7 – Marine Facilities

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA7.1	Develop Business Cases for Shute Harbour Stage 2 and Marine Centre of Excellence (Bowen) for consideration and approval of Council.	Not commenced	
KFA7.2	Subject to approval by Council to proceed, finalise a concept design with indicative costings.	Not commenced	

Responsible Officer: Director Infrastructure Services

KFA8 - Long-term Financial Plan

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA8.1	Identify the key components that contribute to the development of the LTFP (e.g., Asset Management Plans leading to ten-year renewal program) and establish responsibilities and deadlines for developing the ten-year plans for each such component.	A Scope of Works has been developed for the Financial Sustainability Strategy in May 2022.	
KFA8.2	Develop the format of the LTFP identifying the linkages to the contributing strategic documents (i.e., Community Plan, Corporate Plan, Operational plan).	A Scope of Works has been developed for the Financial Sustainability Strategy in May 2022 to assist in developing this Strategy in 2022/23.	
KFA8.3	Develop the initial ten-year LTFP, incorporating the plans developed for each contributing component.	This has been deferred to 22/23.	

Responsible Officer: Manager Financial Services

KFA9 - Analysis of Full Cost pricing for Water, Waste and Sewer functions

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA9.1	Identify the Business Activities (BAs) to which Full Cost Pricing (FCP) is to be applied, based on legislative/regulatory and internal requirements.	Full Cost Pricing assessment of Water & Sewerage, Waste, Quarry and Airport completed. Draft report received with feedback provided and discussion held with Council during Budget Workshops.	
KFA9.2	Submit a report to an Ordinary Meeting of Council (incorporating a resolution) to adopt FCP for identified activities.	Report incorporated in budget documents including Business Activities Policy which was adopted by Councillors at the Special Meeting on 24 June 2022.	
KFA9.3	Undertake the exercise of establishing the FCPs for the identified BAs (incorporating the revised overhead allocations) and establish the required price paths for each such BA.	Substantial work has been undertaken and Full Cost Pricing has been incorporated into the adopted 22/23 budget. Full Cost Price paths are to be reviewed during 22/23 in line with revised Asset Management Plan development.	

Responsible Officer: Manager Financial Services

KFA10 - Advocacy Policy & Plan

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA10.1	Development of an Advocacy Plan that identifies both the current issues of key importance to the Whitsunday Region and the planned advocacy approach to promoting those issues to relevant agencies and the community.	Advocacy Plan underway – draft advocacy document developed.	

Responsible Officer: Chief Executive Officer

KFA11 - Governance Leadership Framework

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA11.1	Guide Council's Corporate Governance activities by developing a Governance Manual to direct Council's operation in becoming more accountable, effective, efficient and sustainable.	Governance Framework developed and adopted by Council.	
KFA11.2	Develop, implement and administer Council's integrated risk management system and engage with Councillors and Officers to improve understanding and implementation.	Risk Framework reviewed; Strategic risk register established. Operational risk registers for business units developed, and Risk management tools developed and risk management page on intranet. Training provided as part of the process, registers presented to Audit and risk committee.	
KFA11.3	Establish and coordinate outsourced legal advice services with a range of suppliers matched to Directorate needs.	Preferred Supplier arrangement established for Legal Services Providers commencing July 2022.	

Responsible Officer: Manager Governance & Administration

KFA12 – Development and Introduction of Business Plans for Directorates and Functions

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA12.1	Establish a template to assist Directors and Managers to develop detailed Business Plans that integrate with Council's strategic planning framework and promote good decision making and due diligence.	Business plan template developed and trialled on the development of Corporate Services business plan.	
KFA12.2	Develop a training and implementation program to introduce the use of the Business Plan template to Council.	Facilitation of business plans for Development Services, Infrastructure Services and Community Services will be delivered in 2022/23 financial year. This activity has been carried over to the 2022/23 financial year.	

Responsible Officer: Manager, Governance and Administration

KFA13 – Assessment of Electoral Distribution Structure

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA13.1	Report to Council to authorise community consultation with respect to electoral arrangements (electoral divisions and voting methods).	Council at its meeting held on 11 May resolved to defer this activity until after the 2024 quadrennial elections.	
KFA13.2	Conduct Community consultation (in conjunction with Manager, Corporate Communications and Marketing)	Community Survey was undertaken to gauge interest in any change and this was presented to Council at its meeting held on 11 May, where resolved to defer this activity until after the 2024 quadrennial elections.	
KFA13.3	Report to Council on outcome of community consultation.	Council at its meeting held on 11 May resolved to defer this activity until after the 2024 quadrennial elections.	
KFA13.4	Liaise with Minister to refer change request to Change Commission (if approved).	Council at its meeting held on 11 May resolved to defer this activity until after the 2024 quadrennial elections.	
KFA13.5	Liaise with Change Commission (where required).	Council at its meeting held on 11 May resolved to defer this activity until after the 2024 quadrennial elections.	

Responsible Officer: Manager Governance and Administration

KFA14 – Strategic Workforce Plan

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA14.1	Undertake the development of a Strategic Workforce Plan that outlines the required deliverables to meet our future operational needs and ensure that the organisation's people are structured and capable to meet future needs and demands.	The Strategic Workforce Plan has been finalised. Presented to Council and Audit and Risk Committee February 2022.	
KFA14.2	Progressively and strategically implement the actions and initiatives identified in the Strategic Workforce Plan.	The action plan is being delivered. Councils' commitment to skills development and training has been recognised through being awarded a finalist in the Qld Training Awards, North Qld region Large Employer of the Year. Actions for this financial year have been completed.	

Responsible Officer: Manager Human Resources

KFA15 - Reinvigoration and Resetting of Organisational Safety Obligations

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA15.1	Continue to proactively implement and monitor the workplace health and safety audit findings and actions.	Actions to meet audit requirements are continuing. The tender to implement a WH&S on-line system has awarded. Actions for this financial year have been completed.	

Responsible Officer: Manager Human Resources

KFA16 – Waste Management Strategy - Revision

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA16.1	Develop a revised Waste Management Strategy to replace the expiring strategy and ensure future waste management practices are sustainable and fit for purpose.	Covid and Policy related delays have been experienced. Key date amendments are being adjusted due to those circumstances	

Responsible Officer: Chief Operating Officer, Whitsunday Water and Waste

KFA17 – Land Use - Planning for the Future

Delivery of Operational Plan

The following Project Actions have been scheduled in the Operational Plan to be undertaken during the 2021/22 period.

Ref	Project Action 21/22	Comment	Status
KFA17.1	Once State Interest review complete refer to Council for Planning Scheme to commence community consultation.	State Interest Review complete after 15 months of assessment. Minister confirmed on 8 July 2022 that the Planning Scheme can commence public consultation.	
KFA17.2	Review Submissions and report to Council with recommended changes to Planning Scheme.	Public consultation will commence 25 July 2022 for a period of 8 weeks. Report will be presented to Council once consultation completed.	
KFA17.3	Seek Ministerial endorsement of Planning Scheme and refer to Council for adoption when endorsement received.	Unforeseen delays in the State Interest Review.	

Responsible Officer: Manager Strategic Planning

Our Services and Functions

Mayor & CEO

Ref: SF1

Directorate Objectives
Through strong and open leadership, develop an organisation with a culture of respect, accountability and community service. Advocate for the community on issues of regional importance. Manage the human resource function in a fair and consistent manner and ensure safety is a key pillar of the organisation’s culture. Manage the aviation and tourism activities of the region as the gateway to the Whitsundays. Ensure WRC openly communicates with and promotes the communities of the Whitsunday Region.

Key Function: Organisational Leadership

Ref: SF1.1

Goals	2021/22 Actions	Comment	Status
To provide organisational leadership so as Whitsunday Regional Council is recognised as an organisation with strong links to customer service, accountability and safety.	1. Provide overall leadership and direction for the organisation as a whole for the benefit of the elected Council, employees and the community.	Council meetings held as per adopted schedule. Decisions acted upon and progressively reviewed. Governance & risk issues reviewed. Audit & Risk Committee meetings held as per adopted schedule. Community & government agency presentations given to Council as required.	
	2. Ensure community engagement is provided on matters of importance to the community.	Co-ordinator Engagement and Place collaborates with all Directors and Managers to ensure community is consulted and engaged on Council business and activities.	
	3. Ensure that employees are held accountable for their actions and in particular when breaches of policy and process occur.	Performance management and training are delivered to all employees and action is taken when policies and processes are breached as per our Policies. Actions completed for financial year	
	4. Further promotion and implementation of the Switched On safety program across the organisation.	<i>Switched On</i> safety program has been delivered across the organisation. Programs continue to be delivered for new employees, with the most recent delivered in March 2022. Actions completed for financial year.	

Key Function: Advocacy

Ref: SF1.2

Goals	2021/22 Actions	Comment	Status
Actively advocate and communicate to stakeholders and decision makers matters of importance to the region.	1. Develop an Advocacy Policy & Plan as outlined in KFA9.	Advocacy Plan is underway – Draft advocacy document developed	
	2. Identify advocacy issues and determine Council's position on same in order to engage and promote.	Process for identification of issues and Council position will be developed in conjunction with the Plan and Policy	
	3. Establish a clear process to allow for the introduction of new issues into the Advocacy Policy & Plan.	Process under development	

Key Function: Human Resources and Safety

Ref: SF1.3

Goals	2021/22 Actions	Comment	Status
Maintain and develop Council's Corporate Safety Management System in order to achieve legislative compliance and a safe workplace.	1. Actively administer and implement Council's safety management system on a day-to-day basis for the benefit of all employees and the organisation.	Council continues to implement the safety management system. This includes training, incident reporting, investigations into incidents, and delivering on the Quarterly Action Plans.	
	2. Reinvigorating and resetting organisation safety obligations as per KFA15.	Information regarding safety obligations and the need to Switch On are communicated regularly.	
	3. Undertake audits of Council's Safety Management System and implement actions based on audit findings.	Quarterly safety inspections and audits are conducted across the work groups. Completed for the financial year.	
	4. Deliver safety behavioral training – Switch On program to all employees.	Programs continue to be delivered for new employees, with the most recent delivered in March 2022. Finalised for the financial year.	
Effectively manage Workers Compensation Claims and return to work for ill and injured workers.	1. Develop and provide early intervention strategies and actions for ill and injured workers.	The Safety Team collaborate with LGW and Medical providers to ensure appropriate strategies are in place for ill and injured workers.	
	2. Develop meaningful Return to Work plans for ill and injured workers.	Suitable RTW plans are developed in conjunction with medical providers. Completed as required.	
	3. Efficiently process and maintain records of workers compensation claims.	The claims process with LGW has been reviewed during this quarter to ensure timely reimbursement of claims.	
To develop and implement contemporary, fair and consistent industrial instruments that comply with relevant Local Government and Queensland Industrial Relations legislation.	1. Provide an effective, efficient and fair human resource service for the organisation and benefit of all employees.	Several policies and guideline have been reviewed, consulted on and updated during the quarter. This includes the Code of Conduct and Recruitment & Selection Policy.	
	2. Effectively manage the processes for the negotiation and certification of the Whitsunday Regional Council Certified Agreement prior to the current agreement expiring in February 2022.	Council sought the assistance of the Queensland Industrial Relations Commission in negotiating the Certified Agreement. The conference is scheduled for 29 September 2022. In the meantime, Council is continuing to negotiate with the Unions with the next meeting scheduled for 22 July 2022.	

Attachment 13.1.2.1 WRC Operational Plan 2021 2022 Quarter 4 Review

	3. Effectively provide advice, support, and interpretation of industrial awards.	The HR officers work with all employees on interpreting Council's Certified Agreement, policies and guidelines.	
	4. Effectively provide advice in resolving industrial issues, grievances, and employee performance ensuring compliance with industrial legislation.	There have been no industrial disputes during the quarter. Grievances and complaints have been dealt with through Councils dispute resolution process.	
Undertake progressive organisational training to meet required skills and competency requirements in order to deliver Council functions and services.	1. Delivery of leadership development program – ELT and MMG.	The final workshop of Leadership Colloquium, through the Australian School of Applied Management was delivered in May 2022 with officers from ELT and MMG attending.	
	2. Delivery of supervisory development program.	Modules of the Supervisor Development Program were provided during the quarter.	
	3. Create career pathways through opportunities and commitment to development.	Council hosted participants from the LGMA Propeller Program in June. Council has one participant on the program. Employees continue to be supported in attaining Certificate III and Certificate IV in Civil Construction and Horticulture. Several employees are supported in tertiary level education through the Studies Assistance Program. Council was recognised for its commitment to training by being awarded a Finalist in the Qld Training Awards, North Qld Region.	
Provide a payroll function for the organisation that is processed in a timely, compliant, efficient manner. To actively recruit suitability skilled people to meet the organisation's requirements and needs.	1. Undertake Council's payroll function in an accurate, efficient and timely manner.	Payroll continues to deliver fortnightly pays that is compliant and timely.	
	2. Undertake a configuration design review to ensure the configuration of Council's payroll system is fit for purpose and functional.	Review has been completed.	
	3. Develop a suite of metrics and analytics to better assist the organisation to manage its workforce.	HR Reporting is reviewed regularly and will be improved when the HRP Project is completed.	
	4. Review processes and implement modules within Technology One which seek to automate processes while improving the experience for end users.	The HRP Project phase one was finalised during the quarter. Training is now being delivered to end users.	
To develop and implement management actions that aim to	1. Develop and implement a Diversity and Inclusion Strategy and action plan.	Development of the plan is ongoing. The Diversity and Inclusion Guideline was completed with other actions delayed due to availability of resources due to illness and vacancies.	

recognise and address the future needs of the organisation.	2. Workforce Planning - Identify future needs and develop strategies and action plan. Refer KFA14	The Strategic Workforce Plan had been finalised. The actions from the plan are being delivered.	
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Key Function: Aviation and Tourism

Ref: SF1.4

Goals	2021/22 Actions	Comment	Status
Provide efficient and effective commercial and regional airport facilities that comply with all necessary safety and security requirements for the benefit of users.	1. Monitor and address all safety aspects as operationally required and determined by CASA and Office of Transport Security.	This is a continual requirement of the Aviation team which is regularly monitored to ensure all safety and compliance standards are met. All CASA and Office of Transport Security for 221-22 completed	
	2. Efficiently undertake all operational aspects of the airport with a view to achieving profitability.	This was achieved in the 21/22 financial year	
	3. Maintain all facilities in accordance with approved schedules in an efficient and timely manner.	This was achieved in the 21/22 financial year	
	4. Evaluate the potential for establishing a Domestic Freight Hub at the Whitsunday Coast airport facility.	The initial freight feasibility study has been completed and the development of a freight distribution center is underway. The first live seafood was freighted to the Sydney markets in December.	
Develop and maintain the Lake Proserpine camping facility to a suitable standard for the benefit of users and to diversify the tourism experience within the Whitsunday region.	1. Maintain and supervise the facility operations in an efficient and effective manner.	This was achieved in 22/22 financial year with new care takers coming on board in July of 2022	
	2. Implement Stage 1a of the Lake Proserpine Master Plan.	Caretakers are now located at Lake Proserpine Campgrounds. Stage 1 successfully implemented.	
Operate and maintain the Shute Harbour Marine terminal to provide access to and from the Whitsunday islands and resorts and afford a premium tourism experience.	1. Efficiently undertake all operational aspects of the terminal with a view to achieving profitability.	Restaurant fit out underway, Terminal fully Operational. Budget was not met, however, revenue met well above budget. Project costs were absorbed through operational as well as depreciation costs unbudgeted.	
	2. Assist and engage with the reconstruction and fit out of the facility post cyclone Debbie and commission upon completion.	The fit out of the Shute Harbour Marine Terminal has been completed.	

Key Function: Communication and Media

Ref: SF1.5

Goals	2021/22 Actions	Comment	Status
To inform and educate our stakeholders through the communication of Council's objectives utilising a variety of communication tools and platforms.	1. Review and update the Communications & Marketing Strategy.	Finished and approved by Councillors.	
	2. Review and update the Social Media Strategy.	Delayed as awaiting completion of Communications and Marketing Plan which is now complete.	
	3. Implement and enhance Council's Community Engagement Strategy.	Completed and being implemented via engagement officer.	
	4. Provide strategic public relations advice and recommendations to the CEO, Executive Leadership Team, Mayor and staff in relation to Council initiatives, campaigns and services.	Ongoing daily	
To ensure our identity and brand is recognised, consistent and trusted in our region.	1. Review, update and implement the existing WRC Style Guide.	WRC Style Guide originally created in 2019 and only minor reviews and updates have been done. Complete.	
To engage with our staff to ensure understanding of organisational priorities, values and key internal programs.	1. Survey WRC employees to inform the future development of an Internal Communications Strategy.	Survey completed and results collated and presented to ELT and MMT.	
To create community online access platforms and initiatives.	1. Develop a sub website for the Climate Change Innovation Hub.	Completed	
	2. Develop a sub website for the Whitsunday Coast Airport.	Completed	
	3. Develop a sub website for the Shute Harbour Marine Terminal.	Completed	
	4. Develop a sub website for the Proserpine Entertainment Centre.	Completed	
	5. Develop Stage 2 improvements to the corporate website.	Budget dependent	

Corporate Plan Evaluation for Mayor & CEO Directorate

QBL Pillar	Comment
Financial	All operations undertaken within budget during the period.
Environmental	There have been no identified environmental issues and all operations have met requirements.
Social	Council continues to engage extensively on matters affecting and impacting the community. Covid-19 has resulted in a greater emphasis on the use of virtual communication methods.
Governance	All directorate activities have been carried out within expected legislative/policy requirements. No identified criminal breaches have occurred, and no Crime & Corruption Commission referral matters raised.

Infrastructure Services

Ref: SF2

Directorate Objectives
Improve Council's Asset Management Planning maturity and develop Long Term Financial Plans for all asset classes which are financially affordable over the long term. Meet Capital Works Delivery targets and ensure budget, time, and quality is maintained. Provide great customer experience and service by utilizing a customer-facing mind set, meeting response time frames, researching our customers well and eliminating duplication. Improve our transport network with a focus on meeting the economic needs for the region including road safety, road building, maintenance processes, and renewal of aging infrastructure. Maintain a high level of preparedness, capability, and responsiveness to respond to and recover from natural disasters that impact on our local communities and infrastructure. Provide reliable, safe, secure, environmentally responsible, and affordable water and waste services. Provide a fantastic experience for our community and visitors when using our open spaces, natural features, and facilities.

Key Function: Disaster Management

Ref SF2.1

Goals	2021/22 Actions	Comment	Status
Continue to evolve disaster management processes, technologies and education to build and improve community resilience and recovery for disaster events.	1. Develop procedures to capture impacts immediately prior to and following an event.	Ongoing work to maximize lessons learnt and aid future planning.	
	2. Undertake an annual review of the Local Disaster Management Plan, sub-plans, and Standard Operating Procedures.	The Disaster Management Plan review is underway, further operational plans are also under review. All plans are to undergo a design update.	
	3. Ensure policies, practices and operational procedures align with legislative and agency requirements.	All practices and processes have been reviewed and align with the Disaster Management Act 2003 and Qld Disaster Management Regulations. Guardian IMS and Road Closure Training carried out for operational readiness.	
	4. Improve disaster management capabilities through education and community engagement.	DM Unit continues to engage and provide risk awareness to the community. The DM Unit also provides training for Council staff and external emergency service agencies yearly.	
	5. Ensure Whitsunday State Emergency Service is well equipped, resourced, and ready to respond to a disaster or emergency event.	DM Unit continues to support SES.	

Key Function: Roads and Drainage

Ref SF2.2

Goals	2021/22 Actions	Comment	Status
To provide quality transport and stormwater networks through strategies that service the needs of our residents as well as visitors while remaining financially sustainable.	1. Develop and implement a level of service framework that will define condition and maintenance standards.	Level of Service document has been drafted and is currently under review by Manager Infrastructure Assets, Manager Roads & Drainage and Director Infrastructure Services.	
	2. Undertake workforce planning so as to align resources with required levels of service.	Workforce planning will be aligned with the Levels of Service document once resolved by Council.	
	3. Asset data collection and condition rating of all network classes in accordance with Council asset management requirements.	Condition rating of the stormwater network that is mapped and known is 95% complete. We acknowledge that there are still stormwater assets that are not yet mapped and will need condition rating when they are brought on as a found asset. Condition rating is 95% complete on the footpath network, and next asset profile to be condition rated will be floodways.	
	4. Undertake modeling of flood plain and stormwater networks.	The Floodplain Management Plan is currently in development and progressing well. It is due for completion in late 2022. Council has recently been successful in gaining funds to undertake the Stormwater Management Strategy. This project is awaiting CEO signature on the agreement before progressing to RFT with an expected completion date of December 23.	
	5. Develop strategies and guidelines relating to engineering and infrastructure matters to inform the planning scheme.	In progress in consultation with the Planning Department. First guideline in development is the Build over Infrastructure document.	

Key Function: Parks and Gardens

Ref SF2.3

Goals	2021/22 Actions	Comment	Status
To provide parks and open spaces that are safe and well maintained for the benefit of all users.	1. Maintain parks and open spaces that are safe, accessible, and aesthetically pleasing.	Parks and Open Spaces have been accessible and maintained as per park hierarchies of the Parks and Gardens Technical Levels of Service.	
	2. Continue to ensure that parks and opens space operations and scheduling are adhered to as per Open Space Levels of Service with yearly review for effectiveness.	All Parks mowing has been completed as per Parks and Gardens Technical Levels of Service document; Garden maintenance has increased since Q3 throughout all townships.	
	3. Maintain all park and gardens assets to ensure user safety and functionality.	All Parks and Gardens Assets have been condition rated by an independent contractor. Commencement of the Parks and Gardens 10-year Asset renewal plan will be conducted once a full report is received from the contractor.	
	4. Develop and implement Open Space Strategy to inform strategic planning.	Development of the Open Space Strategy is complete and has been resolved by Council. Public consultation will begin on 25 July 2022	
	5. Ensure that Customer Requests have been actioned within the target time as per Customer Service Charter.	All customer requests are carried out in a timely manner as per the Customer Service Charter.	

Key Function: Capital Projects

Ref SF2.4

Goals	2021/22 Actions	Comment	Status
To design and deliver Capital Projects in an efficient, effective and timely manner.	1. Deliver safe, efficient industry standard designs for construction of Capital projects.	Project designs are being maintained at a high standard and utilising efficient methods and/or products to reduce costs yet deliver safe solutions.	
	2. Increase the number of shovel ready projects to allow better funding applications to be submitted.	Various concept designs have been produced for projects to allow funding applications and budget bids to be submitted.	
	3. Suitably plan the budgeted works to allow efficient, effective, and timely delivery that incorporate project control groups that are representative of stakeholders.	PCG's have been implemented for appropriate projects to engage with internal stakeholders and increase collaboration and productivity. Budgeted works have been well planned and delivered under budget for many projects.	

