



Notice of Meeting

Notice is hereby given that the **Ordinary Council Meeting** of the **Whitsunday Regional Council** will be held at the Council Chambers, 83-85 Main Street, Proserpine on **Wednesday 8 February 2023**, commencing at **9:00 AM** and the Agenda is attached.

Councillors: Julie Hall (Mayor), Jan Clifford, Clay Bauman, John Collins, Michelle Wright, Gary Simpson and Michael Brunker.


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
Council Chambers, 83-85 Main Street, Proserpine on Wednesday 8 February 2023
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
Council Chambers, 83-85 Main Street, Proserpine on
Wednesday 8 February 2023 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 8 February 2023

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.

3.1 - Declaration of Declarable Conflict of Interest - Cr Clay Bauman

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: Jason Bradshaw - Director Corporate Services

AUTHORISING OFFICER: Rodney Ferguson - Chief Executive Officer

PRESENTED FOR: Information

ATTACHMENTS

1. Declaration of Declarable Conflict of Interest - Cr Clay Bauman [3.1.1 - 3 pages]

PURPOSE

For Council to consider the declaration of a Declarable Conflict of Interest submitted by Councillor Clay Bauman for the Whitsunday Regional Council Planning Scheme Major Amendment.

OFFICER'S RECOMMENDATION

That Council decides upon this matter.

BACKGROUND

Cr Clay Bauman has submitted a Declarable Conflict of Interest form (attached) in the discussion and decision on the Whitsunday Regional Council Planning Scheme Major Amendment that has been deferred from Council's agenda to allow for a decision to be made by Council on this declaration. Cr Bauman has lodged a written submission on the Planning Scheme Major Amendment.

Council has sought legal advice, and this has been provided to Council and Cr Bauman advising that he does not have a Conflict of Interest from a legal perspective given that the Amendment of a Planning Scheme is deemed to be an exception that exists under section 150EF(1)(b)(ii) of the *Local Government Act 2009* for this type of matter such that the whole of chapter 5B relating to councillor conflicts of interest does not apply. Noting that, Cr Bauman has asked for the matter to be dealt with by the Council in determining whether he can participate in the discussions and decision on the matter of the Planning Scheme Major Amendment.

This is a matter which Council must consider and decide upon, and ultimately pass a resolution.



Declaration of Interest Form

Corporate Services – Governance
2022/2023

Declaration of Interest Form

A prescribed COI is a specific, clear list of situations where legislation states that you must not participate in decisions.

A declarable COI is a situation where you might have a conflict of interest, and you must declare the interest, and then either you choose to leave the meeting yourself or other councillors vote to decide whether you can participate in a decision.

Section 1 – Applicant Details

Name (Full Name)	Clay Bauman		
Contact Phone	B	H	M 0459327494
Email Address	clay.bauman@wrc.qld.gov.au		

Section 2 – Declaration Details

I Councillor,	Clay Bauman declare that I have a: <input checked="" type="checkbox"/> Declarable Conflict of Interest (s 150EQ Local Government Act 2009) <input type="checkbox"/> Prescribed Conflict of Interest (s150EL Local Government Act 2009) In relation to the following Matter:
Meeting Type	Briefing Session
Meeting Date	25/1/2023
Agenda Item No.	
Report Title	Planning Scheme Major Amendment

Correspondence: Chief Executive Officer, Whitsunday Regional Council, PO Box 104, Proserpine, QLD 4800
P: 1300 WRC QLD (1300 972 753) F: (07) 4945 0222 E: info@whitsundayrc.qld.gov.au www.whitsundayrc.qld.gov.au

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Declaration of Interest Form

Corporate Services – Governance
2022/2023

Section 3 – Conflict of Interest Details

☒ Declarable Conflict of Interest

Nature of the Interest	My submission on the draft major amendment and long term personal interest in maintaining amenity with continued low-rise development in Airlie Beach
Name of Related Party	
Nature of the relationship of the related party to the Councillor	
Nature of the related party's interests in the matter	

☐ Prescribed Conflict of Interest

Nature of the Interest	N/A
Particular gifts or loans received by Councillor	N/A
Particular travel or accommodation received by Councillor	N/A
Whether the gift or loan is required to be the subject of a return under the LG Electoral Act?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A

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Declaration of Interest Form

Corporate Services – Governance
2022/2023

Section 4 – Course of Action

Options for Course of Action	<input type="checkbox"/> As a result of my declaration, I will leave the room when the matter is considered and voted on. <i>(Mandatory to leave if declaring a prescribed Conflict of Interest)</i>		
	<input checked="" type="checkbox"/> Although I have a declarable Conflict of Interest, I do not believe a reasonable person could have a perception of bias. Therefore, I intend to remain in the meeting. However, I will respect the decision of the meeting on whether I can remain and participate in the decision.		
Name	Clay Bauman	Position/Division	Cr. Div 2
Signature		Date	01/22/2023

Please return this form to the Chief Executive Officer prior to the Council Meeting commencing.

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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 8 February 2023

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 25 January 2023 are provided for Councils review and confirmation.

OFFICER'S RECOMMENDATION

That Council confirms the Minutes of the Ordinary Meeting held on 25 January 2023.

BACKGROUND

In accordance with s272 of the Local Government Regulation 2012, minutes were taken at Council's Ordinary Council Meeting held on 25 January 2023 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 25 January 2023.

If Council is satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 25 January 2023 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 25 January 2023 with amendments.

If Council is not satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 25 January 2023 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 25 January 2023, the following interests were declared and recorded in the minutes:

Councillor/Officer	Prescribed or Declarable	Report No.	Particulars of the interest
No declarations of interest during this meeting.			

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 25 January 2023, the following orders were made:

Councillor	Order Made
No orders were made during this meeting.	

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	Status
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.	Council was notified 22 July that the grant funding was unsuccessful, a future report will be brought to Council with alternate option. November Update: QRA reconsidering the previous application. January 2023 Update: Council was notified of successful grant funding through GRRRF of \$144,000 plus \$16,000 contribution from Council.
25/05/2022	13.1.3 Council Meetings Live Stream Policy	That the item be tabled until we have a full Council.	To be presented to a future Council Meeting.
14/12/2022	13.3.1 - Local Government Infrastructure Plan Amendment	That the item lie on the table to allow Councillors more time to consider the contents of the LGIP.	To be addressed at the 8 February 2023 Ordinary Meeting.
14/12/2022 & 25/01/2023	13.3.5 - 20211031 - Development Application for Material Change of Use (CarWash, Outdoor Sales & Associated Service Industry/Low Impact Industry) - 144-146 Main Street, Proserpine - 4 & 5 RP405787 OM2022/12/14.19	14/12/2022 That the item lie on the table to allow development services staff to review the ability to use the highway access for both Ingress and Egress. 25/01/2023 That item 13.2.1 lie on the table pending further consideration around the issues raised.	Item was presented to the Ordinary Council Meeting of 25 January 2023 and was tabled. To be presented at the 8 February 2023 Ordinary Meeting.
25/01/2023	13.2.2 - 20220736 - Development Application Material Change of Use (Transport Depot) - Barclay Street, Mount Coolon - Searles Investments (QLD) Pty Ltd as TTE C/- Wynne Planning & Development Pty Ltd OM2023/01/25.14	That the item lie on the table pending further discussions.	

25/01/2023	13.2.3 - 20220634 - Development Application for Material Change of Use – Rooming Accommodation (Four (4) Rooms & Communal Facilities) - 37 George Street Bowen - T Tran Vu OM2023/01/25.15	That the item lie on the table pending further information and an on-site inspection to be conducted.	Item to be brought back to the 8 February 2023 Meeting – site visit scheduled for 01/02/2023.
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CONSULTATION

Director Corporate Services

DISCLOSURE OF OFFICER'S INTERESTS

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

CONCLUSION

These minutes from the Ordinary Council Meeting held on 25 January 2023 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.

9.1 - Petition - Development Application 202202456 Rejection

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: Tailah Jensen - Governance Administration Officer

AUTHORISING OFFICER: Rodney Ferguson - Chief Executive Officer

PRESENTED FOR: Decision

ATTACHMENTS

1. Petition [9.1.1 - 9 pages]

PURPOSE

A petition presented to Council for their consideration.

OFFICER'S RECOMMENDATION

That Council:

1. Receive the petition from J Matthews and 87 other people requesting Council to refuse the Development Application 202201456 Material Change of Use Transport Depot.
2. Task the petition to the Director Development Services for consideration of the matters raised when the Development Application is brought to Council for a decision.

BACKGROUND

Cr Simpson presented a petition to Council at the last Ordinary Council Meeting held on 25 January 2023 as per the below resolution.

14 MATTERS OF IMPORTANCE

MATTERS OF IMPORTANCE – PETITION: TRANSPORT DEPOT

RESOLUTION OM2023/01/25.27

Moved By: CR G SIMPSON

Seconded By: CR J CLIFFORD

That the petition regarding the proposed Transport Depot DA202201456, be tabled for Councils consideration.

MEETING DETAILS

The motion was Carried 7 / 0.

CARRIED

The petition was tabled at the previous meeting and has therefore been included in the agenda for the meeting of 8 February 2023 for Councils consideration.

STATUTORY/COMPLIANCE MATTERS

As per Councils standing orders, any petition presented to a meeting of Council shall:

- be in legible writing or typewritten and contain a minimum of ten (10) signatures;
- include the name and contact details of the Principal Petitioner (i.e. one person who is the organiser and who will act as the key contact for the issue);
- include the name, postcode and signatures of all petitioners;
- address issues relating to Council's responsibilities; or issues which affect the Whitsunday Region or communities within the region, provided Council is in a position to exercise some degree of influence; and
- have the details of the specific request/matter appear on each page of the petition.

RISK ASSESSMENT

Failure to present and receive petitions, presents a non-compliance risk under Councils standing orders.

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

As stipulated in the standing orders, where a Councillor presents a petition to a meeting of Council, no debate on or in relation to it shall be allowed and the only motion which may be moved is that the petition be:

- received; or
- received and referred to an officer for consideration and a report to Council; or
- not be received because it is deemed invalid.



Petition to Whitsunday Regional Council

POST TO: The Chief Executive Officer, Whitsunday Regional Council,
PO Box 104 Proserpine, QLD 4800

Petition Summary

We, the undersigned respectfully petition Whitsunday Regional Council to:
Reject application 202201456 development application for a material change of use Transport Depo.
On the basis that the land is surrounded by a community who have chosen to live a rural lifestyle.
The safety of all road users on Shute Harbour Rd Riffle Range Rd will be negatively impacted and endanger lives.

Total Number of Pages: 9

Total Number of Signatures: 87

Section 1 – Principal Petitioner Details (Please complete in full)

Name	Jacqui Matthews	Signature	[Redacted]
Postal Address	[Redacted]		
Contact Phone	B N/A	H [Redacted]	M [Redacted]
Email Address	[Redacted]		

Section 2 – Names of Petitioners (Please complete in full)

Name	Address	Signature	Date Signed
Kenny Stevenson	[Redacted]	[Redacted]	5-12-22
Helen Stevenson			5/12/22
Jamie Hamilton			5/12/22
GRANT HINCHEN			5/12/22
Craig Haggan			5/12/22
PETER ROBERTS			5-12-22
KAREN RIDLEY			19-12-22
GRANT HOWARD			20-12-22

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Name	Address	Signature	Date Signed
P. RICHARDS			8-12-22
G. Daniels			8-12-22
B. Carter			8-12-22
N. Gilchrist			8/12/22
J. Nicolson			8/12/22
R. ANDERSON			8/12/22
B. WILLIAMS			8-12-22
L. Norford			8/12/22
G. REEMS			8-12-22
D. TICHAU			14-12-22
H. MAONEY			15-12-22
J. Logie			15-12-22
S. Matthews			23-1-23
F. Matthews			23/1/23

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Name	Address	Signature	Date Signed
Jane Richardson			5-12-22
M. McLeod			5/12/22
Kays Halsey 6 P			5/12/22
Joy SEAR 2/			5/12/22
Jacqui Barrett 1			5/12/22
VICKI DOUGLAS			5/12/22
Christa Egger			5.12.22
Lesley Williams 9			5-12-22
Jolie Braumort			5.12.22
Leonie Springbe			5/12/22
Di Neill 1			5/12/22
Robyn Gratton			5/12/22
AAnn Clinch 9			5/12/22
ELSIE MAGEL			9/12/22
Leslie Crelfield			9/12/22

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Name	Address	Signature	Date Signed
Colleen Greffield			09-01-23
Robert Gmsser			09-01-23
Ivy Dobbins			09-01-23
Doris Stagg			09-01-23
Sue Walcom			09-01-23
Jayn Russell			11-01-23
Julienne Brimble			13-01-23
T. JAMES			13-1-23
Nathan G			19/1/23
GEORGE FARST			19/1/23
TIM MYERS			19/1/23
NICK TOPP			19/1/23
Karl Olah			19/1/23
Susan Olah			19/1/23
Ian Dady			19/1/23

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Name	Address	Signature	Date Signed
Herna Postnick			8-12-2022
Kerry Wood			8-12-2022
Bradley Quick			8-1-2023
Daisy Dwell			8-1-2023
Aidan Quick			8-1-2023
Louise Brown			8-1-2023

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Name	Address	Signature	Date Signed
Christie			5/12/22
Justin			5/12/22
Paul Feig			5-12-22
Jacob Hamilton			6/12/22
Nathan Lee			8/12/22
Jennifer Murray			9/12/22
Noel Gardner			22/12/22
MAREK KULIG			28/12/22

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Name	Address	Signature	Date Signed
P. MARCHBANK			5/12/22
C. Johnson			5/12/22
J. Sorensen			6/12/22
D. Ashton			21.12.22
T. CORNWELL			22.12.22
R. STRANGE - COVENTRY			22/12/22
J. McNaughton			22/12/22
M. Rutledge			22/12/22
J. Wallace			22/12/22
N. Gash			22/12/22
C. Forsyth			22/12/22
M. STANDER			04/01/23
C. COOKE			4.1.23
P. HOVEY			4/1/23
C. Howard			4/1/23

Bowen
Cnr Herbert & Powell Streets
Bowen QLD 4805

Proserpine
83-85 Main Street
Proserpine QLD 4800

Collinsville
Cnr Stanley & Conway Streets
Collinsville QLD 4804

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



Petition to Whitsunday Regional Council

POST TO: The Chief Executive Officer, Whitsunday Regional Council,
PO Box 104 Proserpine, QLD 4800

Petition Summary

We, the undersigned respectfully petition Whitsunday Regional Council to:

Reject application 202201456 for a material change of use Transport Depo

on the basis that the land is surrounded by a community who have chosen to live a rural lifestyle.

The safety of all road users on Shute Harbour Rd Rifle Range Rd will be negatively impacted and endanger lives

Name	Address	Signature	Date Signed
J. Abel	[REDACTED]	[REDACTED]	4.1.23

Bowen
Cnr Herbert & Powell Streets
Bowen QLD 4805

Proserpine
83-85 Main Street
Proserpine QLD 4800

Collinsville
Cnr Stanley & Conway Streets
Collinsville QLD 4804

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



Petition to Whitsunday Regional Council

POST TO: The Chief Executive Officer, Whitsunday Regional Council,
PO Box 104 Proserpine, QLD 4800

Petition Summary

We, the undersigned respectfully petition Whitsunday Regional Council to:
Reject Application 202201456 development application for a material change of use to Transport Depo
On the basis that the land is surrounded by a community who have chosen to live a rural lifestyle.
The safety of all road uses on Shute Harbour and Riffle Range Roads will be negatively impacted and endanger lives

Name	Address	Signature	Date Signed
K. O'HARA.			19-1-23
J. O'Hara			"
B. S. APUS			"
S. McNEILL			23-1-23
L. McNEILL			23-1-23

Bowen
Cnr Herbert & Powell Streets
Bowen QLD 4805

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Proserpine QLD 4800

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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 Office of the Mayor and CEO

13.1.1 - Greater Whitsunday Housing Project

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: Gary Warrener – Economic Development Manager

AUTHORISING OFFICER: Rodney Ferguson - Chief Executive Officer

PRESENTED FOR: Decision

ATTACHMENTS

1. Partner Briefing Document - Regional Councils [13.1.1.1 - 3 pages]
2. GW Housing Roundtable Report (Final Merged) [13.1.1.2 - 60 pages]

PURPOSE

This report summarises the findings of Stage 1 of the Greater Whitsunday Housing Project. The Project's overall objective is to identify potential collaborative solutions to the housing stress being experienced in the Greater Whitsunday region at present. Stage 1 was a Housing Roundtable event which brain stormed causes for the shortages and developing a list of "Problem Statements for the Region".

OFFICER'S RECOMMENDATION

That Council:

1. Acknowledges receipt of the Greater Whitsunday Housing Project Report – Housing Roundtable.
2. Agrees to payment of \$30,000 being Whitsunday Regional Council's portion of the research project cost.

BACKGROUND

Following the Queensland State Government's Housing Summit on 20 October 2022, the Greater Whitsunday Housing Project Steering Committee agreed it would be opportune for the region to leverage that momentum and host a Roundtable event in December 2022 to frame an agenda for a regional summit in 2023.

The Greater Whitsunday Housing Project was developed and contains the following four stages:

- Housing Roundtable (scheduled for 6 December 2022)
- A Research Project – providing data to inform the Summit discussions
- Housing Summit – scheduled for May 2023 to identify potential solutions
- Final Report

The overall cost of the project is estimated to be around \$200,000 and consultant group, Greater Whitsunday Communities to date has sourced/sought funding from the following partner organisations: RDA Greater Whitsunday; Dalrymple Bay Coal Terminal; Mackay, Isaac, and Whitsunday Regional Councils.

A survey was sent to the 57 targeted participants prior to the Housing Roundtable event with 18 responses. Then followed by an invitation to these potential participants who were from a

broad range of agencies and groups. A total of 44 people attending the Housing Roundtable, which was conducted on 6 December 2022.

DISCUSSION/CURRENT ISSUE

The Housing Roundtable resulted in the development of a “Problem Statement for the Region”. An extensive list of 18 statements was created, with the top six being:

1. Lack of coordinated planning which supports the ever-changing housing needs of the region.
2. To create a range of housing options to underpin our economic and social growth into the future.
3. Lack of investor confidence.
4. A lack of suitable, affordable housing in the region.
5. Lack of accommodation is inhibiting economic development in all sectors.
6. There is not one entity that holds overall responsibility for considering the outlook for the entire regional housing system.

Stage 2 of the overall project, The Research Project, is underway now and this will provide baseline data to inform the discussion to be held at the Housing Summit which is scheduled for May 2023. Following the Summit, a Final Report will be developed which will also be provided to Council.

STATUTORY/COMPLIANCE MATTERS

N/A

STRATEGIC IMPACTS

Advocate for the community on issues of regional importance.

Provide advocacy and partnerships with government, community and business interests through effective stakeholder engagement.

FINANCIAL IMPLICATIONS

Research Project cost to Council is \$30,000 to be funded from the economic development budget. No request for additional funding has been received at this stage.

CONSULTATION/ENGAGEMENT

Chief Executive Officer
Director Development Services
Chief Operating Officer Aviation & Tourism
Manager Economic Development

RISK ASSESSMENT

Should Council not participate in the Project the Whitsunday region may be excluded from participating in the collaborative activities that result from the Summit.

TIMINGS/DEADLINES

Stage 2 is underway at present. Stage 3, the Housing Summit is scheduled for May 2023, and the Final report to be developed following the Summit. The overall Project is expected to be completed by 30 June 2023.

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.



PARTNER BRIEFING: GREATER WHITSUNDAY HOUSING PROJECT

1. BACKGROUND

Greater Whitsunday Communities (GWC) and RDA Greater Whitsundays (RDA GW) have partnered to initiate a Housing Project to identify potential solutions to the housing needs in the Greater Whitsunday region at both a social and economic level.

A steering committee has been formed with broad-based representation across the housing supply chain, local, state and federal governments as well as community and economic development organisations.

Considering the level of interest in the housing space with the Queensland Government's Housing Summit on 20 October 2022, the steering committee agreed that it would be opportune for the region to leverage that momentum and host a Roundtable event in 2022 to frame an agenda for a Summit in 2023.

2. PROJECT INCLUSIONS

The Greater Whitsunday Housing Project inclusions are:

- A **Housing Roundtable** on 6 December 2022 to demonstrate to regional stakeholders that the Project has been initiated to develop a regional position regarding housing issues, and to develop the strategic themes that will be addressed at a larger Summit event in May 2023.
- A **Research Project** related to the strategic themes, providing baseline data to inform the Summit discussions and ensure that they can be solutions oriented based on evidence, including significant stakeholder engagement to validate research data.
- A **Housing Summit** in May 2023 to identify potential regional solutions to the housing issues being faced in the Greater Whitsunday region.
- A **Final Report** that articulates the subprojects that are identified at the Summit, together with lead partners and potential funding sources.

3. OBJECTIVES/OVERALL AIM

The overall objective of the Greater Whitsunday Housing Project is to identify potential collaborative solutions to the housing stress being faced in the Greater Whitsunday region that regional stakeholders agree to and mobilise around.

It is a complex issue with many moving parts, so it is anticipated that there will be multiple potential solutions and sub-projects that could progress as a result of this Housing Project.

The Housing Project does not seek to replace any other initiatives underway to address housing stress across the region, but build on these, value-add where possible and address common issues across LGAs.

Other objectives include:

- Improving the overall understanding of the housing issues facing the region
- Improving collaboration across various sectors to address the housing issues, especially between the commercial and social and affordable housing sectors
- Improving the competitiveness of the region to attract development investment

4. PROGRESS TO DATE

The Housing Roundtable took place on 6 December 2023 and a Report outlining the discussion points and strategic themes has been produced.

The strategic themes for the Summit were agreed and prioritised as follows:

1. **Availability** as well as **Diversity and Choice** as the number 1 ranked themes
2. **Affordability**
3. **Consumer Need**
4. **Roles and Responsibilities**

The GW Housing Project steering committee met on 19 December and agreed to the following approach to progress the Project, in the interest of keeping momentum, and addressing issues in the short-term, medium- and longer-term.

Short-term (now, and up to 1 to 2 years):

- Identify potential quick wins / low hanging fruit that could potentially result in immediate improvements in housing outcomes for the region
- Form a working group/s to progress these quick wins based on what the issues are
- Gather data and engage with relevant stakeholders to inform decisions relating to these quick wins
- Aim to have some actionable projects by end March 2023

Medium and longer-term:

- Scope the longer-term themes remaining after the short-term ones have been identified
- Gather data and engage with relevant stakeholders to inform decisions relating to these themes (subject to funding)
- Use this data to inform a Summit in May 2023 that focuses on solutions to these more complex themes

5. PARTNERSHIP REQUEST

GWC and RDA GW estimate that the total Project cost is likely to be in the region of \$200,000, covering the cost of the Roundtable event, Research Report (including research to address the short-term issues), Summit event and the development of an action plan (including broad stakeholder engagement and consultation).

GWC and RDA GW have partnered with a number of organisations to financially support the Housing Project's deliverables, including:

- RDA GW
- Dalrymple Bay Coal Terminal

The Mackay, Isaac and Whitsunday Regional Councils have verbally committed an equal sum.

GWC and RDA GW have also targeted a number of additional partners to request contributions towards the overall cost to address the shortfall and ensure that the Housing Project achieves meaningful outcomes for the Greater Whitsunday region.

All partners will be acknowledged on the Project webpage (under construction), in the research report, all relevant Project media releases and at the Housing Summit.

In addition, GWC will acknowledge all partners individually in social media posts on Facebook and LinkedIn.



GREATER WHITSUNDAY HOUSING ROUNDTABLE REPORT

EXECUTIVE SUMMARY

Greater Whitsunday Communities (GWC) and Regional Development Australia Greater Whitsundays (RDA GW) have partnered to deliver a Housing Project for the Greater Whitsunday region, overseen by a steering committee representing all housing sectors and the supply chain, to identify potential solutions for the housing issues facing the region.

The Housing Project inclusions are:

- A **Housing Roundtable** on 6 December 2022 to demonstrate to regional stakeholders that the Project has been initiated to develop a regional position regarding housing issues, and to develop the strategic themes that will be addressed at a larger Summit event in May 2023.
- A **research project** related to the strategic themes, providing baseline data to inform the Summit discussions and ensure that they can be solutions oriented based on evidence, including significant stakeholder engagement to validate research data.
- A **Summit** in May 2023 to identify potential regional solutions to the housing issues being faced in the Greater Whitsunday region.
- A **final report** that articulates the subprojects that are identified at the Summit, together with lead partners and potential funding sources.

The report relates to the outcomes of the Housing Roundtable on 6 December.

The Roundtable was an invitation only event and designed to keep numbers to less than 45 participants, to keep the conversation focused. A broad spectrum of stakeholders participated across the supply chain, housing sectors, commercial, economic development, community development as well as Local, State and Federal Governments.

A pre-roundtable survey was sent to participants and 18 people responded. Key findings included:

- The main problem relating to housing in the Greater Whitsunday Region concerns housing availability (especially affordable housing) and affordability.
- The economic prosperity and liveability of the region has attracted population growth which has caused housing demand to exceed supply, coupled with systemic shortfalls in housing stock growth in recent years, as well as home ownership being preferable to renting, all contributing to rental stock shrinkage.
- Supply has lagged demand in the Greater Whitsunday region for a number of reasons, primarily relating to building material availability and cost, workforce shortages, lack of confidence in the investment opportunity in our region and lack of Government foresight, especially concerning housing public servants and planning for the growing demand for social and affordable housing.

- Over and above advocacy for improved social and affordable housing and incentives, there are many diverse opportunities for the region to explore to be better prepared and resolve immediate and ongoing housing issues.

The Housing Roundtable was facilitated by Neil Glentworth, Managing Partner of DunneMedford, and followed the high-level framework of interactive scene setting followed by a workshop component. Audience participation, input and feedback was gathered using the PollEv tool.

Scene setting

Key State and Federal Government commitments in relation to housing were shared.

The discussion then shifted to regional issues:

- Do we understand the “housing supply chain”?
 - Role of each stakeholder and issues within supply chain
- What is the components of housing?
 - Homeless, Public Housing, Emergency housing, etc.
- Solution thinking
 - Lack of collaboration on data – how can we use it together
- External Environment
 - Provide a granular picture for economy in next 5 years, including project pipeline and employment impacts
 - Why? To lower risk in decisions on housing provision
- Likely to be continued strong increase in rental demand, as well as demand for new stock
- Rules vs Guidelines for housing
 - Rule makers view as ‘fix rules’ vs implementers as ‘guideline’
- There are approximately 2,500 social housing dwellings across the 3 LGAs: 1860 in Mackay, 156 in Isaac and 487 in the Whitsundays
- 950 people are on the region’s register of need; they are under pressure because the private market is not meeting their need
- Disincentive for investment in rental properties
- Construction costs are prohibitive
- People cannot afford to pay the rentals that would encourage developers to invest in new stock

PollEv top regional issues:

- Construction sector skills shortages (5)
 - Exacerbated by migration to large projects down south (1)
- There has been a recent wave of new rental laws adopted in Queensland, this has turned the tables to a point where there are very few rights for the landlord and far too many rights for the tenant. This has caused many landlords to sell their rental properties or becoming very circumspect with tenants. (2)

Housing Demand

- Rent rolls have dropped
 - Investors declined from 40% to 14% on rental book
- The new laws from 1 October have resulted in a drop in investors from down South
- Local investors also not investing
 - Not seeing long-term capital growth on rental property, and not investing anymore
- Significant drop in investment properties across LGAs

- Rental price increases have priced many employed people out of the rental market, exacerbating the homeless issue/demand for social housing
- Price of properties have increased resulting in profit taking (property sales) taking properties off the rental market
- There is the lack of tradesmen to fix up rental properties causing delays in properties being able to be rented
- Insurance is a huge issue affecting investment

Housing Supply

- Key issue affecting housing supply is Stamp Duty which is duplicated – applicable to both the land and the home; it is a regressive tax
- NRAS was a good system implemented by the Labour Government; it made it attractive for landlords to rent properties and developers to develop rental properties; Government subsidised rentals for those in need; it would be good if this system was reinstated with a higher eligibility income
- It is necessary to streamline Government Services and look at what is stopping developments; there needs to be more collaboration
- Costs are also impacting supply, especially energy costs and the new Building Laws coming into effect in October 2023 – they will add additional costs to a new build
- There are opportunities to reduce cost by using local materials and renewable energy (solar)
- There is an opportunity to set mortgages for affordable housing

PollEv top housing supply issue:

- Housing diversity / mix of available housing types is limited

Role and Responsibilities (collaboration, co-ordination and supply chain)

A panel discussion highlighted the following problems for the region:

- Not enough houses
- Helping the construction sector do what it does best – reduce red tape for the construction sector
- Lack of confidence in capital growth of properties in the region
- Mackay Regional Council subsequent response (refer Appendix 2 for statistics across the LGAs):
 - fluctuations in housing demand due to changes in economy (employment attracting migrants) and related household composition
 - rental stock reduction since 2020
 - housing product choice not matching smaller household demand (1 or 2 person household)
 - selling price point (land and house) has rebounded since 2017 and has become prohibitive to first time homeowner

The panel and participants discussed levers that could be used to make a difference as well as what gaps they believed there were in the housing situation in the region.

PollEv top thought relating to roles and responsibilities:

- Coordination / collaboration: The opportunity from today to continue to meet as a core group to help drive and keep housing and knock-on effects related to this on the radar

Workshop Component

The PollEv tool was used to inform the discussions during the workshop component of the Roundtable.

Issues specific to LGAs

Top issues for the Isaac:

- Bank finance challenges
- Lack of willing investors

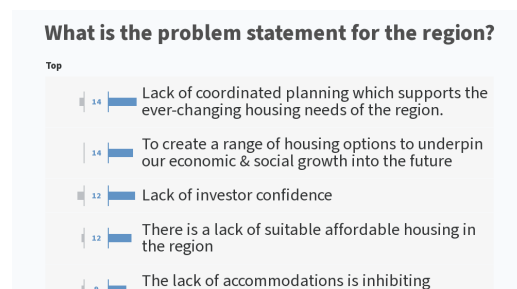
Top issues for Mackay and Whitsundays:

- Affordability
- Diversity

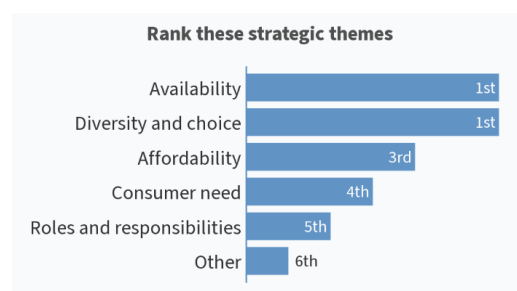
Top core issues for the region:

- Lack of diversity in housing
 - Mismatch between type of household demand and available supply
- Lack of investor confidence
 - Scaremongering around coal ending in less than ten years panicking investment in region
- Lack of affordable housing
- Investment issues, finance and insurance

What is the problem statement for the region?



Participant ranking of the strategic themes:



Availability and *Diversity and Choice* tied as the number 1 strategic theme for the Greater Whitsunday region's Housing Project, followed by *Affordability*. These themes will guide the research and discussions at the Housing Summit in 2023.

1. BACKGROUND

Greater Whitsunday Communities (GWC) and RDA Greater Whitsundays (RDA GW) have partnered to initiate a Housing Project to identify potential solutions to the housing needs in the Greater Whitsundays at both a social and economic level.

An initial kick-off meeting of interested parties took place on 13 October 2022 to scope the Project and a steering committee was formed to oversee the Project delivery.

Considering the level of interest in the housing space with the Queensland Government's Housing Summit on 20 October 2022, the steering committee agreed that it would be opportune for the region to leverage that momentum and host a Roundtable event in 2022 to frame an agenda for a Summit in 2023.

Purpose of roundtable

The purpose of the Roundtable is to demonstrate to regional stakeholders that the Housing Project is seeking to develop a regional position as regards the region's housing issues, which are likely to vary from many of those in SEQ.

It will:

- develop the agenda and discussion framework for a larger Summit in 2023
- identify the issues that need to be addressed and develop a framework for finding solutions at the Summit
- be an opportunity to educate participants about the roles of various stakeholders, including levels of government, in the housing space

Purpose of the summit

The purpose of the Summit is to identify potential solutions for the housing issues facing the Greater Whitsunday Region which GWC and other stakeholders can then advocate for and seek funding for relevant projects to drive improved outcomes.

The Summit will leverage the Queensland Government's Housing Summit outcomes and help ensure the Greater Whitsunday region benefits from the associated policy changes and investment.

2. GOVERNANCE AND METHODOLOGY

GWC and RDA GW have partnered to deliver the Housing Project and together with other interested stakeholders, identified potential participants for the Project's steering committee. Representatives from the following stakeholder groups were invited to participate in the steering committee:

1. Master Builders Australia (MBA)
2. UDIA
3. HIA
4. Indigenous Housing (Girudala)
5. WIMHHAN
6. Connect Housing
7. Whitsunday Housing Company
8. Isaac Housing Trust
9. Developer
10. RDA
11. GW3
12. LGAs

13. REIQ
14. A Lender
15. A broker
16. Greater Whitsunday Communities

The inaugural steering committee took place on 31 October 2022, and the participants approved the Terms of Reference for the committee and the Project inclusions:

- A **Housing Roundtable** on 6 December 2022 to demonstrate to regional stakeholders that the Project has been initiated to develop a regional position regarding housing issues, and to develop the strategic themes that will be addressed at a larger Summit event in May 2023.
- A **research project** related to the strategic themes, providing baseline data to inform the Summit discussions and ensure that they can be solutions oriented based on evidence, including significant stakeholder engagement to validate research data.
- A **Summit** in May 2023 to identify potential regional solutions to the housing issues being faced in the Greater Whitsunday region.
- A **final report** that articulates the subprojects that are identified at the Summit, together with lead partners and potential funding sources.

The steering committee agreed the following relative to participation in the Housing Roundtable:

- Invitation only event
- Invitees ideally have “skin in the game” as regards the housing situation in the region
- One representative for collectives e.g. one representative from the Chamber of Commerce organisations, Churches, LGA planners and Neighbourhood Hubs and that they should survey their peers prior to the event
- Target 35-45 people

There was considerable interest in the Roundtable from a number of Regional Councillors, however, the steering committee agreed that, to keep the Roundtable conversation targeted and focused, only one Councillor from the three Regional Councils attend. The Summit will be the opportunity for broad-based participation by all Regional Councillors.

Invitees and participants included:

Name	Attended	Organisation
Amanda Camm	Y	State Member for Whitsundays
Andrew Willcox	Y	Federal Member for Dawson
Dale Last	N	State Member for Burdekin
Michelle Laundry	N	Federal Member for Capricornia
Julieanne Gilbert	Y	State Member for Mackay
Malcolm Hull	Y	MBA
Paul Thompson	Y	UDIA
Michelle Hooke	Y	Indigenous Housing (Girudala)
Diana Roper	Y	WIMHHAN; CASA
Toni Hamilton	Y	Connect Housing
Joanne Moynihan	Y	Whitsunday Housing Company
Chris Wright	Y	Isaac Housing Trust
Mitch Flor	Y	Developer (Tandy Group)
Rob Cocco	Y	RDA GW
Kylie Porter	Y	GW3

Attachment 13.1.1.2 GW Housing Roundtable Report (Final Merged)

Cr. Karen May	Y	Mackay Regional Council
Cr. Gina Lacey	Y	Isaac Regional Council
Cr. Jan Clifford	Y	Whitsunday Regional Council
David McKendry	N	GWCoM
Peter McFarlane	Y	REIQ
Stephanie Cora	N	Neighbourhood Centres/Hubs
Dorne Wallace	Y	GWC
Carol Norris	Y	GWC
Antoinette Du Toit	Y	GWC
Adrienne Burke	Y	Department of Premier
Therese Donnelly	Y	Department of Communities, Housing and Digital Economy
Glen Cole	Y	Department of Communities, Housing and Digital Economy
Philip Grobler	Y	LGA Planning Representative
Daniel Wagner	Y	Isaac Regional Council Panel Representative
Christine Cuppit	N	Australian Banking Association
Jeff Adams	Y	Housing Industry Association
Kerri Payne	N	Property Broker – Lifestyle Finance
Collette Williams	Y	Bowen Gumlu Growers Association
John Baker	N	AgForce
Vicki Smith	Y	Chambers of Commerce
Julia Pitman	Y	Church communities in region: St Pauls; St Vincent
Sam Raciti	N	Mudth-Niyleta (Sarina Indigenous Housing)
Fiona Caniglia	N	QShelter
Al Grundy	Y	Mackay-Isaac Tourism
Teona Cousin	Y	Resource Industry Network
Kyli McCrae	Y	Bowen Collinsville Enterprises
Kayleigh Brewster	Y	Chances Café
Cynthia Simpson	Y	CQU
Heath Bonney	N	Mackay Sugar
Nick O'Meara	N	Thomas Borthwicks & Sons
Lynda Pollock	N	Anglo American
Leah Scheepers	N	BHP
Rick D'Amato	Y	Dalrymple Bay Coal Terminal
Graham Stritzke	Y	Gemini Homes
Ben Kerrisk	Y	Guardian
Josey Comerford	Y	Hugh Reiley Real Estate
Alan Zamparutti	Y	Strategic Media Partners
Mitch Binney	Y	Regional Insurance Brokers
Victoria Gracie	Y	Opteon Property Valuers
Mitch Innes	Y	Smart Transformation Advisory Councils
Neil Glentworth	Y	Facilitator
Tonia Wilson	Y	GWC Project Manager

(Those highlighted were intended to represent a collective.)

All participants were sent a survey prior to the Housing Roundtable to gather insights into the issues to be addressed.

Neil Glentworth, Managing Partner at DunneMedforth, was engaged to facilitate the Housing Roundtable because of his experience in hosting a similar event for 8 LGAs in western Queensland, his familiarity with regional housing issues, his familiarity with the Greater Whitsunday's economic situation having facilitated the Resources Centre of Excellence's LeadIn Transformation Symposiums in Mackay, Moranbah and Bowen, and having assisted GW3 with a number of visioning projects.

3. OUTCOMES

3.1 Pre-Roundtable Survey

The core questions in survey were:

- What do you think is the housing problem in the Greater Whitsunday region?
- What do you think is causing demand to exceed supply in the Greater Whitsunday Region?
- What do you think has caused supply to lag demand in the Greater Whitsunday region?
- What problems do we think we can solve as a collaborative region and where should we focus our attention?

There were 18 responses to the survey.

Responses are summarised below.

Housing Problem in the Greater Whitsunday Region

- Shortage of all levels of housing and accommodation (10)
- Lack of rental accommodation (8)
- Housing affordability (7)
- Cost of rental accommodation (4)
- Construction costs and material (3)
- Constraining economic development (1)
- Land availability (1)
- Shortage of builders (1)
- Investment in social housing (1)
- Lack of housing diversity (1)
- Investment attraction in affordable housing (1)
- Lack of female boarding houses (1)

Conclusion: Main problem relating to housing in the Greater Whitsunday Region concerns housing availability (especially affordable housing) and affordability.

What is causing demand to exceed supply in the Greater Whitsunday Region

- COVID-19 and intrastate and interstate migration (11)
- Transient workforce creating demand for rental properties (4)
- Systemic shortfall in housing stock (4)
- Economic growth (3)
- Low unemployment and high workforce participation (3)
- Investment in social and affordable housing stock (3)
- Home ownership more attractive than renting (3)
- Workforce shortages in construction industry (2)
- Supply chain disruptions and price increases (2)

- Shrinking rental pool (2)
- Housing diversity (1)
- Airbnb impacting rental stock (1)
- Total reliance on the private sector to fill all housing needs (1)

Conclusion: The economic prosperity and liveability of the region has attracted population growth which has caused housing demand to exceed supply, coupled with systemic shortfalls in housing stock growth as well as home ownership being preferable to renting, all contributing to rental stock shrinkage.

What has caused supply to lag demand in the Greater Whitsunday region

- Building material availability and cost (9)
- Workforce shortages (6)
- Investors lack confidence / alternative more attractive opportunities (4)
- Availability of builders (4)
- Cyclical economy (3)
- Lack of Government vision (3)
- Movement of homes out of the rental pool/preferable to own property (2)
- Long lead times for new homes to be constructed (2)
- Cost of construction of rental housing (2)
- Building companies failing (1)
- Housing diversity, especially high-density housing (1)
- Government constraining supply, zoning issues (1)
- Cost of land (1)
- Red tape (1)
- Access to finance due to lending restrictions (1)
- Uncertainty of the resource industry (1)
- State Government housing for public servants (1)
- State Government investment in social and affordable housing (1)

Conclusion: Supply has lagged demand in the Greater Whitsunday region for a number of reasons, primarily relating to building material availability and cost, workforce shortages, lack of confidence in the investment opportunity in our region and lack of Government foresight, especially concerning housing public servants and planning for the growing demand for social and affordable housing.

What problems can we solve as a collaborative region and where should we focus our attention?

- Federal, State and Local Government advocacy (5)
 - More social housing (3)
 - Lobbying the state for funding for affordable housing projects (3)
 - Lobbying for a Shared Equity housing ownership scheme for first homebuyers
 - Lobby local governments for 'Facilitating Development' type incentives for land development during the construction cost crisis
- Better understanding our region's current and projected supply and demand (2)
- Work collaboratively across the supply chain (2)
- Less red tape in all processes of government (2)
- Broad system response to enable people at their level of need and capacity to access accommodation (1)

- Reviewing and amending planning regulations for low risk accommodation on farm (1)
- Providing producers with information of what accommodation options they can provide on farm (1)
- Identify available suitable land or vacant properties to build social/affordable housing (1)
- Short term, potentially non- permanent options for struggling families/individuals (1)
- Incentivise investment in a range of housing types & options (1)
- Corporate contribution to housing infrastructure (2)
- Train more apprentices in the building industry (1)
- Ensure the banks understand the economic outlook for the region (1)
- Short term affordable accommodation camps, not unlike we setup for miners (1)
- Strategically assess build to rent (and other) models underpinned by government and investment funds (1)
- Address material shortages by developing a prospectus of what materials are available ie. Gemini homes model (1)
- Developing a network of all sectors for future collaborations (1)
- LGAs develop factual and practical prospectus of land availability both infill potential and greenfield sites and explain constraints or rationale for either option (1)
- State and federal governments - lean in to helping regions access funds for place based solutions not just administrative grant processing (1)
- LGAs should be assisting existing affordable housing providers to remain viable through rates discounts (not just OSH properties) - the provision of affordable housing is not funded by any level of government and does not make any organisation a profit - it is a community service that not-for-profits cannot afford to shoulder for alone (1)
- Safe sleep space for people who are facing primary homelessness - keep people alive and safe in the short term (1)
- Female boarding houses - there are none in our region (nil known) (1)

Conclusion: Over and above advocacy for improved social and affordable housing and incentives, there are many diverse opportunities for the region to explore to be better prepared and resolve immediate and ongoing housing issues.

3.2 Housing Roundtable Discussions

The Housing Roundtable discussions followed the agenda below:

	Responsibility	Time
Introduction and welcome	Neil Glentworth	10:00
Acknowledgement of Country	Carol Norris and GWC, Chair, Cr. Karen May	10:10
Expectations of the day <ul style="list-style-type: none"> • Reference survey feedback 	Neil Glentworth	10:15
Interview: Regional Development Australia Scene setting: Regional statistics <ul style="list-style-type: none"> • Current Housing Status • Wages/ Salaries • Current and Future Economy and Infrastructure projects and aligned jobs 	Neil Glentworth Rob Cocco Therese Donnelly	10:30
Interview: Demand Issues	Neil Glentworth	10:45

<ul style="list-style-type: none"> • Demand projections • Demand for social, affordable • Lack of supply • Human face presentation 	<p>Real Estate Agent: Ben Kerrisk, Guardian</p> <p>Kayleigh Brewster, Chances Café</p>	<p>15 minutes</p> <p>5 minutes</p> <p>10 min Q&A</p>
<p>Interview: Supply Issues</p> <ul style="list-style-type: none"> • State of play • Type and price range • Challenges 	Developer: Graham Stritzke, Gemini Homes	<p>11:15</p> <p>20 minutes</p> <p>10 min Q&A</p>
<p>Panel discussion: Role of stakeholders</p> <ul style="list-style-type: none"> • Government, including LGAQ • Real-estate industry (covering buyers and renters) • Developers, Builders – Construction Sector • Social Housing • Affordable Housing 	<p>Neil Glentworth</p> <p>Panellists:</p> <p>Rob Cocco</p> <p>Graham Stritzke</p> <p>Ben Kerrisk</p> <p>Dan Wagner</p> <p>Therese Donnelly</p> <p>Chris Wright</p>	<p>11:45</p> <p>45 minutes</p>
LUNCH		12:30
<p>Core, common and LGA specific issues</p> <ul style="list-style-type: none"> • Facilitated session 	Neil Glentworth	13:00
<p>Workshop – Solutions and Summit Focus Areas</p> <ul style="list-style-type: none"> • Practical things that can be done in the region to support the wider QLD Government agenda regarding potential solutions based on common issues across LGAs <ul style="list-style-type: none"> ○ What problems do we think we can solve and where should we focus our attention • Confirm strategic themes for the Summit • Confirm data required to inform the Summit 	Neil Glentworth	13:30
<p>Closing remarks</p> <ul style="list-style-type: none"> • Next steps as regards Summit 	Neil Glentworth	14:25
Roundtable Ends	Rob Cocco	14:30

3.2.1 Introduction and Welcome

Neil Glentworth introduced himself as facilitator, Managing Partner at DunneMedforth.

He acknowledged the MPs in attendance:

- Andrew Willcox, Federal Member for Dawson
- Amanda Camm, State Government Member for Whitsundays
- Julianne Gilbert, State Government Member for Mackay

He acknowledged the Councillors in the room:

- Cr. Karen May, Deputy Mayor, Mackay Regional Council
- Cr. Gina Lacey, Isaac Regional Council
- Cr. Jan Clifford, Whitsunday Regional Council

3.2.2 Acknowledgment of Country

Cr. Karen May, GWC Chair and Mackay Regional Council Deputy Mayor, acknowledged the Traditional Owners of the land on which we were gathered, the Yuwi people, and their elders, past present and emerging.

Both Karen and Carol Norris, GWC Executive Officer, welcomed all attendees and reinforced the following key messages:

- The strong need for action in the housing space in the Greater Whitsunday region
- The Roundtable is designed to develop the strategic themes to be addressed at a Summit in 2023
- The intention of the Summit is to develop pragmatic solutions for our region's housing issues, working collaboratively to achieve greater impact together
- The Roundtable and Summit brings together a broad range of stakeholders to identify and solve the issues systemically
- There is great excitement to have both the commercial and social and affordable housing sectors involved, as well as economic development and community development organisations
- With all components of the supply chain working together we believe we can develop creative solutions that address issues across the commercial, affordable and social housing sectors
- GWC and RDA GW are partnering to drive this Housing Project forward They were pleased to be able to thank Dalrymple Bay Coal Terminal for also contributing to the cost of the Project

3.2.3 Scene setting

Neil set the scene in terms of the Federal and State governments' housing commitments announced recently.

Overview of the Federal budget from Oct 2022-2023:

- **A target of one million new homes under a Housing Accord;** including providing \$350 million over 5 years, for an additional 10,000 affordable dwellings to be delivered across Australia and its regional areas. States and territories will also support up to an additional 10,000 affordable homes, increasing the dwellings that can be delivered under the Accord to 20,000 nationally.
- **Investing in social and affordable housing.** The Accord builds on the Government's commitment to establish the \$10 billion Housing Australia Future Fund, which will support marginalised groups and frontline workers, including in regional Australia. The Government has committed that, in its first 5 years, returns from the Housing Australia Future Fund will support delivery of 30,000 new social and affordable dwellings nationwide. An additional \$330 million will help address acute housing needs in remote Indigenous communities and for veterans, and women and children leaving domestic and family violence. To complement the Housing Australia Future Fund the Government is expanding the remit of the National Housing Infrastructure Facility, providing access to up to \$575 million of existing funds to invest in social and affordable housing. This expansion will help unlock a projected 5,500 new dwellings across Australia, attracting institutional investment and accelerating the supply of housing.
- **Regional First Home Buyer Guarantee,** providing up to 10,000 places each financial year from 2022-23 to 2024-25 to support aspiring homebuyers in regional areas to enter the market sooner. Places under the Regional First Home Buyer Guarantee are available to

eligible homebuyers with a minimum 5 per cent deposit. This is in addition to an expansion of the First Home Guarantee to 35,000 places per year and the Family Home Guarantee to 5,000 places per year to the end of 2024-25.

- **Help to Buy shared equity scheme.** Eligible home buyers will be able to access an equity contribution from the Government to support their purchase. This will mean Australians can buy a home with a smaller deposit and mortgage.

Highlights from the Queensland Government's Housing Summit Outcomes Report include:

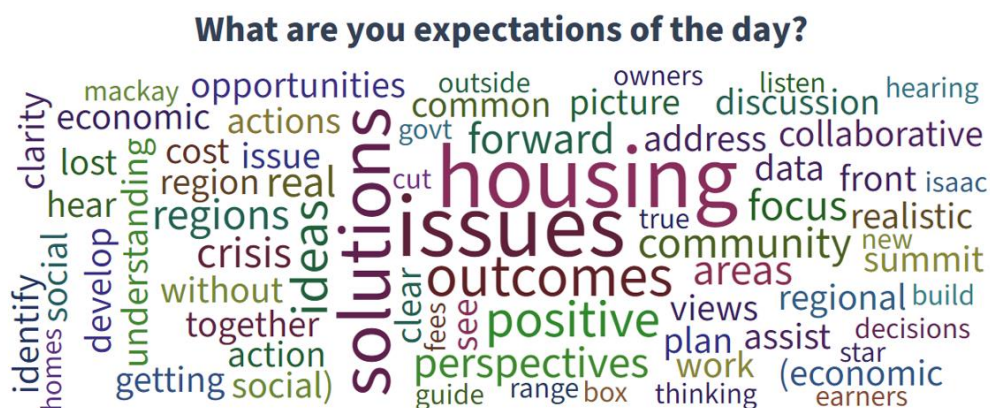
- \$11.7 million to expand tenancy sustainment responses to support vulnerable people to maintain their tenancies
- \$10 million to expand private rental assistance products and services for people experiencing severe rental stress
- \$10 million to deliver more temporary emergency accommodation with onsite support
- \$8.5 million additional support for after-hours homelessness outreach services; a further \$5 million boost to the Immediate Housing Response
- \$5 million for a Community Engagement and Awareness Campaign on growth and housing diversity
- \$3.3 million for cost of living relief, including emergency relief and food relief
- \$2.5 million to support the review of the South-East Queensland Regional Plan

Neil also highlighted key findings from the participant survey:

- Priority is private market and community rentals
- Barriers are cost, policy and process, and no single data picture

3.2.4 Expectations of the day

Neil used the PollEv tool to gather input from the participants in the Roundtable regarding their expectations of the day.



Most participants wanted to get a good understanding of the housing issues facing the region and potential solutions, as well as have a positive conversation while learning from other's perspectives.

3.2.5 Regional Data

Neil interviewed:

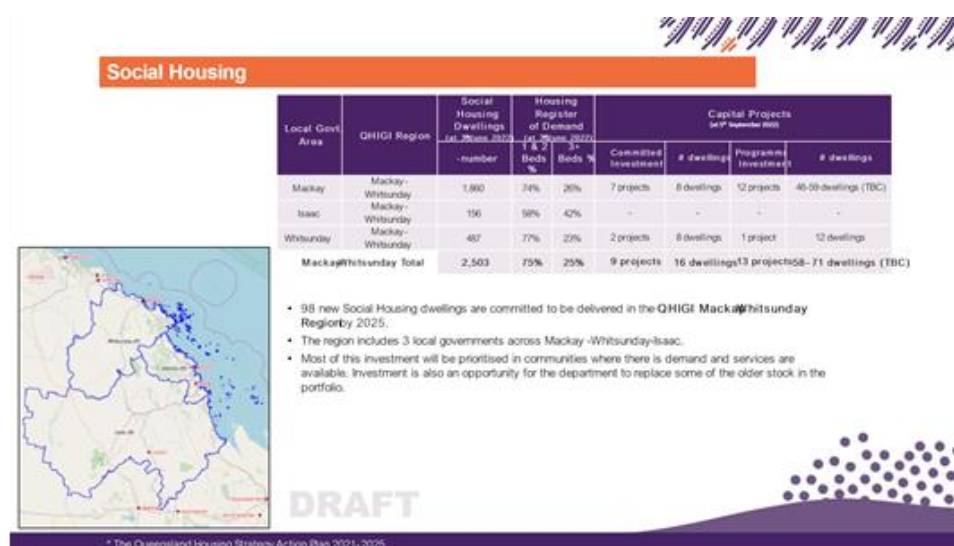
- Robert Cocco, CEO of RDA Greater Whitsundays
- Therese Donnelly, A/Regional Director, Queensland Government, Department of Communities, Housing and Digital Economy

Robert Cocco's presentation regarding the current state of the region (refer Appendix 1 for slides):

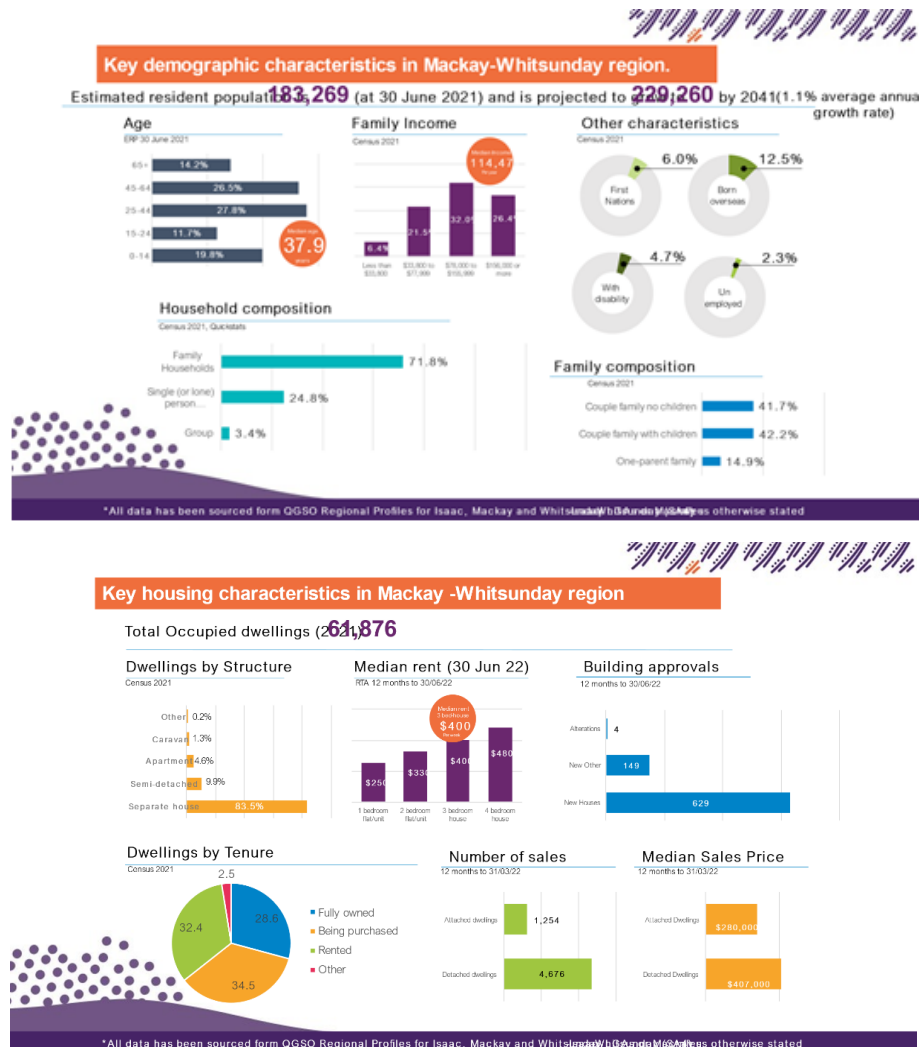
- Do we understand the "housing supply chain"?
 - Role of each stakeholder and issues within supply chain
- What is the components of housing?
 - Homeless, Public Housing, Emergency housing, etc.
- Solution thinking
 - Lack of collaboration on data – how can we use it together
- External Environment
 - Provide a granular picture for economy in next 5 years, including project pipeline and employment impacts
 - Why? To lower risk in decisions on housing provision
- Rules vs Guidelines for housing
 - Rule makers view as 'fix rules' vs implementers as 'guideline'
- Local examples of looking at Housing?
 - i.e. Whitsunday Affordable Housing Strategy
 - Crisis housing, social rentals, affordable home ownership
 - 37% of income earners spend >30% on housing on WRC (note: < \$355 per week is regarded as low-income earners)
 - Target low and very low income earners

Therese Donnelly's presentation highlighted the following key facts:

- There are approximately 2,500 social housing dwellings across the 3 LGAs: 1860 in Mackay, 156 in Isaac and 487 in the Whitsundays



Therese subsequently shared the Department's population and demographic projections and housing characteristics for the region.



A startling figure is that 950 people are on the region's register of need; they are under pressure because the private market is not meeting their need.

Q: What makes this region unique?

- TD: The demographic requiring social housing is changing; influx of people moving into the region causing a very tight rental market
- RC: The population data does not show a large change but over COVID the region did not lose as many residents as usual; legacy loss of stock in the market at a price appropriate for the existing population

Q: There is a perception that there is underutilised social stock, is this the case?

- TD: Maintenance and management of grounds is an issue causing delays; they are under pressure to reduce vacancy rates and are working with suppliers (QBuild) to reduce turnaround times; target is two weeks maximum

Q: What does good look like?

- RC: Increased volume of aged care residential dwellings; GW region has 8% less than other regions
- TD: Regular collaborative forums

Q: Rental Laws have changed in Queensland – what are the implications?

General discussion: disincentive for investment in rental properties; construction costs are also prohibitive; people cannot afford to pay the rentals that would encourage developers to invest in new stock

“Over the past 12 – 18 months a large number of our “Mum and Dad” Investors, which make up the majority of most regional real estate businesses, have decided to sell their investor property. This has been an effective reduction in the number of rental properties in my office of 20.8% and is indicative across the offices in our region. In excess of 95% of these property sales have resulted in the investment housing stock being lost as the homes and units have been purchased by Owner Occupiers.” Peter McFarlane, Mackay Property Management Services

Neil encouraged participants to share their thoughts on the regional issues using the PolleEv tool.

Thoughts on regional issues

- Construction sector skills shortages (5)
 - Exacerbated by migration to large projects down south (1)
- There has been a recent wave of new rental laws adopted in Queensland, this has turned the tables to a point where there are very few rights for the landlord and far too many rights for the tenant. This has caused many landlords to sell their rental properties or becoming very circumspect with tenants. (2)
- High rents affecting workforce attraction and retention (1)
- Underutilisation of state housing (1)
- The specification levels of social housing is way above the normal house which increases the cost (1)
- Social housing shortage (1)
- NRAS has been phased out (1)
- Cost of construction materials (1)
- Personal market preference shifts over time to larger dwellings for smaller households (1)
- Home loan criteria. Eg post code restrictions (1)
- People cannot afford to pay the rent required to get the private sector to invest (1)
- Growing divide between income levels creating a 'class' of owners vs renters who will never get to earn enough to save for a deposit and pay rent (1)
- Rental properties untenable because no trades-people to repair (1)
- Lack of thought to demographic need (1)
- Lack of indigenous housing (1)
- Lack of hostel/ shared living accommodation (not mining camp) (1)
- Critical lack of crisis accommodation options (1)

3.2.6 Housing Demand

Neil Glentworth asked Kayleigh Brewster from Chances Café to share the human face of the housing demand situation:

- Chances Café provides breakfast and lunch to people sleeping rough, and provides a place where they can come together, charge phones and get off the street
- She sees up to 60 people a week
- Currently there are 9 to 10 new people coming in each week, who are newly homeless
- Even people who are employed are presenting for help because they cannot afford rental properties or there is no availability of rental properties
- People from other regions even travel to the Greater Whitsunday region in search of housing
- Kayleigh shared a few case studies highlighting the difficulties homeless people face including not having a place to store their belongings (so they do not get stolen), access to medical care and vulnerability to abuse
- There is no shelter available for people with pets, adults with children and no women's boarding shelter in the region

Neil then interviewed Ben Kerrisk from Gardian Real Estate regarding the demand issues facing:

- Rent rolls have dropped
 - Investors declined from 40% to 14% on rental book
- The new laws from 1 October have resulted in a drop in investors from down South
- Local investors also not investing
 - Not seeing long-term capital growth on rental property, and not investing anymore
- Significant drop in investment properties across LGAs
- Rental price increases
- Trend: people with high school kids usually migrate to Mackay from the interior; they rent for a small period, and then buy a home

Q: What is the pricing situation as regards rentals?