Key Function: Disaster Recovery

Ref SF2.5

Goals	2021/22 Actions	Comment	Status
Effectively manage and respond to infrastructure damage that has occurred as a result of natural disasters.	1. Undertake scoping of damage that has resulted from a natural disaster and liaise and seek approvals through Queensland Recovery Authority (QRA).	All approvals have been granted in relation to Councils latest weather event, being ex tropical cyclone Imogen.	
	2. Engagement to undertake approved disaster recovery works.	All road packages have been awarded by Council resolution relating to the 2021 event.	
	3. Management and acquittal of approved QRA disaster recovery projects.	Reporting occurs monthly through QRA MARS portal.	

Key Function: Quarry

Ref SF2.6

Goals	2021/22 Actions	Comment	Status
To be the preferred supplier of quality quarry products throughout the Whitsunday Region. Providing a safe and healthy working environment for our Quarry workers, contractors, and visitors.	1. Providing reliable stocks of quarry materials at commercially competitive rates with an emphasis on building long term relationships with clients and cost neutrality.	The quarry has stock of all materials on hand and has met all demand during Q4.	
	2. Ensure the quality of quarry materials produced meets and exceeds the NATA Quality Specifications.	All materials in stock have been tested and meet and exceed NATA Quality Specifications.	
	3. Ensure Compliance with Mining and Quarrying Safety and Health Act 1999 and Regulation 2017.	Two audits completed by the mining inspectorate, there were no non conformances reported in Q4.	
	4. To reduce or eliminate risk to achieve a workplace free of injury and work-related illness by development and implementation of the Quarry Workplace Safety Management Plan.	There have been no reportable safety incidents during Q4.	
	5. Investigate the development of future quarry operations on Council's adjoining freehold property.	Development of access has been completed and extraction of material has begun during Q4 from the Council's adjoining freehold property.	
	6. Efficiently undertake all operational aspects of the quarry with a view to generate positive financial outcomes.	Full Cost Pricing assessment of Quarry completed. Draft report received with feedback provided to be discussed at future Council Budget Workshop.	

Key Function: Water Services / Waste Services

Ref SF2.7

Goals	2021/22 Actions	Comment	Status
Operate and maintain water and waste services to the required and expected standard and for the benefit and use of the community.	1. To provide reliable, safe, secure, environmentally responsible, and affordable water and waste services by ensuring compliance with Council's published Water and Waste levels of service.	All compliance standards have been achieved with: Water 100% compliance Sewerage 97% compliance (2 Bowen STP bypass, 1 Proserpine STP high coliforms) Customer Service Standards 99% compliance	
	2. Ensure compliance with mandatory legislative reporting targets for Water and Waste.	Legislative reporting completed 100% Quarterly reporting completed.	
	3. Evaluate a staged full-cost water/sewerage price path models in accordance with KFA2.	100% complete FCP, stakeholders and Council briefed.	

Corporate Plan Evaluation for Infrastructure Services Directorate

QBL Pillar	Comment
Financial	Directorate is operating within budget. Increased revenue from Quarry operations is expected due to the awarding of several supply contracts.
Environmental	No environmental compliance issues were identified during the period.
Social	The directorates internal communications team are attendees as key stakeholders during Project Control Group discussions. Community consultation has also been undertaken on various projects currently underway.
Governance	All relevant Federal & State Legislation, Council Local Laws, Policies and Procedures, along with Council's Values have been adhered to by the Directorate.

Corporate Services

Ref: SF3

Directorate Objectives
Lead and improve the organisation's procurement, property and fleet functions across the organisation, including managing the centralised and specialised services to enable and achieve the operational and long-term objectives of Council. Manage Council's property and building assets to ensure optimal community outcomes. Maximise the organisation's financial performance, achieving a high level of customer service, productivity and efficiency through strategic direction, expert advice and leadership. Integrate asset management practices into the long-term financial planning to ensure sustainable service delivery for current and future generations. Lead the organisation's Information Technology, Communication, Geospatial Information Systems (GIS) and Records Management functions, providing strategic and operational direction to ensure optimal community outcomes. Seek and develop business solutions through engaging with the organisation and external stakeholders to provide ICT solutions that are fit for purpose, durable and ensure the best use of limited resources. Lead and coordinate of the organisation's corporate governance and risk management, in addition to the delivery of efficient and customer focused administration support for the organisation to ensure high levels of performance and compliance. Support the organisation in ensuring appropriate compliance with legislation and to support the elected council in its decision-making processes and obligations as a local government.

Attachment 13.1.2.1 WRC Operational Plan 2021 2022 Quarter 4 Review

Key Function: Finance

Ref SF3.1

Goals	2021/22 Actions	Comment	Status
Maintain a robust financial planning & reporting process, compliant with relevant regulations.	1. Coordinate and compile the annual budget and reviews thereto, in consultation with the Executive Leadership Team (ELT) and Councillors.	The 2022/23 budget adopted on the 24 th June 2022.	
	2. Identify the key components that contribute to the development of the Long-Term Financial Plan and establish responsibilities and deadlines. Refer: KFA8	LTFF adopted with 2022/23 budget on the 24 th June 2022. Financial Sustainability Scope of Works developed for implementation in 22/23.	
	3. Co-ordinate and complete the annual financial statements and audit, and associated reporting obligations.	2020/21 Financial Statements adopted, and external audit completed in line with agreed milestones. Monthly financial statements prepared and presented to Council ongoing throughout the Financial Year in line with reporting obligations.	
Enhance the Asset Management function within Council	1. Undertake an evaluation of the current Asset Management Framework and assign/engage suitable resources to review and develop an improvement plan. Refer: KFA1	Asset Management Maturity Project established with key deliverables underway and will be completed over multiple future years. Asset Management Governance Framework has been embedded into the organisation with the establishment of an Asset Management Steering Committee.	
Maintain financial compliance through innovation and continuous improvement.	1. Undertake the necessary activities to align Council with the Federal government's Digital Business Plan.	This project is underway but will not be complete until September 2022 due to competing priorities with End of Financial Year.	
Support the development of Commercial Business Operations (CBOs)	1. Establish a framework and identify the activities that are to be considered as Commercial Business Operations, based on legislative/regulatory and internal requirements, and undertake identified reviews. Refer KFA2	Project deferred to 22/23.	

	2. Identify the Business Activities (BAs) to which Full Cost Pricing (FCP) is to be applied, based on legislative/regulatory and internal requirements, and establish price paths to FCP for those BAs. Refer KFA9	Pricing paths adopted with the 22/23 budget. Further work to be undertaken next year incorporating revised Asset Management Plans and reviewing pricing paths moving forward.	
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Attachment 13.1.2.1 WRC Operational Plan 2021 2022 Quarter 4 Review

Key Performance Indicators for Function

Ref	Key Performance Indicator	Comment
SF3.1:KPI1	Manage end of year financial year audits within the agreed time frames set with Queensland Audit Office and achieve an unmodified audit opinion.	2020/21 Financial Statements adopted, and external audit completed in line with agreed milestones with an unmodified audit opinion.
SF3.1:KPI2	Manage capital and operational budgets to achieve the following local government financial sustainability ratios: Operating surplus target 0 -10% Net Financial liabilities target < 60% Interest coverage target < 5% Asset sustainability target average 90%	All ratios are reporting within the targeted range.
SF3.1:KPI3	Update Queensland Treasury Corporation (QTC) Financial Forecast Model to ensure Council maintains its 2020 credit rating of Moderate with a Neutral outlook.	Long Term Financial Plan provided to the Queensland Treasury Corporation (QTC) in October 2021 with a Moderate rating.

Attachment 13.1.2.1 WRC Operational Plan 2021 2022 Quarter 4 Review

Key Function: Governance and Administration

Ref SF3.2

Goals	2021/22 Actions	Comment	Status
Ensure good governance and legislative compliance for the benefit of the organisation and elected members.	1. Provide the required facilities and support to Councillors to allow them to undertake their responsibilities.	Continual ongoing support provided to Councillors and budget reviewed as part of quarter 3 review. Budget adjusted to cater for Council support for the rest of the 2021-2022 financial year	
	2. Undertake the development of a Governance Leadership Framework: Refer KFA11	Completed and adopted by Council	
	3. Develop a program to monitor and evaluate compliance with statutory and other obligations.	Annual review of compliance requirements under the Local Government Act completed	
	4. Support the activities of the Audit and Risk Committee and undertake Internal Audits in accordance with the Annual Audit Plan.	Strategic Internal Audit plan, annual review completed, meeting priorities for 2022 calendar year set, and Internal Audits for 2022-2023 financial year commenced.	
	5. Undertake activities to monitor and enhance Council's integrity framework and systems.	All legislative registers maintained and up to date on Council website. All legislative reporting and surveys completed and will be reported in the Annual report	
	6. Facilitate Council business planning, reporting, decision making and obligations.	Template for business plans developed and currently being utilized to develop Corporate services business plan	
	7. Establish and coordinate legal services protocol providing legal advice to Council and Officers.	Tender awarded for Council Legal Services panel.	

Attachment 13.1.2.1 WRC Operational Plan 2021 2022 Quarter 4 Review

Key Function: Innovation and Technology

Ref SF3.3

Goals	2021/22 Actions	Comment	Status
To provide reliable and flexible Information Communication & Technology services and systems that are “fit for purpose” and support innovation.	1. Deliver ICT services that enable effective and efficient business operations and continuity.	Department consistently meeting service levels set for ICT support. These statistics are formally reported monthly to management and Council.	
	2. To engage with and receive direction from the ICT Governance Steering Committee.	ICT Steering Committee have meet at least 10 time per year.	
	3. Ensure ICT assets are tracked, life cycle managed and maintained.	ICT assets are tracked and disposed according to Council Policy. ICT 10-year financial asset management plan is implemented and monitored, with capital program of work in place for hardware renewal/refresh.	
	4. Implementation of the Application Roadmap 2020 and ICT Strategic Plan 21-23 actions/deliverables for FY21/22.	Program delivery on track, review of FY21/22 underway to be reported in August 2022. Along with the full review of the strategic plan to implement a revised version for FY23-26	
	5. Ensure Council information is maintained in compliance with Queensland State Government Legislation and Council records management policy and procedures.	Council's information and records are maintained according to Council Policy. A records improvement project is underway to replace an older system and streamline processes in a changing digital environment.	
	6. Update and maintain ICT system security including disaster recovery in accordance with Best Practice, Federal and Queensland State Government recommendations.	ICT BCP and DR plans updated and tested 2022. Critical spare equipment purchased. ICT Policies and procedures reviewed and endorsed by Council through to 2025. ICT Security uplift roadmap develop and controls under implementation to meet the latest standards. Dedicated ICT security specialist role implemented.	
Develop GIS integration with Asset Management	1. Implement recommendations from the GIS 2021 review and integrate systems with Asset Management solution redesign. Refer KFA1.	A number of the recommendations from the GIS 2021 strategy are completed or progressing, but not all recommendations specifically relate to asset management. Asset class data improvement is being undertaken to improve the value of the data for informed decision-making. The integration between GIS	

		and the asset management system will occur once the asset management project has progressed further.	
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Key Function: Procurement and Property

Ref SF3.4

Goals	2021/22 Actions	Comment	Status
Provision of effective, efficient and customer focused procurement and contract management function.	1. Implementation of recommendations from Strategic Procurement Review.	Continued progress with the completion of recommendations including the drafted of preferred supplier arrangements, system implementation, internal compliance audit being reviewed. This action has been continued n 2022/2023 year.	
	2. Development and implementation of a Centre Led Procurement model.	The steps to the implementation of Centre Led Procurement have resulted in the numerous initiatives, such as the Inventory Management and Procure to Pay (P2P) improvement projects, which are finalizing their discovery portions of the project to commence actioning the improvements. This action has been continued in 2022/2023.	
Provide buildings and facilities which meet the adopted service levels and asset management plan.	1. Review and define service levels and roles and responsibilities for Council building and facilities.	Roles and responsibilities have been established for building and facility assets which has resulted in additional assets under management. The drafting of a new Asset Management Plan in conjunction with renewed service levels, including technical will greatly assist in determining affordability and gaps in service requirements.	
	2. Undertake identified activities and maintenance in accordance with Council's Buildings Asset Management Plan.	Council has established service and maintenance contracts for all buildings in its portfolio. Officers are preparing for the comprehensive building condition assessment which will provide asset renewal and maintenance schedules for a period of three years.	
	3. Undertake internal and external customer consultation in order to determine future and current property and facility needs and service levels.	Property and Facilities officers engage with internal and external stakeholders prior to commencement of project scoping to identify future needs.	

Ensure appropriate tenure management of Council and Trustee land.	4. Execution of lease, license and other agreements which satisfy compliance requirements and lease register consolidation.	Leases are renewed or offered to market dependent on type, land use and term. These actions are undertaken six months prior to expiry to ensure adequate timing for the relevant legislative process to be completed. There are two leases which remain unsigned for a sporting club in Bowen and one in Collinsville. These are being actively followed up with little action at present.	
	5. Undertake risk assessment to identify what land usages/tenure exists without a current legal arrangement/breach.	The small number of outstanding leases are being actively followed up with only two remaining at the end of 2021/2022 financial year. This will be continued in 2022/2023 year.	

Key Function: Fleet

Ref SF3.5

Goals	2021/22 Actions	Comment	Status
Provide fleet management services which meet customer service requirements in accordance with adopted Asset Management Plan.	1. Oversee all facets of fleet management, procurement and maintenance.	Councils' replacement program has been significantly impacted by the supply chain issues because of COVID 19. Delivery times from order have extended from 6 months to eighteen months in some instances which results in a need to reprioritise the replacement program budget. The carry-over of fleet replacement will continue 2022/2023.	
	2. Implementation of vehicle and plant telemetry system.	The new GPS system installation has been completed for required vehicles in Proserpine, Collinsville and Bowen locations. As new vehicles are purchased these will be installed in the remaining 30% of fleet items.	
Provide workshop operations which support the fleet management function of Council.	1. Undertake a review of workshop operations to ensure appropriate training, facilities, and resourcing to satisfy maintenance requirements.	A review of plant and fleet was completed with a large focus on the workshops. Several recommendations have been received and adoption of these commencing through oversight by the Asset Management Steering Committee.	
	2. Undertake necessary plant and fleet services as per prescribed schedule and identified.	Proactive servicing completion is improving each month with backlogs being addressed with each workshop, department, and service agent.	

Corporate Plan Evaluation for Corporate Services Directorate

QBL Pillar	Comment
Financial	Directorate operating within budget and no financial issues identified.
Environmental	No environmental concerns identified.
Social	Community engagement and communications have been undertaken in line with current protocols. Public messaging around rates and charges has been effective with rate enquires responded to within timeframes.
Governance	All compliance obligations are being maintained. Values will be embedded into team meetings as a discussion point.

Community Services

Ref: SF4

Directorate Objectives
Facilitate, foster and encourage region wide activities and programs that engage our community. Provide high quality recreational facilities that are well utilised by the local community and visitors alike. Provide fun, welcoming spaces that connect and engage the community through a variety of innovative resources, programs and activities. Drive well designed Customer Service by providing a proactive and responsive customer service culture across the organisation. Connect with Traditional Owners within the region to recognise and support each group's rights and interests. Research and assist in the current and future protection of the region's natural environment. Protect community health and safety, biosecurity, and amenity within the region by providing community education and administrative services.

Key Function: Community Development and Libraries

Ref SF4.1

Goals	2021/22 Actions	Comment	Status
Drive and support activities, events and organisations that encourage the community to be active and engaged.	1. Provide a financial support program that assists community groups.	Council supported 21 community groups via the Community Grants program in Q4.	
	2. Host high quality, well attended Council Civic and community events.	Council held 5 community events in Q4.	
	3. Support community groups that facilitate events for the local community and visitors.	Council provided sponsorship or a donation to 24 community groups in Q4.	
Ensure the Council libraries maintain their place as an integral part of the community.	1. Develop and maintain a library collection and resources that are current and relevant.	Library collections currently exceed the minimum State Library requirement of 50% of the collection less than five years old.	
	2. Ensure e-resources and online platforms are an integral part of library services.	Investment in new online platforms and e-resources has seen continued solid take up from the public.	
	3. Provide innovative, fun and informative library programs and activities.	The number of children's programs increased in Q4 compared to Q3 as a result of further lifting of COVID restrictions.	
	4. Deliver high quality library services to the region.	All libraries fully operational for Q4.	

Key Function: Aquatic Facilities / Caravan Parks

Ref SF4.2

Goals	2021/22 Actions	Comment	Status
Manage and maintain Aquatic Facilities to a high standard to ensure community safety at all times. Promote Aquatic Facilities to provide active lifestyles along with health and well-being benefits. Facilitate and maintain Caravan Parks and RV Park to uphold their place as a recreation asset within the community.	1. Ensure all contractual obligations of Council and contractors are monitored and met.	All contractors are operating as per agreements. New contractor for the Lagoon and Proserpine Pool has transitioned well.	
	2. Ensure regular maintenance programs are developed, implemented and evaluated.	Regular maintenance inspections are undertaken at all facilities by contractors and Council Officers.	
	3. Ensure all recreation facilities are maintained to the highest possible standard and are compliant with all safety requirements.	All facilities have been maintained to a high standard. Occasional closures due to unforeseen circumstances. Pool heaters tender awarded, and all other 2021/22 capital works completed.	
	4. Review and identify potential requirements for capital works projects.	Capital bids submitted for 2022/23 budget unsuccessful.	

Key Function: Customer Service

Ref SF4.3

Goals	2021/22 Actions	Comment	Status
Provide and maintain high quality customer service within all Customer Service Centres.	1. Ensure all Requests for Service are resolved preferably at “first point of contact” in a timely manner as per Council’s Customer Service Charter.	First Point of Contact (FPOC) continued at above 80% with 81.16% requests being resolved at FPOC in FY21/22.	
	2. Develop and deliver ongoing training to Customer Service Officers to ensure a comprehensive knowledge of all Council functions.	Training continues as part of Customer Service Officer development. The Knowledge Base Directory is currently being updated and developed into an operating Sharepoint to be added to Microsoft Interface. All training planned for current year was completed.	
	3. Assist in implementing a program to engage the community to use the new digital online portal and self-service functions.	Online and self-service functions are being developed. Research and investigation work is continuing prior to delivering the Eservice portal.	
	4. Develop and implement a Customer Service Strategy.	Work will continue in FY22/23 on developing the Customer Service Strategy. Digital and communication strategies are currently being designed with the intent of integrating into Customer Service Strategy.	

Key Function: Environmental Health and Local Laws*Ref SF4.4*

Goals	2021/22 Actions	Comment	Status
Implement and enforce regulations, standards and legislation to protect the environment, public health and safety within the region. Balance community expectations relating to the keeping and control of animals. Manage and maintain parking assets in all established off-street regulated parking areas.	1. Licensing and regulation of food premises, public health and Environmentally Relevant Activities in accordance with legislation.	Licensing of food premises, public health activities and ERAs completed. Annual food and accommodation premises inspections continuing.	
	2. Identify and action public health and the environment issues including environmental harm and nuisance.	Investigation of complaints and proactive inspections have been completed. Erosion and sediment control strategy compiled. COVID19 compliance inspections undertaken and continuing.	
	3. All licences/approvals issued in accordance with Local Laws are audited annually.	Local Law licensing undertaken with outstanding renewals being followed up. New applications being processed in a timely manner. Annual animal inspection program completed.	
	4. Identify and action issues pertaining to community safety hazards, activities and behaviour in accordance with Local Laws.	All local law complaints resolved within the prescribed timeframes. Appropriate enforcement action taken to address non-compliances.	
	5. Ensure all education, compliance and enforcement actions are proportionate to the alleged breach, transparent and consistent.	Compliance and enforcement actions undertaken are proportionate to the alleged offence and in accordance with Council's procedures.	
	6. Ensure regulated parking provisions are consistent with the Local Law including enforcement of Penalty Infringement Notices.	Parking regulated and Infringement Notices enforced in accordance with statutory provisions and legislative requirements.	

Key Function: Natural Resource Management and Climate

Ref SF4.5

Goals	2021/22 Actions	Comment	Status
Develop and implement programs and projects to maintain and enhance the regions environmental values. Provide a service to Council which leads to reduced environmental impacts from developmental growth. Undertake research to develop suitable and innovative solutions to assist with the challenges of climate change.	1. Implement and monitor Council's Feral Animal and Weed Management Program.	NRM and Climate staff have implemented the feral animal control and weed management programs. Staff have completed over 30 aerial control flights removing over 1990 feral animals in the region. The council's weed management incentive program continues to be popular with landholders with all allocated funds expended. Council staff have completed the latest round of the pest surveillance Program with 98 of the 105 sites inspected.	
	2. Implement and monitor Council's Bushfire Management Program.	The Airlie Beach Community Bushfire Plan has now been out to public for consultation and is now finalised. Council coordinated five Community Bushfire Management workshops during March and April. The Bowen Hospital Hill planned burn occurred in June with the assistance of QFES, Dept of Resources and local rural fire fighters.	
	3. Implement and monitor Council's Coastal Management Program.	The main coastal project for this year has been the Frog Rock Management Plan. Works for the project are nearing completion.	
	4. Develop and implement Council's Coastal Hazard Adaptation Strategy (CHAS).	The CHAS was finalised in July 2021. The first two projects were the feasibility and cost-benefit analysis of artificial reefs off Airlie Beach and Queens Beach and developing shoreline bench lines for urban beaches. Both projects were submitted to the QCoast 2100 Phase 2 funding however were unsuccessful.	
	5. Implement planning projects which lead to improved environmental outcomes.	Council has engaged a consultant to assist with the development of a Council Greenhouse Gas Reduction Plan due to be completed in August 2022. In addition, Council has engaged a consultant to investigate carbon offset opportunities on Council and State land in the Whitsunday Regional Council area.	
	6. Implement the Climate Change Innovation Hub Business Plan.	The Climate Hub operations and Business Plan are currently being reviewed. Current projects include; funding and financing climate change adaptation cases study – Wilsons Beach (Stage 2) and the Whitsunday Healthy Hearth Project.	

Key Function: Cultural Heritage

Ref SF4.6

Goals	2021/22 Actions	Comment	Status
Develop and implement strategies to preserve Cultural Heritage within the region.	1. Ensure compliance with Indigenous Land Use Agreements (ILUA) with Traditional Owner Groups.	ILUA meeting with Indigenous Group Isaac Regional Council & Charters Towers Regional Council held 30/05/2022.	
	2. Implement Council's Reconciliation Action Plan.	Scheduled for review 2022/23.	
	3. Develop and implement an Arts, Cultural & Heritage Strategy. Refer KFA4	Ongoing. Scheduled for completion Q4 2022/23.	