General discussion: they are rising; demand driven; price of properties have increased resulting in profit taking (property sales) taking properties off the rental market; there is a concern about long term capital growth in the region, hence the profit taking behaviour

Malcolm Hull, Master Builders Association, highlighted the lack of tradesmen to fix up rental properties as an issue.

Michelle Hooke, Girudala, highlighted the insurance issue, where their premiums have gone up 50%. Many of the Aboriginal and Torres Straight Islander members that they support are employed but on low incomes. There is a lot of couch surfing. Stock is vacant too long because of a lack of tradespeople.

Q: If we could wave a magic wand, what would we ask for?

- BK: More investment in the region.
- KB: More housing, more shelter accommodation, less restrictions and more support.

Neil asked the Roundtable participants to share what they believe the housing demand issues are using the PollEv tool.

What are the housing demand issues?

- The out of town builders and investors have caused enormous problems with their building practices or lack of (1)
- Post-covid lifestyle moves to region from southern states (1)
- Banking and finance restrictions in resource communities (1)
- The uptake in short term accommodation has impacted the rental market (1)
- Access to trades to maintain and renovate existing stock (1)
- Commercial return from dwelling development and sale is not attractive relative to other investment returns and capital growth risk is seen as poor- based on perception of heritage industry (1)
- A change of mindset by local and state governments, as well as property owners, about what are some alternative housing options. For example, can we repurpose existing buildings, can we encourage people to co-habit, can we incentivise affordable housing development (1)
- Low yields on development of smaller affordable housing types (1)
- Affordable options limited (1)
- Housing investment by developers is low in the GW region (1)
- Complete supply chain, planning time constraints, finance, cost blow outs, insurance costs, labour shortages (1)
- Changes in housing demand is not well understood; last 3-year period saw increase in single person rental need - housing stock is not matching household composition demand (1)
- Lost 8% of rental stock in Mackay region within 12 months as landlords sold off (1)
- How can we involve those corporations who are making BIG \$\$ from this region in providing housing as their social legacy? (1)
- How do we align the mindset of private property wealth creation to meeting the market need? (1)

3.2.7 Housing Supply

Graham Stritzke from Gemini Homes shared his insights:

- Focus is residential housing; Gemini Homes has been operating since 1987
- Work hand-in-hand with developers
- They are a wage-based employer to help ensure quality outcomes
- Key issue affecting housing supply is Stamp Duty which is duplicated – applicable to both the land and the home; it is a regressive tax
- NRAS was a good system implemented by the Labour Government; it made it attractive for landlords to rent properties and developers to develop rental properties; Government subsidised rentals for those in need; it would be good if this system was reinstated with a higher eligibility income
- It is necessary to streamline Government Services and look at what is stopping developments; there needs to be more collaboration
- Costs are also impacting supply, especially energy costs and the new Building Laws coming into effect in October 2023 – they will add additional costs to a new build
- There are opportunities to reduce cost by using local materials and renewable energy (solar)
- Recommends setting mortgages for affordable housing

Neil asked the Roundtable participants to share their thoughts relating to the housing supply issues using PollEv.

What are the housing supply issues?

- Housing diversity / mix of available housing types is limited (2)
- Does everyone need a house, shed and side access? Would some higher density housing help? (1)
- On costs and costs generally (1)
- Is there enough land ready to go? (1)
- Market history indicates it hard to move high density housing in regions- maybe views have changed but the data does not support strong success (1)
- Over incentivisation of the upper ends of the market and under incentivisation of the lower end (1)
- Affordability has many levels and concerns (1)
- Does the product always have to be a new build? How can dis-used commercial property be re-purposed & encouraged? (1)
- Is there any issue with land supply? (1)
- The complete absence of government at all levels taking responsibility - while we need to work on collaborative solutions, we also need to ensure that those with responsibility are held to account (1)
- Early today we heard 900 looking for social housing- with nothing available (1)

3.2.8 Roles and responsibilities

Neil facilitated a panel discussion relating to the roles and responsibilities of various stakeholders.

Panellists included:

- Rob Cocco, CEO RDA GW
- Graham Stritzke, Gemini Homes
- Ben Kerris, Gardian Real Estate
- Dan Wagner, Isaac Regional Council
- Therese Donnelly, Queensland Department of Communities, Housing and Digital Economy
- Chris Wright, Isaac Housing Trust

Q: What is the housing problem?

- Not enough houses
- Helping the construction sector do what it does best – reduce red tape for the construction sector
- Lack of confidence in capital growth of properties in the region
- Mackay Regional Council subsequent response (refer Appendix 2 for statistics across the LGAs):
 - fluctuations in housing demand due to changes in economy (employment attracting migrants) and related household composition
 - rental stock reduction since 2020
 - housing product choice not matching smaller household demand (1 or 2 person household)

- selling price point (land and house) has rebounded since 2017 and has become prohibitive to first time home owner

Q: What is the lever that could be pulled to make a difference?

- Change the perception of the region to improve investor confidence; this starting to happen with GW3's delegations to Brisbane and Canberra where they are starting to see a more balanced conversation
- Land supply is keeping up with growth, but the mix of dwellings developed might not be right for the various cohorts
- There are very distinct issues at a commercial level and at the affordable and social housing supply level

Q: What incentives could be provided to improve the housing crisis?

- Depreciation and reducing taxes
- Use jobs growth figures to inform housing demand projections and developer decision making
- Cannot wait for government
- Change the narrative about the region; 3 LGAs have nuanced issues and each can benefit from learning from each other
- Attract investors
- Cut red tape

Q: What gaps exist

- Not enough diversity in housing options; you can only hold on to older members of our community if there are appropriate options available
- Creating pathways to downsize into smaller dwellings
- Aged care –demand of 1,800 dwellings in the region
- Data about the region – what does our build rate need to be now and over the next 20 years? We need to understand the quantum of demand
- Councils have reduced lot sizes but there has been no take-up; financing availability (in the Isaac you need a 30% deposit)
- Census data shows that millennials make up the largest cohort in our population (40 years and younger) and there may be a change in what the demand is based on generational shifts; they may be looking for a different type of house to what we expect
- The issue with units relate to body corporates and insurance, which can be prohibitive; existing units are undervalued because of insurance
- The new building laws coming into effect in October 2023 will add between \$15,000-\$25,000 to the cost of building a house (access and energy requirements); these increases also apply to renovations
- We should not just come together at a time of housing crisis; we need to prepare as a matter of “business as usual” not just in times of crisis
- State planning has no commitments in relation to affordable housing
- We need better data, understanding what the demographic wants and then let the market respond; there is a knowledge gap relating to what options are available
- It would be good if regions had more flexibility in terms of allocations for infrastructure
- The idea of youth housing options was discussed – not camps but fit for purpose youth accommodation options; youth homelessness is growing – 30% accessing support

- We need to acknowledge that there is discrimination in the supply of housing solutions – race, people with pets, people with children
- There is not enough emergency and crisis accommodation
- There are misconceptions relating to indigenous access to finance; the dynamics for indigenous communities are different – living with extended family resulting in the need for a larger dwelling; homes also need to be designed to suite the climate
- It was noted that it is 10% more expensive to build a house in Mackay than in other regions in Queensland; it is 25% more expensive in the Isaac
- QBCC changes have resulted in many small builders closing and they are the ones that train apprentices
- Insurance is a very big issue

Neil asked the Roundtable participants to share their thoughts relating to roles and responsibilities using PollEv.

Roles and responsibilities

- Coordination / collaboration: The opportunity from today to continue to meet as a core group to help drive and keep housing and knock-on effects related to this on the radar (2)
- The narrative around the region needs to change (1)
- If coal is "on the nose" for investors, doesn't that strengthen the argument for those corporations to accept they have a social legacy obligation. Housing is a social legacy (1)
- Local groups and local government should work out exactly what's required and state and federal government should help to enable the strategy and also help to pay for it (1)
- While State & Federal initiatives are good medium to long-term responses, to help solve immediate issues the responsibility sits with local govt, local business, community sector & broader community for place based actions (1)
- Demand exceeds supply (1)
- Aged care options (1)
- Housing affordability (1)

3.2.9 Workshop Component

The PollEv tool was used to inform the discussions during the workshop component of the Roundtable.

Issues specific to LGAs

Isaac:

- Bank finance challenges (4)
- Lack of willing investors (2)
- Few housing options for older residents to allow them to stay in their communities
- Lack of market information for investors
- Loss of population and movement from inland to coast
- Cost increase due to mining area
- Limited rental supply driving prices well above affordability for non-mining workforce
- Racism
- Few builders / lack of competition in construction sector

- Need to be more proactive in developing housing vs other infrastructure
- The view is everyone is in mining and making big bucks. This is not the case.
- Emergency and crisis issues across region

Mackay:

- Affordability (2)
- Diversity (3)
- New life needed in existing City Heart to bring a residential population
- Cost of insurance
- Perception of coal in Mackay
- Loss of rental stock - increase in single persons looking for rentals and showing up on Housing Register
- Lack of seasonal housing for the crushing
- Racism
- Single/double basic affordable rentals - long and short term
- Safe areas for homeless.
- Massive waiting lists for most services in Mackay puts people off
- Emergency and crisis issues across region
- Attracting and retaining skilled staff in service industry is a worry due to lack of affordable housing- cyclic issue

Whitsunday:

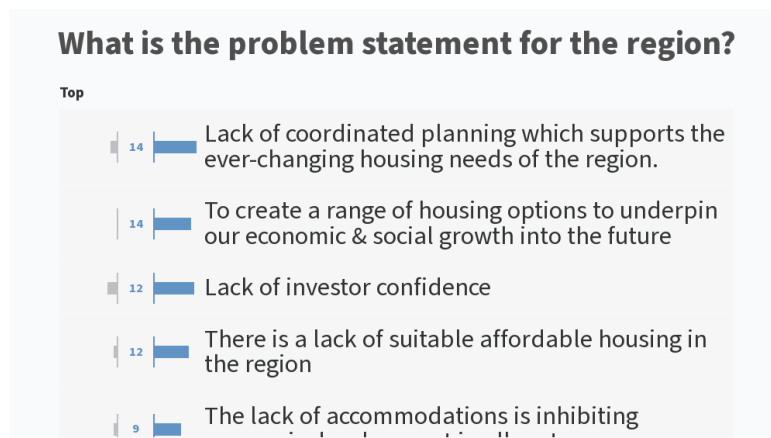
- Affordability
- Diversity
- Lack of accommodation options for PALM scheme workforce, working holiday makers and skilled migrants
- Loss of population and movement from inland to coast
- Racism
- Lack of accommodation for workers in the ALL industries and lack of council initiative to take advantage of opportunities when they arise to try and solve these issues. Developers are essentially chased away by the local council
- Aged accommodation options
- Lack of accommodation in all sectors and in all price ranges
- Lack of awareness of what agribusinesses are allowed to do in relation to on-farm accommodation solutions. The need for a factsheet to be developed by local government to share requirements
- Data suggests much higher % of population with challenges regarding low income and general housing affordability
- Emergency and crisis issues across region
- Attracting and retaining skilled staff in service industry is a worry due to lack of affordable housing- cyclic issue

Core issue for the region:

- Lack of diversity in housing (5)
 - Mismatch between type of household demand and available supply
- Lack of investor confidence (4)

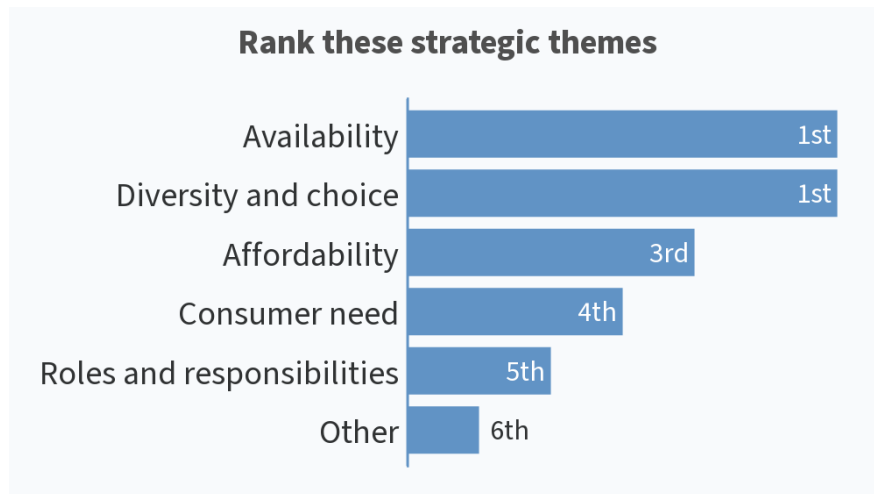
- Scaremongering around coal ending in less than ten years panicking investment in region
- Lack of affordable housing (4)
- Investment issues, finance and insurance (3)
- Long term focus on housing as an issue / opportunity. Let's plan always - not just in 'crisis'.
 - Lack of collated shared data - where are the gaps, what are our priorities (2)
- Emergency and crisis accommodation for both genders (2)
- Skills shortage in construction
- Cost
- Tenant ability to sustain tenancy
- Govt only focus on social housing and affordable housing isn't on their agenda as a responsibility
- Can affordable housing exist in newer suburbs
- Housing is a socio-economic issue and should be worked on collaboratively by both social and economic development
- The new NCC building requirements for energy efficiency to be implemented as of the 1st of October 2023. This will be a substantial cost to new housing and larger renovations
- For finance, bundle the loans together in the regions, securitise the loans then sell them off as a bundle
- Will the government fund the cost of risk to investors of new rentals laws
- Lack of initiative
- Energy is compacting all facets. Materials to build a house/fuel - transport for contractors to commute. Material transport to regional areas
- State Govt current costs- stamp duty above 500k
- What is our expectation of the big corporations to provide or contribute to housing solutions as a social legacy
- Define what we mean by affordable housing, then validate the SA1 scale and locations for need
- The region's marketing and storytelling
- Lack of incentive to encourage further investment from small mum & dad style investors - government grants similar to NRAS in the past
- Discrimination - race; women; men with kids; women with kids; people with pets
- Market forces have seen some investors move to place accommodation into holiday let reducing rental pool
- Holiday accommodation - long term stays not secure
- Understanding demand
- Changing some buyers expectations on what is desired vs what is affordable
- Where housing is available and affordable, social infrastructure is lacking

What is the problem statement for the region?



- Lack of coordinated planning which supports the ever-changing housing needs of the region (14)
- To create a range of housing options to underpin our economic & social growth into the future (14)
- Lack of investor confidence (12)
- There is a lack of suitable affordable housing in the region (12)
- The lack of accommodation is inhibiting economic development in all sectors (9)
- There is not one entity that holds overall responsibility for considering the outlook for the entire regional housing system (9)
- Lack of collaboration and sharing of innovation and knowledge across the various stakeholders (8)
- Costs of home construction, finance, management and maintenance inhibiting investment in region (8)
- Lack strategic thinking and planning for region's specific housing issues right now and into the future (7)
- Housing options that meet the demand across the continuum of need (5)
- Affordable short and long term housing that caters for a variety of cultures, families, investors and migration all workers to sustain our region (5)
- Lack of affordable housing options to meet the demand and demographics of a diverse region (5)
- Pathways to move from social into affordable and then private home (5)
- Rental stock availability (4)
- Growing disparity in quality of life between homeowners and non-owners (3)
- How do we decide where we build affordable housing and what impacts will it have on our area (1)
- Lack of housing sector understanding and agreement across the value chain on what are the issues and their priority and what the solutions are - this is an ongoing need for focus and solutions development (0)
- Pathways to downsize (-1)

Rank the strategic themes:



What did we miss?

- Supply chains
- Communities lead, government follow
- Impact of coal prices
- Place based solutions. Affordable housing in Greater Whitsundays is different to affordable housing in West End
- Documentation of the qualitative data to challenge the raw quantitative data on the scale of the housing challenge
- Tenant exploitation
- State government employees housing ie police, ambos, teachers, health. Appears state now relies on private market where they used to build their own
- Unreasonable expectations
- How and who will collate all the pieces of the pie
- Consumers expectation of a large house
- Why are the big corporations missing from the conversation?
- Unexpected disasters e.g cyclones, pandemics fires
- Alignment of growth and ability of infrastructure to meet demand
- Insurance cost
- Corporate investment in housing and accommodation for workforces exacerbating supply for general market
- Tradies & builders move to where the disasters are
- Are we trying to sustain what we have always done or is it time to take some different steps to rethink how people get housed
- Skilled local workforce
- Qbcc unreasonable requirements to the industry
- Consider govt based NQ Insurance cover

Are there any quick wins?

- Containers convert to houses (2)

- 65-68% of homes have 2-3 bedrooms spare on avg- options to go locate people
- Bett
- Adopt a worker - Port Douglas example
- Better together housing type models for all demographics
- Continuing to lobby all levels of government in relation to red tape and new requirements
- Conversion of existing, under-utilised buildings to residential accommodation
- Storage facilities for homeless people
- Pop up solutions, tiny villages
- Remove stamp duty
- Utilise available govt owned land with portable housing like demountables
- Remove the strata arrangements
- Map under- utilised housing assets
- Different building materials
- Collate info from Graeme S and co to identify key opportunities and marketing messages - shift from existing to new, accom for farmers/businesses etc
- Campaign for the region/ promote investor confidence
- Create a formal forum for continued and ongoing dialogue across all industries
- How many homes are vacant in each LGA- link these and availability
- Leverage this regional momentum to get commitment for Federal and State housing ministers to attend Summit with their key advisors

4. NEXT STEPS

GWC and RDA GW are in the process of securing partner funding for a research project to gather the data alluded to in the Roundtable discussions and validate this data with robust stakeholder engagement. This “evidence” will then inform a Summit that will take place in 2023 (date TBC).

With thanks to Dalrymple Bay Coal Terminal for partnering with GWC and RDA GW in this Housing Project.



APPENDIX 1



Greater Whitsunday Region Housing Roundtable

Observations and Discussions



An Australian Government Initiative



Observations – to help guide thinking and discussions



- Housing Sector - integrated and complex supply chain
 - Like any supply chain made up of buyers, sellers, financiers, developers, brokers, facilitators, policies, regulations and so on.
 - Like any supply chain it is impacted upon by both internal and external factors and activity.
 - Despite the Housing sector being an integrated supply chain – it in the main operates within isolated components of the value chain - each component seeking to maximize return - as a result value and opportunity is left on the table.
 - Solutions because of the integration across a supply chain are complex - you pull on one lever and it has positive and negative consequences in other parts of the value chain.

What do we mean by a focus on housing

- In the context of Greater Whitsundays Housing, we are referring to
 - Homelessness
 - Emergency Crisis Accommodation
 - Public Housing
 - Community Rental Housing
 - Private Market Affordable Housing
 - Private Market Rental Housing
 - Private Ownership
- Each of the above sectors within the housing industry has defined supply chains and participants - solutions for one may not suit all but equally aspects of solutions will share some commonality and benefit.

What is the focus

- We are focused on activity, challenges and solutions.
- Solutions are often place based and have nuances - however they also share common aspects as well.
- The desire is to understand the place-based issues and develop solutions that are local in delivery and benefit but where the solutions can be aggregated toward regional advocacy and collaboration.
- We seek solutions that are spread across 3 time periods
 - 1-2 years
 - 2-4 years
 - 4 years and beyond
- Solutions can be programs, projects or policy aligned.



Solutions thinking - based on observations and discussions

- As an integrated supply chain, the housing sector (and its participants) seeks identification and implementation of solutions to overcome housing short fall - housing short fall is not a new phenomenon in the region - despite this there has never been to date a collaborative approach to housing solutions - one where stakeholders actively collaborate across the value chain and with government.
- There is currently no ongoing platform and structure to have regular dialogue across stakeholders and no shared collaborative intent across stakeholders in the housing supply chain.
- There is limited aggregation of data and knowledge that could support developing a clear understanding of the issues and solutions – despite this each part of the supply chain has significant data and knowledge – that could support proactive decisions.



Further Observations



- External Environment
 - As with any supply chain the fundamentals of housing supply (all forms) is a manifestation of supply and demand.
 - Investment to support housing growth is about risk and reward and managing risk to ensure reward is obtainable.
 - Demand is very much aligned to the regional economy and regional development - we have data and knowledge aligned to planned regional development - especially projects/infrastructure over \$1M - this knowledge can be 4-5 years in advance of actual development - **is this information shared? – can it be shared? – would sharing this knowledge better position housing development and investment?**

Further Observations

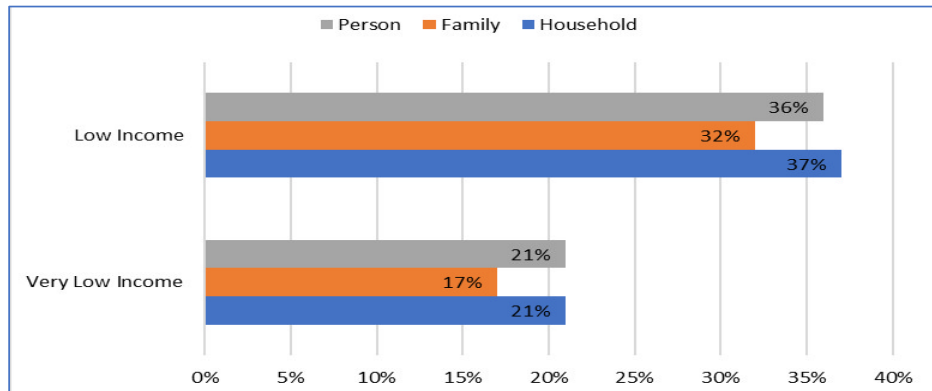
- Rules v/s Guidelines - there is a fundamental divergence in the core values and understanding of housing legislation, policy and approvals process -
 - stakeholders in the development and sales side of the industry see these process as being guidelines around which pragmatic solutions should be explored to support housing development and offering – maybe or grey area response
 - regulators and policy managers see the arrangements being stringent rules that are applied – yes, no / black and white response
- Housing solutions will require stakeholders to come together to agree on aspects of housing legislation, policy and approvals process and what is black, white and grey and where actions seek active solutions and new thinking processes.

Some examples of opportunities thinking



- What would be the response from the Housing Sector - would it not be great to have data, knowledge and confidence 4-5 years in advance regarding the regions socio-economic position and trend, commodity projections, population projections, consumer demand and expectations known and understanding of major infrastructure projects coming along the pipeline.
- What if I told you we already have most of this data and knowledge
 - Does having this type of information provide more confidence and reduce risk for housing development and investment.

Some examples of opportunities thinking



Low Income and Very Low-Income Percentage of Whitsunday LGA region

Category	Low		Very Low	
	Per annum	Per week*	Per annum	Per week*
Person	\$8,549	\$164	\$5,343	\$102
Family	\$18,483	\$355	\$11,552	\$222
Household	\$17,921	\$344	\$11,201	\$215

*Rounded down to the nearest whole dollar amount.

Affordable Accommodation Whitsundays Region for Low or Very Low Income Households

- What is affordable housing
 - crisis housing
 - social rental housing
 - affordable rental housing
 - affordable home ownership
- What do we mean by affordable housing
 - A general rule is that housing is 'affordable' when it costs no more than 30% of a household's income.
 - A person or household is 'low income' when their income is only 80% of the median income.
 - 'Very low income' is measured at 50% of the median income.
 - It is households in these income brackets which most often experience housing stress and need access to affordable housing.
- Given the potential demand volume for affordable housing - is there a commercial opportunity to provide product ?

Some examples of opportunities thinking

- Finance /Lending and Risk
 - Discussions have outlined the high risk for property and housing investment and development – effectively large sums are invested with no firm guarantee of recoupment and need to front end large investment for return later on.
 - Given the regions history and default rates resulting from commodity price fluctuations, pandemic etc.. Region and key sub regions are viewed as high risk
 - What is you could reduce the risk via a more flexible lending solution
 - Nth Australia Infrastructure Facility

APPENDIX 2



Housing in Mackay Regional Council

Housing Roundtable
Whitsunday Isaac and Mackay

6 Dec 2022

—Lets look at some stats

- 1. SOCIAL HOUSING DEMAND – WAITING LIST**
- 2. CURRENT HOUSING MARKET**
- 3. UNDERLYING ECONOMY**

1. SOCIAL HOUSING – SUPPLY

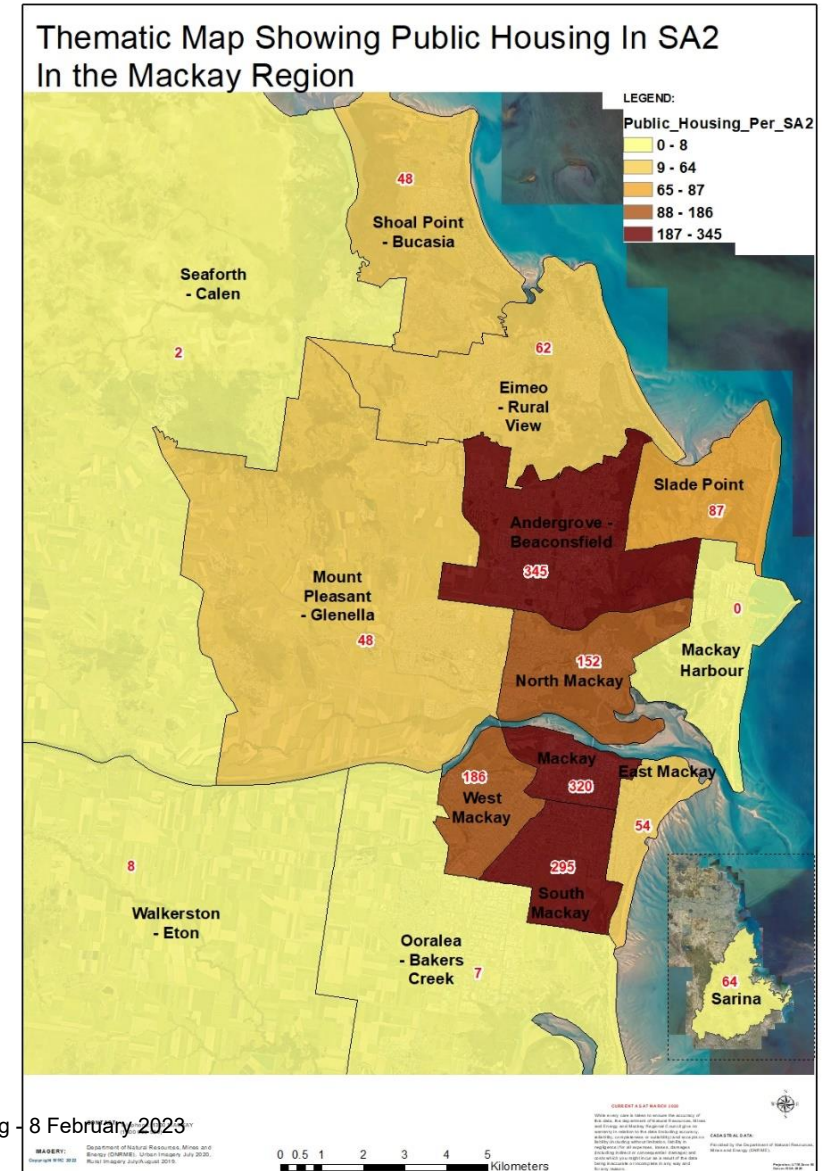
Social Housing Stock - Mackay Regional Council ONLY

Public Housing = 1,668 dwellings - 3.4% of total residential stock *

Type of Public Housing Properties	
Detached Dwelling	735
Duplex	138
Attached Flats (> 2units)	729
Group Title Dwellings	6
Guest Housing (rooming accommodation)	60
TOTAL	1,668
Vacant Lots?	29

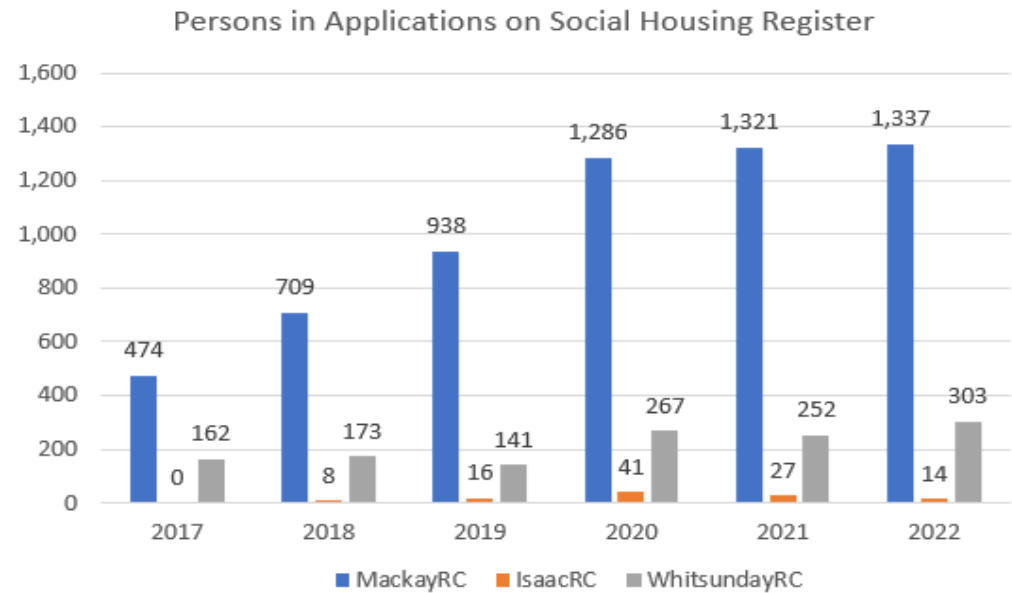
*** Total Residential Properties in Mackay Region = 48,369**

Source: Mackay Regional Council, October 2022



1. SOCIAL HOUSING – WAITING LIST

Mackay, Isaac and Whitsunday – SA4 (June 2022)



Source: Queensland Council for Social Service (QCOSS)
QLD Department of Housing

Note: difference between Council areas

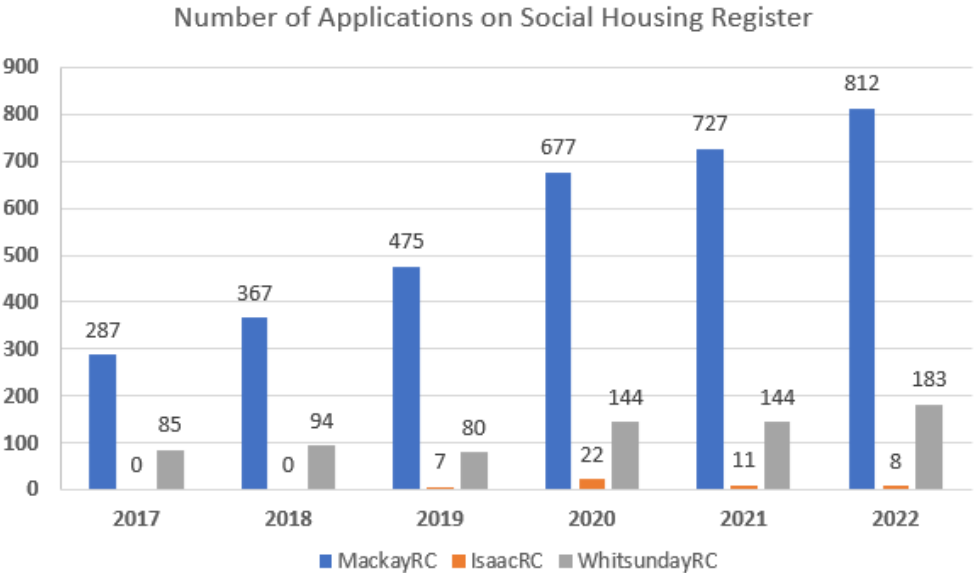
NOTE:
Larger number in Mackay Regional Council

TREND: **Persons** increasing since 2017,
then flattening off over last 3 years

Persons in Applications (June 2022)				
Year	MackayRC	IsaacRC	WhitsundayRC	TOTAL SA4
2017	474	0	162	636
2018	709	8	173	890
2019	938	16	141	1,095
2020	1,286	41	267	1,594
2021	1,321	27	252	1,600
2022	1,337	14	303	1,654

1. SOCIAL HOUSING – WAITING LIST

Mackay, Isaac and Whitsunday – SA4 (June 2022)



Source: Queensland Council for Social Service (QCOSS)
QLD Department of Housing

Note: difference between Council areas

NOTE:
Larger number in Mackay Regional Council

TREND: **Applications** increasing since 2017

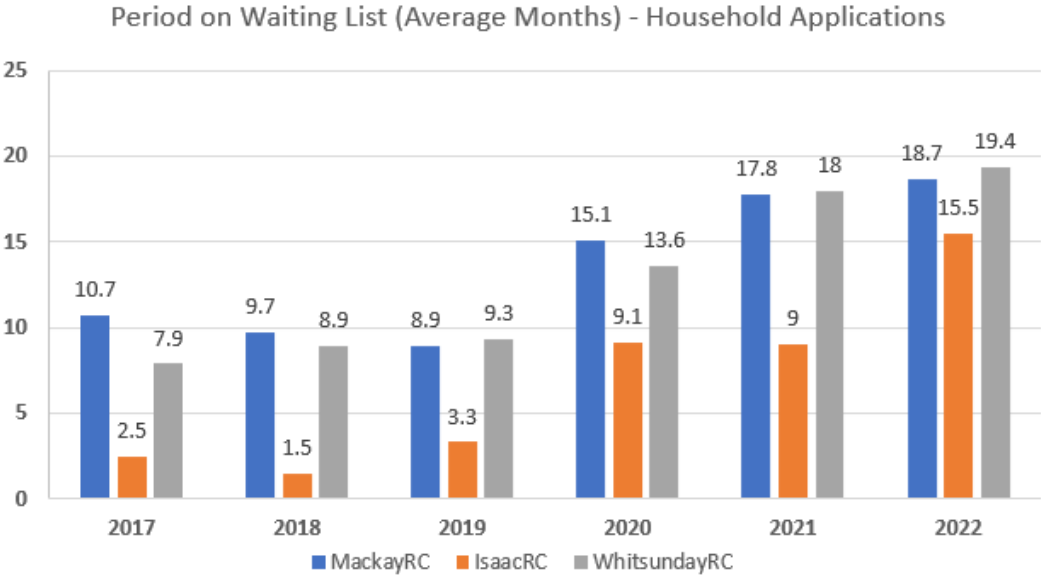
* Applications increasing but less persons per application – signalling single person applicants

Number of Applications (June 2022)				
Year	MackayRC	IsaacRC	WhitsundayRC	TOTAL SA4
2017	287	0	85	372
2018	367	0	94	461
2019	475	7	80	562
2020	677	22	144	843
2021	727	11	144	882
2022	812	8	183	1,003

1. SOCIAL HOUSING – WAITING LIST

Mackay, Isaac and Whitsunday – SA4 (June 2022)

NOTE:
Waiting times becomes similar in Mackay and Whitsunday over last 2 years



TREND: **Waiting period** increasing since 2019 across all three Council areas

Waiting Period (Average Months) in Household Applications

Year	MackayRC	IsaacRC	WhitsundayRC
2017	10.7	2.5	7.9
2018	9.7	1.5	8.9
2019	8.9	3.3	9.3
2020	15.1	9.1	13.6
2021	17.8	9.0	18.0
2022	18.7	15.5	19.4

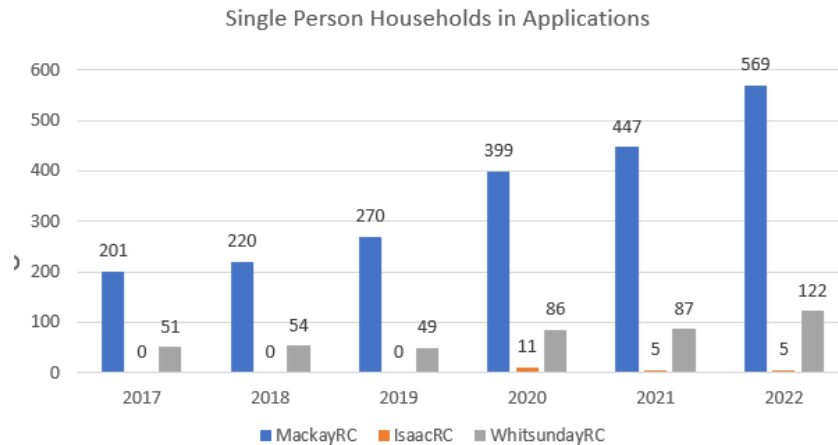
Source: Queensland Council for Social Service (QCOSS)

QLD Department of Housing

Note: difference between Council areas

1. SOCIAL HOUSING – WAITING LIST

Mackay, Isaac and Whitsunday – SA4 (June 2022)

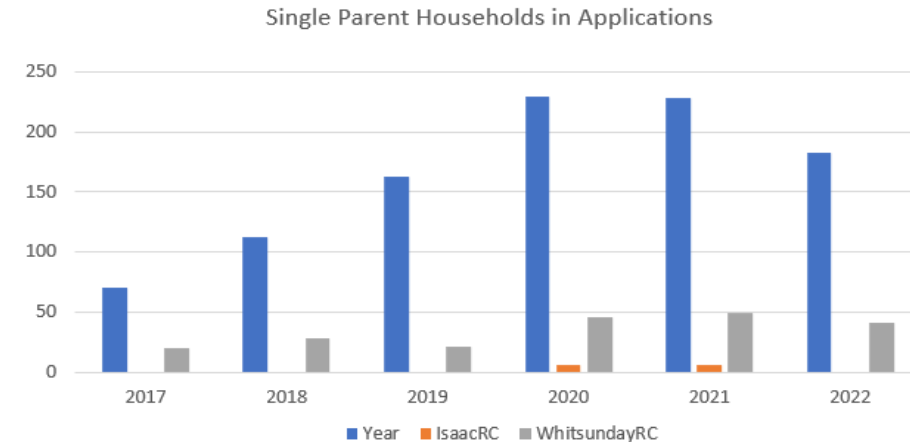


TREND: Single Persons increasing since 2018

Comment: Need affordable rent for single person

Note: difference between Council areas

NOTE:
Single persons not finding a home



TREND: Single Parent Households declining since 2020

Comment: Is this a 'positive' trend for single parent households finding a home ?

Note: difference between Council areas

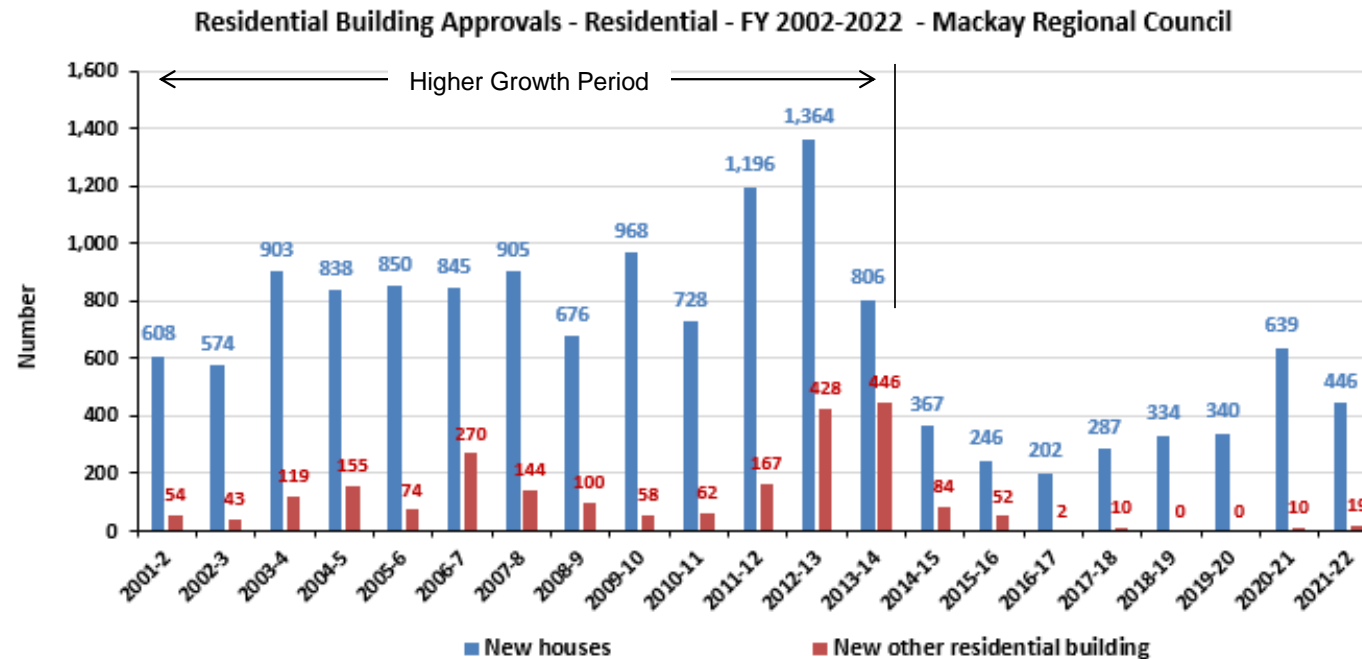
2. CURRENT HOUSING MARKET

2. CURRENT HOUSING MARKET

Building Approvals - Mackay Regional Council ONLY

Mackay Regional Council

Annual Dwelling Approvals around 330 p.a.
(can accommodate average 850 people)



Source: ABS 8731.0 Building Approvals

Building Approvals trend since 2018

Houses: 350-400 houses per year
Units/Flats: below 20 per year

Trend of building detached houses (3-4 bedroom)

2020-21 housing grants stimulus,
but return towards 350 trend

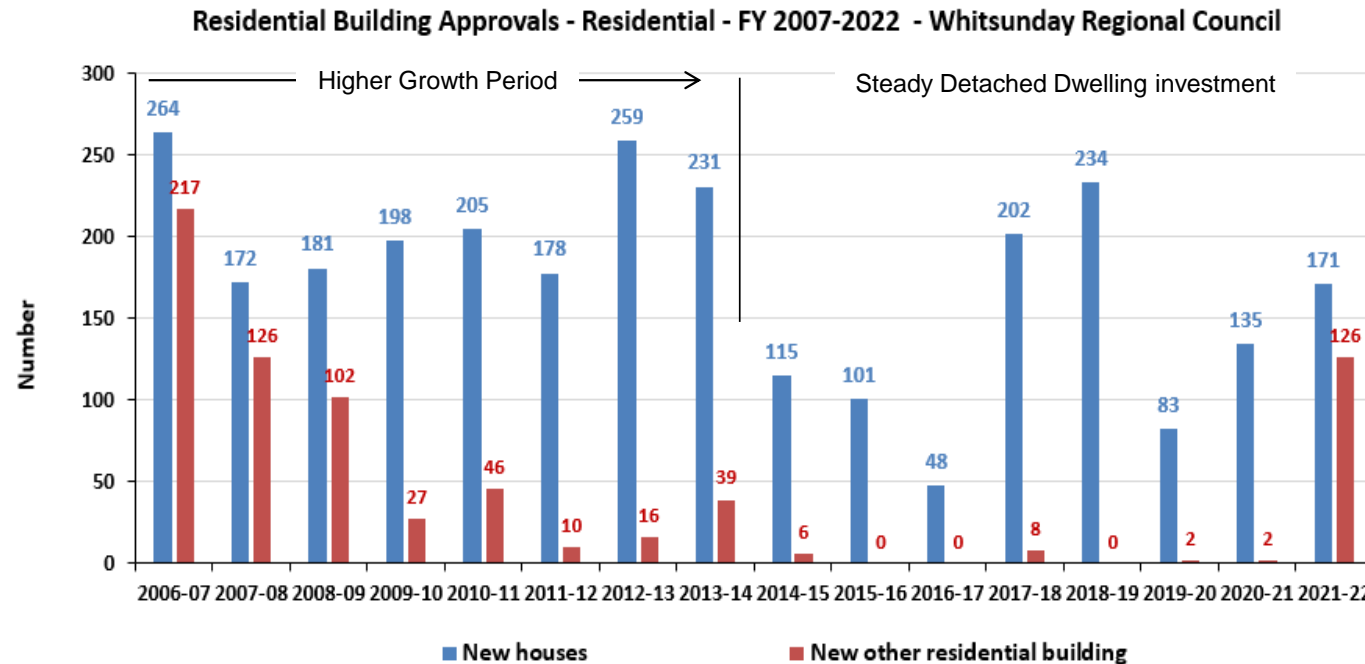
2. CURRENT HOUSING MARKET

Building Approvals - Whitsunday Regional Council ONLY

Whitsunday Regional Council:

Annual Dwelling Approvals around 130 p.a.
(can accommodate average 314 persons)

* Other is attached dwelling/temporary accommodation



Source: ABS 8731.0 Building Approvals

Building Approvals trend since 2018

Houses: 165 houses per year

Units/Flats: only recent multi-level building 2022

Different 'higher end' market – still mostly detached

2020-21 housing grants stimulus
However, investment continues

Median household income continues
to increase in Whitsunday

2. CURRENT HOUSING MARKET

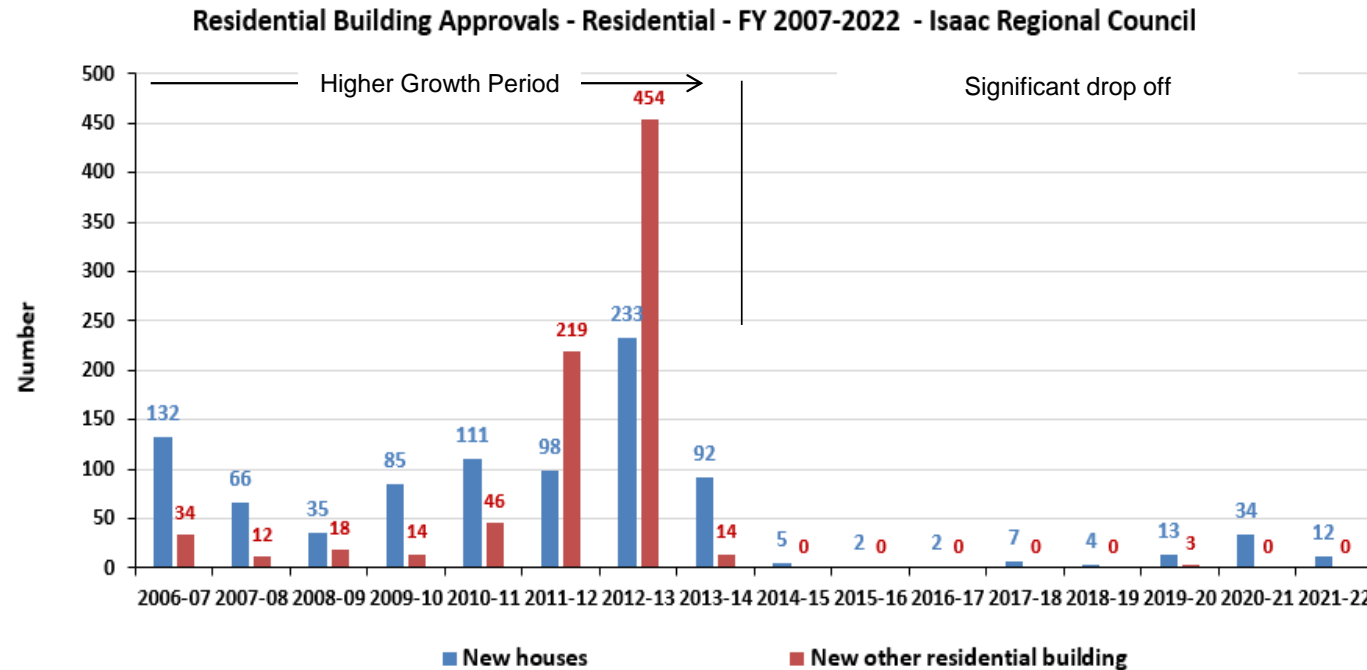
Building Approvals - Isaac Regional Council ONLY

Isaac Regional Council:

Annual Dwelling Approvals around 8 p.a.

(can accommodate average 21 persons)

BUT unique housing stock ownership in Isaac



Building Approvals trend since 2018

Houses: 14-30 houses per year

Units/Flats: None

Different rental market and mining company owning housing stock

2020-21 housing grants stimulus, but return the lower approval trend

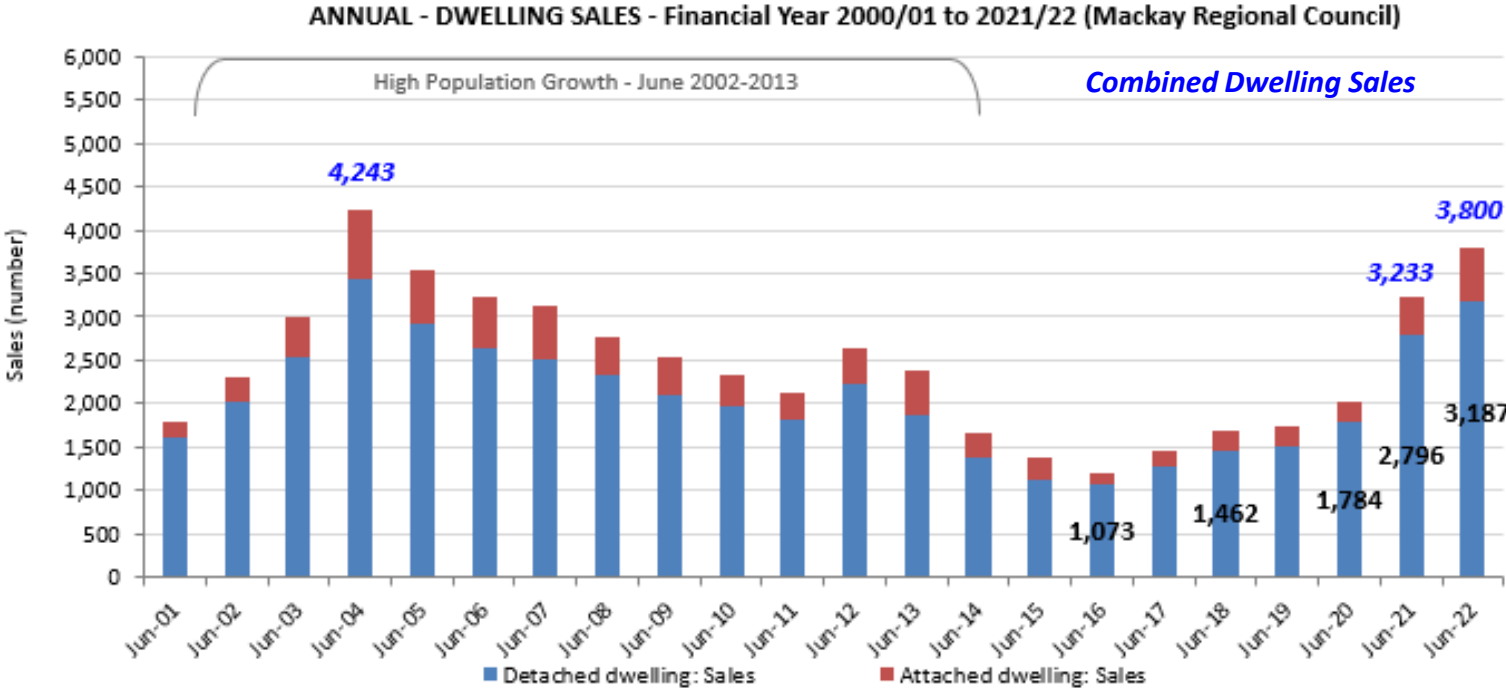
Source: ABS 8731.0 Building Approvals

2. CURRENT HOUSING MARKET

House Sales – Mackay Regional Council

2020-21 housing grants stimulus,
triggered housing sales
(created confidence in market)

Loosing rental stock



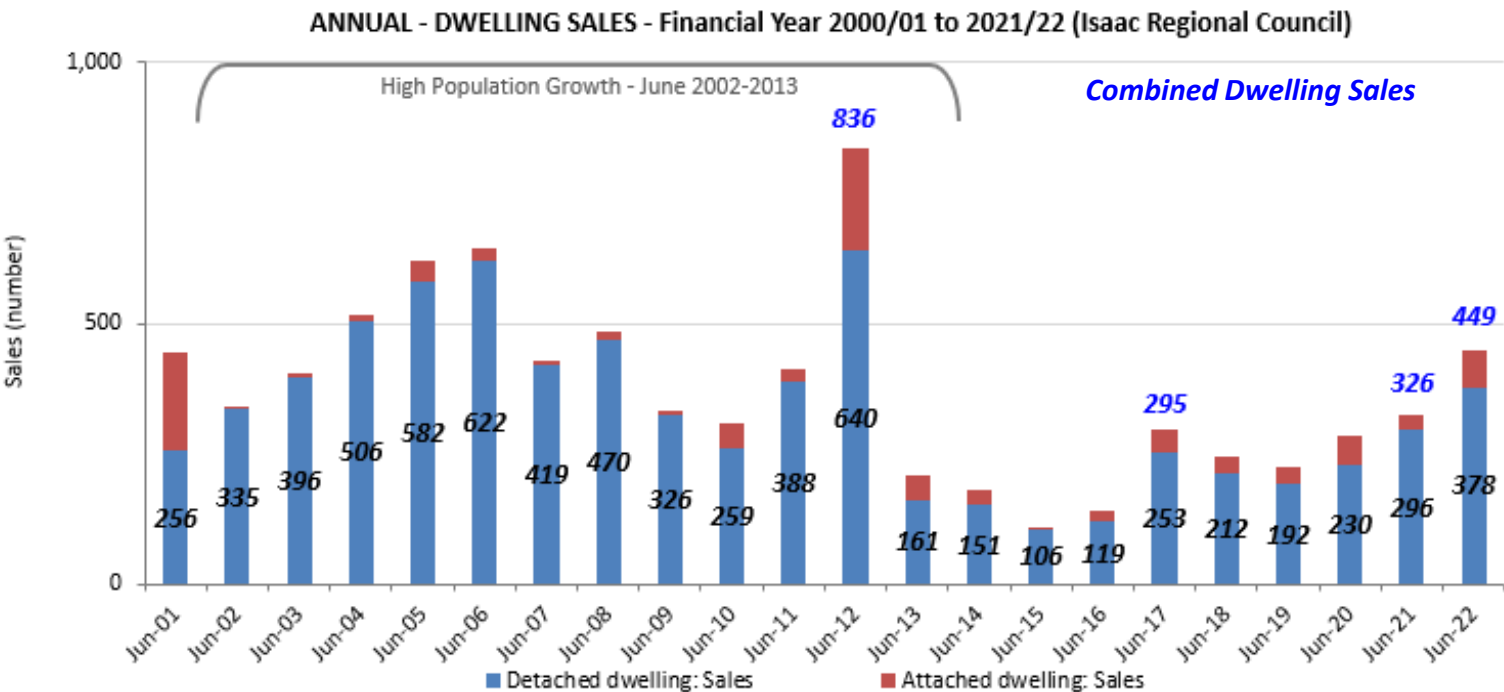
Source: DNRM, Office of the Valuer-General, Property Sales (QLD)

Similar to high growth period

Note:
Only building 300 new houses
per year, so overall rental stock
is being lost

2. CURRENT HOUSING MARKET

House Sales – Isaac Regional Council

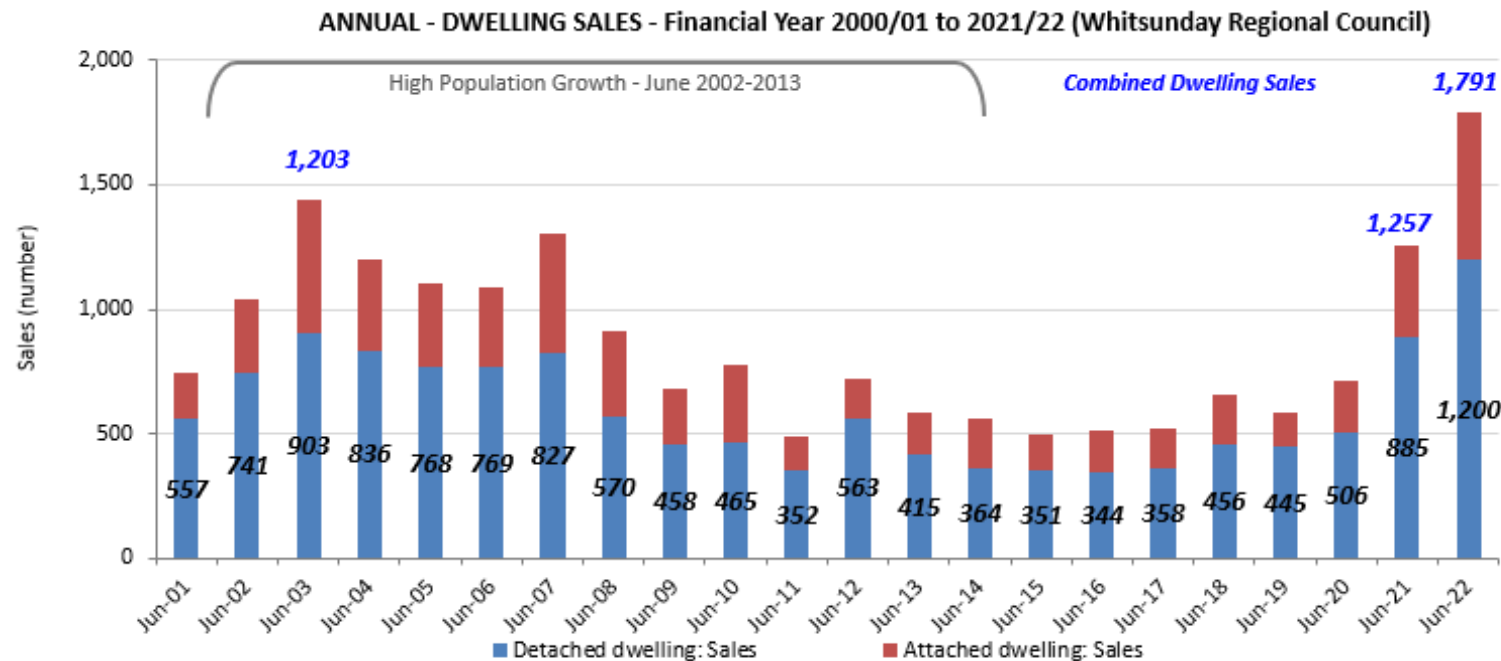


Increased sales activity

Source: DNRM, Office of the Valuer-General, Property Sales (QLD)

2. CURRENT HOUSING MARKET

House Sales – Whitsunday Regional Council



Increased sales activity

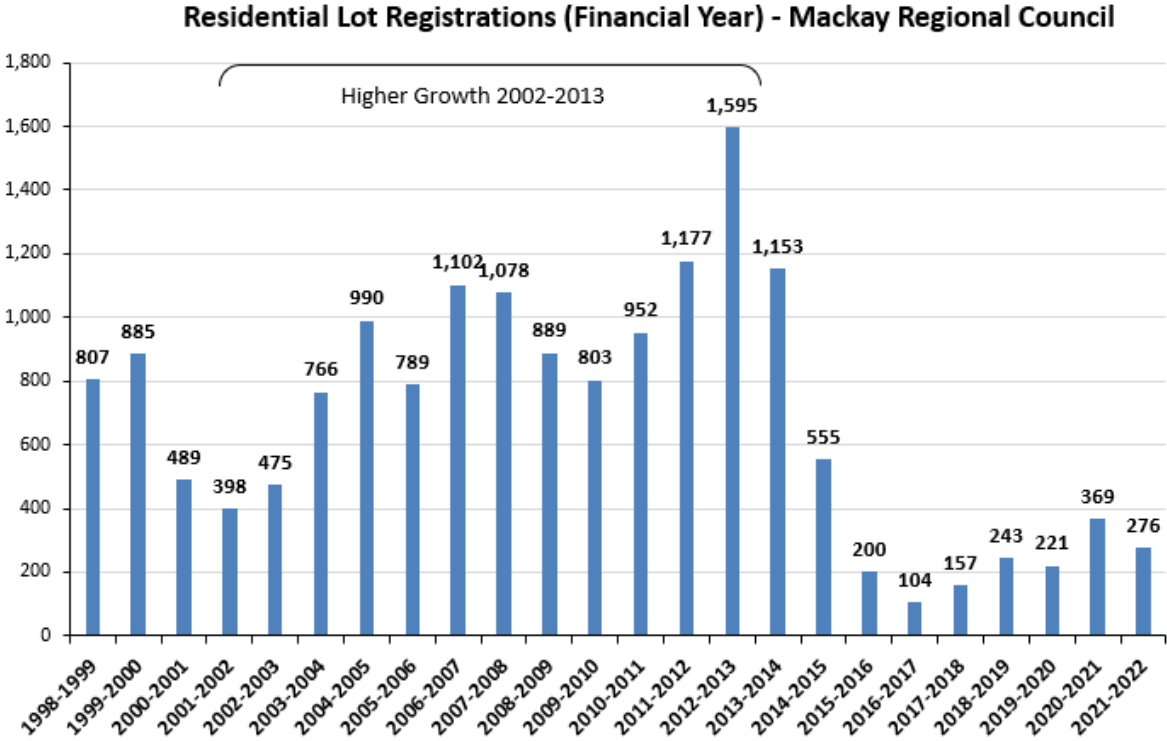
Unique Investment Market

Source: DNRM, Office of the Valuer-General, Property Sales (QLD)