Key Function: Proserpine Entertainment Centre

Ref SF4.7

Goals	2021/22 Actions	Comment	Status
Provide a high-quality multifaceted facility that is well utilised by the local community and visitors.	1. Pursue opportunities for public performance program.	Performances have been booked and cancelled due to the postponement of the venue opening. Discussions are ongoing with producers to bring high quality performances/events to the PEC	
	2. Actively and effectively market and advertise events held at the Proserpine Entertainment Centre.	No performances/events to market to date 30 June 2022.	
	3. Ensure building and grounds are presented at the highest possible standard and are compliant with all safety requirements.	Currently in the defect period and proving difficult to have defects rectified due to trade shortages in region.	
	4. Actively encourage community groups and individuals to hold events in the venue and surrounds.	Delayed due to the building works that are ongoing. Discussions are now focused on 2023.	

Corporate Plan Evaluation for Community Services Directorate

QBL Pillar	Comment
Financial	Directorate expenditure tracking slightly higher than budget estimates due to unforeseen maintenance and construction issues at the Aquatic Facilities. It should be noted the Proserpine Entertainment Centre construction is completed with the first show set down for July 2022.
Environmental	Processes and procedures associated with all environmental matters pertaining to the Directorate have been implemented to ensure compliance. No issues of concern have been identified or arisen.
Social	All community consultation is endorsed by Council and published within relevant timeframes. The Directorate proactively advises the community when required via social media, advertising, written correspondence and community engagement.
Governance	All relevant Federal & State Legislation, Council Local Laws, Council Policies and Procedures, along with Council's Values have been adhered to.

Development Services

Ref: SF5

Directorate Objectives
To support business units across Council in the delivery of their objectives through enabling access to Grants and Funding. Provide advocacy and partnerships with government, community and business interests through effective stakeholder engagement. Strengthen and grow our business and community to attract investment that aligns to WRC endorsed plans and strategies. Process all statutory applications within statutory timeframes. Monitor development and land use to ensure compliance with statutory requirements and development conditions. Develop and maintain a local government infrastructure plan that aligns with Council's Asset Management Plans and long-term Financial Forecast in compliance with State Interests. Provide a consistent and transparent strategic framework and direction for the development industry and community.

Key Function: Development Administration

Goals	2021/22 Actions	Comment	Status
Undertake and oversight good governance within Development Services.	1. Provide efficient administration and management of all development functions.	Administration and management being carried out consistent with required timeframes.	

Key Function: Economic Development

Ref SF5.1

Goals	2021/22 Actions	Comment	Status
Undertake initiative and actions to promote and encourage economic development in the Whitsunday Region.	1. Develop and implement an Economic Development Strategy.	Strategy developed, adopted, implementation for 21/22 completed	
	2. Coordinate and undertake necessary research to identify and promote areas for growth and investment.	Action completed for 21/22	
	3. Prepare and distribute Economic Development Profiles.	Action completed for 21/22	
	4. Provide advocacy to support the growth of the regional and local economy, including small business and industry development.	Action completed for 21/22	
	5. Support business units across Council, in the delivery of their objectives through enabling access to grants and funding.	Action completed for 21/22	

Key Function: Development Assessment

Ref SF5.2

Goals	2021/22 Actions	Comment	Status
To apply and undertake the development assessment process in accordance with Council's planning schemes, legislative requirements and other instruments.	1. Process, report and make recommendations on all development applications within statutory timeframes.	Development applications are processed and decided within statutory timeframes.	
	2. Enforce the provision of the Planning Scheme and undertake compliance actions where necessary.	Compliance being undertaken as required.	
	3. Prepare a revised set of standard development conditions for adoption by Council.	Council resolution to commence public consultation on revised Development Manual 13 July 2022. Standard set of Conditions to be reviewed once public consultation is complete.	

Key Function: Strategic Planning

Ref SF5.3

Goals	2021/22 Actions	Comment	Status
Provide a long-term strategic direction for sustainable land use and infrastructure planning to the development industry and community that balances economic, environmental and social interests throughout the Whitsunday region.	1. Develop and implement town specific enhancement strategies.	All 4 major towns have Master Plans approved by Council.	
	2. Finalise and implement the Cannon Valley Growth Strategy.	Community consultation delayed to align with the Major Amendment consultation.	
	3. Complete the "Major Amendment" to the Whitsunday Planning Scheme.	Community consultation delayed due to the State Interest Review and Minister approval.	
	4. Review and monitor the Local Government Infrastructure Plan that aligns with Council's Asset Management Plans and long-term financial forecast in compliance with State Interests. Refer KFA1	Review undertaken and LGIP v2 in preparation.	

Key Function: Building and Plumbing

Ref SF5.4

Goals	2021/22 Actions	Comment	Status
Develop and maintain effective systems for building and plumbing assessments, approvals, certification and compliance matters.	1. Assess and inspect buildings and structures as required.	Adherence to building timeframes and requirements being undertaken.	
	2. Undertake statutory functions within accepted timeframes including processing applications, inspections and investigations and interviews for compliance matters.	Statutory functions being carried out in accordance with guidelines. Compliance matters being triaged with some delays due to resourcing issues.	
	3. Safeguard public and private installations through statutory assessment and inspection processes.	Adherence to plumbing timeframes and requirements being undertaken.	

Corporate Plan Evaluation for Directorate

QBL Pillar	Comment
Financial	All operations are currently being undertaken with budget. At present the directorate is not operating at FTE capacity and as such staff costs are currently below expenditure.
Environmental	No environmental matters have arisen or been identified.
Social	All consultation and notification requirements and expectations have been undertaken during period.
Governance	All governance responsibilities have been met during the period.

13.1.3 - LGAQ Motion - E-Scooters

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: James Ngoroyemoto - Manager - Governance and Administration Services

AUTHORISING OFFICER: Jason Bradshaw - Director Corporate Services

PRESENTED FOR: Decision

ATTACHMENTS

Nil

PURPOSE

A late notice of motion has been requested by Councillor Clifford for inclusion to the Local Government Association of Queensland (LGAQ) 2022 Annual Conference and Annual General Meeting (AGM).

OFFICER'S RECOMMENDATION

That Council submits the following motion to the Local Government Association of Queensland Annual Conference to be considered for inclusion in the Annual General Meeting (AGM) will be held on Monday 17 - Wednesday 19 October 2022:

E-scooters

That the Local Government Association of Queensland call on the State Government to clarify the regulation of e-scooters regarding approved use, speed limits and enforcement provisions to ensure safety and greater uniformity across the State.

BACKGROUND

The Local Government Association of Queensland Annual Conference and Annual General Meeting (AGM) will be held on Monday 17 - Wednesday 19 October 2022 at the Cairns Convention Centre.

This Conference provides an opportunity to submit motions for the consideration at the AGM. Submissions are now open and will close on Wednesday 10 August. The LGAQ has requested member councils to submit motions for discussion at the Annual Conference addressing any subject connected with Local Government. The Agenda Committee will assess all motions to review the submitted motions and provide a Preliminary Agenda for Member Councils four (4) weeks prior to the commencement of Conference.

Council at its Ordinary Council meeting held on 27 July 2022 resolved to submit the following motions:

1. Councillor remuneration

That the LGAQ call on the Local Government Remuneration Commission to review the current remuneration structure to provide for consideration of additional remuneration payments to councillors who are acting into the position of Mayor, Deputy Mayor, and Acting Mayor during periods of prolonged vacancy or absence.

2. Valuations – Maximum Term

That the LGAQ advocate for changes to the Valuation of Land Act and Local

Government Act and Regulation to seek a reduction to the maximum number of years between valuations of land for local governments to three (3) years

3. Valuations – Backdating period

That the LGAQ seek changes to the Land Valuation Act 2010 and the Local Government Act 2009 to change the period of backdating of the valuations so that period is capped at three years and not three valuation periods.

4. Grants Commission

That the LGAQ write to the Local Government Grants Commission to seek confirmation that the grant allocations determined for local government each year be advised to Council's prior to the 30 April each year to allow for confirmation in local governments budgeting for the upcoming and forward financial years.

DISCUSSION/CURRENT ISSUE

When preparing motions, Councils are asked to give attention to providing succinct but relevant facts and references to inform delegates of the issue raised. It is preferable that matters raised through this process are strategic, relevant to the business of local government and with state-wide impact. Where two or more-member councils bring forward a similar motion, the Agenda Committee is authorised to draft and submit composite motions, in consultation with the submitting councils.

Consideration needs to be given to the following when submitting a motion:

- A motion must contain background information and all relevant facts to ensure other councils can make an informed vote on the issue.
- A motion must be submitted in the provided template.
- Consider resolutions on the topic that have been carried at previous annual conferences and what actions have resulted.
- A motion must be endorsed at a council meeting prior to the deadline.

The following categories are available for selection:

- Community Services and Social Policy
- Connectivity, Communications, and Innovation
- Environment and Health
- Finance and Administration
- Governance
- Infrastructure, Economics and Regional Development
- Planning and Development
- Workforce

Late Motion - E-Scooters

The footpaths of streets have experienced a surge in numbers of e-bikes and e-scooters in the last few years, causing a great divide between those on foot and those on wheels. Beyond simply being an annoyance to one another, there's also major safety concerns. Collisions between pedestrians and riders can result in serious injuries including head injuries and broken bones.

Following recent incidents, accidents and near misses, there is an emerging need to make the footpaths, shared paths, and roadways safer for all by imposing consistent regulations

on e-scooters. Currently the operation of e-scooters on a public road is a Queensland Police matter. Council's Local Law No.4. provides for regulating that activity on areas regulated by Council.

There are inconsistencies in how local governments and the state are dealing with the regulation of e-scooter activities, which should be clarified as their constant use appears ahead of the regulators and rule makers. These impacts are being seen throughout the region not just within the tourist-based areas, who have been dealing with the increase in other wheeled and motorised recreation devices. More clarity is sought on how this can be better dealt with.

Proposed motion:

E-scooters Regulations

That the Local Government Association of Queensland call on the State Government to clarify the regulation of e-scooters regarding approved use, speed limits and enforcement provisions to ensure safety and greater uniformity across the State.

STATUTORY/COMPLIANCE MATTERS

Transport Operations (Road Use Management) Act 1995

Whitsunday Regional Council Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2014

STRATEGIC IMPACTS

Advocate for the community on issues of regional importance.

FINANCIAL IMPLICATIONS

The matters raised will be addressed within the current budgets or the motion may seek additional funding or support for programs to local government.

CONSULTATION/ENGAGEMENT

Chief Executive Officer
Director Community Services

RISK ASSESSMENT

Councillors should consider issues that Whitsunday Regional Council may wish to put forward as formal conference motions. In doing so, Councillors may like to think about the strategic priorities for our community that could be best progressed through unified action lead by the LGAQ.

The conference agenda will prioritise motions that raise current issues of state-wide relevance, so it is important that motions are well formed and presented to garner the support of the broader membership.

Council risks not submitting any motions for consideration at the Annual conference if it does not resolve on what motions to submit at this Ordinary Meeting.

TIMINGS/DEADLINES

The motions are due for submission by 10th August and will be submitted through the template provided. Council does not meet again until that day, so the report is presented to confirm what motions are supported and will finalised over the coming week.

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

Section 58 of the *Human Rights Act 2019* specifies required conduct for public entities when acting or making a decision. Sections 15-37 of the *Human Rights Act 2019* identifies the human rights a public entity must consider in making a decision. The human rights relevant to this decision are as follows:

- Section 19 – Freedom of movement.
- Section 21 – Freedom of expression.
- Section 24 – Right to own property and not be arbitrarily deprived of property.
- Section 27 – Cultural rights – generally – all persons with a particular cultural, religious, racial, or linguistic background have the right to enjoy their culture, to declare and practice their religion and use their language.
- Section 28 – Cultural rights – Aboriginal peoples and Torres Strait Islander peoples.

This decision does not limit the above identified human rights.

ALTERNATIVES CONSIDERED

Council can choose what motions they wish to submit to the LGAQ

In reference to the prepared motion, Council have the option to resolve on which motions they wish to submit to the LGAQ to be considered for inclusion in the Annual General meeting.

13.1.4 - LGAQ Annual Conference

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Melanie Douglas - Governance and Councillor Support Officer

AUTHORISING OFFICER: Jason Bradshaw - Director Corporate Services

PRESENTED FOR: Decision

ATTACHMENTS

1. Annual Conference 2022 PROGRAM 190722 [13.1.4.1 - 17 pages]

PURPOSE

To nominate Councillor representatives to attend the LGAQ Annual Conference for 2022.

OFFICER'S RECOMMENDATION

That Council appoint Councillor/s XXXX to attend the Local Government Association of Queensland Annual Conference for 2022.

BACKGROUND

The LGAQ Annual conference is a unique event for the Queensland Local Government calendar. It provides an opportunity to network with other councils, keep up to date on current and emerging issues and discuss those matters considered within the motions proposed to address topical issues for local government across the State.

DISCUSSION/CURRENT ISSUE

The 126th LGAQ Annual Conference this year will be held at the Cairns Convention Centre from 17 to 19 October 2022.

The conference program has been centralised around the universal focus of liveability for communities. The conference program is attached for further information.

STATUTORY/COMPLIANCE MATTERS

N/A

STRATEGIC IMPACTS

Through strong and open leadership, develop an organisation with a culture of respect, accountability, and community service.

FINANCIAL IMPLICATIONS

Travel, accommodation and attendance costs and registrations are provided for within the budget and will be recorded against the training and development for each councillor attending.

CONSULTATION/ENGAGEMENT

Director Corporate Services
Manager Governance & Administration

RISK ASSESSMENT

The conference will enable those in attendance to further understand local government issues, represent Council and enhance their skills as a Councillor.

TIMINGS/DEADLINES

Confirmation at the present Ordinary Meeting of those attending the will ensure registration and arrangements for the event are completed in a timely manner.

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

Section 58 of the *Human Rights Act 2019* specifies required conduct for public entities when acting or making a decision. Sections 15-37 of the *Human Rights Act 2019* identifies the human rights a public entity must consider in making a decision. The human rights relevant to this decision are as follows:

- Section 19 – Freedom of movement.
- Section 21 – Freedom of expression.
- Section 24 – Right to own property and not be arbitrarily deprived of property.
- Section 27 – Cultural rights – generally – all persons with a particular cultural, religious, racial, or linguistic background have the right to enjoy their culture, to declare and practice their religion and use their language.
- Section 28 – Cultural rights – Aboriginal peoples and Torres Strait Islander peoples.

This decision does not limit the above identified human rights.

ALTERNATIVES CONSIDERED

An alternative is that Council does not attend and seeks to have an update provided as part of the Elected Member Update (EMU) for 2022 which has been delayed until the mayoral vacancy is filled.

LGAQ Annual Conference 2022

CAIRNS

17-19 OCTOBER



CAIRNS CONVENTION CENTRE

#LGAQ2022



Every Queensland
community deserves
to be a liveable one

SPONSORS

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LGAQ 2022 ANNUAL CONFERENCE CAIRNS CONVENTION CENTRE

PRESIDENT'S WELCOME

**MAYOR MARK
JAMIESON**
PRESIDENT



Welcome to the **Local Government Association of Queensland's 2022 Annual Conference** and Annual General Meeting in Cairns.

One of the great things to emerge from last year's 125th Annual Conference was the strength of our universal focus on the liveability of our communities. This is at the heart of what we do as councils every day – and it is at the core of what motivates elected members across our local government family. Fittingly, it is the central tenet of our conference this year, and across the entirety of the program.

When we say 'every Queensland community deserves to be a liveable one' this isn't just a catchphrase. It is a foundation principle and one which we – the local governments of Queensland – stand by and represent in everything we do. While some of the challenges we face are unchanged, new ones continue to emerge, particularly in the form of the rising cost of living for our residents and our communities. Arguably, one of the biggest challenges we are confronting as the level of government closest to the community is the housing crisis. While this is the focus of a dedicated session on the conference program, I have no doubt it will feature in wider discussions a number of times during our time together in Cairns.

We are fast approaching the three-quarter mark in this term of local government, so the 'What do we need to think of now?' session will be an important conversation for mayors and councillors who are looking to continue in the service of their communities, as will be our special focus on young councillors.

As always, the Council Showcase will highlight the innovation and drive that are vital to our success as councils and to the future of the communities we represent. There are sure to be some great learning opportunities for all of us in the five stories that will be on offer this year.

You'll also find something new at the conclusion of this year's conference program, and I hope your council has been able to take part in 'Queensland: It's Time to Shine', which I think is a wonderful initiative. I am really looking forward to seeing what our councils have come up with in the way of promoting their unique, local attractions.

I want to encourage everyone attending this year's conference to make the most of our time together in Cairns. Pick up some great insights from our conference speakers, but also take advantage of the all-too-rare chance to spend some time with your colleagues from across our great state. That opportunity alone, is worth its weight in gold.



WELCOME TO CAIRNS

MAYOR BOB MANNING
CAIRNS REGIONAL COUNCIL



I would like to warmly welcome you to the **126th LGAQ Annual Conference**, which is being held in the best regional city in Australia – Cairns.

A vibrant and sophisticated tropical city, Cairns is the international gateway to two of the world's most precious and pristine natural wonders – the World Heritage listed Great Barrier Reef and Wet Tropics Rainforest.

It is also home to two of the world's oldest living cultures – Aboriginal and Torres Strait Islander peoples have inhabited the Cairns and Great Barrier Reef region for tens of thousands of years.

After more than two years of operating under the cloud of COVID-19 restrictions, I am happy to say that the green shoots of recovery have blossomed into fruits of prosperity for Cairns as visitors return to our city.

The unique natural attractions, enviable climate, relaxed lifestyle and friendly hospitality make Cairns one of Australia's most desirable places to live, visit and do business. It is with that same spirit that we welcome our colleagues from local governments throughout the state to this year's conference.

This annual event is an extraordinary forum that can help us find better ways to serve our communities through the sharing of our ideas, challenges and achievements.

I encourage you to get out and about and sample our city's unique lifestyle. With world-class restaurants serving up some of the best seafood, tropical fruits and local produce, along with more than 500 tourism experiences on offer across the region, I am sure you will enjoy your time in Cairns.



SUNDAY

16 October 2022

Peak Services Professional Development Course Communications Intelligence

10:00am – 12:00pm

Kim Skubris' two-hour workshop will look at how Elected Members can increase their "CI" – Communications Intelligence to increase their storytelling and message mastery for their communities

Peak Services Professional Development Course Course repeated

2:00pm – 4:00pm

Attendees must register with Peak Training prior to arriving at Conference

Policy Executive meeting

12:00pm – 4:30pm

Registration

2:00pm – 5:00pm

Delegates, observers, trade, corporate and accompanying persons



MONDAY

DAY 1

17 October 2022

8:00am – 5:00pm

Registration

Delegates, observers, trade, corporate and accompanying persons

10:30am – 5:00pm

Indigenous Leaders Forum

10:30am – 11:00am

Morning tea

11:00am – 12:30pm

Panel discussion: success of regional university centres in Queensland

12:30pm – 1:00pm

Lunch

Speed dating with LGAQ CEO, Alison Smith

1:00pm – 2:45pm

Regional Roads and Transport Group Assembly

2:45pm – 3:15pm

Afternoon tea

Council Forums

3:15pm – 5:00pm

Rural and Remote Councils
Resources Councils
SEQ Councils
Coastal Councils



LGAQ 2022 ANNUAL CONFERENCE CAIRNS CONVENTION CENTRE

LIVEABILITY

CONTINUED

DAY 1

17 October 2022

5:15pm – 6:30pm

Welcoming Ceremony

5:15pm **Welcome to Country**

5:20pm **Welcome to Cairns**

Mayor Bob Manning

Response

5:30pm Mayor Mark Jamieson
LGAQ President

Sponsor address

5:35pm Tim-Fynes Clinton, Managing Partner
King & Company Solicitors

2022 LGAQ Journalism award

5:40pm The LGAQ Regional Journalism Award is dedicated to showcasing excellence in reporting in regional Queensland. The Award honour's the memory of ABC journalists John Bean, Paul Lockyer and Gary Ticehurst. Listen to the official announcement of the 2022 winner, who will receive a \$15,000 prize.

5:45pm – 7:15pm

Networking drinks

Trade exhibition

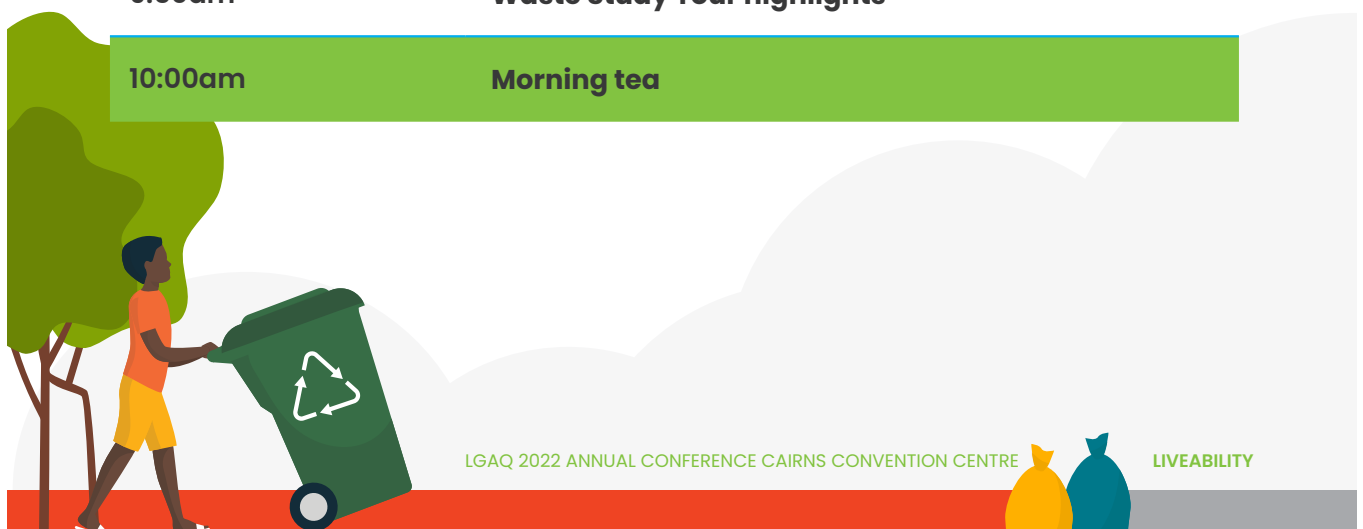


TUESDAY

DAY 2

18 October 2022

8:00am – 5:00pm	Registration Delegates, observers, trade, corporate and accompanying persons
8:30am	Welcome Masters of Ceremonies – Mr Tim Cox, Communications Advisor, LGAQ
8:35am	Call to order and Presidential Address Mayor Mark Jamieson, President, LGAQ
8:55am	Presentation of Policy Executive
9:00am	CEO welcome Alison Smith, Chief Executive Officer, LGAQ
9:05am	Official opening
9:25am	Advocating for success – and when to re-set The Hon Bruce Billson, Ombudsman, Australian Small Business and Family Enterprise
9:45am	Sponsor address – Telstra
9:50am	Waste Study Tour highlights
10:00am	Morning tea



CONTINUED

DAY 2

18 October 2022

Panel session: Council segment showcases

Chaired by: Cory Heathwood, Head of Advocacy, LGAQ

Scenic Rim Regional Council: Crisis – what an opportunity!