2. CURRENT HOUSING MARKET

New residential lots – Mackay Regional Council ONLY

Housing pipeline



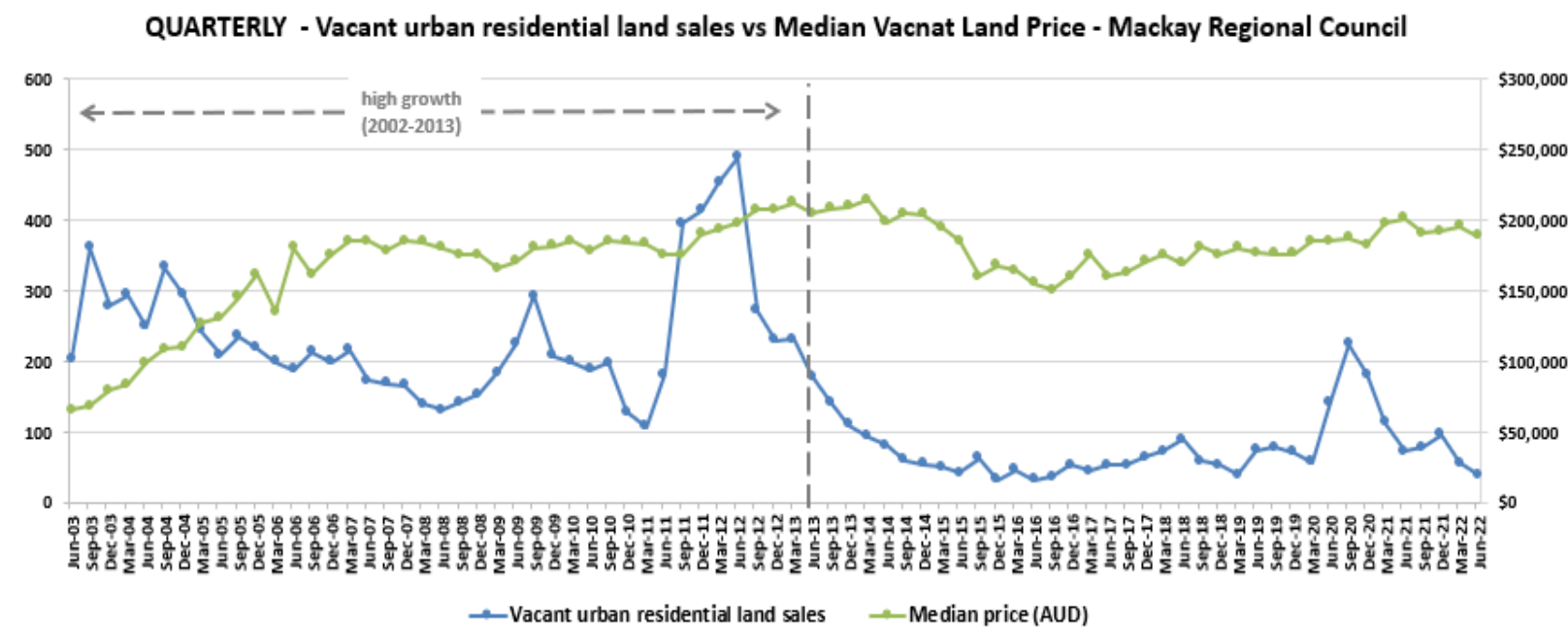
Source: Residential Land Development Indicators

2020-21 housing grants stimulus

Lot registrations returning to annual 250 trend

2. CURRENT HOUSING MARKET

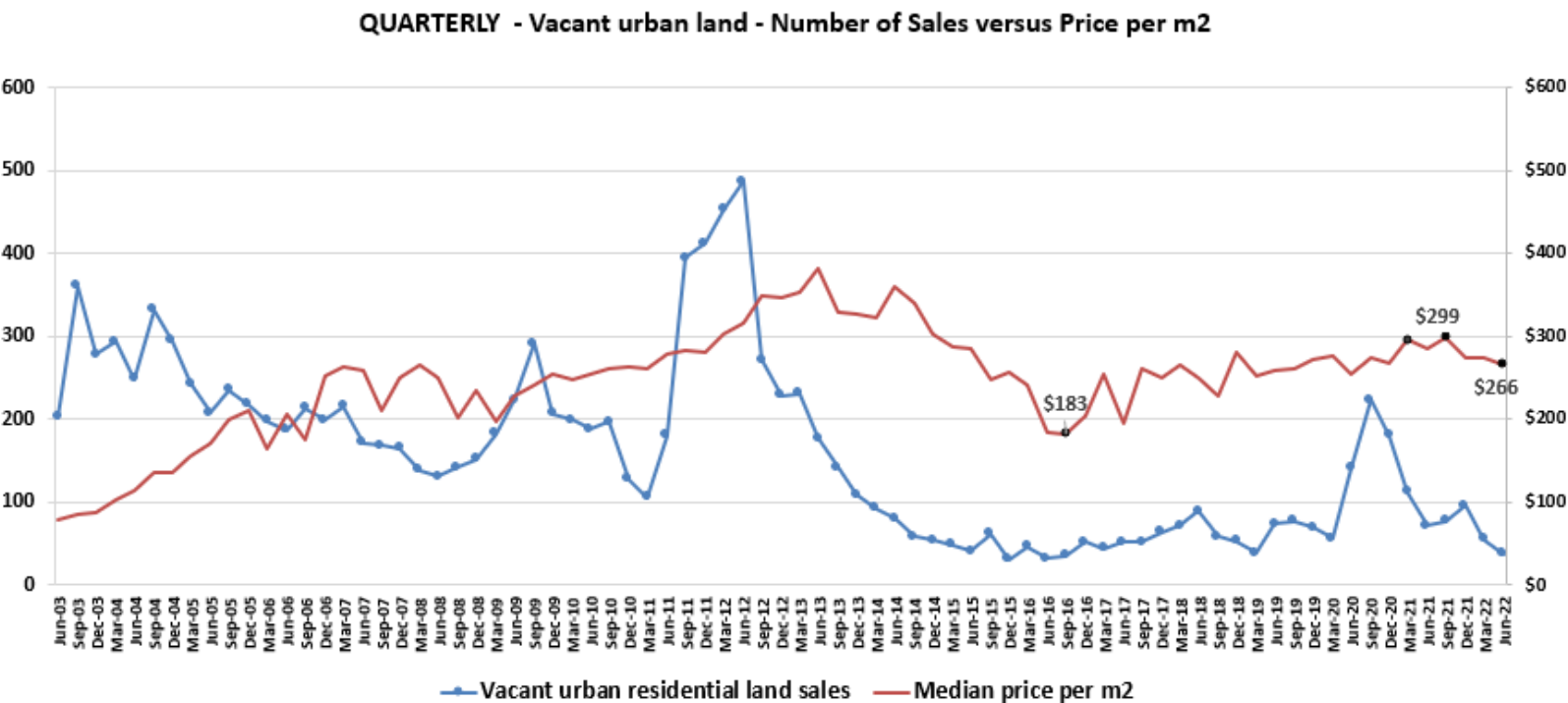
New residential lots – Sales versus Vacant land price - Mackay Regional Council ONLY



Land prices increased significantly, even when selling low numbers

2. CURRENT HOUSING MARKET

New residential lots – Sales versus Price (m2) - Mackay Regional Council ONLY



Source: Residential Land Development Indicators

Land prices increased significantly, even when selling low numbers

Price per m2 stays high

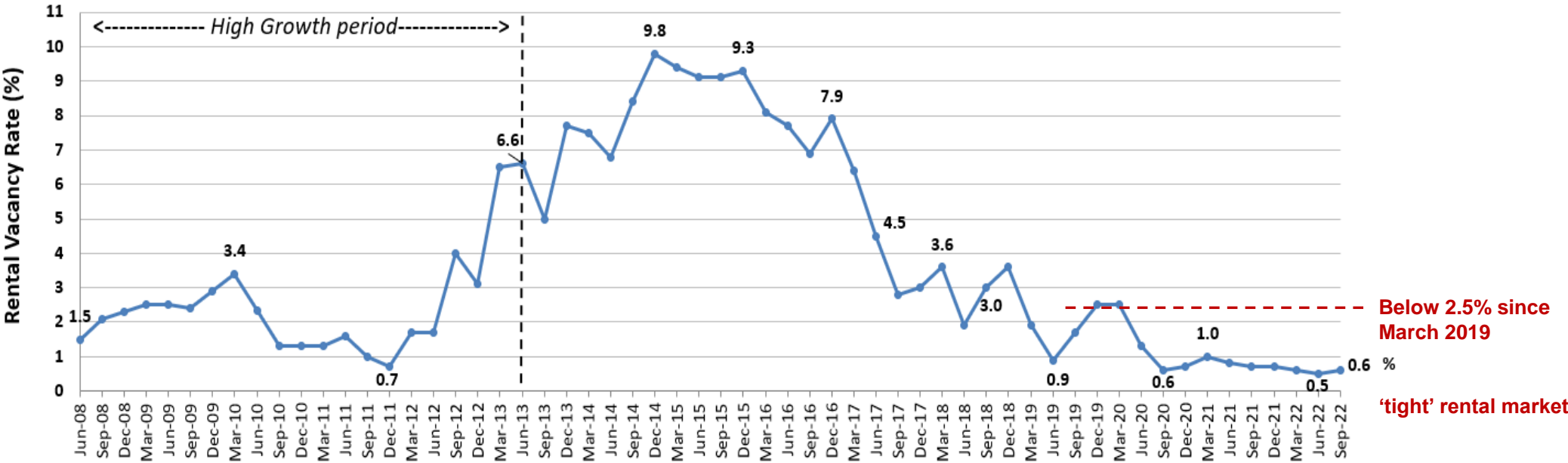
2. CURRENT HOUSING MARKET

Rental Market – Mackay Regional Council ONLY

“Tight” rental market

Loss of rental stock through sales
Not building rental stock fast enough

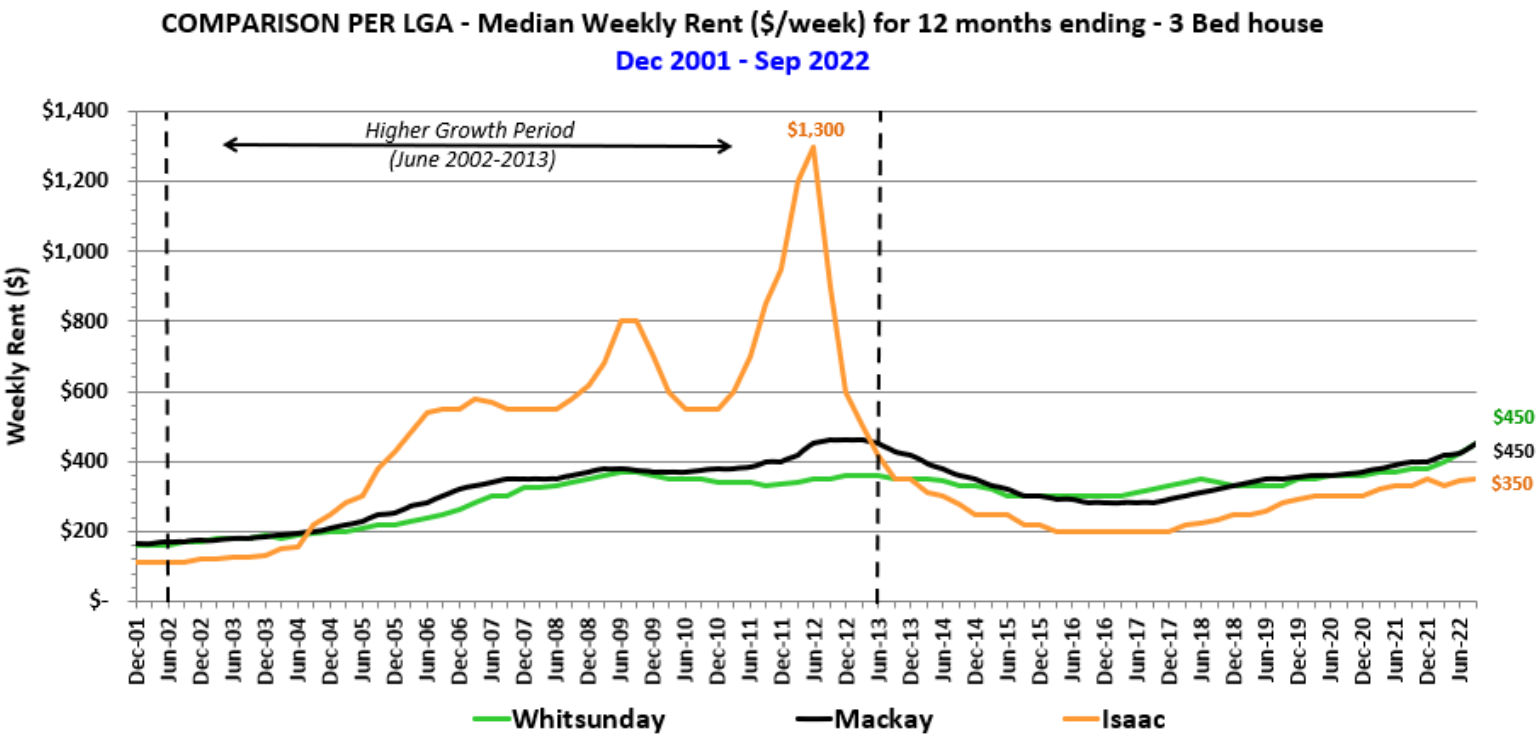
Rental Vacancy Rate - 0.6% in Sep 2022 - Mackay Regional Council



Source: REIQ and Corelogic

2. CURRENT HOUSING MARKET

Weekly Rent

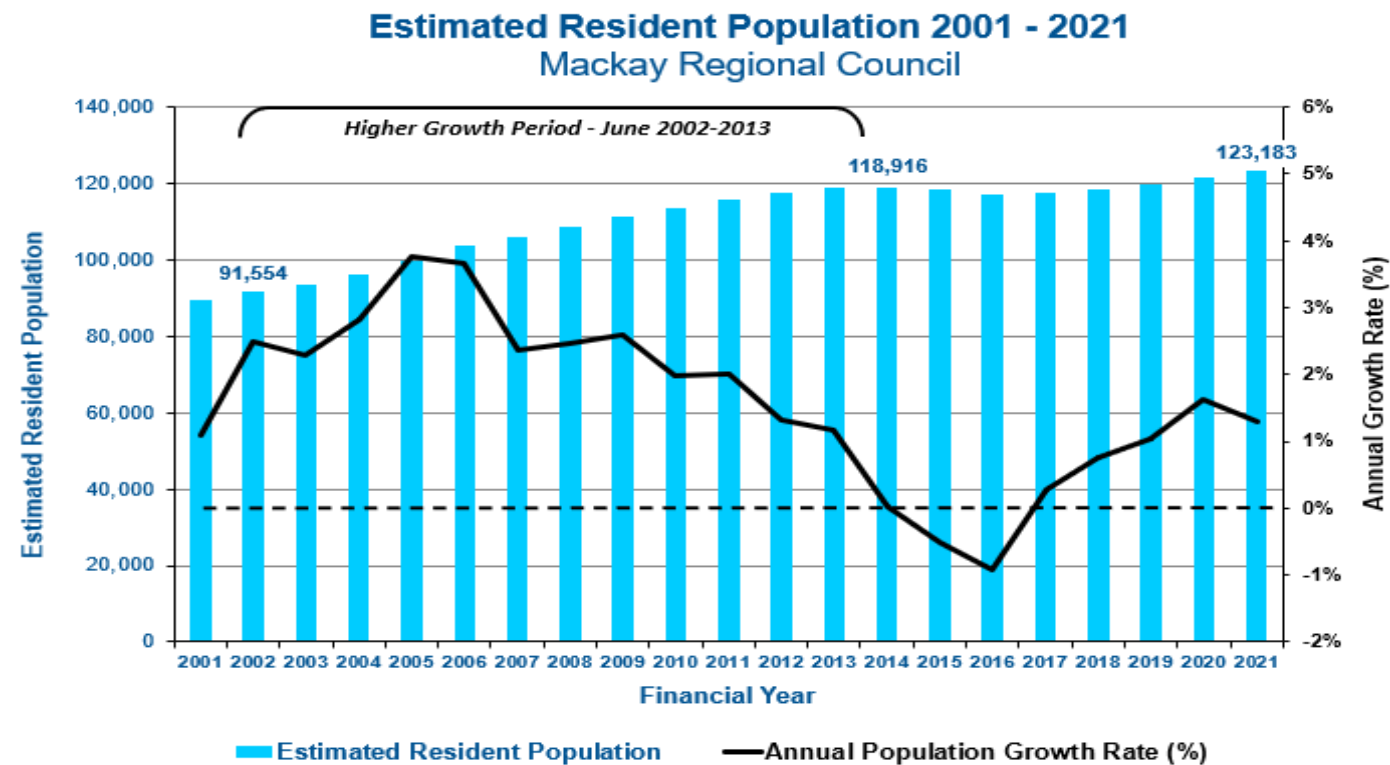


Weekly Rent increased to levels at end of boom in 2013

Source: Residential Tenancies Authority, Rental Bonds data (Queensland Government Statistician's Office derived)

POPULATION

Population – Mackay Regional Council ONLY

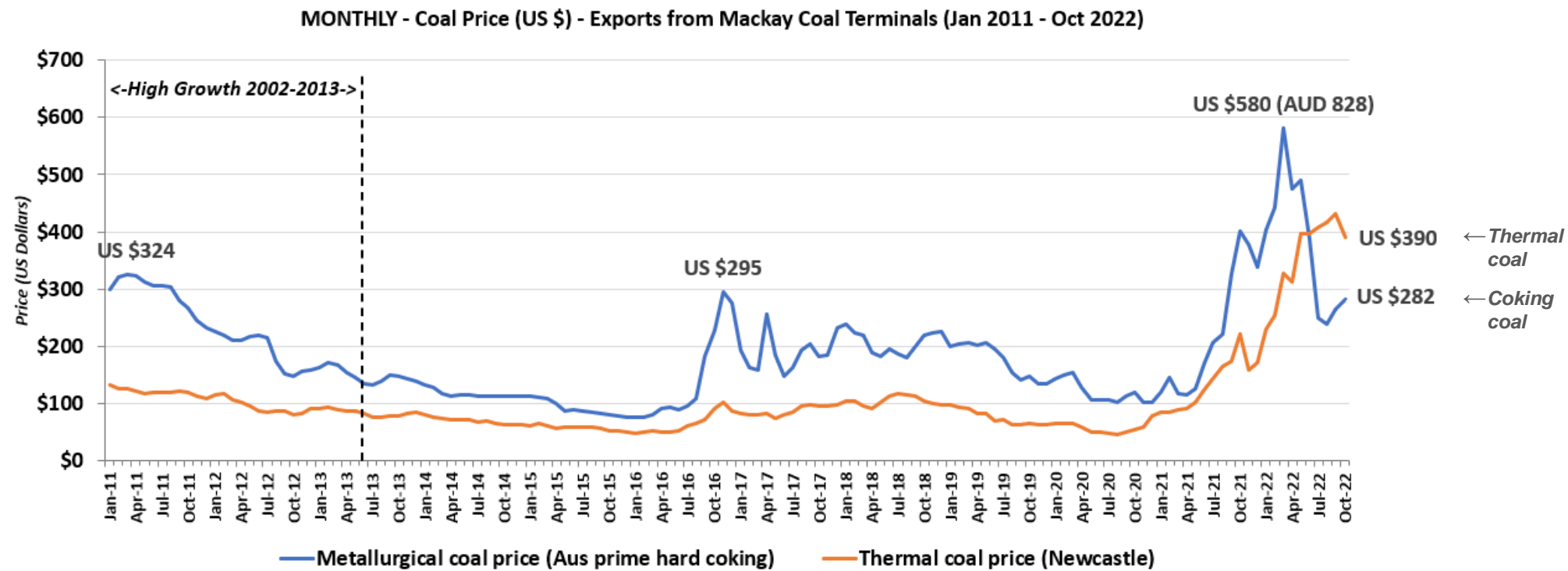


Census 2021 shows population growth since 2017 – suggesting continued housing demand

Source: ABS, Census & Regional Population Growth, 3218.0

3. UNDERLYING ECONOMY

Coal export price - Both thermal and metallurgical coal increased to record levels

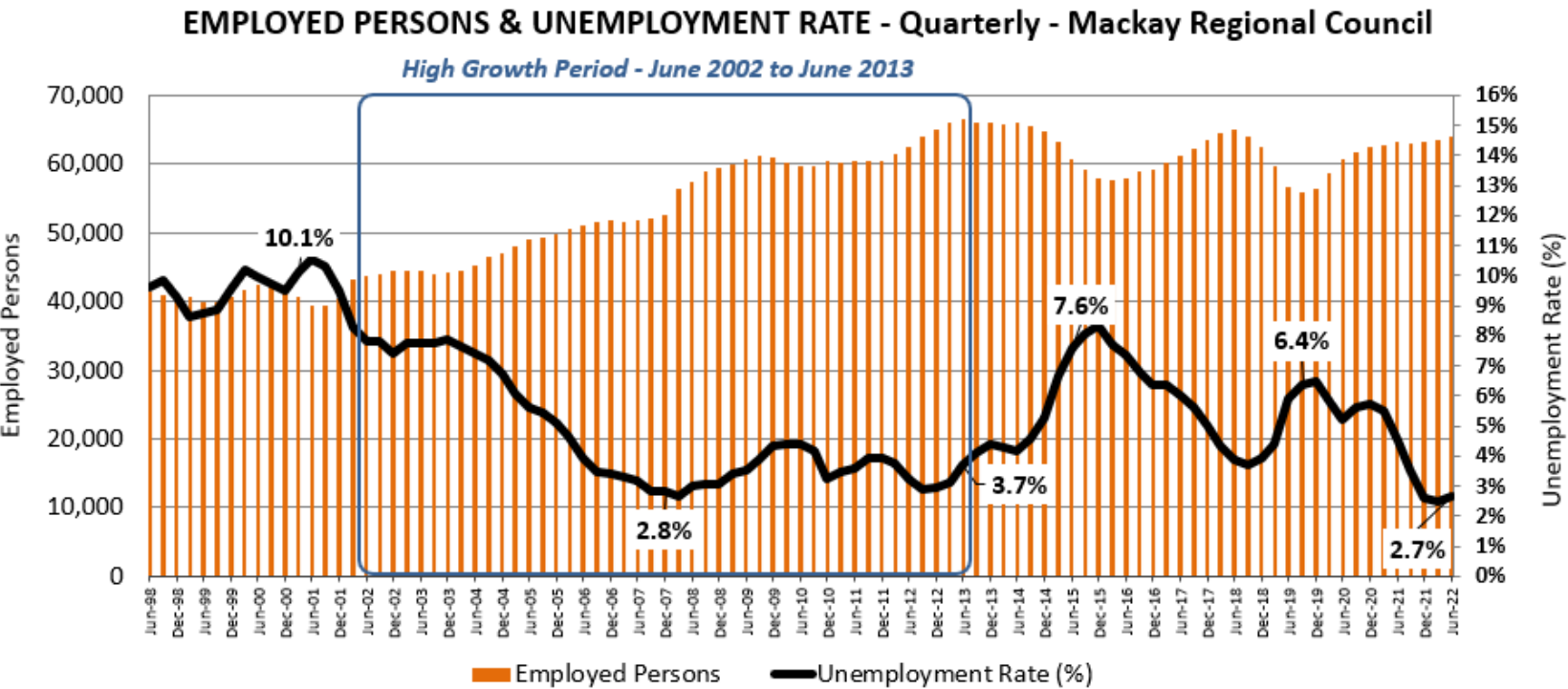


3. UNDERLYING ECONOMY

STRONG ECONOMY

But, Unemployment Rate seem to reach a ‘saturated’ level – not going lower

Employment - Unemployment Rate – 2.7% in June 2022



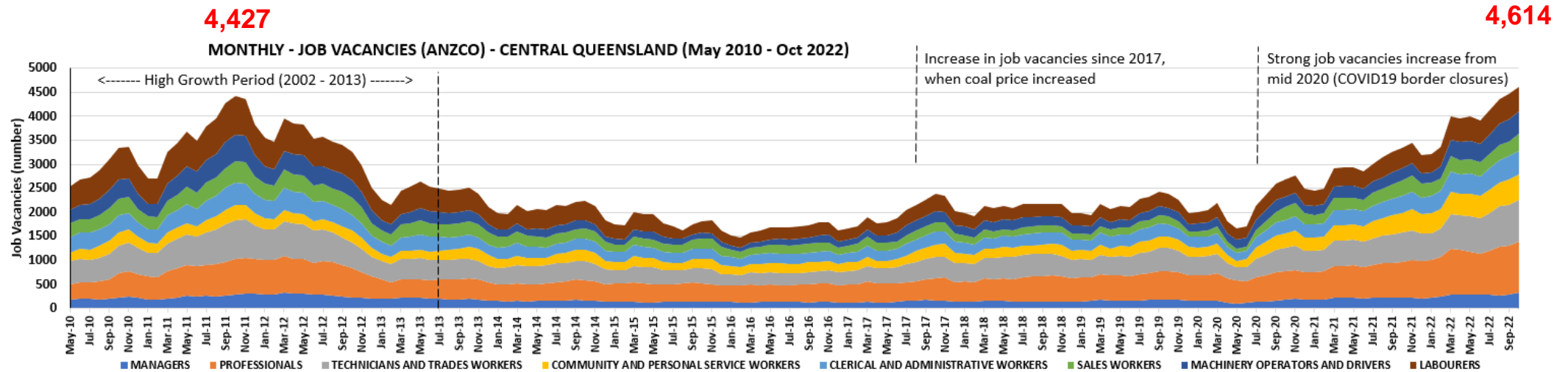
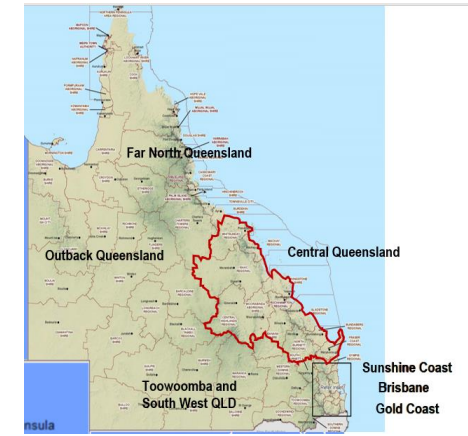
Source: Small Area Labour Markets (Department of Education, Skills and Employment)

3. UNDERLYING ECONOMY

Employment – Skills shortages is increasing to record levels in Central Queensland area

Mackay, Isaac and Whitsunday still experiencing job vacancies

Attracting migrants will impact housing demand



Source: Regional IVI, Department of Jobs and Small Business

13.2.1 - Lease Renewal - Customer Service Centre & Library Cannonvale - Whitsunday Plaza

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: Billie Davis - Senior Commercial Officer

AUTHORISING OFFICER: Jason Bradshaw - Director Corporate Services

PRESENTED FOR: Decision

ATTACHMENTS

Nil

PURPOSE

This report seeks the approval for the renewal of leases for the Cannonvale Customer Service Centre and the Cannonvale Library.

OFFICER'S RECOMMENDATION

That Council in accordance with Section 235 (a) Local Government Regulation 2012 authorise the Chief Executive Officer to negotiate and execute leases with Vicinity Managers Pty Ltd for:

- a. Unit Number SP023, Whitsunday Plaza (Lot 16 on SP177207) being the Cannonvale Customer Service Centre for 3 years commencing on the 01 April 2023; and
- b. Unit Number FS001, Whitsunday Plaza (Lot 16 on SP177207) being the Cannonvale Library for 3 years commencing on the 01 April 2023.

BACKGROUND

Council currently has two leases for operational purposes at the Whitsunday Plaza Shopping Centre being the Customer Service Centre and the Cannonvale Library.

Both leases were entered into for an 18-month term in November 2021 with the following cost:

- Customer Service Centre base rental amount - \$65,694.55 per annum (\$650.44/m²) with a 5% yearly increase.
- Cannonvale Library base rental amount - \$177,581.25 per annum (\$467.32/m²) with a 5% yearly increase.

These costs do not include rental increases, GST, outgoings or other associated costs.

The leases are due to expire on 31 March 2023.

DISCUSSION/CURRENT ISSUE

With the expiry of the leases for the Cannonvale Library and Customer Service Centre in March 2023 discussions were held with Vicinity Managers Pty Ltd regarding the future tenancy at the Whitsunday Plaza Shopping Centre.

As a result of those discussions Council and Vicinity Managers have proposed a 3-year extension on both leases based on the following rental costs:

This is page 100 of the Agenda of Council's Ordinary Council Meeting - 8 February 2023

- Customer Service Centre base rental amount - \$75,000.00 (\$742.57/m²) per annum with a 5% increase on the anniversary date of the lease commencement; and
- Cannonvale Library base rental amount - \$205,106.00 (\$539.75/m²) per annum with a 5% increase on the anniversary date of the lease commencement.

These costs do not include rental increases, GST, outgoings, or other associated costs.

STATUTORY/COMPLIANCE MATTERS

Local Government Regulation 2012; Section 235(a) a local government may enter into a medium-sized contractual arrangement or large-sized contractual arrangement without first inviting written quotes or tenders if – the local government resolves it is satisfied that there is only one supplier who is reasonably available.