10:30am

Cherbourg Aboriginal Shire Council: Game-changers:
Cherbourg's facilities for the future

Flinders Shire Council: Transparency brings community benefits

Livingstone Shire Council: Positive action for climate resilience

12:00pm

Sponsor address: Brighter Super

12:05pm

Lunch

Speed dating with LGAQ CEO, Alison Smith

1:00pm

Community asset or community liability?

1:30pm

Raising the roof on the housing crisis

2:00pm

LGMS Member update and risk management awards

Ian Leckenby, Chair, LGMS

2:20pm

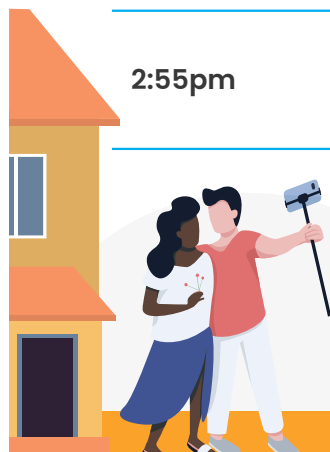
Sponsor address: Department of Local Government

2:25pm

Young councillor cohort

2:55pm

2022 Alison Woolla Memorial Award for Local Leadership in Preventing Domestic and Family Violence



CONTINUED

DAY 2

18 October 2022

3:10pm

Sponsor address: Energy Queensland

3:15pm

Federal Government update

4:00pm

Program concludes

Gala Dinner

6:15pm for 7:15pm

Australian Armour & Artillery Museum, Cairns
Sponsored by Hastings Deering

11:30pm

Dinner concludes



LGAQ 2022 ANNUAL CONFERENCE CAIRNS CONVENTION CENTRE

LIVEABILITY

WEDNESDAY

DAY 3

19 October 2022

8:30am	Conference resumes
8:35am	Australian Local Government Association update Councillor Linda Scott, President, ALGA
8:50am	Opposition update Ms Ann Leahy, Shadow Minister for Disaster Recovery, Shadow Minister for Volunteers, Shadow Minister for Local Government
9:10am	Peak Services update Brent Reeman, Managing Director, Peak Services David Foster, Non-Executive Director, Peak Services
9:25am	Annual General Meeting voting overview Darren Leckenby, Chief Financial Officer & Company Secretary LGAQ
9:30am	Motions debate
10:30am	Sponsor address: Amazon
10:35am	Morning tea
11:05am	Integrity Update Mayor Tom Tate, City of Gold Coast Mayor Lyn McLaughlin, Burdekin Shire Council Tim Fynes-Clinton, Executive Partner, King & Company Solicitors



LGAQ 2022 ANNUAL CONFERENCE CAIRNS CONVENTION CENTRE

LIVEABILITY

CONTINUED

DAY 3

19 October 2022

11:40am	Motions debate
12:40pm	Lunch Speed dating with CEO, Alison Smith
1:40pm	Future of work – not today but tomorrow
2:00pm	Motions debate
2:30pm	March 2024 – what do we need to think of now? Pat Vidgen, Electoral Commissioner, ECQ Glen Beckett, Head of Assist, LGAQ
3:00pm	Queensland: it's time to shine – Winners announced
3:45pm	Close of conference



WORKSHOPS

MONDAY

17th October 2022

INDIGENOUS LEADERS FORUM

Since 2011, the Indigenous Leaders Forum has been a valuable way for Aboriginal and Torres Strait Islander councils to come together to discuss specific challenges and to put forward issues they would like the LGAQ to assist them in addressing. The Forum is held twice-yearly.

Success of Regional University Centers in Queensland.

Growing your own talent locally.

Regional University Centres help students in regional, rural and remote areas of Australia to not only participate but also succeed in tertiary education through the provision of support and facilities.

Each Centre is unique and reflects the community it serves including the place, people, local industry and educational provision. Come along to hear from the panel of speakers as they discuss how they are retaining local talent with innovative education models which are enhancing the lives of locals and the communities they live in.

REGIONAL ROADS AND TRANSPORT GROUP ASSEMBLY

The Roads and Transport Alliance celebrates its 20th anniversary as a cooperative governance arrangement between the Department of Transport and Main Roads, the LGAQ and local governments to invest in and regionally manage the Queensland transport network. Established in 2002, the Roads and Transport Alliance was formed to jointly address shared road and transport challenges and deliver improved value from all available resources.

COUNCIL FORUMS

Join your council peers in one of FOUR forums to discuss, share and debate key issues. This is also your opportunity to talk with each other, and your Policy Executive members, about ways the LGAQ can help support your council. The forums will be hosted by the LGAQ Policy Executive members. When registering for the conference, please ensure you register for the council forum that you believe will most interest your council – if you can't decide, you are welcome to send delegates to separate forums of interest.

RURAL AND REMOTE COUNCILS

Hosts: Cr Robyn Fuhrmeister, Cr Robert Dare and Cr Jane McNamara

RESOURCE COUNCILS

Hosts: Cr Paul McVeigh

COASTAL COUNCILS

Hosts: Cr Jack Dempsey, Cr Matt Burnett, Cr Jenny Hill, Cr Peter Scott and Cr Anne Baker

SOUTH EAST QUEENSLAND COUNCILS

Hosts: Cr Peter Matic, Cr Karen Williams, Cr Paul Tully and Cr Peter Flannery



CONFERENCE SHIRT

(Council delegates/observers only)

Council delegates and observers will be issued with ONE shirt whilst at conference. Your shirt needs to be ordered online as part of your conference registration.

The sizing is as follows:

MENS MODERN FIT		Neck		Chest		Waist	
Size		CM	IN	CM	IN	CM	IN
XXS		34	13.4	87	34.3	72	28
XS		36	14.2	92	36.2	77	30
S		38	15	97	38.2	82	32
M		40	15.7	102	40.2	87	34
L		42	16.5	107	42.1	92	36
XL		44	17.3	112	44.1	97	38
2XL		46	18.1	117	46.1	102	40
3XL		48	18.9	122	48	107	42
4XL		50	19.7	127	50	112	44
5XL		52	20.5	132	52	117	46

WOMENS MODERN FIT		Bust		Waist		Hip	
	AUS	CM	IN	CM	IN	CM	IN
XXS	4	75-77	29.5-30.3	57-59	22.4-23.2	84-86	33.1-33.9
XS	6	78-82	30.7-32.3	60-64	23.6-25.2	87-91	34.2-35.8
XS-S	8	83-87	32.6-34.2	65-69	25.6-27.2	92-96	36.2-37.8
S	10	88-92	34.6-36.2	70-74	27.5-29.1	97-101	38.1-39
M	12	93-97	36.6-38.2	75-79	29.5-31.1	102-106	40.1-41.7
L	14	98-102	38.6-40.2	80-84	31.5-33.1	107-111	42.1-43.7
L-XL	16	103-108	40.6-42.5	85-90	33.5-35.4	112-117	44.1-46.1
XL	18	109-114	43-44.9	91-96	35.8-37.8	118-123	46.5-48.5
2XL	20	115-119	45.3-46.9	97-101	38.1-39.8	124-128	48.8-50.4
3XL	22	120-124	47.2-48.8	102-106	40.2-41.7	129-133	50.7-52.4
4XL	24	125-129	49.2-50.8	107-111	42.1-43.7	134-138	52.7-54.3
5XL	26	130-134	51.2-52	112-116	44.1-45.7	139-143	54.7-56.3

CONFERENCE REGISTRATION (GST incl)

Please refer to registration cancellation policies on www.lgaq.asn.au when making your registration.

Early Bird Full Registration – prior to and including 26 August 2022

Council or State Government observer	\$ 1540.00
5 or more observers from one council/government department	\$ 1430.00
Corporate (private sector)	\$ 3000.00

After 26 August 2022

Council or State Government observer	\$ 1740.00
5 or more observers from one council/government department	\$ 1600.00
Corporate (private sector)	\$ 3240.00

Early Bird One Day Registration – prior to and including 26 August 2022

Council or State Government observer	\$ 770.00
Corporate (private sector)	\$ 1210.00

After 26 August 2022

Council or State Government observer	\$ 880.00
Corporate (private sector)	\$ 1600.00

FUNCTIONS

Welcoming Ceremony (accompanying persons, day registrations and additional trade exhibitors)	\$ 75.00
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DINNER

Gala Dinner – Tuesday evening (18 October 2022)	\$ 175.00
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Please note that the Welcoming Ceremony on the Monday evening is included in the conference fee for delegates, observers and corporates attending the full three days of Conference.

Accompanying persons are welcome to attend the Welcoming Ceremony and Gala Dinner.



Register via links below or online at
<https://www.lgaq.asn.au/membership/events>.
under the Events Tab 126th LGAQ Annual
Conference.

Delegate & Observers Group Registration

**Registration
Booking**

Delegate & Observer Individual Registration

**Registration
Booking**

Corporate Registration

**Registration
Booking**

Accommodation

**Accommodation
Booking**

Accommodation for Annual Conference is being organised by FMC travel.





**Every Queensland
community** deserves
to be a liveable one

CONTACT US

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NEWSTEAD QLD 4006



TWITTER

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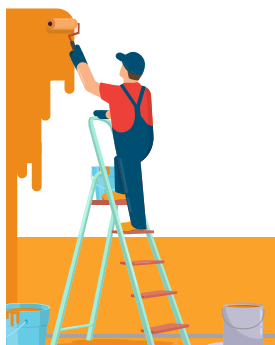
FACEBOOK

[@LocalGovernmentAssociationofQueensland](https://www.facebook.com/LocalGovernmentAssociationofQueensland)



LINKEDIN

[local-government-association-of-queensland/](https://www.linkedin.com/company/local-government-association-of-queensland/)



13.2.1 - Development Services Monthly Report - July 2022

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Tamara Dansie - Administration Coordinator Development Services

AUTHORISING OFFICER: Neil McGaffin - Director Development Services

PRESENTED FOR: Information

ATTACHMENTS

1. Development Services Monthly Report July 2022 [**13.2.1.1** - 14 pages]

PURPOSE

This report presents information relating to the operations of the Development Services Directorate for the month of July 2022.

OFFICER'S RECOMMENDATION

That Council receives the Development Services Monthly Report for July 2022.

BACKGROUND

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

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

The Directorates vision is delivered by bringing together the functions of Strategic Planning, Development Assessment, Building and Plumbing Assessment and Compliance.

DISCUSSION/CURRENT ISSUE

See Attachment 1 – Development Services Monthly Report.

STATUTORY/COMPLIANCE MATTERS

N/A

STRATEGIC IMPACTS

Monitor development and land use to ensure compliance with statutory requirements and development conditions.

Develop and maintain a local government infrastructure plan that aligns with Council's Asset Management Plans and long-term Financial Forecast in compliance with State Interests.

Provide a consistent and transparent strategic framework and direction for the development industry and community.

FINANCIAL IMPLICATIONS

N/A

CONSULTATION/ENGAGEMENT

Manager Strategic Planning
Manager Development Assessment
Team Leader Plumbing Services

RISK ASSESSMENT

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

TIMINGS/DEADLINES

N/A

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

No

ALTERNATIVES CONSIDERED

N/A



Development Services Monthly Report

Strategic Planning
Development Assessment
Building, Plumbing & Compliance

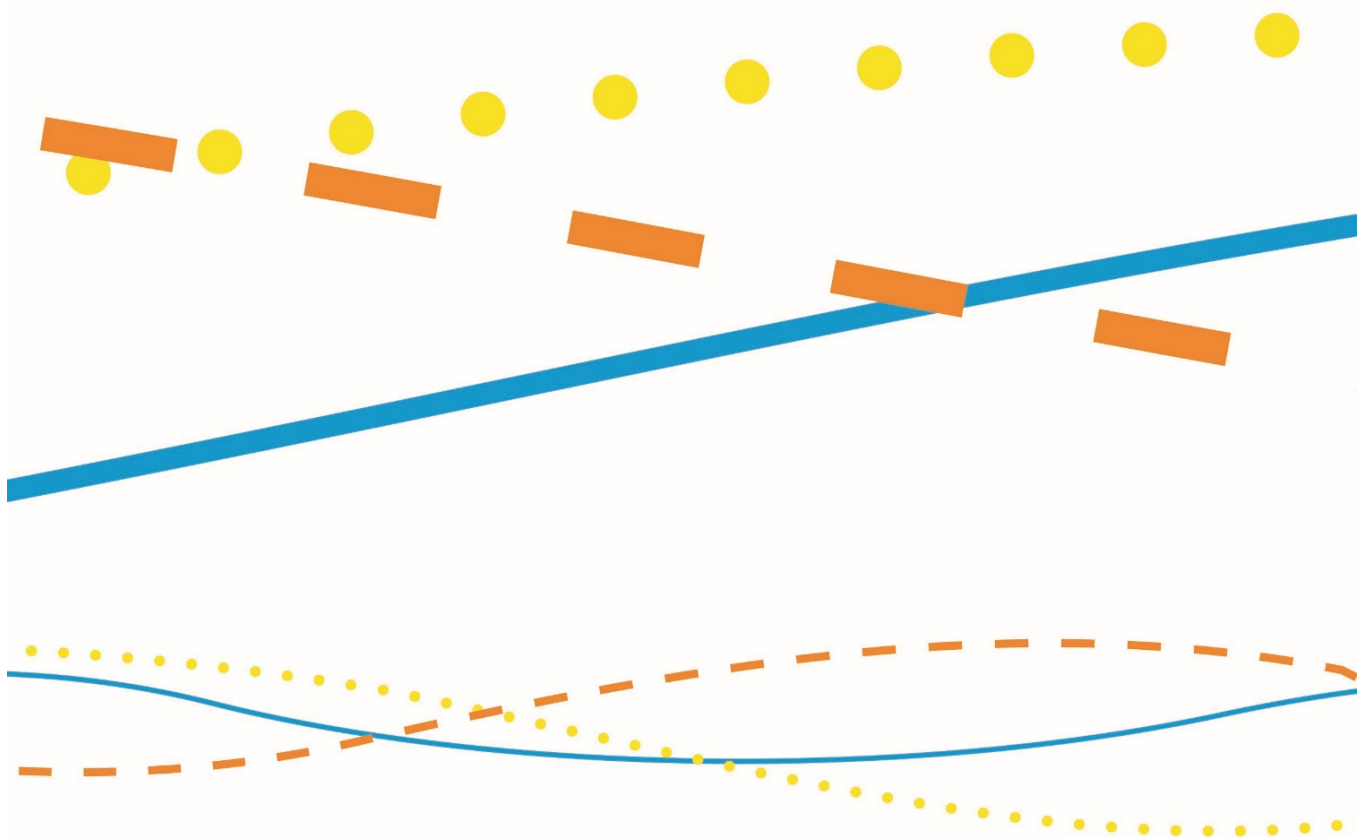


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Summary of Applications Tabled by Council	11
Building, Plumbing & Compliance	12

Directors Report

STRATEGIC PLANNING

Public Consultation commenced on the Whitsunday Planning Scheme Major Amendment, Heritage Placecard Amendments, the Proserpine to Airlie Beach Growth Study, Proserpine to Airlie Beach Structure Plan, Open Space Strategy, Housing Affordability Study and the Planning Scheme Policy (Development Manual) Amendment. Public Consultation on all of these projects will run for 8 weeks, substantially longer than the minimum required 4 weeks. Consultation will conclude at 5pm on 16 September 2022.

A letter of support for the Local Government Infrastructure Plan V2 Amendment, with no conditions, was received from the Department of Transport and Main Roads, following collaboration to remove a condition seeking to instal a new Trunk Road.

DEVELOPMENT ASSESSMENT

The number of new Material Change of Use (MCU), Reconfiguration of a Lot (ROL) and Operational Works (OP Works) development applications lodged fell slightly from the 3-year high levels recently experienced. The processing turn-around on applications remained high and within statutory limits. A notable application lodged include an MCU for thirteen townhouses at Raintree Place in Airlie Beach. The bulk of applications lodged continue to be mainly for small-scale developments and the subdivision of rural residential land.

Several pre-lodgement meetings were held relating to a variety of medium density developments and rural subdivision. The Operational Works application for part of the Whitsunday Lakes development continued.

The number of inspections undertaken by Technical Engineering Officers remained steady with a large number of development sites currently under construction including Mandara Rise, Valley Drive and Botanica Estate. During the construction phase officers inspect development sites regularly as construction milestones are reached.

Trial dates have been set for the Whitsunday Paradise appeal with the trial to run for five days beginning on 15 August 2022. Behind the scene work also continues on all other Appeals as progress reaches the next stage in the process.

BUILDING, PLUMBING & COMPLIANCE

Building

Building within the region remains strong with a large focus on dwellings, domestic sheds and swimming pools. The number of Building Applications lodged by Private Certifiers this month remains consistent.

Plumbing

The number of applications and inspections completed continue to reflect the Regions active building market. Plumbing permit recently issued for the next stage of renovations at Reef View on Hamilton Island, Bowen Hotel and Hutchinson Builders Worker Camp.

Compliance

Complaints and concerns received tend to fluctuate depending on multiple contributing factors, one being weather. New Plumbing compliance matters in addition to the continued compliance audit of building applications are also taking time to process. When complaints increase, it has significant impacts on the time and resources required from the department to ensure matters are prioritised and actioned within appropriate time frames.

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;

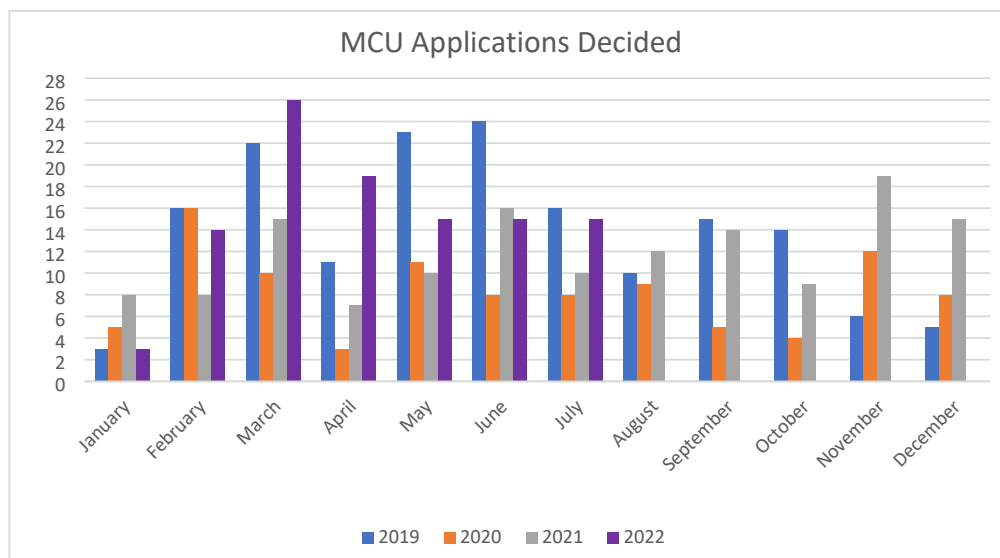
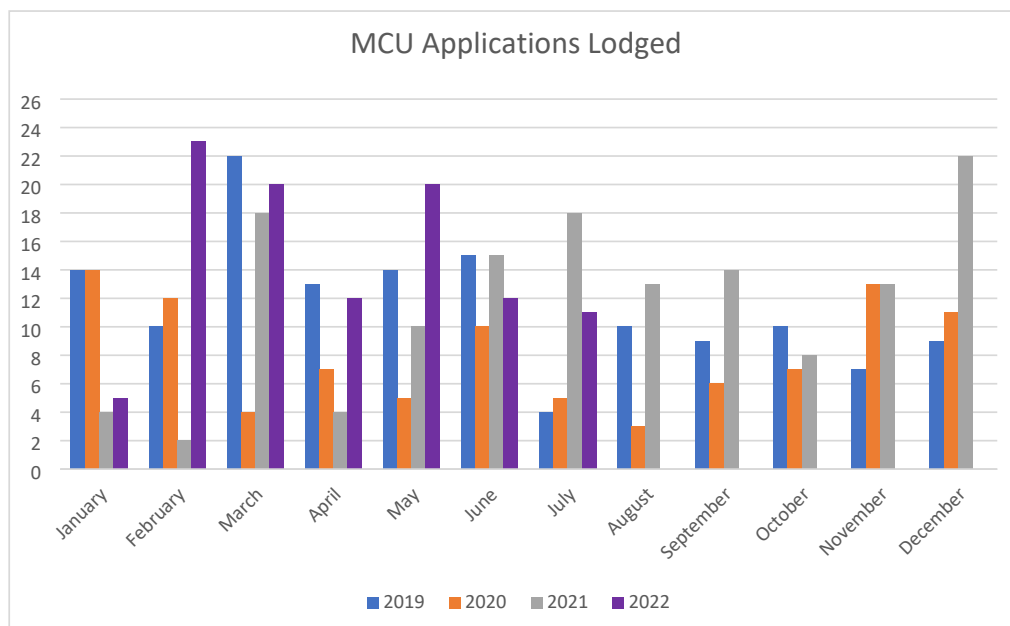
- Planning Scheme Major Amendment Public Consultation;
- Heritage Placecard Amendments Public Consultation;
- Proserpine to Airlie Beach Growth Study and Structure Plan Public Consultation;
- Open Space Strategy Public Consultation;
- Planning Scheme Policy (Development Manual) Amendment Public Consultation;
- Housing Affordability Public Consultation;
- Local Heritage Policy Review;
- State approval of the Airlie Beach Land Management Plan;
- Brief Council on the Local Government Infrastructure Plan V2 Amendment;
- Implementation of Town Master Plan Projects;
- On-going Strategic Referrals for Development Assessment; and
- On-going assessment of Façade Improvement Policy Applications.