STRATEGIC IMPACTS

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.

FINANCIAL IMPLICATIONS

Financial – \$883,034.20 for the term of the leases (not including GST, outgoings or other associated costs). This is managed by Council's Property & Facilities Branch within the operating budget.

CONSULTATION/ENGAGEMENT

Director Corporate Services
Director Community Services
Executive Manager Procurement, Property & Fleet
Property & Facilities Coordinator

RISK ASSESSMENT

Council renewing these leases will assist in the continuation of services to the residents of Airlie Beach/Cannonvale.

TIMINGS/DEADLINES

Leases expire 31 March 2023. New lease terms have been discussed based on future needs.

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

Council reviewed the current market for leased facilities prior to the commencement of discussions with Vicinity Managers Pty Ltd.

Operational Plan item: CORP13 *Develop a detailed Business Case for a Council presence at Cannonvale/Airlie Beach* is well developed with results to be presented to Council by the end of May 2023.

13.3.1 - 20211031 - Development Application for Material Change of Use (Car Wash, Outdoor Sales & Associated Service Industry/Low Impact Industry) - 144-146 Main Street, Proserpine - 4 & 5 RP405787

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: Matthew Twomey - Manager Development Assessment

AUTHORISING OFFICER: Neil McGaffin - Director Development Services

PRESENTED FOR: Decision

ATTACHMENTS

1. Conditions of Approval [**13.3.1.1** - 9 pages]
2. Locality and Zoning Plan [**13.3.1.2** - 1 page]
3. Development Plans [**13.3.1.3** - 5 pages]
4. SARA Conditions [**13.3.1.4** - 10 pages]
5. Planning Assessment [**13.3.1.5** - 10 pages]

PURPOSE

To present the assessment of the development application.

OFFICER'S RECOMMENDATION

That Council approve the Development Application for Development Permit for Material Change of Use - Car Wash, Outdoor Sales & Associated Service Industry/Low Impact Industry, made by Chapman Group Enterprises Pty Ltd As TTE, on L: 4 RP: 705787 T: N420/213, L: 5 RP: 705787 T: N420/213 and located at 144 and 146 Main Street Proserpine, subject to the conditions outlined in Attachment 1.

BACKGROUND

This application was considered at the Ordinary Meeting of Council in December 2022 where it was resolved to have the matter lie on the table to enable an inspection of the site to be carried out. An inspection of the site took place on 11 January 2023. The application was considered by Council at the meeting on 25 January 2023, and is now referred back to Council for determination.

APPLICATION SUMMARY

Council is in receipt of a development application to establish two separate uses on the land. The primary use is for a car wash facility facing Davey Avenue and accessed via Main Street. The second land use is for outdoor sales with an associated Service industry/low impact industry.

The Car Wash will incorporate the following elements:

- One automatic car wash bay and associated mechanical plant located within a plantroom
- Two self-serve wash bays

- One vacuum island located adjacent to the self-serve bays
- Operational during daylight hours only

The outdoor sales use covers the existing building and forecourt area on the Main Street frontage of the site and involves the construction of a small shed at the rear for undertaking repair work. This shed forms the Service Industry/Low Impact Industry component of the development. The Outdoor Sales use is Carlisle Tractors Proserpine which primarily sells New Holland tractors. The use is currently operating and has been established on the premises without approval.

Nine submissions were received during the public notification period. A detailed assessment of the submissions and assessment benchmarks is provided in Attachment 5.

STATUTORY/COMPLIANCE MATTERS

Planning Act 2016

Whitsunday Regional Council Planning Scheme 2017

STRATEGIC IMPACTS

Process all statutory applications within statutory timeframes.

FINANCIAL IMPLICATIONS

The applicable infrastructure charges total \$45,676.12.

CONSULTATION

Technical Officer Engineering Assessment
Coordinator Transport Planning & Assets
Director Infrastructure Services
Environment Officer
SLR Consulting

RISK ASSESSMENT

The decision may be appealed in the Planning & Environment Court of Queensland.

TIMINGS/DEADLINES

A decision is required by **16 December 2022**.

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.

This is page 104 of the Agenda of Council's Ordinary Council Meeting - 8 February 2023



- 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.

1.0 ADMINISTRATION

1.1 The approved development must be completed and maintained generally in accordance with the approved drawings and documents:

Plan/Document Name	Prepared By	Plan Number	Dated
Site Plan	John Harper Landscape Designs	LCP 01 Rev C	27/03/2022
Surface Treatments	John Harper Landscape Designs	LCP 02 Rev C	27/03/2022
Planting Concept	John Harper Landscape Designs	LCP 03 Rev C	27/03/2022
Davey Avenue Visualisations	John Harper Landscape Designs	LCP 04 Rev C	27/03/2022
Concept Notes	John Harper Landscape Designs	LCP 05 Rev C	27/03/2022
Elevation	Tropical Sheds	15082_COULSON Page 2 of 32	23/02/2022
Car Wash Building Plan and Elevation	Trevor Glasson Consulting Services	20029 02C	02/03/2022
Impervious and Pervious Areas Plan	Trevor Glasson Consulting Services	20029 13A	02/03/2022
Driveway Access and Carparking Layout Detail Plan with Finished Levels	Trevor Glasson Consulting Services	20029 11A	02/03/2022
AEP1% (Q100) Plan	Trevor Glasson Consulting Services	20029 12A	02/03/2022
Signage & Linemarking Plan	ALNDD Engineering Pty Ltd	SK360 Rev A	02/09/2021
Swept Path Layout Plan Sheet 1 of 5	ALNDD Engineering Pty Ltd	SK380 Rev A	02/09/2021
Swept Path Layout Plan Sheet 2 of 5	ALNDD Engineering Pty Ltd	SK381 Rev A	02/09/2021
Swept Path Layout Plan Sheet 3 of 5	ALNDD Engineering Pty Ltd	SK382 Rev A	02/09/2021

Swept Path Layout Plan Sheet 4 of 5	ALNDD Engineering Pty Ltd	SK383 Rev A	02/09/2021
Swept Path Layout Plan Sheet 5 of 5	ALNDD Engineering Pty Ltd	SK384 Rev A	02/09/2021
Stormwater Quality Management Plan	Trevor Glasson Consulting Services	Rev A	09/03/2022
Sewerage Connection and Water Supply Connection Plan	Trevor Glasson Consulting Services	20029 17A	02/03/2022
Environmental Noise Assessment	Eco Acoustics	22021040-01a	29/03/2022
Proserpine Carwash Main Street Proserpine – Response to Council Further Information Request	Eco Acoustics	22021040-02	28/08/2022
Traffic Impact Assessment	Altus Traffic Engineering	TIA - 144-146 Main Street, Proserpine v2	22/08/2022

- 1.2 The applicant is to comply with the Department of State Development, Infrastructure, Local Government and Planning's conditions as outlined in the Department's correspondence dated 20 December 2021.
- 1.3 The following further development permits are required prior to commencement of work on site or commencement of the use:
 - Operational Works:
 - Access and Parking
 - Stormwater
 - Water Infrastructure;
 - Sewerage Infrastructure
 - Erosion Prevention and Sediment Control .
 - Plumbing and Drainage Works;
 - Building Works;

All Operational Works, Plumbing and Drainage Works Development Permits must be obtained prior to the issue of a Building Works Development Permit.
- 1.4 Where a discrepancy or conflict exists between the written conditions of this approval and the approved plans, the requirements of the written condition(s) will prevail.
- 1.5 All conditions of this approval must be complied with in full to Council's satisfaction prior to the commencement of the use.
- 1.6 The applicant shall demonstrate and provide evidence that compliance with all conditions of this development approval and any other subsequent development approvals as a result of this development approval have been complied with at the time of commencement of the use.
- 1.7 Prior to the commencement of the first change of use, L: 4 RP: 705787 and L: 5 RP: 705787 are to be amalgamated.
- 1.8 A copy of this decision notice and stamped approved plans/drawings must be retained on site at all times. This decision notice must be read in conjunction with the stamped

approved plans to ensure consistency in construction, establishment and maintenance of approved works.

- 1.9 Unless explicitly expressed in the condition, each condition is applicable to each aspect of development.

2.0 CLEARING, LANDSCAPING AND FENCING

- 2.1 Any vegetation removed must be disposed of to the requirements of the Council. Transplanting, chipping or removal from site are the preferred solutions.
- 2.2 All vegetative waste cleared as part of the development of the site is to be either:
a) stored neatly on site and shredded within sixty (60) days of clearing; or
b) removed off the site to an approved disposal location.
- 2.3 Prior to the commencement of the Car Wash, landscaping must be provided generally in accordance with the approved landscaping plans LCP 02 Rev C and LCP 03 Rev C by John Harper Landscape Designs.
- 2.4 Mature landscaping is to be planted along both property boundaries as indicated on the approved landscaping plans.
- 2.5 The landscaping shown on the approved plans must be maintained at all times and any dead, diseased or damaged plants are to be replaced.

3.0 BUILDING

- 3.1 New buildings are to be finished with external building materials and colours to reduce scale and bulk.

4.0 LIGHTING

- 4.1 Lighting along, all internal access driveways and parking areas, is to be directed downwards so as to minimise any adverse effects of glare or direct light nuisance on all surrounding allotments, including allotments within, but must achieve a minimum level of illumination consistent with the safety of pedestrians and vehicles.

5.0 WATER INFRASTRUCTURE

- 5.1 A Development Permit for Operational Works (Water Infrastructure) must be obtained prior to commencement of work on site.
- 5.2 Any application for Operational Works (Water Infrastructure) must be accompanied by engineering design drawings, and certifications of the design, demonstrating compliance with Council's Development Manual (current at the time of development) and this Decision Notice.
- 5.3 The development must be connected to Council's water supply network using the existing 150mm water main located on the southern side of Main Street. The water service connection must be sized appropriately for the use. Any upgrading works must be completed by the developer at their full cost prior to commencement of the use.
- 5.4 Each use within the development must be provided with a sub-meter in accordance with Council's policy for sub-metering prior to the commencement of the use.
- 5.5 Prior to commencement of use on the site the owner must lodge with Council a civil engineer's design and construction certification (by an experienced and qualified engineer). The certification must be addressed to Council and must certify that all Water Infrastructure works have been designed and constructed according to the conditions of this Decision Notice and Councils Development Manual.
- 5.6 At time of lodgement of the Operational Works (Water Infrastructure) a detailed Hydraulic Layout Plan is to be provided with the accompanying schematic detail of the separator.

6.0 SEWERAGE INFRASTRUCTURE

- 6.1 A Development Permit for Operational Works (Sewer Infrastructure) must be obtained prior to commencement of work on site.
- 6.2 Any application for Operational Works (Sewer Infrastructure) must be accompanied by engineering design drawings, and certifications of the design, demonstrating compliance with Council's Development Manual (current at the time of development) and this Decision Notice.

- 6.3 All sewerage infrastructure must be designed and constructed in accordance with Council's Whitsunday Regional Council Development Manual prior to commencement of the use.
- 6.4 Any existing sewer connections that will not be used for the development must be disconnected and sealed prior to commencement of the use.
- 6.5 Easements must be provided over all existing and new Council sewerage lines and connections constructed as part of the development located on private property.
- 6.6 Easement documentation must be provided free of cost to Council.
- 6.7 Prior to commencement of use on the site, the owner must lodge with Council, a civil engineer's design and construction certification (by an experienced and qualified engineer). The certification must be addressed to Council and must certify that all Sewer Infrastructure works have been designed and constructed according to the conditions of this Decision Notice and Councils Development Manual.

7.0 ACCESS AND PARKING

- 7.1 Prior to commencement of any work on site an Operational Works development permit must be obtained in relation to Access and Parking.
- 7.2 Any application for Operational Works (Access and Parking) must be accompanied by detailed engineering drawings demonstrating compliance with Council's Development Manual (current at the time of development), Australian Standard AS2890, AS1428 and this Decision Notice.
- 7.3 The applicant must design, construct, and maintain the external egress from the pavement of Davey Avenue to the property boundary to a sealed standard so as to comply as a minimum with the levels, dimensions and specifications as shown on Councils Standard Drawing RS-051 prior to the commencement of the use. The egress is to be constructed to be a left out only.
- 7.4 The external egress on to Davey Avenue must include provision for all drainage from within the property and along the driveway surface to be collected at or inside the property boundary and discharged to a legal point of discharge prior to the commencement of the use.
- 7.5 A minimum of 12 car parking spaces and 1 MRV Loading Area are to be provided and maintained within the boundaries of the property prior to commencement of the use for the Outdoor Sales and Service Industry/Low Impact Industry.
- 7.6 All accesses, driveways, circulation roads, parking bays and maneuvering areas must be designed and constructed so as to comply with the criteria described in AS2890 and AS1428.
- 7.7 All car parking areas must be constructed to the following standards:
 - a) Universal access must be provided in accordance with AS2890 and to a sealed standard (or any later revision of this standard).
 - b) Pedestrian and vehicular areas must be appropriately delineated to ensure the safety of the site users.
- 7.8 Prior to commencement of use on the site the applicant must lodge with Council, a civil engineer's design, and construction certification (by an experienced and qualified engineer). The certification must be addressed to Council and must certify that External Access, Internal Access, onsite parking, and maneuvering areas have been designed and constructed according to the conditions of this Decision Notice and achieves compliance with WRC Planning Scheme, WRC Development Manual, AS2890 and AS 1428.
- 7.9 Signage and line marking must be installed in accordance with approved drawing SK360 Rev A dated 02/09/2021.
- 7.10 Directional signage directing left turn only must be placed on the exit to Davey Avenue.
- 7.11 Directional signage must be placed internally directing traffic to the Car Wash or Outdoor Sales car parking.
- 7.12 Directional signage must be placed on the Main Street frontage identifying the entry to the premises.

8.0 STORMWATER AND FLOODING

- 8.1 Prior to commencement of any work on site an Operational Works development permit must be obtained in relation to Stormwater Drainage.
- 8.2 Any application for Operational Works (Stormwater) must be accompanied by engineering design drawings, including calculations and certifications of the design, demonstrating compliance with Queensland Urban Drainage Manual current at the time of development, Councils Development Manual (current at the time of development) and this Decision Notice.
- 8.3 The applicant must design and construct Roof and Allotment drainage system for the development including any detention system so as to comply with the Queensland Urban Drainage Manual current at the time of development as a minimum. The stormwater design is to provide for the developed flows from the site to be piped to a Legal Point of discharge.
- 8.4 Stormwater for the development must include gross pollutant traps, or other appropriate water quality measures, within the system adequate to ensure stormwater from the site must not cause measurable levels of water pollutants in the receiving waters to fall outside the acceptable ranges specified in the 'Australian Water Quality Guidelines for Fresh and Marine Waters', ANZECC 2000
- 8.5 Prior to commencement of use on the site the applicant must lodge with Council, a civil engineer's design, and construction certification (by an experienced and qualified engineer). The certification must be addressed to Council and must certify that the Roof and Allotment drainage works have been constructed in accordance with the requirements of Queensland Urban Drainage Manual current at the time of development, Councils Development Manual (current at the time of development) and this Decision Notice and will not cause adverse effects to adjoining or downstream properties or infrastructure.
- 9.0 ENVIRONMENTAL MANAGEMENT PLAN (EMP)**
- 9.1 A Development Permit for Operational Works (Erosion Prevention and Sediment Control Management Plan) must be obtained prior to commencement of work on site.
- 9.2 Prior to commencement of any work on the site, the applicant must submit to Council for approval, a site-based Erosion Prevention and Sediment Control Plan for the site.
- 9.3 Erosion prevention and sediment control measures must be established so as to comply with the requirements of the Whitsunday Regional Council Development Manual and the Best Practice Erosion & Sediment Control – November 2008 (IECA White Book) and the requirements of the Environmental Protection Act.
- 9.4 The strategy of the plan must be implemented and maintained for the duration of the operational and building works, and until exposed soil areas are permanently stabilized (e.g., turfed, concreted).
- 9.5 Discharges of water pollutants, wastewater or stormwater from the site must not cause measurable levels of water pollutants in the receiving waters to fall outside the acceptable ranges specified in the 'Australian Water Quality Guidelines for Fresh and Marine Waters', ANZECC 2000.
- 9.6 No visible emissions of dust must occur beyond the boundaries of the site during earthworks and construction activities on the site. If, at any time during the earthworks and construction activities the dust emissions exceed the levels specified above, all dust generating activities must cease until the corrective actions have been implemented to reduce dust emissions to acceptable levels or wind conditions are such that acceptable levels are achieved.
- 9.7 The applicant must ensure that when undertaking any on-site or external works, including any filling and extraction, appropriate dust control measures are implemented in accordance with the Environmental Protection Act 1994 and complies with the relevant air quality objectives defined in the Environmental Protection (Air) Policy 2008.
- 10.0 ENVIRONMENTAL HEALTH**
- 10.1 A trade waste approval must be obtained from Council's Environmental Health Service Department prior to the discharge from the premises of any trade waste to Council's

- wastewater system. All discharges must be in accordance with Council's wastewater system admission limits.
- 10.2 The plant room is to be lined with 50mm 32kg/m³ sound absorbing insulation or similar.
- 10.3 The proposed automatic car wash bays will be fitted with automatic doors on the entry and exit equivalent to a PVC clear 2.5 mm door blade (which provides a minimum Rw 23).
- 10.4 This entry canopy to the automatic wash bay is required to be lined internally with perforated metal with sound absorbing insulation (50mm 32kg/m³) and clad externally with sheet metal or similar.
- 10.5 A 2.2-metre-high acoustic barrier will be constructed along the full length of the property boundaries. The height of the barriers is based on the finished ground height of the proposed car wash.
- 10.6 The acoustic barriers are to be constructed from a material to achieve a minimum superficial density of 11kg/m³ and have a mass leakage of less than 1%.
- 10.7 The vacuum bays located adjacent to the property boundary are required to be located within a carport structure with solid rear and end walls and a roof. The roof is required to be lined with 50mm 32kg/m³ sound absorbing insulation to minimize reverberation within the space.
- 10.8 Prior to the commencement of the use of the Car Wash, certification is to be provided by a suitably qualified person that conditions 10.2 – 10.7 have been complied with.
- 10.9 In the event the business/operator receives a noise complaint the following procedure must be enacted:
- a) The business/operator shall record the following details of the complaint:
 - i. Contact details of the complainant;
 - ii. Time and date of the complaint;
 - iii. Details and nature of the complaint;
 - iv. The method which the complaint was lodged; and
 - v. The action taken by the responsible person in relation to the complaint.
 - b) If the issue cannot be resolved in house between the business/operator and the complainant within 5 days, the business/operator shall be responsible to commission an independent noise consultant which is endorsed by Council to conduct a noise assessment. The noise assessment must include:
 - i. The nature or the potential harm/nuisance;
 - ii. The sensitivity of the receiving environment;
 - iii. The current state of technical knowledge of the activity;
 - iv. Appropriate noise standards; and
 - v. The likelihood of successful application of different attenuation measures that may be taken.
 - c) Upon receipt of the noise acoustic report the business/operator must undertake appropriate actions to resolve the complaint.
 - d) The business/operator must then advise the complainant of actions taken to resolve the complaint.
- 10.10 The release of dust and any particulate matter must not cause an 'environmental nuisance' (within the meaning of that term set out in the Environmental Protection Act 1994) at any sensitive receptor.

11.0 CATCHMENT AND LAND MANAGEMENT

- 11.1 At lodgement of first Operational Works application:
- (a) an expanded Stormwater Quality Management Plan (SQMP) is to be submitted to include additional requirements expected at the operational works application stage as per Table 5 of Council's Stormwater Quality Guideline
 - (b) detailed engineering and landscape drawings
 - (c) working copies of all stormwater models and calculations used in the creation of the SQMP and development application and
 - (d) suitably qualified person certification

- 11.2 The proposed bioretention basin and associated infrastructure are to be constructed and maintained in accordance with the Approved Plans, Council's Development Manual (current version at the time of development) and with the Whitsunday Regional Council Stormwater Quality Guideline to the satisfaction of Council.
- 11.3 Prior to commencement of use the bioretention basin, supporting infrastructure and landscaping, shall be inspected by the applicants' engineer and Council. Should the bioretention basin, supporting infrastructure and landscaping not be in an acceptable condition, the defects shall be rectified by the applicant, at the applicant's cost.
- 11.4 Acid sulphate soils are not to be disturbed during the works unless an Acid Sulfate Soils Management Plan that complies with Planning Policy SC6.2.4: Acid sulfate soils management plan, is submitted and approved by Council.

12.0 OPERATING PROCEDURES

- 12.1 The hours of operation for the Car Wash are 7am to 6pm Monday to Sunday.
- 12.2 Delivery of tractors and supplies to the Outdoor Sales & Associated Service Industry/Low Impact Industry is to be made by a vehicle no larger than a Medium Rigid Vehicle (MRV).
- 12.3 The delivery of tractors is to occur in the concrete apron.
- 12.4 Refuse collection is occur outside of the nominated business hours.
- 12.5 Loading and unloading of a vehicle servicing a development must be conducted wholly within the site.
- 12.6 A vehicle or vehicles waiting to be loaded or unloaded must stand entirely within the site.
- 12.7 All vehicles must enter and exit the site in a forward gear.
- 12.8 The site must be maintained in a clean and tidy state at all times.
- 12.9 The Service Industry/Low Impact Industry is limited to the servicing and maintenance of products associated with the outdoor sales.
- 12.10 Tractors and other outdoor sales equipment is only to be displayed on the forecourt fronting Main Street.

13.0 WASTE

- 13.1 Waste and recycling facilities must be provided in accordance with the following provisions:
 - a) Adequate waste containers must be provided to contain the volume and type of waste and recyclable matter generated by the development;
 - b) Waste storage areas for waste containers must be constructed of a solid concrete base or acceptable equivalent; and
 - c) Waste storage areas must be designed and constructed so it can be easily cleaned whilst ensuring that no waste or recyclable matter is released to the stormwater system or any waterway.
- 13.2 Maintenance and cleaning of waste containers must be carried out by a cleaning contractor or in an area where contaminants cannot be released into stormwater drainage, a roadside gutter, water or onto unsealed road.
- 13.3 Ensure that all reasonable and practicable measures are taken to ensure that waste storage area is kept to a standard of cleanliness where there is no accumulation of:
 - a) Waste, except in waste containers;
 - b) Recycled matter, except in containers;
 - c) Grease; or
 - d) Other visible matter.
- 13.4 Waste and recycling facilities must be screened from all public roads.
- 13.5 Prior to the commencement of the use a Waste Management Plan is to be provided to Council.

14.0 CONSTRUCTION MANAGEMENT

- 14.1 Prior to the lodgment of the first operational works application, the applicant is to submit a Construction Management Plan to Council, which addresses at a minimum:

- a) Public safety, amenity and site security
- b) Construction hours
- c) Noise control
- d) Air and dust management
- e) Waste management
- f) Traffic management

15.0 MISCELLANEOUS

- 15.1 If any item of cultural heritage is identified during site works, all work must cease, and the relevant State Agency must be notified. Work can resume only after State Agency clearance is obtained. The Applicant is reminded of their obligations under the Aboriginal Cultural Heritage Act, 2003 and the Torres Strait Islander Cultural Heritage Act 2003. Further information and databases are available from the Department of Aboriginal and Torres Strait Islander Partnerships at: www.datsip.qld.gov.au
- 15.2 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be at full cost to the developer.
- 15.3 Any building materials, equipment and the like must be appropriately tied down, placed indoors and secured on site at the time of preparation for cyclone events. The onsite supervisor is to ensure that all contractors/employees take the necessary steps to secure the construction site in the event of a cyclone.
- 15.4 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the site. No storage of materials, parking of construction machinery or contractors' vehicles will be permitted in Main Street, Davey Avenue or adjoining land unless written permission from the owner of that land and Council is provided.
- 15.5 It is the developer's responsibility for the full rectification of any damage caused to neighbouring public infrastructure (such as footpaths, driveways, fences, gardens, trees and the like) caused by contractors, including clean-up of any litter or waste that is a result of the subject development.

16.0 ADVISORY NOTES

16.1 Hours of work

It is the developer's responsibility to ensure compliance with the Environmental Protection Act 1994, which prohibits any construction, building and earthworks activities likely to cause nuisance noise (including the entry and departure of heavy vehicles) between the hours of 6.30 pm and 6.30 am from Monday to Saturday and at all times on Sundays or Public Holidays.

16.2 Dust Control

It is the developer's responsibility to ensure compliance with the Environmental Nuisance of the Environmental Protection Act 1994 which prohibits unlawful environmental nuisance caused by dust, ash, fumes, light, odour or smoke beyond the boundaries of the property during all stages of the development including earthworks and construction.

16.3 Sedimentation Control

It is the developer's responsibility to ensure compliance with the Environmental Protection Act 1994 and Schedule 9 of the Environmental Protection Regulation 2008 to prevent soil erosion and contamination of the stormwater drainage system and waterways.

16.4 Noise During Construction and Noise in General

It is the developer's responsibility to ensure compliance with the Environmental Protection Act 1994.

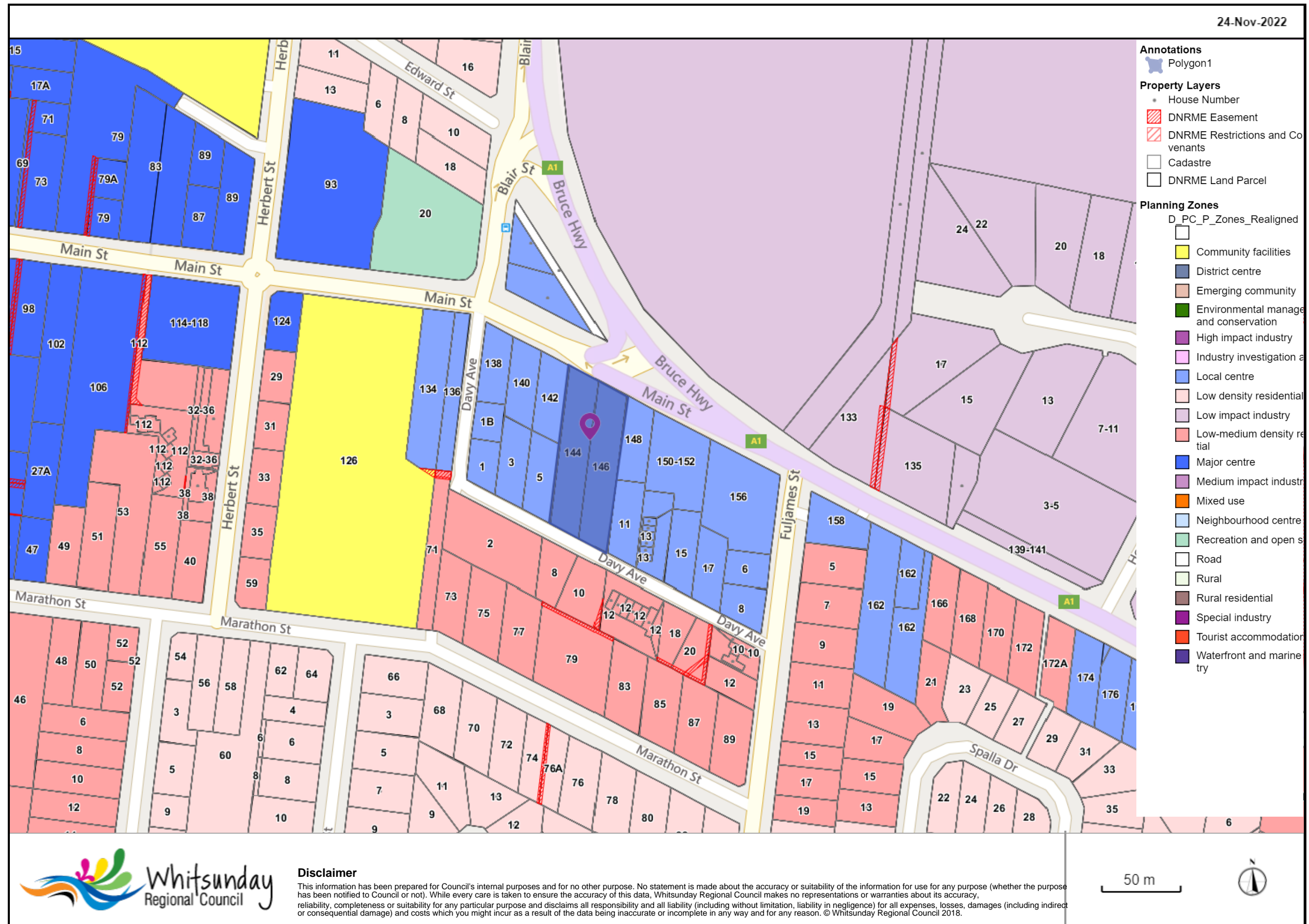
16.5 General Safety of Public During Construction

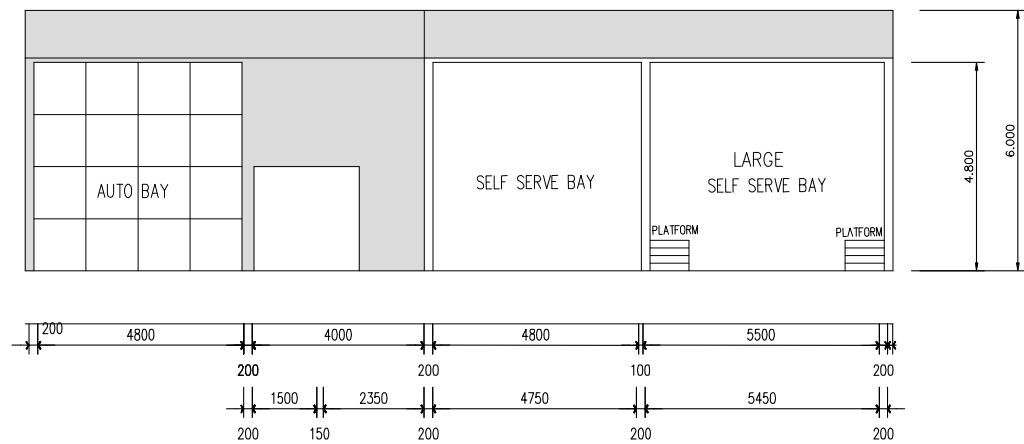
It is the project manager's responsibility to ensure compliance with the Work Health and Safety Act 2011. It states that the project manager is obliged to ensure construction work is planned and managed in a way that prevents or minimises risks to the health and safety of members of the public at or near the workplace during construction work.