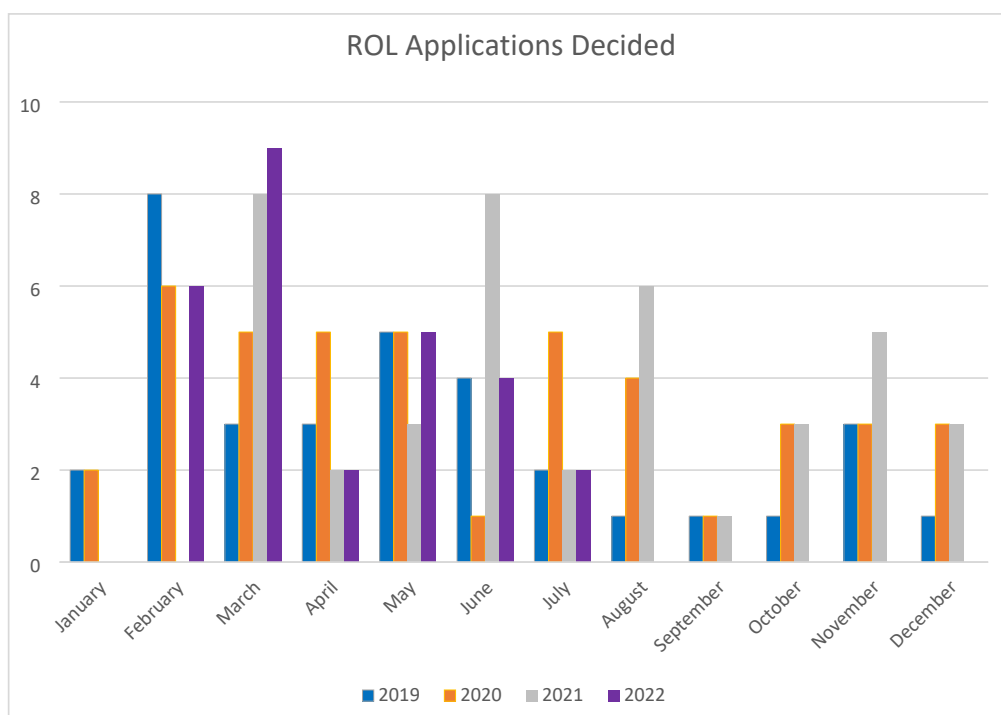
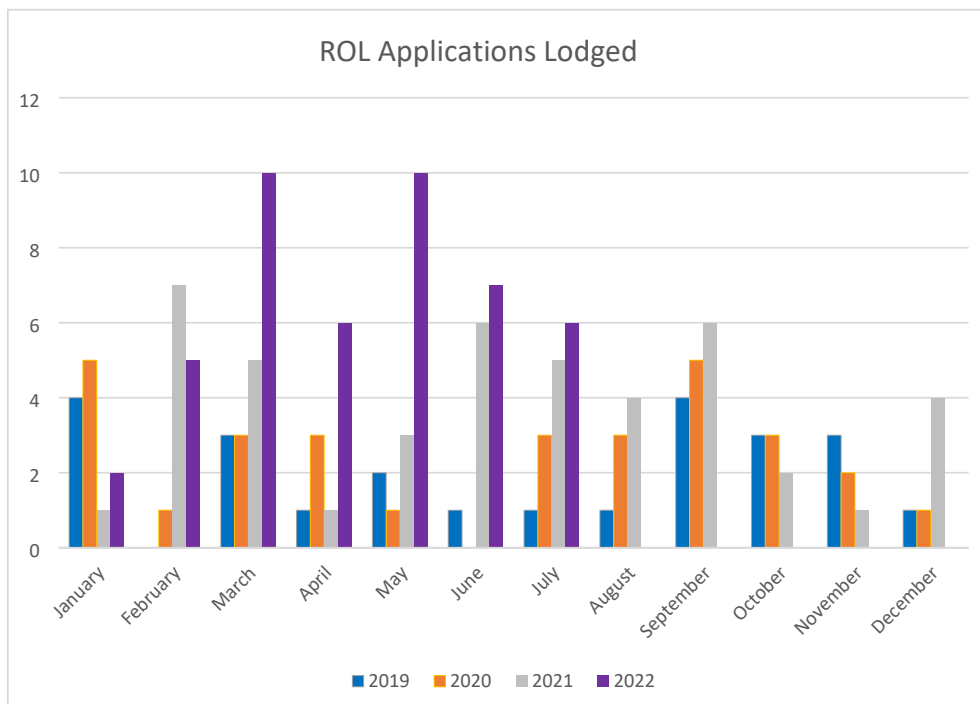
Development Assessment

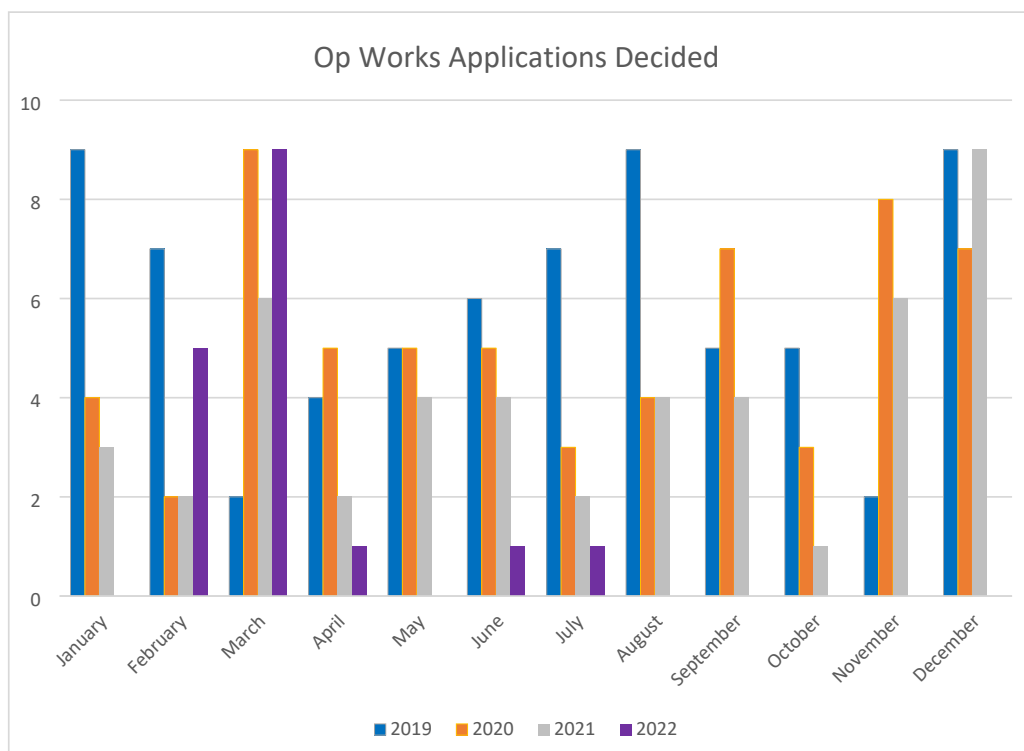
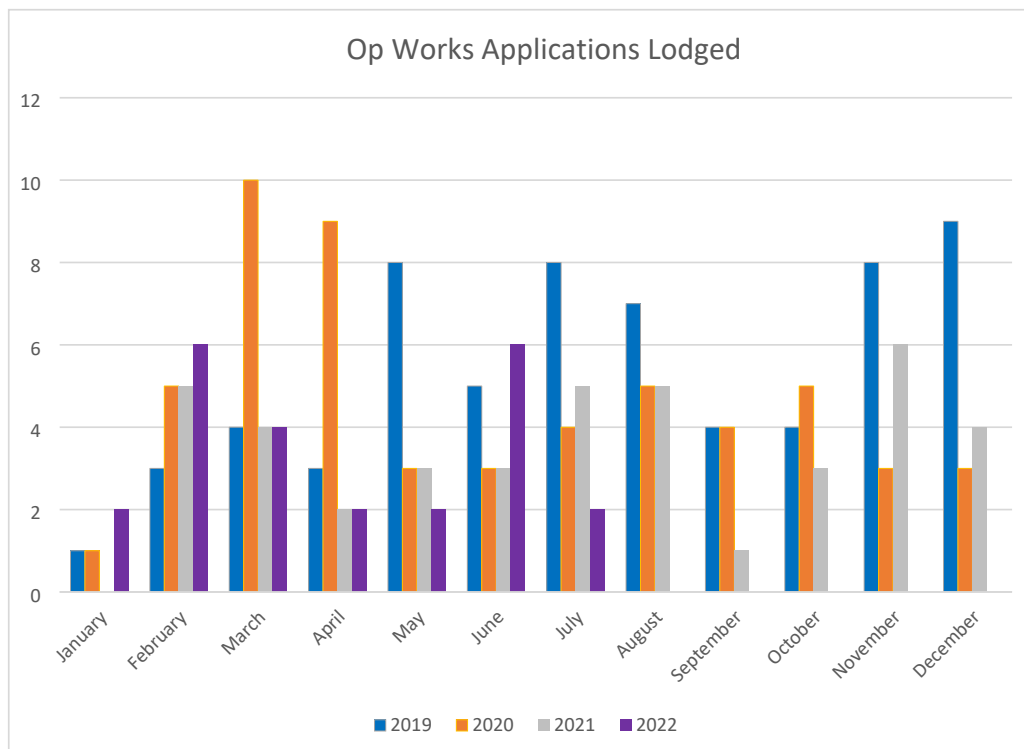
The Development Assessment Unit is responsible for assessing development applications, reviewing referrals for state land, environmental impact statements and other material for coordinated projects, activities, preparing planning and development certificates and inspecting developments for compliance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

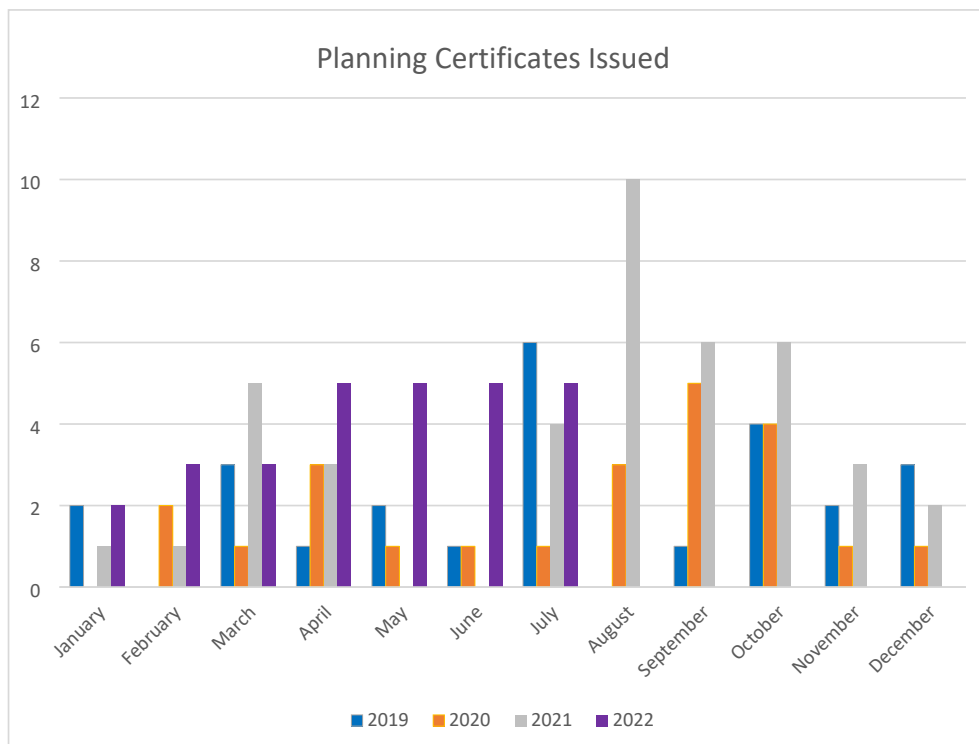
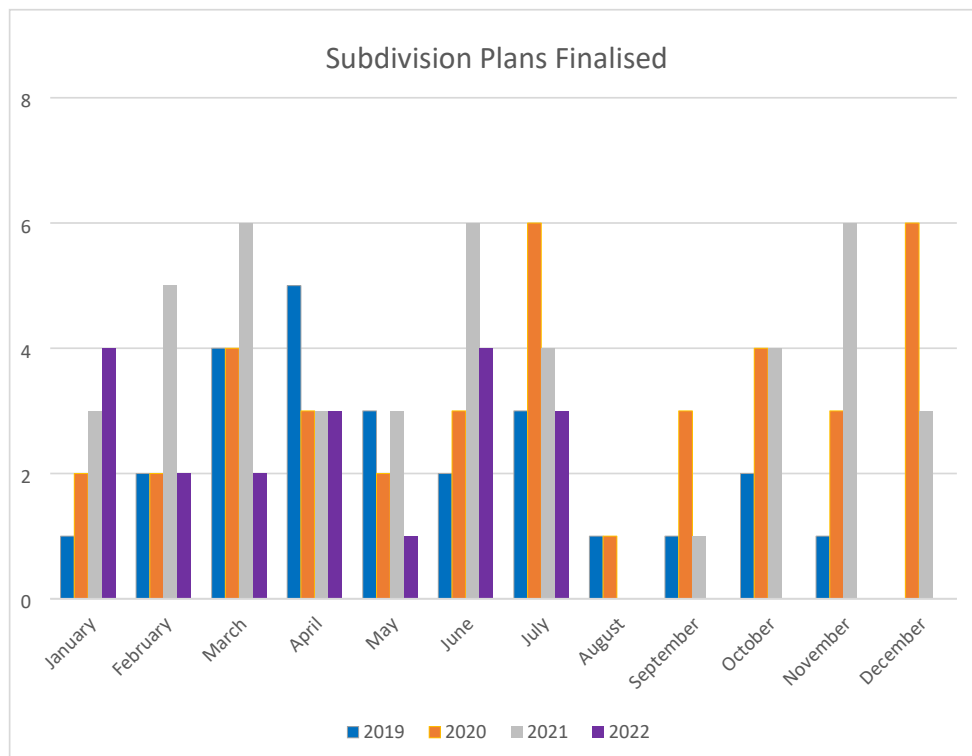
Development Statistics

JULY 2022









Summary of Applications Approved Under Delegated Authority 28 June 2022 - 26 July 2022

Application #	Applicant & Location	Approval Details
20220570	Westrock Pty Ltd 65B & 130C Mt Nutt Road, Queens Beach	Development Application for Operational Works - Earthworks, Vegetation Clearing, Erosion & Sediment Control
20220305	A Colantuono 6 Olden Court, Hydeaway Bay	Development Application for Material Change of Use - Short Term Accommodation
20220233	M A & K L Padroth 1 Airlie Crescent, Airlie Beach	Development Application for Material Change of Use - Short Term Accommodation
20220408	S P Campbell 90 Moody Road, Strathdickie	Development Application for Operational Works (Earthworks, Retaining Wall & Erosion Sediment Control)
20220513	Urban Trends Constructions Pty Ltd 21 The Beacons Road, Airlie Beach	Development Application for Material Change of Use - Dwelling House (Setback Variation)
20220128	S L Estens 6 Shutehaven Close, Shute Harbour	Development Application for Material Change of Use - Accommodation (Dwelling)
20220505	Glenn Merrick Constructions Pty Ltd 30 Wentworth Street, Bowen	Development Application for Material Change of Use - Carport (Siting Variation)
20211221	C S Merfield 385 & 391 Riordanvale Road, Riordanvale	Development Application for Reconfiguration of a Lot - One (1) Lot into Two (2) Lots & Access Easement
20220451	G J Steel 17 Ulysses Drive, Cannon Valley	Development Application for Material Change of Use - Dwelling House (Front and Side Setback Variation; and Garage Exceeding 5.5m in Height)
20220310	C Shannon 8 Broadwater Avenue, Airlie Beach	Development Application for Material Change of Use - Dwelling House
20220453	C J Oakes 16 Satinwood Court, Airlie Beach	Development Application for Preliminary Approval (Variation Approval) and Material Change of Use - Dwelling House
20220475	J H Hughes 14 Broadwater Avenue, Airlie Beach	Development Application for Material Change of Use - Short Term Accommodation
20220486	G L Shephard 43 Horseshoe Bay Road, Bowen	Development Application for Material Change of Use - Dwelling House (Setback Variation)
20220608	J A & E C Large 4 Tulip Court, Proserpine	Development Application for Material Change of Use - Carport (Boundary Relaxation)
20220481	46Grange Pty Ltd 25 Livingstone Street, Bowen	Development Application for Material Change of Use (Dual Occupancy)
20220590	L R & M K Read Bellview Close, Cannon Valley	Development Application for Material Change of Use (Dwelling House)
20220397	Whitsunday Holiday Rentals 89 Timberland Road, Jubilee Pocket	Development Application for Development Permit for Material Change of Use of Premises - Short Term Accommodation
20220412	K L Gardel 101 Kookaburra Drive, Cannon Valley	Development Application for Reconfiguration of a Lot - One (1) Lot into Two (2) Lots and Access Easement

Summary of Applications Approved By Council 28 June 2022 - 26 July 2022

Application #	Applicant & Location	Approval Details
20220338	AW Maher 49 Gloucester Ave, Hydeaway Bay	Development Permit for Material Change of Use (Short Term Accommodation)

Summary of Applications Tabled By Council 28 June 2022 - 26 July 2022

Application #	Applicant & Location	Approval Details
20220304	MI Stokell 42 Catherine Court, Jubilee Pocket	Development Application for Material Change of Use (Short Term Accommodation)

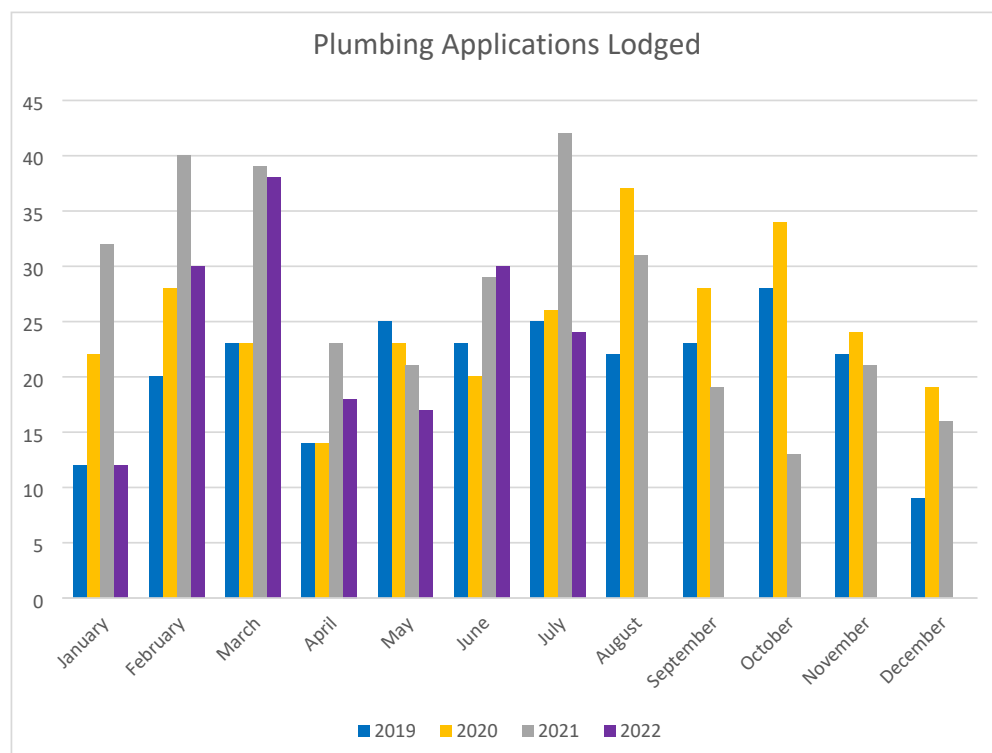
Building, Plumbing & Compliance

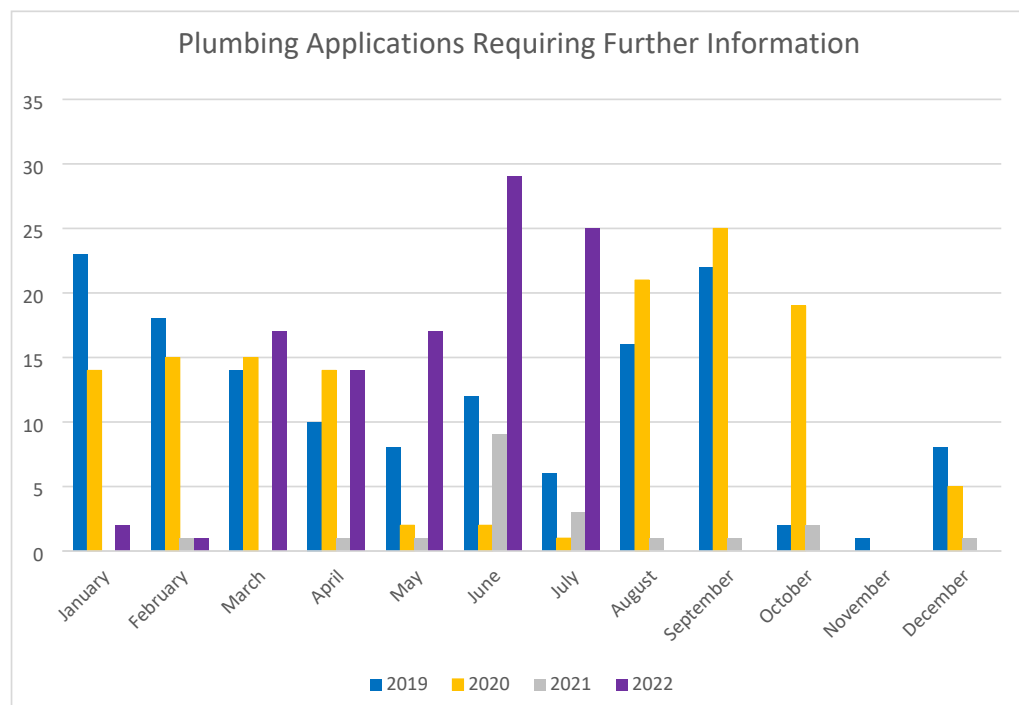
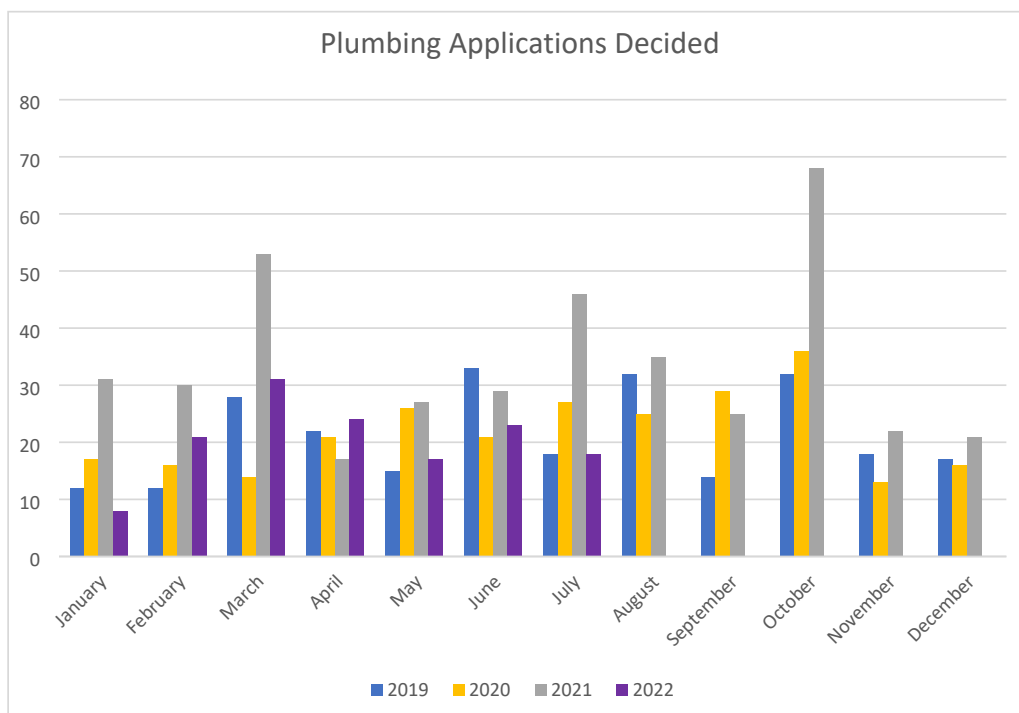
The Building, Plumbing & Compliance branch is responsible for reviewing building and plumbing applications, developing and maintaining various building and plumbing related policies and registers; carrying out Building regulatory functions; manage and regulate enforcement and compliance procedures.

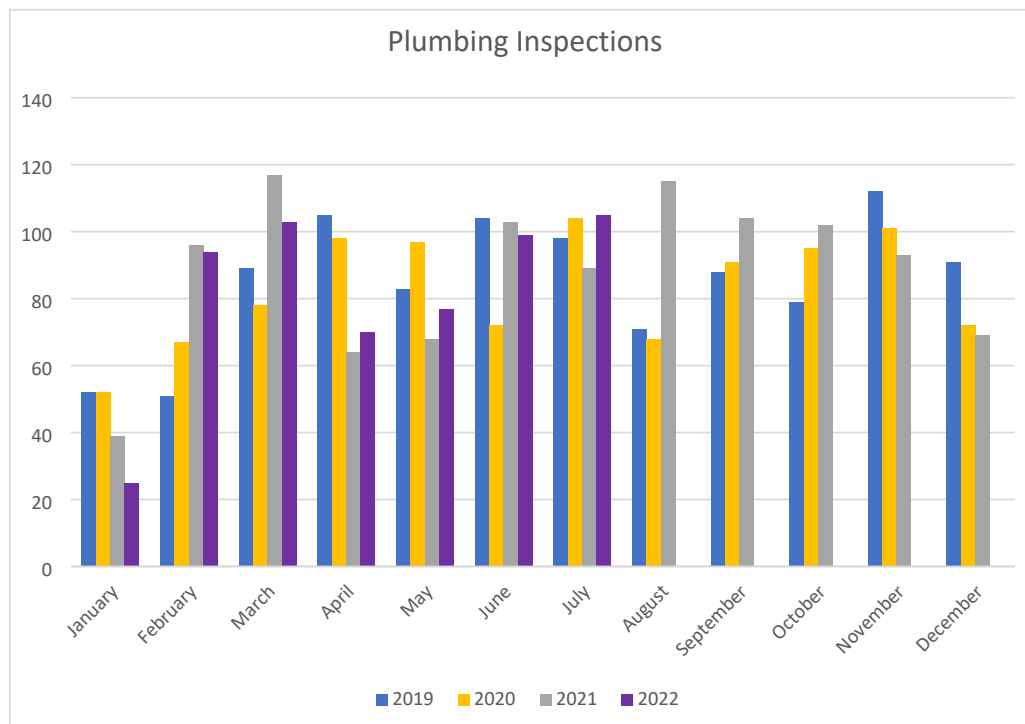
Building, Plumbing & Compliance Statistics

JULY 2022









13.3.1 - Financial Support for a Junior Elite Athlete - August 2022

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Hayley Borg - Events and Community Sponsorship Officer

AUTHORISING OFFICER: Julie Wright - Director Community Services

PRESENTED FOR: Decision

ATTACHMENTS

Nil

PURPOSE

For Council to consider the applications for Financial Support for a Junior Elite Athlete.

OFFICER'S RECOMMENDATION

That Council approve financial support for the following applicants:

- a) Akirra Muriata - Queensland State Championships 10-12 years Girls Football - \$250
- b) Beau Vella – National Youth Championships- Touch Football - \$250
- c) Catherine Maund - 2022 Fédération Internationale de Horseball, World Horseball Ranking World Cup - Saint Lo, Normandy, France - \$2,000

BACKGROUND

At the Ordinary Council Meeting held on 28 July 2021, Council resolved to adopt a policy to provide Financial Support for a Junior Elite Athlete. The level of funding available to individual Junior Elite Athletes is calculated on a progressive scale, the higher the level of representation the greater the financial support, as outlined below:

Level of Representation	Allocation (\$)
Representing North Queensland or equivalent in State level competition	250
Representing Queensland within Queensland	500
Representing Queensland Interstate	1,000
Representing Australia Overseas	up to 2,000

DISCUSSION/CURRENT ISSUE

Name	Age	Competition	Representation Level	Sport	Amount (\$)
Akirra Muriata	12	Queensland 10 – 12 years Schools Championships	North Queensland	Football (Soccer)	250
Beau Vella	12	Queensland Under 12 State Championships	North Queensland	Touch Football	250
Catherine	14	2022 FIHB Horseball	Australia	Horseball	2,000

Maund		World Cup - France			
Total					2,500

Beau Vella and Catherine Maund have not previously received funding through the Junior Elite Athlete program.

Akirra Muriata has previously received funding through the Junior Elite Athlete program. Akirra represented North Queensland in 2021 and has been selected to represent North Queensland again in 2022.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

LSP_COMM_05 – Financial Support for a Junior Elite Athlete Policy

STRATEGIC IMPACTS

Facilitate, foster and encourage region wide activities and programs that engage our community.

FINANCIAL IMPLICATIONS

The funds will be taken from JC: 2967.11074 – Community Donations (2967) / Donations (11074).

Description	Amount (\$)
2022/23 Budget	100,000
Actual + Commitment Spend	4,545
YTD Remaining Budget	95,455

CONSULTATION/ENGAGEMENT

Manager Community Development & Libraries

RISK ASSESSMENT

The financial assistance shows Council's commitment to providing support to local junior elite athletes competing in a regional, state or national level competition.

TIMINGS/DEADLINES

To be paid within one month of approval.

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

This decision does not limit human rights.

ALTERNATIVES CONSIDERED

Options	Description	Positives	Negatives
Option 2	Not provide financial support	Maintain budget level	Community disquiet due to lack of support

This is page 147 of the Agenda of Council's Ordinary Council Meeting - 10 August 2022

13.3.2 - Donation Request - Bowen - Out of School Hours Care

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Hayley Borg - Events and Community Sponsorship Officer

AUTHORISING OFFICER: Julie Wright - Director Community Services

PRESENTED FOR: Decision

ATTACHMENTS

Nil

PURPOSE

Council to consider a request for donation from the Bowen Out of School Hours Care to purchase a commercial refrigerator.

OFFICER'S RECOMMENDATION

That Council approve a donation of \$3,400 to assist Bowen Out of School Hours Care purchase a commercial refrigerator.

BACKGROUND

Bowen Out of School Hours Care is a branch of the Bowen & District Childcare Association that provides care before and after school plus during school holidays to children from Prep age through to 12 years old at the old Special Education Unit in the Bowen State School grounds.

The centre opened in 2020 in the peak of the international health crisis after the only 2 Out of School Hours Care centres in Bowen closed their doors. The centre has faced many challenges since opening due to COVID-19. Despite the challenges, attendance at the centre has increased in numbers over the past 2 years and now cater for up to 12 children before school, up to 30 children after school and most recently, up to 40 children a day during vacation care.

DISCUSSION/CURRENT ISSUE

The centre has grown in capacity since opening 2 years ago and caters for many children. As a not-for-profit centre they have relied on donated items that are now worn and in need of upgrading. The current fridge is not maintaining the correct temperature for storing food safely.

The centre is asking for a donation of \$3,400 to purchase a commercial fridge to store groceries, prepared food, milk, water, children's lunch boxes, and suit the growing needs of the centre.

It is recommended that Council provide Bowen Out of School Hours Care a donation of the requested amount to assist in providing a commercial refrigerator for the centre.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

LSP_COMM_11 - Council Sponsorship Policy

STRATEGIC IMPACTS

Facilitate, foster and encourage region wide activities and programs that engage our community.

FINANCIAL IMPLICATIONS

The funds will be taken from JC: 2967.11074 – Community Donations (2967) / Donations (11074).

Description	Amount (\$)
2022/23 Budget	100,000
Actual + Commitment	4,545
YTD Remaining Budget	95,455

CONSULTATION/ENGAGEMENT

Manager Community Development & Libraries

RISK ASSESSMENT

There is a financial cost to Council, however the assistance provided will support the activities of community and sporting groups in the Whitsunday Region.

TIMINGS/DEADLINES

To be paid within one month of the approval date.

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

This decision does not limit human rights.

ALTERNATIVES CONSIDERED

Options	Description	Positives	Negatives
Option 2	Not provide financial support	Maintain budget level	Community disquiet due to lack of support

13.3.3 - Sport & Recreation Club Grants - August 2022

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Jacqueline Neave - Arts & Community Programs Officer

AUTHORISING OFFICER: Julie Wright - Director Community Services

PRESENTED FOR: Decision

ATTACHMENTS

Nil

PURPOSE

For Council to consider the payment of the Sport & Recreation Clubs Grant for August 2022 in accordance with Council's Sport & Recreation Grant Guidelines.

OFFICER'S RECOMMENDATION

That Council approve the payment of a Sport & Recreation Clubs Grant to the following recipients:

1. Proserpine Whitsunday Junior Rugby League Football Club Inc – Band 1 - \$5,500
2. Whitsunday Sporting Car Club Inc – Band 2 - \$3,000
3. Bowen Cricket Inc – Band 2 - \$3,000
4. Cannonvalley Pony Club Inc – Band 3 - \$1,500
5. Whitsunday Kyokushin Karate Club Proserpine Inc. – Band 3 - \$1,500
6. Club Outrigger Whitsunday Inc. – Band 3 - \$1,500
7. Airlie Beach Bridge Club Inc. – Band 4 - \$1,000
8. Bowen & Collinsville Lapidary Club Inc. – Band 4 - \$1,000
9. Bowen Chargers Inc. – Band 4 - \$1,000

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)
- Provides membership data (as defined by Council) to 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 Clubs Grants are allocated based on the following:

Band Level	No. of Active Participants	Grant Allocation (\$)
Band 1	>250	5,500
Band 2	101 – 250	3,000
Band 3	51 – 100	1,500
Band 4	4 - 50	1,000

DISCUSSION/CURRENT ISSUE

The following applications were submitted:

Organisation Name	Junior Members	Senior Members	Total Members	Band	Public Liability	Amount Requested (\$)
Proserpine Whitsunday Junior Rugby League Football Club Inc.	247	108	355	1	Yes	5,500
Whitsunday Sporting Car Club Inc.	27	75	102	2	Yes	3,000
Bowen Cricket Inc	60	80	140	2	Yes	3,000
Cannonvalley Pony Club Inc.	56	10	66	3	Yes	1,500
Whitsunday Kyokushin Karate Club Inc.	35	27	62	3	Yes	1,500
Club Outrigger Whitsunday Inc.	1	56	57	3	Yes	1,500
Airlie Beach Bridge Club Inc.	0	18	18	4	Yes	1,000
Bowen & Collinsville Lapidary Club Inc.	0	27	27	4	Yes	1,000
Bowen Chargers Inc.	5	30	35	4	Yes	1,000
					Total	19,000

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

LSP_COMM_03 – Community Grants Policy

STRATEGIC IMPACTS

Facilitate, foster and encourage region wide activities and programs that engage our community.

FINANCIAL IMPLICATIONS

The funds will be taken from budget code: JC: 2967.10250 – Community Donations (2967) / Club Grants (10250).

Description	Amount (\$)
2022/23 Budget	150,000
Actual + Commitment	19,000
YTD Remaining Budget	131,000

CONSULTATION/ENGAGEMENT

Manager Community Development & Libraries

RISK ASSESSMENT

Reputational Risk – Providing funding support to the community and recognising the efforts of local Sport & Recreational Clubs is a positive outcome for Council.

TIMINGS/DEADLINES

Payment will be made within one month of approval.

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

This decision does not limit human rights.

ALTERNATIVES CONSIDERED

Options	Description	Positives	Negatives
Option 2	Not provide financial support	Maintain budget level	Community disquiet due to lack of support

13.3.4 - Community Services Monthly Report - July 2022

DATE: Wednesday 10 August 2022

TO: Ordinary Council Meeting

AUTHOR: Erin Finau - Administration Coordinator Community Services

AUTHORISING OFFICER: Julie Wright - Director Community Services

PRESENTED FOR: Information

ATTACHMENTS

1. Community Services Monthly Report Jul 22 [**13.3.4.1** - 23 pages]

PURPOSE

The purpose of the report is to set out an account of statistics pertaining to the functions of each branch within the Community Services Directorate for the month of July 2022.

OFFICER'S RECOMMENDATION

That Council receive the Community Services Monthly Report for July 2022.

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, environmental, 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 & Libraries, Aquatic Facilities & Caravan Parks, Environmental Health & Local Laws, Natural Resource Management & Climate, Customer Service, Cultural Heritage and Proserpine Entertainment Centre & Associated Venues.

DISCUSSION/CURRENT ISSUE

This report provides an overview of Whitsunday Regional Council's Community Services Directorate for the 2021/2022 financial year with particular focus on the month of July 2022.

STATUTORY/COMPLIANCE MATTERS

N/A

STRATEGIC IMPACTS

Through strong and open leadership, develop an organisation with a culture of respect, accountability and community service.

FINANCIAL IMPLICATIONS

N/A

CONSULTATION/ENGAGEMENT

Coordinator Natural Resource Management & Climate
Manager Community Development & Libraries

Manager Customer Service
Manager Proserpine Entertainment Centre

RISK ASSESSMENT

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

TIMINGS/DEADLINES

N/A

CONFLICT OF INTEREST DECLARATION

Council officers contributing to the preparation and approval of this report have no conflicts of interest to declare.

HUMAN RIGHTS IMPACT

No

ALTERNATIVES CONSIDERED

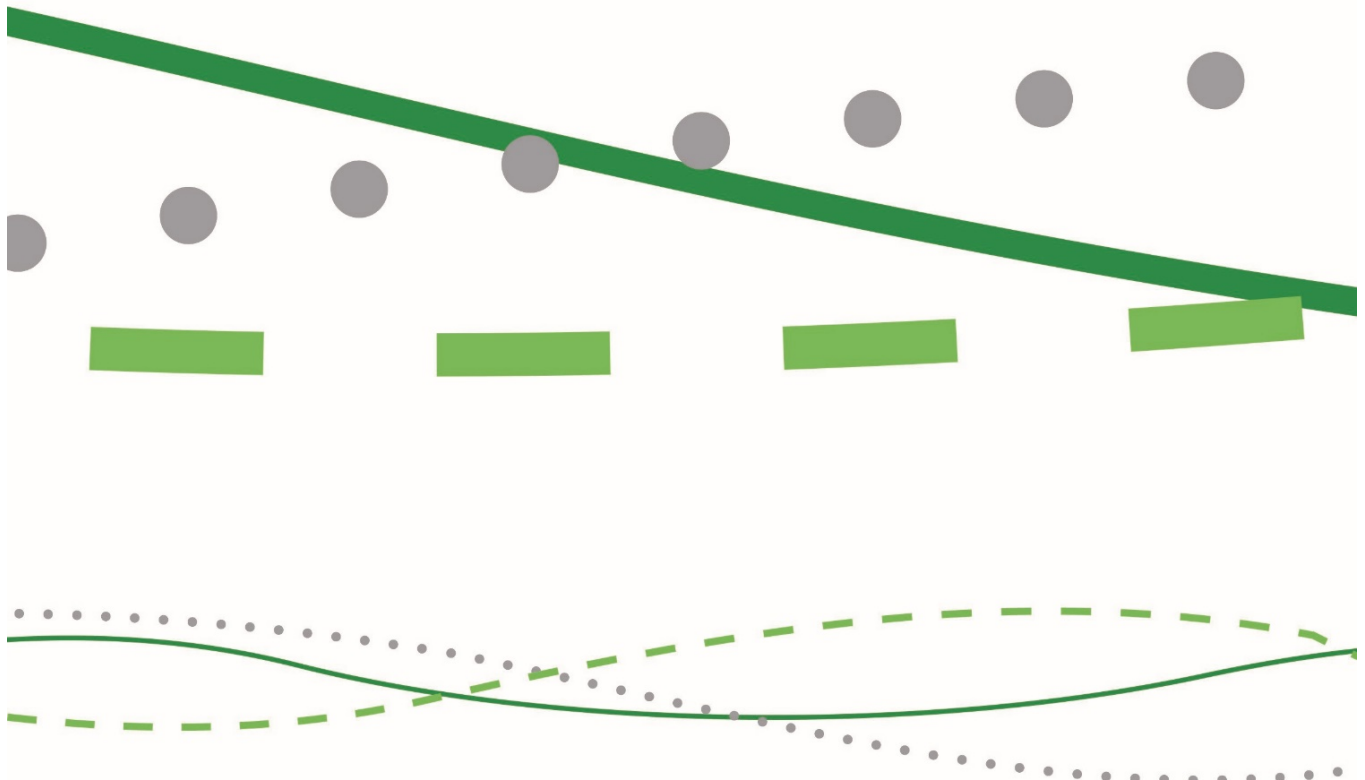
N/A



Community Services

Community Development & Libraries
Aquatic Facilities & Caravan Parks
Proserpine Entertainment Centre
Environmental Health & Local Laws
Natural Resource Management & Climate
Customer Service
Cultural Heritage

Monthly Report | July 2022



Director's Report

July 2022 saw the Community Services team undertake several events, activities, projects and compliance issues.

This month's outdoor movie event was a double screening with *The Land Before Time* and *Jurassic Park* with 330 patrons attending the Thursday night event during the school holidays.

Sixteen Junior Elite Athletes received financial assistance to represent North Queensland, Queensland or Australia in their respective sports totalling \$10,250.



Photo 1 - Junior Elite Athlete Recipients

The PEC held the first live performance on 21 July 2022 with *Morning Melodies Beyond the Sea*, Tenori. 106 patrons attended the show with positive comments for both the performance and the venue.

Friends of the Theatre re-established to support the PEC staff on the day with a total of 21 hours volunteering throughout the morning.

My Community Directory + Diary searches totalled 5,406 a decrease of 12.1% from June 2022. The top five searched categories for July are Health Services; Recreation & Leisure, Community Clubs & Interest Groups; Sport and Child Services.

July was a busy month at the Cannonvale Library with 25 in-library events held, attracting 353 participants (161 adults +192 children) excluding First 5 Forever sessions.

Boosting children's events was Week 2 of June/July school holidays activities. Highlight of these was the Wild Puppets Shadow Puppets workshops held at all libraries. Children (and parents) were excited to create a simple shadow puppet and then experiment with performance techniques. Other holiday sessions included 6 & Under Storytime (Let's Make Music), Velvet Art Folders creative craft and chess.

Page 2 of 23

Thursday afternoon MakerSpace sessions continue to be popular with the highlight for July being the computer programming coding sessions with Cubetto the friendly wooden robot.

Author talks were held across the region with Annie Seaton visiting all the branches to talk about her new books.

New author Regina Meyer also visited Bowen and Cannonvale libraries to share her experiences writing and self-publishing her debut novel *Change of Course* a fascinating insight into following your dreams.

The libraries had Scott Green, Community Development Officer at ADA Australia (Aged and Disability Advocacy Australia) visit to engage with the community about their provision of free advocacy support to people living in Queensland who are seeking or receiving Commonwealth funded aged care services. ADA have found that when individuals engage with an advocate their process for resolving issues with their aged care services has better outcomes and reduces barriers to accessing aged care services.

The First Five Forever team have been out and about in the community attending the Bowen State School Prep Open Day, Proserpine State School Playgroup, St Catherine's Playgroup, Cannonvale State School Fete and visiting the Whitsunday PCYC Library Station.



Photo 2 - Shadow Puppets - Collinsville Library

The Region's Libraries monthly attendance increased whilst borrowings decreased however e-Library increased from June 2022.

- Attendance 9,316 – 6.67% increase
- Borrowings 13,369 – 1.92% decrease
- e-Library 18,875 – 11% increase
- Library Website Visits 2,409 – 19% decrease.

Community Services Monthly Report | July 2022

Natural Resource Management's Projects for July 2022 include:

- The recruitment process for a temporary Bushfire Officer is now complete. The two-year State Government grant funded program will see the Officer assist landholders to develop property bushfire plans and roll-out a subsidy to assist landholders to fund bushfire mitigation measures.
- The Cleaner Roads Project - Strathmore Road. The Whitsunday Regional Council and Gladstone Regional Council are working on a rural roads project designed to develop best practice guidelines for improved road assessment management and sediment reduction. Further work has occurred at the monitoring sites along Strathmore Road.
- NRM Officers conducted 172 property inspections regarding the detection of pest weeds.
- Council's Greenhouse Gas Reduction Plan is almost finished. The consultant engaged to undertake the work have completed a new benchmark calculation for Councils greenhouse gasses and is currently undertaking the economic modelling to determine the most cost-effective reduction pathways.
- Council has been approached by the Whitsunday Local Marine Advisory Committee (WLMAC) to develop a "Go Slow" zone in Pioneer Bay. The purpose of the proposed 'Go Slow' zone is to reduce boat speed in Pioneer Bay to reduce possible impacts on dugong and marine turtles. NRM staff will develop a project plan and present to Council in the coming months.