It is the principal contractor's responsibility to ensure compliance with the Work Health and Safety Act 2011. It states that the principal contractor is obliged on a construction workplace to ensure that work activities at the workplace prevent or minimise risks to the health and safety of the public at or near the workplace during the work.

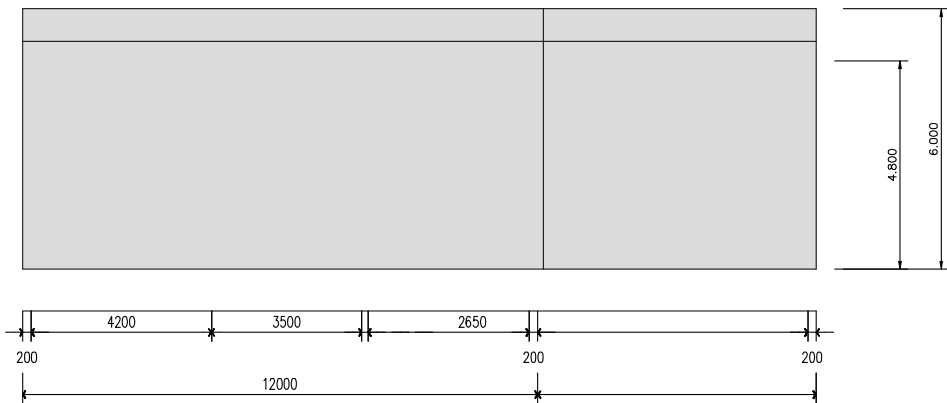
It is the responsibility of the person in control of the workplace to ensure compliance with the Work Health and Safety Act 2011. It states that the person in control of the workplace is obliged to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers.

- 16.6 Enquiries relating to the aforementioned conditions should be directed to the Planning and Development Directorate who will direct the enquiry to the relevant officer.

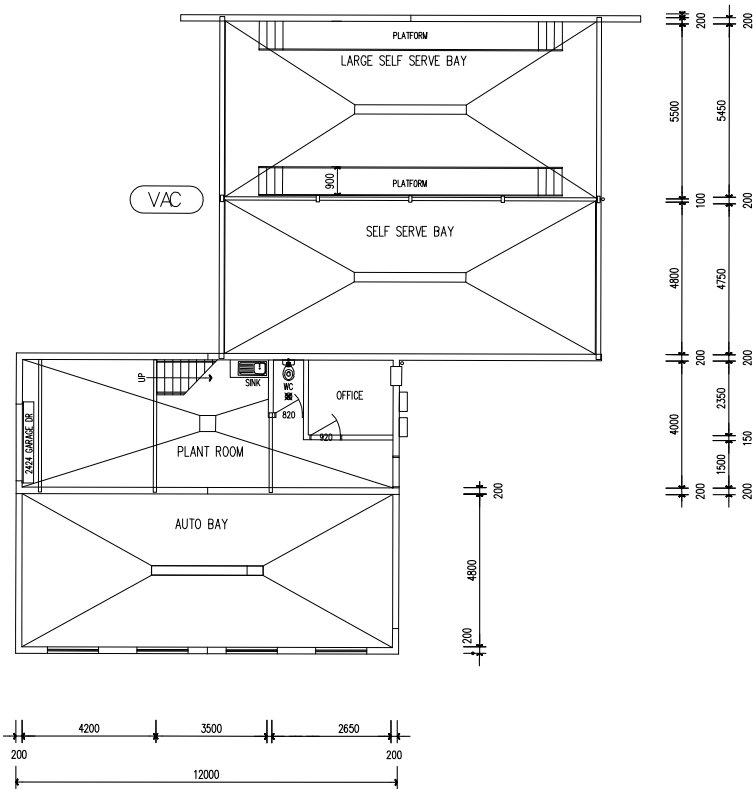


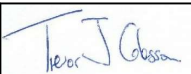


Carwash Elevation
From Main Street Entry



Carwash Elevation
From East



Certified by 
Trevor James Glasson
RPEQ 5396

No.	Date	By	Revision Description
A	27/8/20	TJG	Original Issue
B	19/10/20	TJG	Shed added near eastern Boundary
C	11/3/22	TJG	Fascade and Rendering Notes added

SCALES
Horizontal 0 1 in 200 (A1) 8m.
WHITSUNDAY REGIONAL COUNCIL
DEVELOPMENT APPLICATION No.
2021/1031

Designed	TJG
Checked	TJG
Approved	TJG

Trevor Glasson
Consulting Services

Address PO Box 983
Proserpine QLD 4800
Mobile 0432 323 823
Email trevor.glasson@bigpond.com



MCU – Car Wash,
Outdoor Sales & Associated
Service Industry
144 146 Main Street, Proserpine

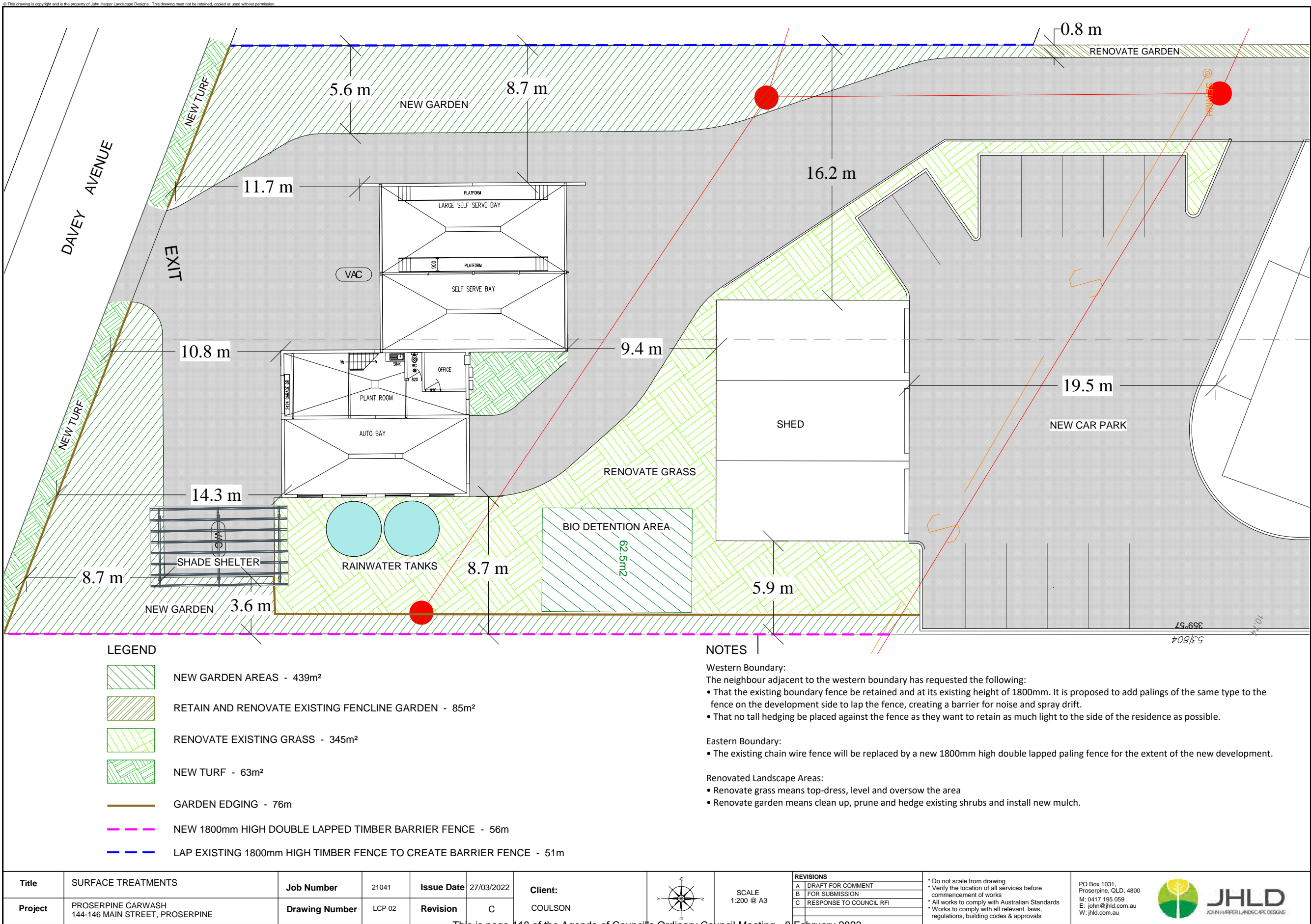
Carwash Building Plan
and Elevation

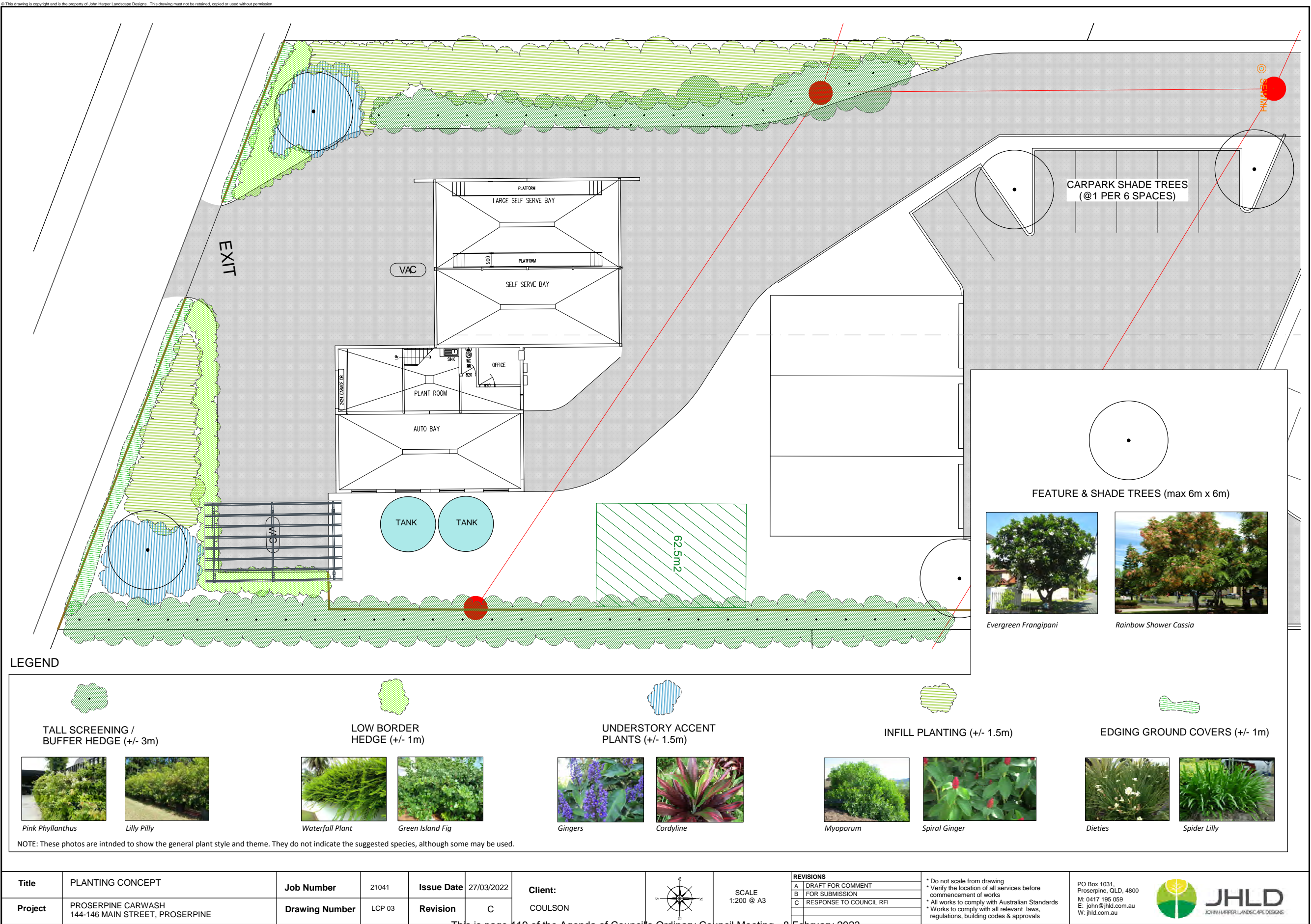
Scale: 1:200 (A1)
Drawing No:
20029 02C

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Title	SITE PLAN	Job Number	21041	Issue Date	27/03/2022	Client: COULSON		SCALE 1:500 @ A3	REVISIONS	<ul style="list-style-type: none">* Do not scale from drawing* Verify the location of all services before commencement of works* All works to comply with Australian Standards* Works to comply with all relevant laws, regulations, building codes & approvals	PO Box 1031, Proserpine, QLD, 4800 M: 0417 195 059 E: john@jhld.com.au W: jhld.com.au	 <div>JHLD JOHN HARPER LANDSCAPE DESIGNS</div>
Project	PROSERPINE CARWASH 144-146 MAIN STREET, PROSERPINE	Drawing Number	LCP 01	Revision	C				A DRAFT FOR COMMENT B FOR SUBMISSION C RESPONSE TO COUNCIL RFI			





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NORTH WESTERN VIEW FROM DAVEY AVENUE



EASTERN VIEW FROM DAVEY AVENUE



NORTHERN VIEW FROM ACROSS DAVEY AVENUE

Title	DAVEY AVENUE VISUALISATIONS	Job Number	21041	Issue Date	27/03/2022	Client: COULSON	REVISIONS	<ul style="list-style-type: none">* Do not scale from drawing* Verify the location of all services before commencement of works* All works to comply with Australian Standards* Works to comply with all relevant laws, regulations, building codes & approvals	PO Box 1031, Proserpine, QLD, 4800 M: 0417 195 059 E: john@jhld.com.au W: jhld.com.au	
Project	PROSERPINE CARWASH 144-146 MAIN STREET, PROSERPINE	Drawing Number	LCP 04	Revision	C		A DRAFT FOR COMMENT B FOR SUBMISSION C RESPONSE TO COUNCIL RFI			

RA6-N



SARA reference: 2111-26209 SRA
Council reference: 20211031
Applicant reference: 2020WRC292

20 December 2021

Chief Executive Officer
PO Box 104
PROSERPINE QLD 4800
info@whitsundayrc.qld.gov.au

Attention: Mr Matthew Twomey

Dear Mr Twomey

SARA response—144 and 146 Main Street, Proserpine

(Referral agency response given under section 56 of the *Planning Act 2016*)

The development application described below was confirmed as properly referred by the State Assessment and Referral Agency (SARA) on 29 November 2021.

Response

Outcome:	Referral agency response – with conditions.
Date of response:	20 December 2021
Conditions:	The conditions in Attachment 1 must be attached to any development approval.
Advice:	Advice to the applicant is in Attachment 2 .
Reasons:	The reasons for the referral agency response are in Attachment 3 .

Development details

Description:	Development permit	Material Change of Use - Car Wash, Outdoor Sales & Associated Service Industry/Low Impact Industry
SARA role:	Referral Agency.	
SARA trigger:	Schedule 10, Part 9, Division 4, Subdivision 2, Table 4, Item 1 (Planning Regulation 2017)	
	Development application for a material change of use within 25m of a State-controlled road	

SARA reference: 2111-26209 SRA
Assessment Manager: Whitsunday Regional Council
Street address: 144 and 146 Main Street, Proserpine
Real property description: Lot 4 on RP705787 and Lot 5 on RP705787
Applicant name: Chapman Group Enterprises Pty Ltd As TTE
Applicant contact details: Shop 5, Deicke Arcade, 38 Main Street
PROSERPINE QLD 4800
kellianne@wynneplanninganddevelopment.com

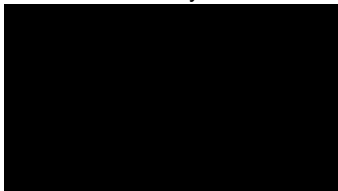
Representations

An applicant may make representations to a concurrence agency, at any time before the application is decided, about changing a matter in the referral agency response (s.30 Development Assessment Rules) Copies of the relevant provisions are in **Attachment 4**.

A copy of this response has been sent to the applicant for their information.

For further information please contact Erin Lee, Principal Planning Officer, on (07) 4898 6815 or via email MIWSARA@dsdilgp.qld.gov.au who will be pleased to assist.

Yours sincerely



Duncan Livingstone
A/Manager (Planning)



enc Attachment 1 - Referral agency conditions
 Attachment 2 - Advice to the applicant
 Attachment 3 - Reasons for referral agency response
 Attachment 4 – Change representations provisions
 Attachment 5 - Approved plans and specifications

Attachment 1—Referral agency conditions

(Under section 56(1)(b)(i) of the *Planning Act 2016* the following conditions must be attached to any development approval relating to this application) (Copies of the plans and specifications referenced below are found at Attachment 5)

No.	Conditions	Condition timing
Material change of use		
Schedule 10, Part 9, Division 4, Subdivision 2, table 4 Item 1 - The chief executive administering the <i>Planning Act 2016</i> nominates the Director-General of the Department and Transport and Main Roads to be the enforcement authority for the development to which this development approval relates for the administration and enforcement of any matter relating to the following condition:		
1.	The development must be carried out generally in accordance with the Site Plan, prepared by John Harper Landscape Designs, dated 27/04/2021, reference LCP01 and revision B.	Prior to the commencement of use and to be maintained at all times

Attachment 2—Advice to the applicant

General advice	
1.	Terms and phrases used in this document are defined in the <i>Planning Act 2016</i> its regulation or the State Development Assessment Provisions (SDAP) [v2.6]. If a word remains undefined it has its ordinary meaning.

Attachment 3—Reasons for referral agency response

(Given under section 56(7) of the *Planning Act 2016*)

The reasons for SARA's decision are:

- All works for the development are to be setback away from the State-controlled road.
- Access to the State-controlled road is existing and of an appropriate standard to cater for the uses on site.
- The development is not located within 100m of a State-controlled road intersection.
- The proposed development will not impact existing public passenger transport infrastructure.
- The development does not lie within a future state-controlled road environment.
- The proposed development will not generate volumes of traffic that will impact the state-controlled road network.

Material used in the assessment of the application:

- The development application material and submitted plans
- *Planning Act 2016*
- Planning Regulation 2017
- The *State Development Assessment Provisions* (version 2.6), as published by SARA
- The Development Assessment Rules
- SARA DA Mapping system

Attachment 4—Change representation provisions

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Attachment 5—Approved plans and specifications

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Development Assessment Rules—Representations about a referral agency response

The following provisions are those set out in sections 28 and 30 of the Development Assessment Rules¹ regarding **representations about a referral agency response**

Part 6: Changes to the application and referral agency responses

28 Concurrence agency changes its response or gives a late response

- 28.1. Despite part 2, a concurrence agency may, after its referral agency assessment period and any further period agreed ends, change its referral agency response or give a late referral agency response before the application is decided, subject to section 28.2 and 28.3.
- 28.2. A concurrence agency may change its referral agency response at any time before the application is decided if—
- (a) the change is in response to a change which the assessment manager is satisfied is a change under section 26.1; or
 - (b) the Minister has given the concurrence agency a direction under section 99 of the Act; or
 - (c) the applicant has given written agreement to the change to the referral agency response.²
- 28.3. A concurrence agency may give a late referral agency response before the application is decided, if the applicant has given written agreement to the late referral agency response.
- 28.4. If a concurrence agency proposes to change its referral agency response under section 28.2(a), the concurrence agency must—
- (a) give notice of its intention to change its referral agency response to the assessment manager and a copy to the applicant within 5 days of receiving notice of the change under section 25.1; and
 - (b) the concurrence agency has 10 days from the day of giving notice under paragraph (a), or a further period agreed between the applicant and the concurrence agency, to give an amended referral agency response to the assessment manager and a copy to the applicant.

¹ Pursuant to Section 68 of the *Planning Act 2016*

² In the instance an applicant has made representations to the concurrence agency under section 30, and the concurrence agency agrees to make the change included in the representations, section 28.2(c) is taken to have been satisfied.

Part 7: Miscellaneous

30 Representations about a referral agency response

30.1. An applicant may make representations to a concurrence agency at any time before the application is decided, about changing a matter in the referral agency response.³

³ An applicant may elect, under section 32, to stop the assessment manager's decision period in which to take this action. If a concurrence agency wishes to amend their response in relation to representations made under this section, they must do so in accordance with section 28.



PLANS AND DOCUMENTS
referred to in the REFERRAL
AGENCY RESPONSE

SARA ref: 2111-26205 SRA

Date: 20 December 2021

Title	SITE PLAN	Job Number	21041	Issue Date	27/04/2021	Client:		SCALE 1:500 @ A3	REVISIONS		<div><div><div>PO Box 1031, Proserpine, QLD 4800 M: 0417 195 059 E: john@jhld.com.au W: jhld.com.au</div><div></div><div>JOHN HARKER LANDSCAPE DESIGN</div></div></div> <div><div>* Do not scale from drawing</div><div>* Verify the location of all services before commencement of works</div><div>* All works to comply with Australian Standards regulations, including codes & approvals</div></div>
									A. DRAFT FOR COMMENT	B. FOR SUBMISSION	
Project	PROSERPINE CARWASH 144-146 MAIN STREET, PROSERPINE	Drawing Number	LCP 01	Revision	B	COULSON					

ANALYSIS

Council has received the following Development Application, which has been assessed against the provisions of the relevant legislation as reported below.

1. Application Summary

Proposal:	Development Application for Development Permit for Material Change of Use - Car Wash, Outdoor Sales & Associated Service Industry/Low Impact Industry
Landowner	Chapman Group Enterprises Pty Ltd As TTE
Property Address:	144 and 146 Main Street, Proserpine
Property Description:	<u>L: 4</u> RP: 705787 T: N420/213, <u>L: 5</u> RP: 705787 T: N420/213
Area of Site:	3788m2
Planning Scheme Zone:	Local centre zone
Level of assessment	Impact assessable
Overlays:	Acid sulfate soils overlay Flood hazard overlay Infrastructure overlay
Existing Use:	Outdoor Sales (not approved)
Existing Approvals:	Nil.
Public Notification:	31 March 2022 and 28 April 2022
Submissions received:	Nine
State referrals:	Schedule 10, Part 9, Division 4, Subdivision 2, Table 4 – State Transport Corridors – within 25m of a state-controlled road
Infrastructure charges:	\$45,676.12

2. Site Details

2.1. Location

The proposed development is located over two allotments with dual frontages to Main Street and Davey Avenue, Proserpine.

2.2. Zoning

The premises is zoned Local centre under the *Whitsunday Regional Council Planning Scheme 2017* (v3.7).

2.3. Site description

The two allotments which form the site are generally regular in shape. The site is relatively flat and cleared of all significant vegetation. No discernible drainage lines or features are present.

2.4. Access

Existing access points exist to Main Street from the previous use of the land as a service station. A new access is proposed to Davey Avenue.

2.5. Surrounding uses

The premises is surrounded by a mix of land uses which have progressively developed over the years. Immediately adjoining the site are dwelling houses. In close proximity are a mix of light industrial uses, commercial uses and multiple dwelling units.

2.6 Site history

Upon adoption of the Whitsunday Shire Planning Scheme 2009 in 2009 the premises was rezoned from a residential zoning to a commercial zoning. The current *Whitsunday Regional Council Planning Scheme 2017* refined the intent for the site for localised commercial purposes.

3. **Proposal Details**

Council is in receipt of a development application to establish two separate uses of the land. The primary use is for a car wash facility on the Davey Avenue frontage accessed via Main Street. The second unrelated land use is for outdoor sales business with an associated service industry/low impact industry.

The Car Wash will incorporate the following elements:

- One automatic car wash bay and associated mechanical plant located within a plantroom
- Two self-serve wash bays
- One vacuum island located adjacent to the self-serve bays
- Operational during daylight hours only

The outdoor sales use covers the existing building and forecourt area on the Main Street frontage of the site and involves the construction of a small shed at the rear for undertaking repair work. This shed forms the Service Industry/Low Impact Industry component of the development. The Outdoor Sales use is intended to accommodate Carlisle Tractors Proserpine which primarily sells New Holland tractors. The use is currently operating and has been established on the premises without approval.

4. **Planning Assessment**

The application has been assessed against the relevant provisions of the *Planning Act, 2016* and the *Whitsunday Regional Council Planning Scheme, 2017*. The proposal is considered to be generally in accordance with the Planning Scheme and is recommended for approval in accordance with the drawings and documents submitted, subject to reasonable and relevant conditions (Attachment 1).

4.1. State Assessment and Referral Agency (SARA)

The Application was referred to SARA for its proximity to the Bruce Highway and Main Street which are state-controlled roads. Conditions of approval issued by SARA have been included as Appendix 3 to this report. The existing access points to Main Street have been approved for use by the two developments.

4.2. State Planning Policy – July 2017

The State Planning Policy (SPP) includes interim development assessment requirements to ensure that State interests are appropriately considered by local government when assessing development applications where the local government Planning Scheme has not yet appropriately integrated all of the State's interests in the SPP. As the most recent SPP (July

2017) has not been reflected in the Whitsunday Regional Council Planning Scheme, Part B of the SPP confirms that it applies to the assessment of the development application.

State Interest – Liveable Communities

Not Applicable.

State Interest – Mining and Extractive Resources

Not Applicable.

State Interest – Water Quality

A Stormwater Quality Management Plan (SWQMP) has been provided to support the application. Conditions of approval have been imposed to achieve the required stormwater water quality targets.

State Interest – Natural Resources, Risk and Resilience

The subject site is mapped by Council being subject to flood hazard. An engineering assessment has been provided to demonstrate the proposal does not create a net worsening in the flood characteristics of the area.

State Interest – Strategic Airports and Aviation Facilities

Not applicable.

4.3. Mackay Isaac and Whitsunday Regional Plan – February 2012

The Mackay, Isaac and Whitsunday Regional Plan was established to provide the vision and direction for the region to 2031. The plan provides certainty about where the region is heading in the future and provides the framework to respond to the challenges and opportunities which may arise. An assessment of the Desired Regional Outcomes is provided below:

Regional Framework: - Desired Regional Outcomes:

Strategic directions – Sustainability, Climate Change and Natural Hazards

The development suitably accounts for the identified overlays which affect the site.

Strategic directions – Environment

There is a minimal impact on the natural environment from the proposal. The premises has previously been cleared and currently exists in a predominately grassed state.

Strategic directions – Regional Landscapes

Not Applicable.

Strategic directions – Natural Resource Management

Not Applicable.

Strategic directions – Strong Communities

The region is made up of many local communities, each with its own unique character and identity. The region is growing rapidly, and significant growth is projected. Ensuring access to key essential community services for all residents will ensure that liveability of the region is retained and improved. The proposal provides for a small-scale car wash which is a service not currently available in Proserpine as the closest car wash is in Cannonvale. Improving accessibility to these facilities will improve the liveability of Proserpine.

Strategic direction – Strong Economy

Economic viability is a key element in ensuring the region's sustainability and growth. Economic development and population growth will support the expansion of higher order services within the regional centres, contributing to lifestyle factors that will also help attract and retain skilled workers within the region. The proposed outdoor sales use supports the regions agricultural sector strengthening the regional economy.

Strategic direction – Managing Growth

Providing a more compact urban settlement pattern focusing on existing towns and cities will provide better levels of accessibility, and cost-effective provision of infrastructure and services. The proposal is suitably located to take advantage of its accessibility to the existing settlement pattern and infrastructure provision.

Strategic direction – Urban Form

Built form should respond to the region's climate with tropical design principles incorporated into development. Both proposed uses do not provide a substantial built form on the site, with significant landscaping proposed to improve the site.

Strategic direction – Infrastructure and Servicing

Any growth in the region will inevitably add pressure to existing infrastructure networks. The proposal is suitably serviced by necessary infrastructure.

Strategic direction – Transport

Establishing a more compact urban form will improve the effectiveness and efficiency of transport. It is important that the region recognises, protects and manages major transport corridors. The development does not impact on the major transport corridor of the Bruce Highway. The proposed development will add additional traffic to Davey Avenue, a road which has design limitations due to the era in which it was formed. Mitigation measures have been recommended to manage the impact of the development on Davey Avenue.

4.4. Whitsunday Regional Council Planning Scheme, 2017

4.4.1. Strategic Framework

The Strategic framework sets the policy direction for the Planning Scheme and forms the basis for ensuring appropriate development occurs in the Planning Scheme area for the life of the Planning Scheme.

Strategic Intent

The Planning Scheme sets the policy direction to ensure that to 2036 and beyond the Whitsundays is a prosperous, liveable and sustainable region which will be achieved through the integration of the unique attributes and competitive advantages of each township. The Regions townships and communities have a strong and proud social identity linked its key

economic sectors. The promotion and protection of the regions environmental values is significant to the expressed identities, including the unique scenic values, which consist of key urban gateways, views and vistas.

Strategic Intent – Theme 1 - Liveable communities and housing

The proposal does not undermine the regions hierarchy of centres. The proposed uses are considered to have a nexus to centres zoned land as expressed by both a car wash and outdoor sales being grouped as business activities in the defined activity groups of the Planning Scheme. An assessment of the availability of industrial zoned land has been provided which identifies the limited availability within Proserpine for established sites. A demand exists for both developments and the site is suitably located to meet this need.

Strategic Intent – Theme 2 - Economic growth

The proposed development is not to a scale which identifies as a key regional sector of the economy. However, the proposal is acknowledged to support areas of the regional economy to vary degrees.

Strategic Intent – Theme 3 - Environment and heritage

The proposal is located on land developed for urban uses. As such, the key ecological values of the site have been addressed previously. The built form of the proposal will not result in an adverse impact to the core landscape values of the region with the car wash located on the secondary frontage of the premises and the outdoor sales utilising the existing building onsite.

Strategic Intent – Theme 4 - Safety and resilience to hazards

The strategic framework seeks to avoid or mitigate potential adverse environmental impacts from development. The proposal is acknowledged to have the potential to create adverse air, noise and/or odour impacts. Technical reporting has been provided which provides recommendations to mitigate the identified impacts to accepted standards. Conditions of approval are provided to secure these requirements.

Strategic Intent – Theme 5 - Infrastructure

The proposed development is suitably located to maximise the efficient use of the region's infrastructure networks. Subject to the imposition of reasonable and relevant conditions the regions infrastructure networks will be protected.