The Climate Hub Facebook Page reach decreased by 25.25% to 1,493 for July from the previous month with 680 Facebook Followers (doubling from the previous month).

Dog & Cat registrations & renewals totalled 3,085, a decrease of 6.06% from July 2021.

The Local Laws & Environmental Health Team welcomed a new Environmental Health Officer Danielle Hanns to the team.

The following are the average monthly occupancy rates at each of Council's Caravan Parks:

- Proserpine Tourist Park – 86.65% a 3.89% increase from June 2021.
- Wangaratta Caravan Park – 97.52% a 0.02% increase from June 2021.
- Proserpine RV Park totalled 359 self-contained caravans.

The Bowen Work Camp contributed a total of 564.25 hours during this month with mowing, landscaping and general Community and Council assistance.

The Community Services Team received 273 CRMs for July (212 completed) with the Environmental Health and Local Law units receiving 235 (187 completed) complaints/requests for the month.

Council's Off-Street Carparks generated \$79,014 for the month with 12,088 transactions, an increase of 12.49% from the previous month.

The Community Services Administration Officers' statistics for July 2022 include the following:

- Correspondence Generated – 553 items
- Civica & ECM Registrations – 2,257 tasks
- 841 Telephone Calls (internal and external).

Customer Service saw 2,962 visitors through the service centres, an increase of 62.3% attendance to the previous month.

Telephone calls increased from 4,228 to 5,880 a rise of 39.07% from the previous month.

After hours calls generated 105 tasks to be actioned for July 2022.

Aquatic Facility user statistics for July 2022 in comparison to July 2021 are listed below:

- Airlie Beach Lagoon increased by 27.3% to 15,162
- Bowen Pool – 926 (Closed July 2021 – Amenities Block Rebuild)
- Proserpine Pool – 495 (Closed July 2021 - New Kiosk Project)
- Collinsville Pool closed for the winter months

July 2022 saw the region host 7 Cruise Ships with a total of 11,077 passengers on board. 8,889 passengers and crew passed through the marina to enjoy tours offered throughout the area plus a visit to Airlie Beach.

Julie Wright
Director Community Services

Community Services Monthly Report | July 2022

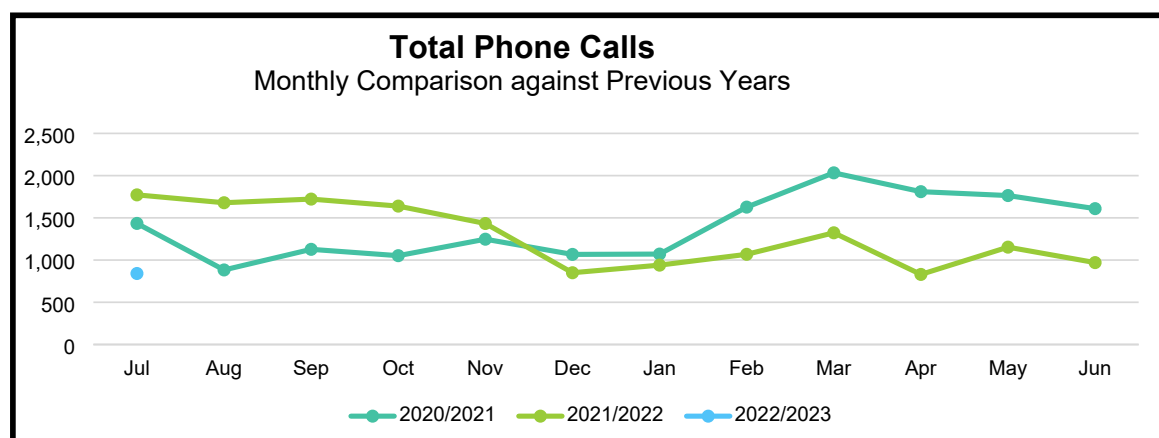
General

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, environmental, 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 & Libraries, Aquatic Facilities & Caravan Parks, Environmental Health & Local Laws, Natural Resource Management & Climate, Customer Service, Cultural Heritage & Collinsville Independent Living Facility.

Administration Officers

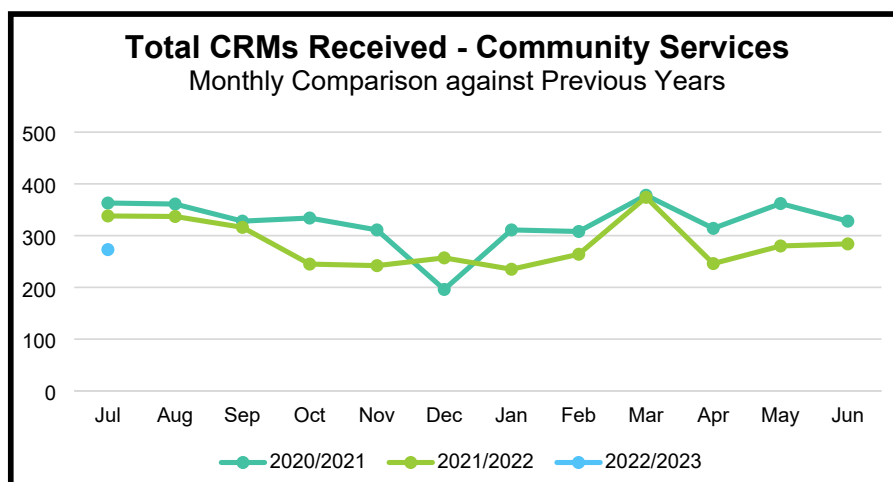
Service	YTD	Jul	Aug	Sep	Monthly Trend
Correspondence Generated	553	553			–
ECM Task List	698	698			–
Civica Registers	1164	1164			–
Data Input	345	345			–
CRMs Generated	50	50			–
CRMs Closed	75	75			–
Phone Calls - Internal	530	530			–
Phone Calls - External	311	311			–
Phone Calls - Total	841	841			–
ECM Registering	395	395			–
Purchase Orders	56	56			–
Receipt Invoices	59	59			–
Reports	29	29			–



Community Services Monthly Report | July 2022

Customer Request Management (CRM)

Service	YTD	Jul	Aug	Sep	Monthly Trend
Community Development					
CRM Received	8	8			–
CRM Completed	6	6			–
Library Services					
CRM Received	0	0			–
CRM Completed	0	0			–
Aquatic Facilities					
CRM Received	2	2			–
CRM Completed	2	2			–
Caravan Parks					
CRM Received	1	1			–
CRM Completed	1	1			–
Environmental Health & Local Laws					
CRM Received	235	235			–
CRM Completed	187	187			–
Parking					
CRM Received	3	3			–
CRM Completed	3	3			–
NRM & Climate					
CRM Received	19	19			–
CRM Completed	10	10			–
Customer Service / E-Services					
CRM Received	5	5			–
CRM Completed	3	3			–
Total CRMs for Community Services					
CRM Received	273	273			–
CRM Completed	212	212			–



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	Jul	Aug	Sep	Monthly Trend
Grant Applications					
Facility Management - Approved	0	0			–
Facility Management - Approved (\$)	0	0			–
Junior Elite Athlete - Approved	16	16			–
Junior Elite Athlete - Approved (\$)	10,250	10,250			–
RADF - Received	0	0			–
RADF - Approved	0	0			–
RADF - Approved (\$)	0	0			–
RADF - Acquittals	0	0			–
Special Projects - Received	0	0			–
Special Projects - Approved	0	0			–
Special Projects - Approved (\$)	0	0			–
Special Projects - Acquittals	0	0			–
Sport & Rec Club - Received	7	7			–
Sport & Rec Club - Approved	10	10			–
Sport & Rec Club - Approved (\$)	22,000	22,000			–
Donation & Sponsorship Requests					
Donation Requests - Received	6	6			–
Donation Requests - Approved	4	4			–
Donation Requests - Approved (\$)	7,000	7,000			–
Fee Waivers - Approved	5	5			–
Fee Waivers - Approved (\$)	3,324.50	3,324.50			–
Sponsorships - Received	5	5			–
Sponsorships - Approved	3	3			–
Sponsorships - Approved (\$)	10,800	10,800			–
Sponsorships - Approved (in kind)	5,000	5,000			–
Sponsorships - Acquittals	0	0			–
Events					
Council Events - External - Completed	1	1			–
Council Events - External - Participants	330	330			–
Council Events - Internal - Completed	0	0			–
Council Events - Internal - Participants	0	0			–
External Event Applications Received	6	6			–

Community Services Monthly Report | July 2022

Cruise Ship Statistics

Statistics	YTD	Jul	Aug	Sep	Monthly Trend
Total Ships	7	7			–
Total Passengers	11,077	11,077			–
Off Ship Passengers & Crew	8,889	8,889			–
Through Marina	8,889	8,889			–
Town Visits	7,290	7,290			–
Local Tours	1,599	1,599			–

Junior Elite Athlete Recipients for July:

- Jack Oberg, Oliver Dibben, Hugo Williams, Charlie Williams, Shailee Mewha, Fergus King, Rufus King, Kai Draper, Lincoln Thicker, Jarrad Skiba, Charlotte Adams, Jake Pettigrew, Eneliko Savelio, Connor Harris, Russell Harris and Justin Meeks.

Events:

External:

- Double screening outdoor movie event – The Land Before Time and Jurassic Park – 330 attendees

Internal:

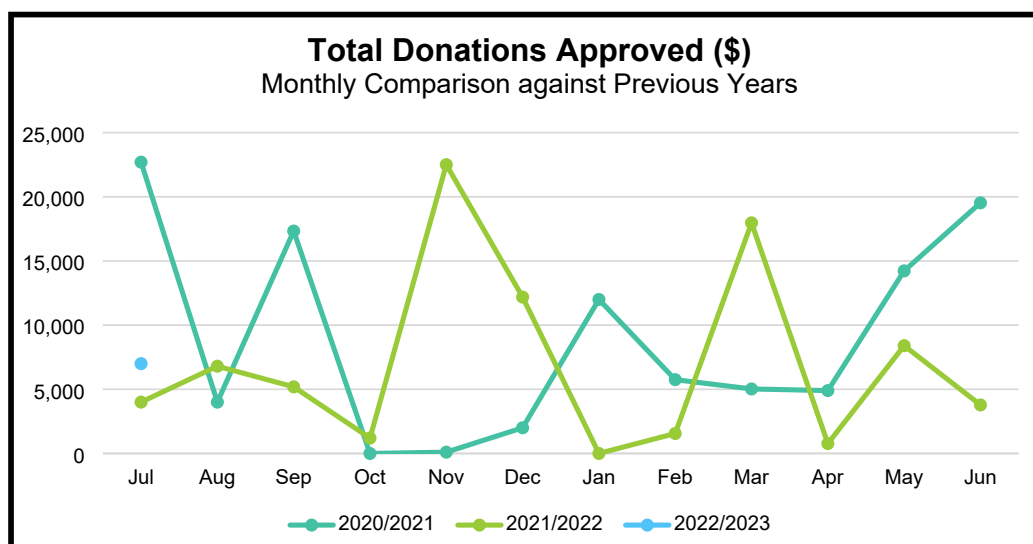
- Nil

Event Postponed due to COVID-19:

- N/A

Special Project Grants Successful Recipients:

- Nil



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The report from My Community Directory + Diary is currently unavailable while they install upgrades to the software. My Community Directory + Diary have supplied the following stats for the month of July:

Year	Month	Listing Views	Results Views	Users	Events
2022	May	1,091	5,581	2,426	38
2022	June	1,291	6,155	2,613	39
2022	July	1,277	5,406	2,372	38

Top categories viewed for the month of July:

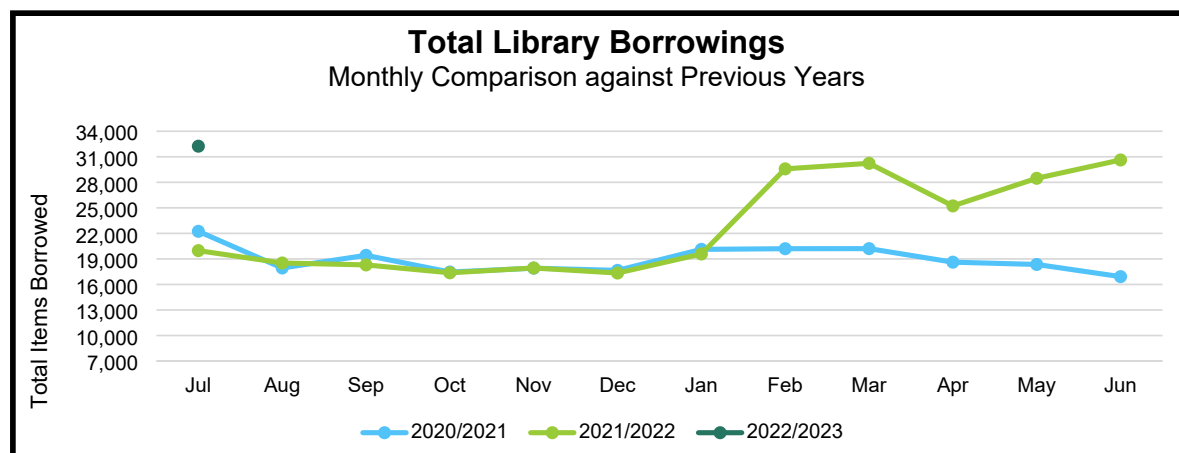
Rank	Category	Listing Views
1	Health Services	403
2	Recreation & Leisure	148
3	Community Clubs & Interest Groups	143
4	Sport	119
5	Child Services	84

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.

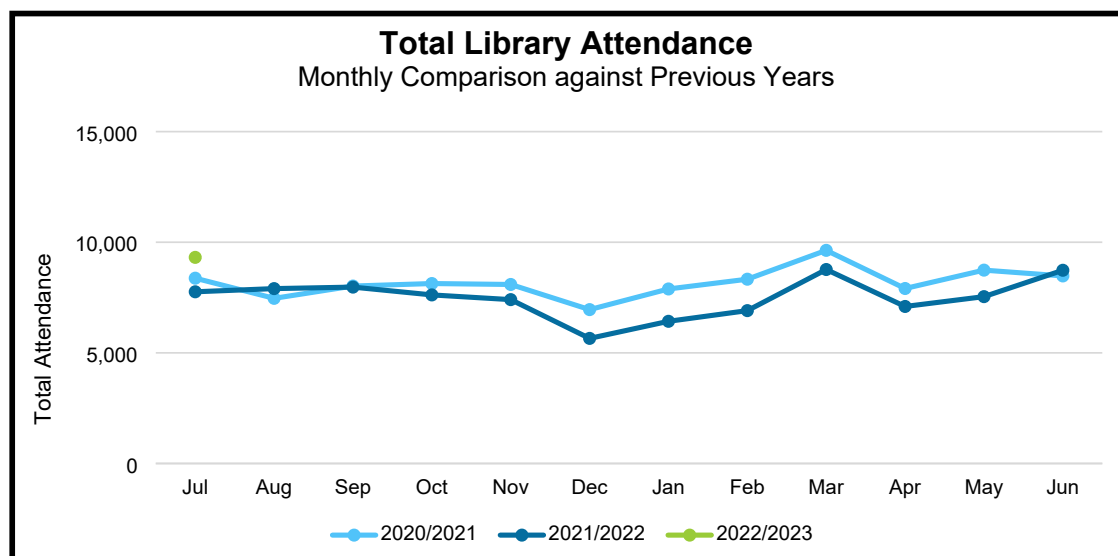
Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Library Resources Acquired					
Bowen & Collinsville Libraries	374	374			–
Cannonvale Library	412	412			–
Proserpine Library	157	157			–
e-Library	105	105			–
Library Resources Borrowed					
Bowen Library	3,360	3,360			–
Cannonvale Library	6,657	6,657			–
Collinsville Library	465	465			–
Proserpine Library	2,887	2,887			–
e-Library	18,875	18,875			–
Mobile Library	0	0			–
Library Attendance					
Bowen Library	2,714	2,714			–
Cannonvale Library	3,973	3,973			–
Collinsville Library	380	380			–
Proserpine Library	2,249	2,249			–
Library Website					
Website Visits	2,409	2,409			–



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Service	YTD	Jul	Aug	Sep	Monthly Trend
First 5 Forever (F5F)					
Resources - Acquired	13	13			—
Resources - Borrowed by Branches	60	60			—
Community Partnership Interactions	15	15			—
Toolkits Distributed	20	20			—
F5F In Library - Activities Held					
Bowen Library	6	6			—
Cannonvale Library	9	9			—
Collinsville Library	3	3			—
Proserpine Library	9	9			—
F5F In Library - Activities Attendance					
Bowen Library	49	49			—
Cannonvale Library	180	180			—
Collinsville Library	13	13			—
Proserpine Library	110	110			—
F5F Community Outreach - Events Held					
Bowen Library	1	1			—
Cannonvale Library	2	2			—
Collinsville Library	0	0			—
Proserpine Library	2	2			—
F5F Community Outreach - Events Attendance					
Bowen Library	55	55			—
Cannonvale Library	288	288			—
Collinsville Library	0	0			—
Proserpine Library	62	62			—



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Service	YTD	Jul	Aug	Sep	Monthly Trend
In Library Programs - Events Held					
Bowen Library - Adults	3	3			—
Bowen Library - Children	7	7			—
Cannonvale Library - Adults	10	10			—
Cannonvale Library - Children	15	15			—
Collinsville Library - Adults	1	1			—
Collinsville Library - Children	2	2			—
Proserpine Library - Adults	5	5			—
Proserpine Library - Children	8	8			—
In Library Programs - Events Attendance					
Bowen Library - Adults	28	28			—
Bowen Library - Children	45	45			—
Cannonvale Library - Adults	42	42			—
Cannonvale Library - Children	311	311			—
Collinsville Library - Adults	9	9			—
Collinsville Library - Children	13	13			—
Proserpine Library - Adults	22	22			—
Proserpine Library - Children	47	47			—
Community Outreach - Events Held					
Bowen Library - Adults	4	4			—
Bowen Library - Children	0	0			—
Cannonvale Library - Adults	4	4			—
Cannonvale Library - Children	0	0			—
Collinsville Library - Adults	2	2			—
Collinsville Library - Children	0	0			—
Proserpine Library - Adults	4	4			—
Proserpine Library - Children	0	0			—
Community Outreach - Events Attendance					
Bowen Library - Adults	33	33			—
Bowen Library - Children	0	0			—
Cannonvale Library - Adults	30	30			—
Cannonvale Library - Children	0	0			—
Collinsville Library - Adults	2	2			—
Collinsville Library - Children	0	0			—
Proserpine Library - Adults	53	53			—
Proserpine Library - Children	0	0			—
Public Computer Usage					
Bowen Library	441	441			—
Cannonvale Library	659	659			—
Collinsville Library	29	29			—
Proserpine Library	226	226			—

Bowen Work Camp

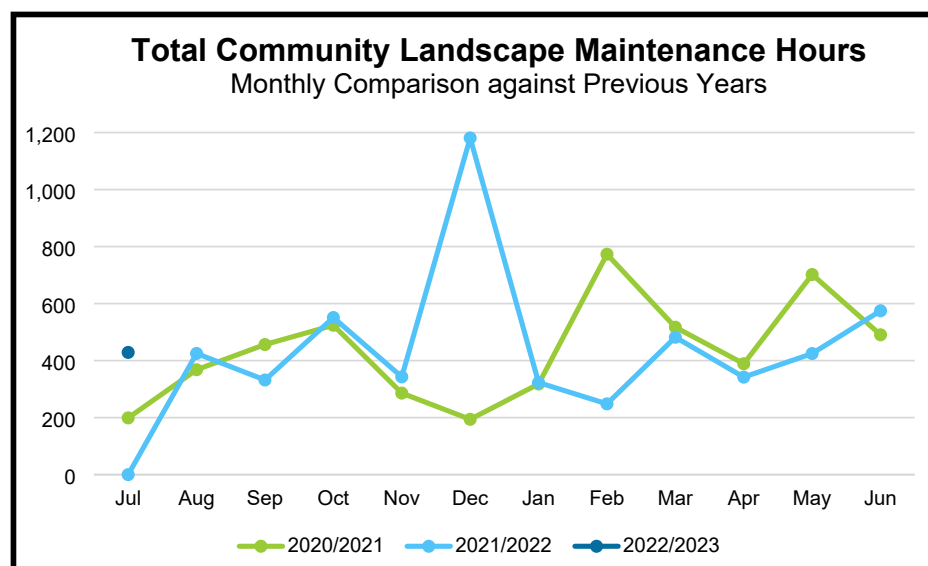
Council partners with Queensland Corrective Services to provide beneficial works projects for the community and rehabilitate offenders with their return to society. They perform a multitude of tasks including maintenance of fences, cemeteries, sportsgrounds and showgrounds, propagation of plants and they also participate in many restoration and general maintenance projects.

Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Community Landscape Maintenance Hours	428.75	428.75			—
Community Indoor Tasks Hours	77	77			—
New Project Assessment Hours	0	0			—
WRC Landscape Maintenance Hours	44	44			—
WRC Nursery Maintenance/Propagation Hours	15	15			—
WRC Indoor Tasks Hours	0	0			—
QCS Compound Duties Hours	97.25	97.25			—

Projects

Project	Status	% Complete	Budget
Whitsunday Moto Sports Club	In Progress	75%	✓
Collinsville Youth Coalition – Installing table and chairs	Scheduled	0%	✓
Bowen Neighbourhood Centre – Snipping and mowing yard until they move into new premises	In Progress	60%	✓
Gordon Street Vacant Land – Snipping and spraying during wet season	Completed	100%	✓



Aquatic Facilities & Caravan Parks

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	Jul	Aug	Sep	Monthly Trend
Airlie Beach Lagoon – Total Users	15,162	15,162			–
Airlie Beach Lagoon – Total Offences	118	118			–
Pool Attendance – Bowen	926	926			–
Pool Attendance – Collinsville	0*	0*			–
Pool Attendance – Proserpine	495	495			–

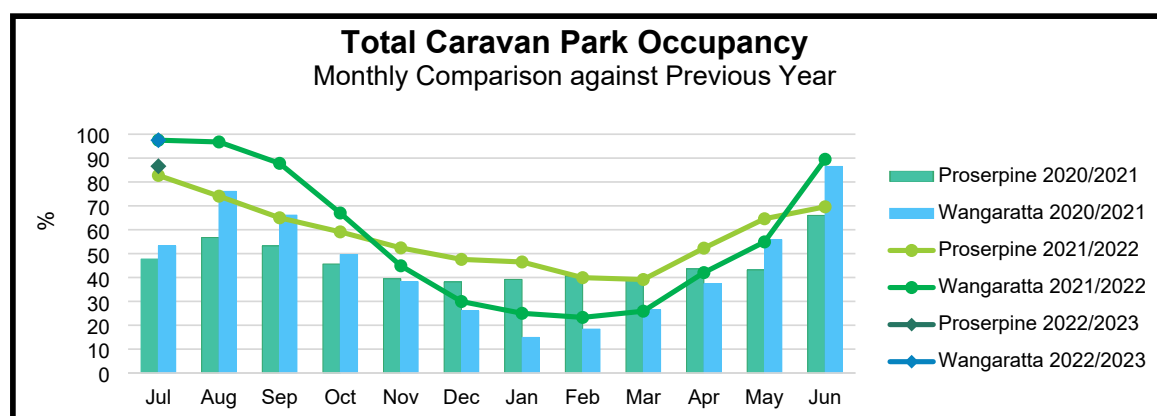
*Collinsville Swimming Pool currently closed during Winter months

Caravan Parks – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Proserpine Tourist Park					
Occupancy (%)	86.7	86.7			–
Revenue (\$)	72,661	72,661			–
Accumulated Revenue - Laundry Service (\$)	917	917			–
Wangaratta Caravan Park					
Occupancy (%)	97.5	97.5			–
Revenue (\$)	111,798	111,798			–
Accumulated Revenue - Laundry Service (\$)	1,204	1,204			–

Caravan Parks Occupancy – Yearly Comparison for July

Service	2019	2020	2021	2022	Yearly Trend
Occupancy (%)					
Proserpine Tourist Park	77.8	47.73	82.76	86.6	0
Wangaratta Caravan Park	95.0	53.21	97.5	97.5	–



Proserpine Entertainment Centre

The Proserpine Entertainment Centre facilitates and delivers a wide variety of activities and programs from live performance to cinema, workshops and masterclasses to lectures and seminars.

Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Ticketed Events					
Events Held – Public Program	1	1			–
Events Held – Hires	0	0			–
Events Held - Different Movies	0	0			–
Events Held - Cinema Sessions	0	0			–
Ticket Sales					
Ticket Sales - Public Program - Walk Up	49	49			–
Ticket Sales - Public Program - Internet	51	51			–
Ticket Sales - Public Program - Phone	6	6			–
Ticket Sales - Cinema - Walk Up	0	0			–
Ticket Sales - Cinema - Internet	0	0			–
Ticket Sales - Cinema - Phone	0	0			–
Functions & Events					
Functions	1	1			–
Functions – Attendees	50	50			–
Events	0	0			–
Events – Attendees	0	0			–
Hours					
Volunteer Hours	21	21			–
Casual Hours (Paid) - Front of Hours	59	59			–
Casual Hours (Paid) - Technical	68	68			–
Booking Enquiries	7	7			–
Website Hits	2,714	2,714			–
Facebook Reach	8,197	8,197			–
Feedback	0	0			–
Bar Sales	0	0			–

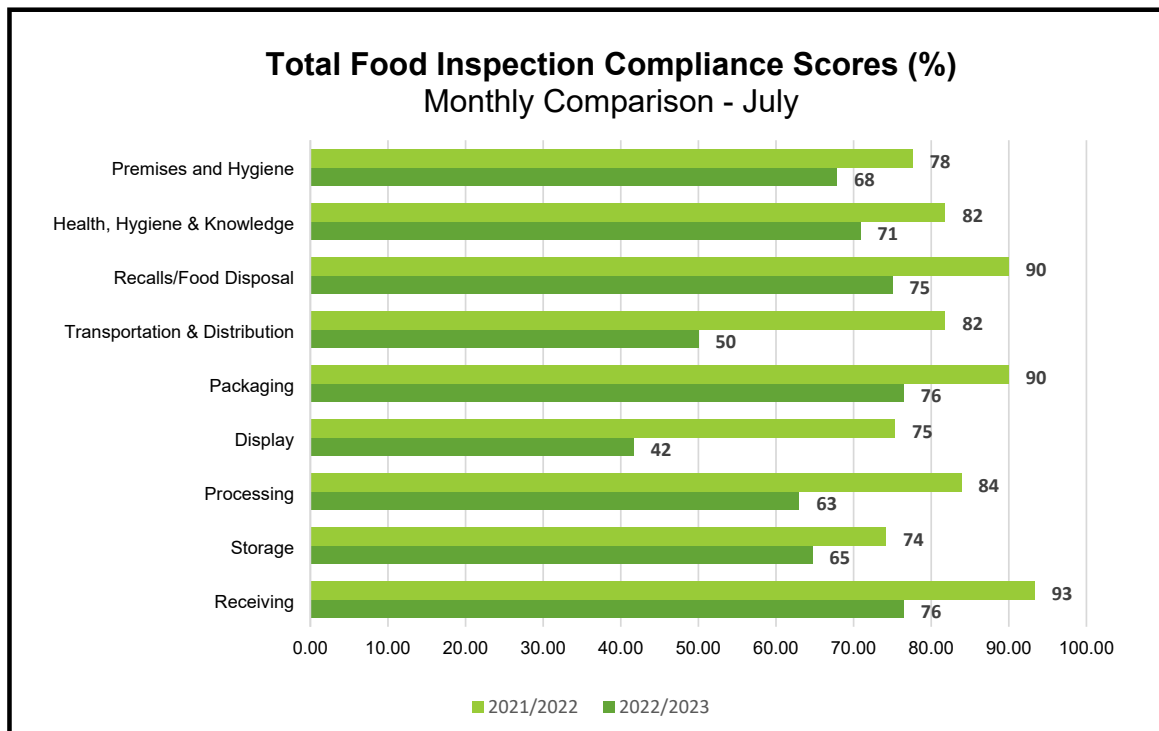
Environmental Health & Local Laws

The Environmental Health & Local Laws branch is responsible for regulation of all local laws and laws associated with Environmental Protection and Public Health. The Environmental Health Unit is responsible for licensing and inspection of food and accommodation premises, assessment of liquor licensing referrals, provides development conditions and the protection of the environment and public health. The Local Laws unit licenses prescribed activities and addresses all breaches of Local Laws including animal control and property compliance involving vegetation, accumulation of materials and temporary homes. Local Laws is also responsible for maintaining the animal impoundment facility, on/off-street car parking compliance and commercial parking operations. The branch is active in development, review and maintenance of related policies and registers.

Environmental Health – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Environmental Health					
Environmental Health – Plan Approval Applications Received	4	4			–
Environmental Health Applications Received	9	9			–
Food Safety Programs Received	0	0			–
Liquor Licence Referrals Received	6	6			–
Food Business - Inspections	8	8			–
Food Business - Re-Inspections	2	2			–
Food Safety Programs Audit Reports Reviewed	1	1			–
Personal Appearance Services - Inspections	0	0			–
ERAs - Inspections	0	0			–
Development Applications Referrals Received	0	0			–
Accommodation - Inspections	1	1			–
Accommodation - Re-inspections	0	0			–
Erosion Sediment Control - Inspections	0	0			–
Complaints Received - Asbestos	0	0			–
Complaints Received - Litter & Dumping	0	0			–
Complaints Received - EH General	0	0			–
Event Application Assessment	0	0			–
Food Inspection Compliance Categories					
Receiving (%)	76.47	76.47			–
Storage (%)	64.71	64.71			–
Processing (%)	63.01	63.01			–
Display (%)	41.67	41.67			–
Packaging (%)	76.47	76.47			–
Transportation & Distribution (%)	50.00	50.00			–
Recalls/Food Disposal (%)	75.00	75.00			–
Health, Hygiene & Knowledge (%)	70.89	70.89			–
Premises and Hygiene (%)	67.89	67.89			–

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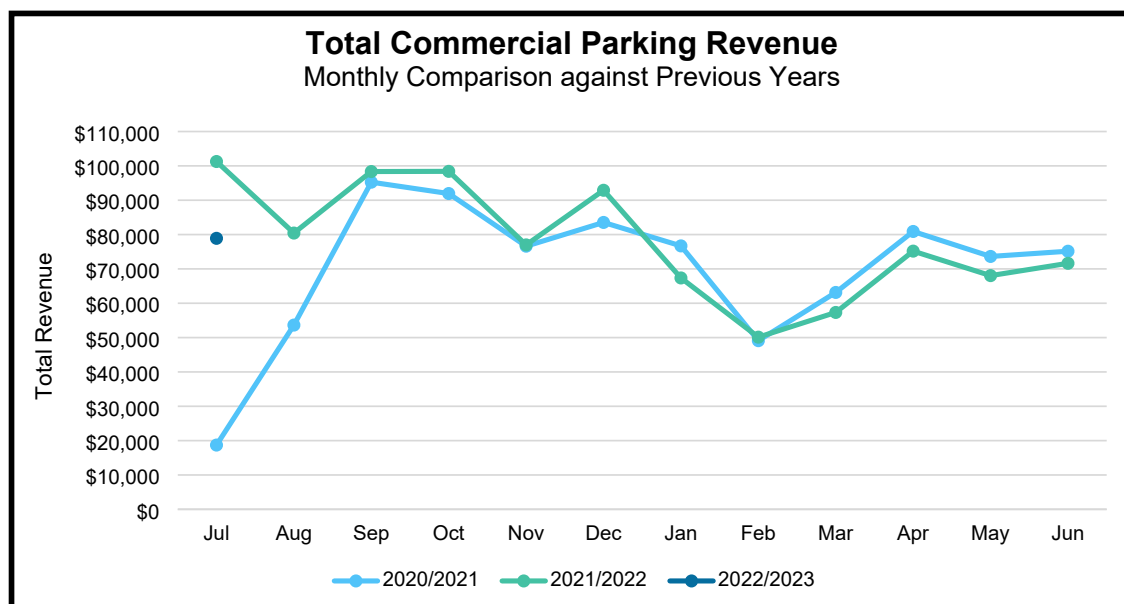
Local Laws – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Local Laws					
Local Law Applications Received	2	2			–
Complaints Received - Animal Management	90	90			–
Complaints Received - Other Local Law	102	102			–
Compliance Notices Issued	19	19			–
Renewal/Reminder/Final Notices	33	33			–
Infringement Responses	90	90			–
Dog Registrations	2729	2729			–
Cat Registrations	356	356			–
Parking Infringements - Issued	154	154			–
Parking Infringements - Waived	16	16			–
Other Infringements - Issued	31	31			–
Other Infringements - Waived	4	4			–
Infringement Reminder Notices Sent	18	18			–
Proserpine Self-Contained Vehicle Park Inspections	359	359			–

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Commercial Parking – Operations

Car Parks	YTD	Jul	Aug	Sep	Monthly Trend
Heart of the Reef Transit Facility					
Occupancy (no.)	2	2			–
Revenue (\$)	112	112			–
Port of Airlie					
Average Spend (\$)	11.49	11.49			–
Tariff (most selected)	12-24hr	12-24hr			–
No. of tickets purchased	2,489	2,489			–
Revenue (\$)	28,604	28,604			–
Airlie Lagoon Precinct					
Average Spend (\$)	4.29	4.29			–
Tariff (most selected)	1-2hr	1-2hr			–
No. of tickets purchased	6,451	6,451			–
Revenue (\$)	27,692	27,692			–
Abell Point Marina					
Average Spend (\$)	8.31	8.31			–
Tariff (most selected)	4-12hr	4-12hr			–
No. of tickets purchased	1,910	1,910			–
Revenue (\$)	15,878	15,878			–
Coconut Grove					
Average Spend (\$)	5.46	5.46			–
Tariff (most selected)	2-4hr	2-4hr			–
No. of tickets purchased	1,232	1,232			–
Revenue (\$)	6,728	6,728			–



Natural Resource Management & Climate

The Natural Resource Management & Climate 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.

Natural Resource Management – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Complaints Received - Pest & Weed	14	14			–
Complaints Received - Environmental	5	5			–
Property Pest Management Plan (PPMP) Implemented/Reviewed	1	1			–
PPMP Annual Reviews Completed	4	4			–
Notices Issued - Biosecurity	0	0			–
Notices Issued - Penalty Infringement	0	0			–
Landholder Access - Herbicide Rebate	5	5			–
Landholder Access - Mechanical Rebate	1	1			–
Letters/Emails to Landholders - Weeds	41	41			–
Property Visit/Inspections - Weeds	172	172			–
Property Visit/Inspections - Feral Animals	0	0			–
Feral Animals - Traps Set	0	0			–
Feral Animals - Trapped	9	9			–
Aerial Shooting - Flights	0	0			–
Aerial Shooting - Feral Animals Shot	0	0			–
Properties Baited	0	0			–
Baits Laid (kg)	0	0			–
Length of Road Reserve Sprayed (km)	0	0			–
No. of Council Lots Sprayed/Inspected	0	0			–
Mixed Chemicals Used (L)	0	0			–
Pest Workshops	0	0			–
Field Days Run/Involved	0	0			–
Landholder Contacts	0	0			–
Project Reports - not to Council	4	4			–
Briefing / Council Reports	4	4			–
Bushfire Hazard Reduction Burns	0	0			–
Environmental Planning Projects Completed	0	0			–
DA's Assessed (including RFI & Conditions & Advice) Completed	8	8			–

Projects

Project	Status	% Complete	Budget	Time
Bushfire Management Program	In Progress	50%	✓	✓

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Climate Hub – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Media Releases	1	1			–
Facebook Post Reach	1,493	1,493			–
Facebook Followers	680	680			–
Website Views	268	268			–
Projects Underway	10	10			–
Projects in Developments	4	4			–

Projects

Project	Type	Status
Developing a Whitsundays Carbon Offset Project	Economic	BMT contracted to deliver project stage 1
Whitsunday Industry Resilience Project	Economic	Final report from Griffith received - Completed
Regional Heat Mitigation	Social	Planning implementation of study findings
Funding and Financing Adaptation – A Case Study	Economic	Stage 2 contracted
Whitsunday Water Treatment and Pumping Optimisation	Economic	Underway - CQU Masters student in year 1 of 2
Whitsunday Healthy Heart (WHH) Project	Social	Underway (year 2 of 4)
Climate Ready Biodiversity Mapping	Environmental	Underway
Hub Partnership Program	Social	In development, risk assessment completed. Project prospectus in development.

Update

Pest Management Projects:

- Feral Animals – The programming of the Feral Animal Control Program for 2022-2023 continued. Council staff have responded to a number of feral pig complaints in rural residential areas.
- Weed Management
 - Council staff are developing a treatment scheduled for urban Leucaena.
 - Council staff have developed a draft report for Grader Grass and whether it should be a locally declared weed. This report will be presented to council shortly for discussion.
- The pest surveillance program report for the last quarter of 2021-22 has been completed. Just over 100 sites were inspected with no new pests identified at key locations across the region.

Other Natural Resource Management Projects:

Coastal

- Council has been approached by the Whitsunday Local Marine Advisory Committee (WLMAC) to develop a “Go Slow” zone in Pioneer Bay. The purpose of the proposed ‘Go Slow’ zone is to reduce boat speed in Pioneer Bay to reduce possible impacts on dugong and marine turtles. Council staff will develop a project plan and present to council in the next 1-2 months.

Bushfire Management

- Council has completed the recruitment process for a temporary Bushfire Officer. Council has a grant from the State Government to employ a Bushfire Officer full time for two years to assist landholders to develop property bushfire plans and roll-out a subsidy to assist landholders to fund bushfire mitigation measures.

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- The Airlie Beach Community Bushfire Plan has now been endorsed by Council and is now ready to be implemented.

Environment Projects:

- Pelican Park Flying Fox Roost Management Plan - The community consultation process for the development of the Pelican Park Roost Management Plan continued this month. A draft Management Plan is almost ready for discussion with stakeholders and community.
- Cleaner Roads Project, Strathmore Road - Whitsunday Regional Council and Gladstone Regional Council are working on a Rural Roads Project designed to develop best practise guidelines for improved road assessment management and sediment reduction. Further work has occurred at the monitoring sites along Strathmore Road.
- The Matters of Local Environmental Significance (MLES) data has been reviewed and interrogated using Councils Geographic Information System. The MLES has been mapped across future urban areas to determine the possible impacts on local flora and fauna.
- Development sites have been inspected to assess erosion and sediment control measures. Council has developed a revised ESC Program for the next six months which will include training sessions for development industry personnel.

Climate Change

- Council's Greenhouse Gas Reduction Plan is almost finished. The consultant engaged to undertake the work have completed a new benchmark calculation for Councils greenhouse gasses and is currently undertaking the economic modelling to determine the most cost effective reduction pathways.
- The Carbon Offset Investigation Project result will be used to inform Councils Greenhouse Gas Reduction Plan. The consultant working on the Carbon Offset Investigation has reviewed all Council land and other public lots of land to determine whether there are any suitable lots for carbon offset projects.

C-CAT Projects:

- The Coastal Councils Adaptation Taskforce (C-CAT) program is in a period of transition. The six councils involved in the project are determining the revised coordination and funding for the C-CAT Program.

Customer Service

Call Centre – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Business Hours Call Centre					
Calls Received – Total	5,880	5,880			–
Calls Received – 1300 WRC QLD	3,168	3,168			–
Calls Answered	2,838	2,838			–
Calls Overflowed	199	199			–
Calls Abandoned	102	102			–
Calls Abandoned (%)	3.22%	3.22%			–
Untracked Calls (Voice Msg)	29	29			–
*ASL - Average Service Level (%)	77.2%	77.2%			–
*ASA - Average Speed of Answer	23	23			–
*AHT - Average Handle Time/Secs	194	194			–
After Hours Call Centre					
Calls Received– Total (inc test)	220	220			–
Calls Answered– (Charged)	105	105			–
Calls Abandoned (%)	4.55%	4.55%			–
*ASL - Average Service Level (%)	75%	75%			–
*ASA - Average Speed of Answer	22	22			–
*AHT - Average Handle Time/Secs	119	119			–

Customer Transactions

Service	YTD	Jul	Aug	Sep	Monthly Trend
Receipts	10,132	10,132			–
eServices Receipts	158	158			–
eServices Receipts (%)	1.56%	1.56%			–
CRMs (within timeframe)	2,574 (2,493)	2,574(2,493)			–
Counter Stats at FPOC (pay/req)	2,962	2,962			–
eServices CRMs	5	5			–
eServices CRMs (%logged)	0.44%	0.44%			–

Payments:

- Total BPay, Austpost, Direct Deposits & EServices payment at **58.29%** of total payments.

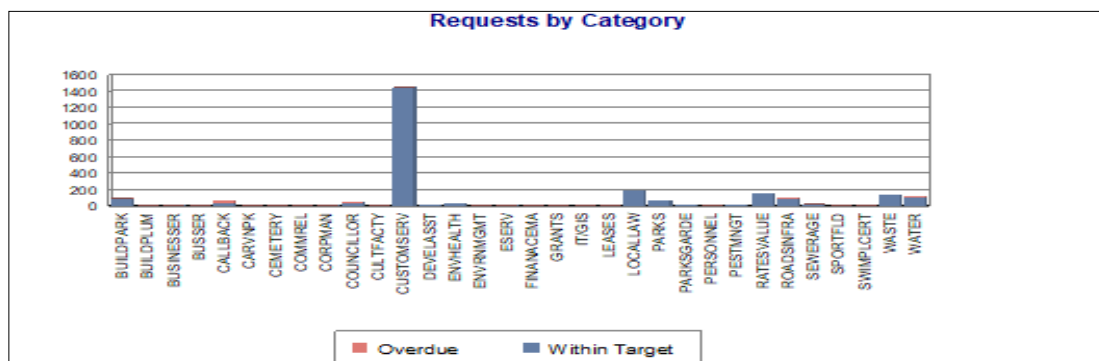
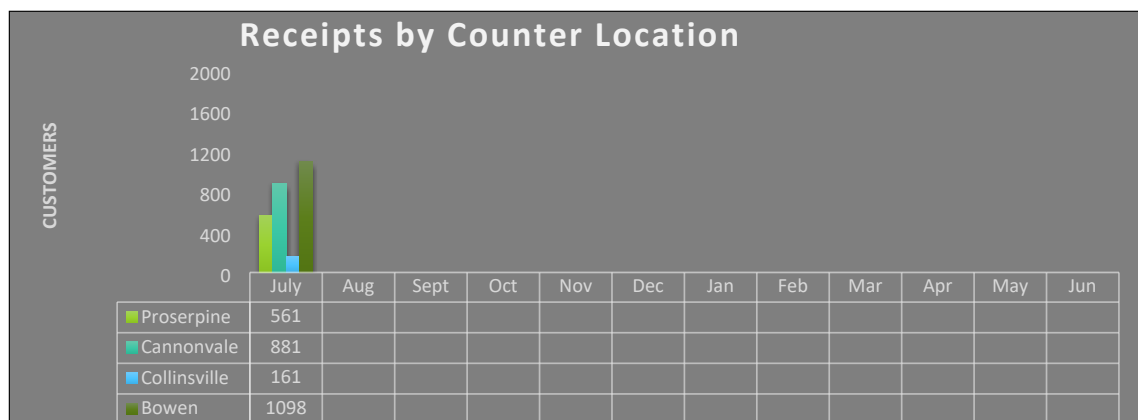
Incoming Calls & Requests:

- Total of **2,962** visitors through the service centres.
- WRC Call Statistics at **77.2%** of calls answered in 25 seconds.
- CRM completion was **96.9%** within timeframe.
- First Point of Contact (FPOC) resolution was at **84.4%** for July.

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Top Issues

Service	YTD	Jul	Aug	Sep	Monthly Trend
Counter Receipts					
Animal Tag Renewal	1,336	1,336			—
Rates Search	194	194			—
New Animal Registration	187	187			—
Rates Receipt	157	157			—
Special Water Meter	63	63			—
Telephone (First Point of Contact)					—
Rates/Water Billing	260	260			—
Local Laws/Compliance and Environment	173	173			—
General	130	130			—
Waste (Bins/Recycling/Refuse Centres)	116	116			—
Building/Plumbing/Planning and Develop	78	78			—
After Hours					—
Water Supply Issue	58	58			—
Roaming Stock	6	6			—
Wandering Animals	4	4			—
Illegal Camping	4	4			—
Road Signage/Signs	4	4			—



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	Jul	Aug	Sep	Monthly Trend
Meetings with Traditional Owners	1	1			–

- On-site meeting held in Collinsville with Jangga Operations on Monday, 11 July 2022.

Projects

Project	Status	% Complete	Budget	Time
Reconciliation Action Plan (RAP)	Complete	100%	✓	✓
Indigenous Land Use Agreements (ILUA)	In Progress	80%	✓	✓

14 MATTERS OF IMPORTANCE

This item on the agenda allows Councillors the opportunity to raise an item not included on the agenda for discussion as a matter of importance.

15 LATE REPORT ITEMS

No late agenda items for this meeting.