4.4.2. Overlay Codes

Acid sulfate soils overlay

The subject site is located on land identified as being potential impacted by acid sulfate soils. A condition of approval has been imposed to address this overlay.

Flood hazard overlay

The subject site is located on land identified being subject to flooding. A Q100 analysis of the site has been provided to support the application. The analysis finds that the construction footprint within the section of the site that floods will result in a minor loss of flood storage of approximately 13m³. To offset this lost storage a bio detention area is proposed that will provide a detention area of approximately 12.8m³. It is therefore considered that the development will not affect either upstream or downstream properties.

Infrastructure overlay

The subject site is located within the road noise corridor. As no sensitive land uses are proposed the impact of road noise is not applicable to the application.

4.4.3. Zone Code

Local centre zone code

The purpose of the Local centre zone code is to provide for a limited range of land uses and activities to service local needs. The scale of the uses proposed are not to a scale which is intended to service a large catchment area. Notably, the proposed car wash is considerably small and intended to only service the needs of Proserpine residents and not the wider region.

The business uses of the site being the car wash and outdoor sales have a low-rise built form that is compatible with the intended scale and character of the streetscape and surrounding area, with a maximum building height of 6m for the car wash structures. The development incorporates the use of the existing building on site, previously used as a service station. The new buildings onsite are setback from the road frontages and significant landscaping is incorporated into the urban design.

Industry activities may be established where they are compatible with the character and amenity of surrounding development. It is noted the service industry/low impact industry shed is associated with the outdoor sales uses and is not an independent use of the land. The shed will not be readily visible from either street frontage and through conditions of approval the adjoining amenity can be protected.

Developments in the local centre zone are to be located, designed and operated in a manner that does not unreasonably impact on the amenity of surrounding premises. An Environmental Noise Assessment (ENA) prepared by EcoAcoustics has been provided to support the development. A Peer Review of the report was undertaken by SLR Consulting with clarifications and refinements in the report addressed in an addendum to the ENA. The report provides the following recommendations for the construction and operation of the development to ensure the environmental performance criteria are met:

- *Based on the current design and operation, the site is restricted to daytime and evening only;*
- *The plant room is to be lined with 50mm 32kg/m³ sound absorbing insulation or similar;*
- *The proposed automatic car wash bays will be fitted with automatic doors on the entry and exit equivalent to a PVC clear 2.5 mm door blade (which provides a minimum Rw 23);*
- *The entry to the automatic wash bays will be fitted with a roof as shown in Figures 1.2 and 1.3. This entry canopy is required to be lined internally with perforated metal with sound absorbing insulation (50mm 32kg/m³) and clad externally with sheet metal or similar;*
- *A 2.2-metre-high acoustic barrier will be constructed along the side property boundaries as shown in Figure 5.1;*
- *The height of the barriers is based on the finished ground height of the proposed car wash;*
- *The acoustic barriers are to be constructed from a material to achieve a minimum superficial density of 11kg/m³ and have a mass leakage of less than 1%; and*
- *The vacuum bays located adjacent to the property boundary are required to be located within a carport structure with solid rear and end walls and a roof. The roof is required to be lined with 50mm 32kg/m³ sound absorbing insulation to minimise reverberation within the space.*

The findings of the report are accepted to address the acoustic impact of the development. A condition of approval has been included requiring prior to the commencement of the use of the car wash a suitably qualified person provides certification to Council confirming the noise quality recommendations of the ENA have been implemented. In the event a noise complaint is received conditions of approval have been provided to remedy the issue.

To account for potential spray drift from the car wash landscaping is proposed along both property boundaries and a 2.2m high fence. The predominant wind direction is south-easterly. The adjoining premises on the western boundary is a one-storey premises and will be buffered by the landscaping and fence. The adjoining premises on the east is a two-storey building, however spray drift from any northerly winds will be blocked by the automatic car wash building. A condition of approval has been imposed requiring the release on any particulate matter from the site to be within accepted limits.

Development in the zone is to not unreasonably interfere with the safe and efficient operation of the surrounding road network. Through the access arrangements to the site and operational conditions of approval an unreasonable interference to the road network is not created. Further discussion is contained in the Transport and Parking Code assessment.

4.4.4. Development Codes

Business activities code

Both the car wash and outdoor sales uses are to be assessed against the business activities code. The car wash is sited to address Davey Avenue, setback approximately 8.7m from the vacuum bay structure and approximately 10.8m from the closest car wash bay. There is no adjoining commercial development to the premises, with the streetscape generally resembling a mixed-use environment. It is therefore not achievable for the development to create a typical commercial streetscape. The car wash is not intended to service those travelling by foot and therefore no provision for pedestrian accessibility has been provided.

The acceptable outcomes of the code for environmental management and amenity of residential premises provides the following benchmarks:

Acceptable outcome	Comment
AO7.1 Undesirable visual, noise and odour impacts on public spaces and sensitive uses are avoided or reduced by: (a) where appropriate, limiting the hours of operation of the Business activity to maintain acceptable levels of residential amenity relative to the site context and setting; (b) providing vehicle loading/unloading and refuse storage/collection facilities within enclosed service yards or courtyards; and (c) not locating site service facilities and areas along any frontage to a public street, sensitive uses or other urban space.	An Environmental Noise Assessment (ENA) prepared by EcoAcoustics has been provided to support the development. Recommendations have been provided to reduce the noise impact by limiting the hours of operational and providing built form recommendations to achieve environmental performance requirements.
AO7.2 Where the Business activity requires the use of acoustic attenuation measures to mitigate adverse impacts on nearby sensitive uses, such measures are designed and constructed to be compatible with surrounding development and the local streetscape	A 2.2m high acoustic attenuation fence required to mitigate the noise generated by the car wash. A 1.9m high fence currently adjoins the premises to the west. The additional 300mm required for the acoustic fence is not considered to impact the streetscape

	streetscape or the amenity of the adjoining premises.
AO7.3 Glare conditions or excessive light spill onto adjacent sites and public spaces are avoided or minimised through measures, such as: (a) selection and location of light fixtures; (b) use of building design/architectural elements or landscape treatments to block or reduce excessive light spill to locations where it would cause a nuisance to residents or the general public; and (c) alignment of streets, driveways and servicing areas to minimise vehicle headlight impacts on adjacent residential premises.	Conditions of approval are provided requiring all lighting to be directed downwards so as not to result in light spill to adjoining residential uses.
AO8.1 Where the development is adjacent to an existing or approved building containing Accommodation activities, the reasonable privacy and amenity of such uses is maintained by: (a) siting and orienting buildings to minimise the likelihood of overlooking occurring; (b) having windows and outdoor areas, including balconies and terraces, located and designed to not look into dwellings or rooming units; and (c) incorporating screening over building openings.	As the proposed additional structures do not exceed 8.5m in height and are well setback from the side boundaries, overlooking of the adjoining residential premises will not occur.
AO9.1 The Business activity achieves the environmental values for the acoustic environment and acoustic quality objectives for sensitive receiving environments set out in the Environmental Protection (Noise) Policy 2008.	An Environmental Noise Assessment (ENA) prepared by EcoAcoustics has been provided to support the development. The report provides recommendations to ensure compliance with the policy is achieved.

The outdoor sales use occupies the existing structure on the premises, previously used as a service station. The assessment benchmarks relevant to the built form are not applicable as the structure is existing and no changes are proposed. The operation of the outdoor sales business will primarily be the static display of large farm equipment. No undesirable visual, noise or odour impacts on adjoining residential uses will result. Deliveries will be made at the forecourt area at the front of the existing building. There is substantial separation between the area for unloading and adjoining residential uses.

Industry activities code

The associated service industry/low impact industry with the outdoor sales activity is to be assessed against the industry activities code. The proposed shed to accommodate the industrial activities is significantly setback from both street frontages. The structure will be approximately setback 5.9m from eastern boundary which adjoins a sensitive land use, being a residential dwelling. Although not 10m from the boundary, the shed is approximately 24m from the residential dwelling on this premises. A condition has been included for a 2.2m high solid screen fence to be constructed along the boundary prior to the commencement of the use. The nature of works proposed to be undertaken within the shed are not considered to cause an unreasonable amenity disturbance and only associated with the outdoor sales use of the land. Conditions of approval are included to manage the environmental performance of

the activities. In the event a noise complaint is received conditions of approval have been provided to remedy the issue.

Infrastructure code

The proposal is capable of being serviced by all necessary reticulated infrastructure networks. Conditions of approval have been provided to ensure all connections are undertaken to the satisfaction of Council under operational works approval.

Landscaping code

A Landscape Concept Plan has been provided to support the application. The plan identifies that significant landscaping is proposed surrounding the car wash and low impact industry/service industry shed. The landscaping provides for the softening of the built form of the Car Wash from the Davey Avenue Street frontage and adjoining residential premises. A 2.2-metre-high acoustic barrier will be constructed along the side property boundaries as recommended by the ENA. No additional landscaping is considered necessary to support the Outdoor Sales use which utilises the existing concrete apron from the previous use of the land.

Transport and parking code

The proposed development has been supported by a Traffic Impact Assessment (TIA) and technical engineering drawings for the internal circulation. Access to all uses is via Main Street only, with exists provided to Main Street from the outdoor sales and low impact industry/service industry shed and to Davey Avenue for the car wash. Twelve car parks are proposed to service the Outdoor Sales and low impact industry/service industry in excess of the requirements of the requirements of the code. No car parking is provided for the car wash as by nature each bay serves as a vehicle parking space. There is additional room to queue behind the bays in the event the bays are occupied.

The development is acknowledged to increase the number of vehicle movements on Davey Avenue. The TIA indicates the car wash will result in an additional four vehicle movements per hour, corresponding to daily flow of 40 vehicles per day exiting on Davey Avenue. The formation of Davey Avenue does not provide the opportunity to provide pedestrian footpaths with pedestrian movements occurring on the grassed verge or roadway. The TIA indicates the development will not increase the number of pedestrian movements along Davey Avenue. To limit the additional flow of traffic onto Davey Avenue traffic leaving will only be permitted to make a left-out movement.

The safety of pedestrians is recognised from vehicle speed surveys collected which identify approximately 50% of vehicles travel at reduced speeds on Davey Avenue significantly reducing the risk of pedestrian related incidents.

Conditions of approval have been included requiring all site access driveways, internal circulation and manoeuvring areas and parking areas to be constructed under operational works permit.

5. Public Submissions

The development application was placed on public notification between 31 March 2022 and 28 April 2022 in accordance with the relevant provisions of the Planning Act 2016. The Notice of Compliance was received on 12 May 2022. Nine (9) submissions were received during this period of Public Notification.

Submissions have been received and summarised in the below table:

Issue	Comment/Condition Number
1. Capacity of Davey Avenue	Addressed in the Transport and Parking Code assessment.

2. Pedestrian safety in Davey Avenue	Addressed in the Transport and Parking Code assessment.
3. Site access from Main Street	The access to the premises from Main Street has been assessed and approved by SARA.
4. Overspray from the Car Wash	To account for potential spray drift from the car wash landscaping is proposed along both property boundaries and a 2.2m high fence. The predominant wind direction is south-easterly. The adjoining premises on the western boundary is a one-storey premises and will be buffered by the landscaping and fence. The adjoining premises on the east is a two-storey building, however spray drift from any northerly winds will be blocked by the automatic car wash building. A condition of approval has been imposed requiring the release on any particulate matter from the site to be within accepted limits.

6. Infrastructure Charges

6.1. Adopted Infrastructure Charges Resolution

The following is a breakdown on the Infrastructure Charges for the development:

Adopted Charge					
Type of Development	Development Category	Demand Unit & Qty	Charge Rate		Adopted Charge
MCU	Commercial (Bulk Goods)	220m2	\$153.40 per m2 of GFA		\$33,748.00
MCU	Industry	184.56m2	\$54.80 per m2 of GFA		\$10,113.88
MCU	Commercial (Retail)	229.2m2	\$197.20 per m2 of GFA		\$45,198.24
Total Adopted Charge					\$89,060.12
Credit					
Type of Development	Development Category	Demand Unit & Qty	Charge Rate	Discount	Total Credit
MCU – Existing Lawful Use	Commercial (retail)	220m2	\$197.20 per m2 of GFA	100%	\$43,384.00
Total Credit					\$43,384.00
Total Levied Charge					\$45,676.12

In accordance with the Infrastructure Charges Resolution (No.1 of 2022) a Car Wash is listed as an 'Other Use' requiring Council to apply a charge from another category which Council determines should apply based on that other use having a similar demand for infrastructure. It has been determined to apply the Commercial (retail) rate.

13.3.2 - 20220736 - Development Application Material Change of Use (Transport Depot) - Barclay Street, Mount Coolon - Searles Investments (QLD) Pty Ltd as TTE C/- Wynne Planning & Development Pty Ltd

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: James McEvoy-Bowe - Planner

AUTHORISING OFFICER: Neil McGaffin - Director Development Services

PRESENTED FOR: Decision

ATTACHMENTS

1. Conditions of Approval [13.3.2.1 - 5 pages]
2. Planning Assessment Report [13.3.2.2 - 9 pages]
3. Locality Plan [13.3.2.3 - 1 page]
4. Zoning Plan [13.3.2.4 - 1 page]
5. Plans of Development [13.3.2.5 - 38 pages]
6. SARA Response With Conditions [13.3.2.6 - 20 pages]

PURPOSE

To present the assessment of the development application.

OFFICER'S RECOMMENDATION

That Council approve the Development Application for Development Permit for Material Change of Use for a Transport Depot, made by Searles Investments (Qld) Pty Ltd As TTE C/- Wynne Planning and Development Pty Ltd, on L: 210 MPH: 20088 and located at Barclay Street Mount Coolon, subject to the conditions outlined in Attachment 1.

BACKGROUND

This is the first application over the premises to be presented to Council. The application was discussed at the Ordinary Meeting of 25 January 2023. The application is now returned to Council for determination.

APPLICATION SUMMARY

Council is in receipt of a development application for Material Change of Use for a Transport Depot located at Lot 210 Barclay Street, Mount Coolon. The Transport Depot will be used by Searles Transport, however other contractors and Council may use the depot depending on the project in the area.

The depot will be in use approximately 4-6 months per year and will consist of the following aspects:

- The site will be primarily used for the parking of trucks, trailers and light vehicles overnight.
- A maximum of 5 vehicles will utilise the depot, generally consisting of 2 light vehicles and up to 2 semi-trucks, a water cart / side tipper depending on the project.
- A 10,000L refuelling tank is located on the property.

- A 2m high solid timber fence is proposed along all residential boundaries to mitigate noise and light impacts.
- Maximum number of staff on-site will be 5.
- Trucks are proposed to start up at 6:00am and returning at approximately 6:30pm.
- Trucks and light vehicles will enter the premises from Barclay Street and egress onto Mine Street.

Currently there are no Industrial zoned allotments in Mount Coolon, which means that these types of uses occur on Rural zoned land within the township.

Two (2) submissions were received during the Public Notification period, raising concerns with the zoning, amenity impacts from the use and traffic safety. A detailed assessment of the submission and assessment benchmarks is provided in Attachment 2.

STATUTORY/COMPLIANCE MATTERS

Planning Act 2016

Whitsunday Regional Council Planning Scheme 2017

STRATEGIC IMPACTS

Process all statutory applications within statutory timeframes.

FINANCIAL IMPLICATIONS

The development does not attract an infrastructure charge.

CONSULTATION

Manager Development Assessment
Senior Technical Officer Engineering Assessment
Civil Engineer (Network Planning)
Environmental Health Officer
Public Consultation – 15 Business Days

RISK ASSESSMENT

The decision may be appealed in the Planning & Environment Court of Queensland.

TIMINGS/DEADLINES

A decision is required by **2 February 2023**.

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.

1.0 ADMINISTRATION

- 1.1 The approved development must be completed and maintained generally in accordance with the approved drawings and documents:

Plan/Document Name	Prepared By	Plan Number	Dated
Site Plan	Wynne Planning & Development	N/A	23/08/2022
Environmental Management Plan	Searles Transport	N/A	N/A

- 1.2 The applicant is to comply with the Department of State Development, Infrastructure, Local Government and Planning conditions as outlined in the Department's correspondence dated 9 November 2022.
- 1.3 The following further development permits are required prior to commencement of work on site or commencement of the use:
- Operational Works:
 - Access and Parking (External Access);
 - Roadworks; and
 - Erosion & Sediment Control.
 - Plumbing Works; and
 - Building Works.
- 1.4 Where a discrepancy or conflict exists between the written conditions of this approval and the approved plans, the requirements of the written condition(s) will prevail.
- 1.5 All conditions of this approval must be complied with in full to Council's satisfaction prior to the commencement of the use.
- 1.6 The applicant shall demonstrate and provide evidence that compliance with all conditions of this development approval and any other subsequent development approvals as a result of this development approval have been complied with at the time of the commencement of the use.

2.0 CLEARING, LANDSCAPING AND FENCING

- 2.1 Any vegetation removed must be disposed of to the requirements of the Council. Transplanting, chipping or removal from site are the preferred solutions.
- 2.2 All vegetative waste cleared as part of the development of the site is to be either:
- a) stored neatly on site and shredded within sixty (60) days of clearing; or
 - b) removed off the site to an approved disposal location.
- 2.3 Any pruning works must be in accordance with AS 4373-1996 – Pruning of Amenity Tree.
- 2.4 No invasive plants (Biosecurity Act, 2014) or declared local pests (Local Law no.3) shall be planted on the site or allowed to invade the site and the site must be managed and maintained to exclude weeds.
- 2.5 To reduce the spread of weeds, all earthmoving equipment shall be free of soil and seed before being taken to the work site and again on completion of the project.
- 2.6 Erect an acoustic barrier fence, a minimum of 2.0 metres high along the side and rear boundaries of the site, prior to commencement of the use. The building materials detail for the fence is to be submitted to Council at Operational Works Stage for approval.

3.0 BUILDING AND PLUMBING

- 3.1 Provide all building and plumbing permits to Council for the existing dwelling and donga, prior to commencement of the use.

4.0 ACCESS AND PARKING

- 4.1 A Development Permit for Operational Works (External Access) must be obtained prior to commencement of work on site. An application for Operational Works (External Access) must be accompanied by engineering design drawings, including calculations and certifications of the design, demonstrating compliance with Council's Development Manual (current at the time of development) and this Decision Notice.
- 4.2 The external access from the pavement of Mine Street to the property boundary must be constructed to a two-coat bitumen sealed surface prior to commencement of the use. The width of the access is to accommodate the turning movements of the MC Vehicles.
- 4.3 All driveway and parking areas must be treated by a dust suppression method prior to vehicle movements to reduce dust emissions and maintained thereafter for the life of the use on site.

5.0 ROADWORKS

- 5.1 A Development Permit for Operational Works (Roadworks) must be obtained prior to commencement of work on site. Any application for Operational Works (Roadworks) must be accompanied by engineering design drawings, including calculations and certifications of the design, demonstrating compliance with Council's Development Manual (current at the time of development) and this Decision Notice.
- 5.2 To facilitate access from the nominated parking area onto Mine Street, a 2-metre-wide protective bitumen strip on the shoulder of Mine Street is required. The strip is to commence from the newly constructed access on Mine Street south for a length of 20 metres.

6.0 ENVIRONMENTAL MANAGEMENT PLAN (EMP)

- 6.1 A Development Permit for Operational Works (Erosion Prevention and Sediment Control) must be obtained prior to commencement of work on site. The Erosion Prevention and Sediment Control Plan must be prepared in accordance with Council's Development Manual and best Practice Erosion & Sediment Control – November 2008 (IECA White Book). The strategy of the plan must be implemented and maintained for the duration of the operational and building works, and until exposed soil areas are permanently stabilised (e.g., turfed, concreted).
- 6.2 Discharges of water pollutants, wastewater or stormwater from the site must not cause measurable levels of water pollutants in the receiving waters to fall outside the acceptable ranges specified in the 'Australian Water Quality Guidelines for Fresh and Marine Waters', ANZECC 2000.
- 6.3 No visible emissions of dust must occur beyond the boundaries of the site during earthworks and construction activities on the site. If, at any time during the earthworks and construction activities the dust emissions exceed the levels specified above, all dust generating activities must cease until the corrective actions have been implemented to reduce dust emissions to acceptable levels or wind conditions are such that acceptable levels are achieved.
- 6.4 The applicant must ensure that when undertaking any on-site or external works, including any filling and extraction, appropriate dust control measures are implemented in accordance with the Environmental Protection Act 1994 and complies with the relevant air quality objectives defined in the Environmental Protection (Air) Policy 2008.

7.0 ENVIRONMENTAL HEALTH

- 7.1 Ensure that fuel tanks, pumps and dispensing equipment is adequately maintained and free from leaks and damage which may impact the integrity of the system.

- 7.2 Noise generating equipment (such as compressors, pumps and gurneys etc) must not be used within 10m of the eastern residential boundary.
- 7.3 All practical measures must be undertaken to ensure dust and other particulate matter does not escape the boundaries of the site.
- 7.4 Solid waste must be stored in appropriate waste containers and stored in a way where waste will not blow or otherwise move outside the site boundaries.
- 7.5 A spill kit must be maintained and kept onsite at all times to be used to contain and clean up any spills occurring onsite.
- 7.6 All spillages of wastes, contaminants or other materials must be cleaned up as quickly as possible and in a manner that does not cause environmental harm.
- 7.7 Fuel refilling areas or any areas where liquid is dispensed must be sealed with concrete to prevent any spills from contaminating soil.
- 7.8 All liquids including but not limited to fuel, solvents, oils, paints, coolants, etc must be stored in an impervious, bunded and covered area. Where it is impractical to completely roof a bunded area, the onus is on the holder of the development approval to ensure that any water captured within the bund is free of contaminants prior to release, or the bund is pumped out and wastewater disposed of in an environmentally safe manner.
- 7.9 Ensure that all reasonable and practicable measures are taken to ensure that waste storage area is kept to a standard of cleanliness where there is no accumulation of:
 - a) Waste, except in waste containers;
 - b) Recycled matter, except in containers;
 - c) Grease; or
 - d) Other visible matter.

8.0 OPERATING PROCEDURES

- 8.1 The hours of operation are limited to 6:00am – 6:30pm Monday to Friday. Vehicles can be kept on the premises over weekends but must remain inactive until Monday 6:00am.
- 8.2 A maximum of five (5) vehicles are permitted to be parked on the premises at any one time.
- 8.3 All vehicles must enter the premises in a forward motion from Barclay Street and egress the site onto Mine Street.
- 8.4 All vehicles parked on-site must be directed to face Mine Street and be placed as close to Mine Street as practically possible.
- 8.5 All vehicles parked on-site must be parked in the designated parking area as per the Site Plan by Wynne Planning and Development, dated 23/08/2022.
- 8.6 No servicing of vehicles, plant or machinery is permitted to be undertaken on the premises at any time.
- 8.7 All activities on-site must be undertaken in accordance with the approved Searles Transport Environmental Management Plan (EMP). A copy of the EMP and this Decision Notice is to be always kept on-site.

9.0 MISCELLANEOUS

- 9.1 If any item of cultural heritage is identified during site works, all work must cease and the relevant State Agency must be notified. Work can resume only after State Agency clearance is obtained.

The Applicant is reminded of their obligations under the Aboriginal Cultural Heritage Act, 2003 and the Torres Strait Islander Cultural Heritage Act 2003. Further information and databases are

available from the Department of Aboriginal and Torres Strait Islander Partnerships at:
www.datsip.qld.gov.au

- 9.2 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be at full cost to the developer.
- 9.3 Any building materials, equipment and the like must be appropriately tied down, placed indoors and secured on site at the time of preparation for cyclone events. The on site supervisor is to ensure that all contractors/employees take the necessary steps to secure the construction site in the event of a cyclone.
- 9.4 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the site. No storage of materials, parking of construction machinery or contractors' vehicles will be permitted in Mine Street or adjoining land unless written permission from the owner of that land and Council is provided.
- 9.5 It is the developer's responsibility for the full rectification of any damage caused to neighbouring public infrastructure (such as footpaths, driveways, fences, gardens, trees and the like) caused by contractors, including clean up of any litter or waste that is a result of the subject development.

10.0 ADVISORY NOTES

10.1 Hours of work

It is the developer's responsibility to ensure compliance with the Environmental Protection Act 1994, which prohibits any construction, building and earthworks activities likely to cause nuisance noise (including the entry and departure of heavy vehicles) between the hours of 6.30 pm and 6.30 am from Monday to Saturday and at all times on Sundays or Public Holidays.

10.2 Dust Control

It is the developer's responsibility to ensure compliance with the Environmental Nuisance of the Environmental Protection Act 1994 which prohibits unlawful environmental nuisance caused by dust, ash, fumes, light, odour or smoke beyond the boundaries of the property during all stages of the development including earthworks and construction.

10.3 Sedimentation Control

It is the developer's responsibility to ensure compliance with the Environmental Protection Act 1994 and Schedule 9 of the Environmental Protection Regulation 2008 to prevent soil erosion and contamination of the stormwater drainage system and waterways.

10.4 Noise During Construction and Noise in General

It is the developer's responsibility to ensure compliance with the Environmental Protection Act 1994.

10.5 General Safety of Public During Construction

It is the project manager's responsibility to ensure compliance with the Work Health and Safety Act 2011. It states that the project manager is obliged to ensure construction work is planned and managed in a way that prevents or minimises risks to the health and safety of members of the public at or near the workplace during construction work.

It is the principal contractor's responsibility to ensure compliance with the Work Health and Safety Act 2011. It states that the principal contractor is obliged on a construction workplace to ensure that work activities at the workplace prevent or minimise risks to the health and safety of the public at or near the workplace during the work.

It is the responsibility of the person in control of the workplace to ensure compliance with the Work Health and Safety Act 2011. It states that the person in control of the workplace is obliged to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers.

- 10.6 Enquiries relating to the aforementioned conditions should be directed to the Planning and Development Directorate who will direct the enquiry to the relevant officer.

ANALYSIS

Council has received the following Development Application, which has been assessed against the provisions of the relevant legislation as reported below.

1. Application Summary

Proposal:	Material Change of Use – Transport Depot
Landowner	Searles Investments (Qld) Pty Ltd As TTE
Property Address:	Lot 210 Barclay Street Mount Coolon
Property Description:	L: 210 MPH: 20088
Area of Site:	2023m ²
Planning Scheme Zone:	Rural
Level of assessment	Impact Assessable
Overlays:	Infrastructure Overlay
Existing Use:	Dwelling House and 3-bed donga
Existing Approvals:	Nil
Public Notification:	03/11/2022 / 30/11/2022
Submissions received:	Two (2)
State referrals:	One (1) - DTMR – MCU near a State Transport Corridor
Infrastructure charges:	Nil

2. Site Details

2.1. Location

The proposed development is located on a corner allotment in the centre of Mount Coolon. The lot has road access to both Barclay Street and Mine Street.

2.2. Zoning

The premises is located within the Rural Zone of the *Whitsunday Regional Council Planning Scheme, 2017*.

2.3. Site description

A 1-bedroom dwelling and a 3-bedroom donga are the structures that currently occupy the premises. The site contains very limited vegetation and has existing gravel circulation areas between the access locations. Currently there are 2 water tanks on-site, a bunded fuel store and 2 effluent land applications areas in association with the residential aspects on the property.

2.4. Access

The development will be conditioned so that any entrance to the site comes from Barclay Street and all egress from the site will be to Mine Street.

2.5. Surrounding uses

North – Land zoned Rural, containing a mining camp.

East – Land zoned Rural, containing a residential use.

South – Land zoned Rural, containing the Council depot and public park area.

West – Land zoned Rural and Local Centre, containing the Mount Coolon Hotel.

3. Proposal Details

Council is in receipt of a development application for Transport depot on Lot 210 Barclay Street Mount Coolon, formally referred to as Lot 210 on MPH20088. The site will be primarily used by Searles Transport and the applicant intends to operate the Transport Depot for approximately 4-6 months of the year. The applicant proposes the development consist of the following characteristics:

- The site will be primarily used for the parking of trucks, trailers and light vehicles overnight.
- A maximum of 5 vehicles will utilise the depot, generally consisting of 2 light vehicles and up to 2 semi-trucks, a water cart / side tipper depending on the project.
- A 10,000L refuelling tank is located on the property. Refuelling will be undertaken in the afternoons only.
- The applicant intends to erect a 2m high acoustic barrier fence along all residential boundaries to mitigate noise and light impacts.
- Maximum number of staff on-site will be 5.
- Trucks are proposed to start up at 6:00am and returning at approximately 6:30pm.
- Trucks and light vehicles will enter the premises from Barclay Street and egress onto Mine Street.

4. Planning Assessment

The application has been assessed against the relevant provisions of the *Planning Act, 2016* and the *Whitsunday Regional Council Planning Scheme, 2017*.

The proposal is generally in accordance with the Planning Scheme and is recommended for approval in accordance with the drawings and documents submitted, subject to reasonable and relevant conditions (Attachment 1).

4.1. State Assessment and Referral Agency (SARA)

The Application was referred to the State Assessment Referral Agency (SARA) / Department of Transport and Main Road for the application being in proximity of a State-controlled Road.

Conditions of approval issued by the State Assessment Referral Agency (SARA) have been included as **Appendix 1** to this report. The conditions imposed by the road authority give permission for the use of the access onto Barclay Street, generally in accordance with the approved Site Plan.

4.2. State Planning Policy – July 2017

The State Planning Policy (SPP) includes interim development assessment requirements to ensure that State interests are appropriately considered by local government when assessing development applications where the local government Planning Scheme has not yet appropriately integrated all of the State's interests in the SPP. As the most recent SPP (July 2017) has not been reflected in the Whitsunday Regional Council Planning

Scheme, Part B of the SPP confirms that it applies to the assessment of the development application.

State Interest – Liveable Communities

Not Applicable.

State Interest – Economic Growth

Not Applicable.

State Interest – Environment and Heritage

Not Applicable.

State Interest – Safety and Resilience to Hazards

Not Applicable.

State Interest – Infrastructure

The State Assessment Referral Agency (SARA) / Department of Transport and Main Roads (DTMR) have reviewed the application material in detail and provided written correspondence approving the location of the access on Barclay Street, being a State-controlled Road. Therefore, it is considered that the proposed Transport Depot at this location will not conflict with the State Interest for Infrastructure.

4.3. Mackay Isaac and Whitsunday Regional Plan – February 2012

The Mackay, Isaac and Whitsunday Regional Plan was established to provide the vision and direction for the region to 2031. The plan provides certainty about where the region is heading in the future and provides the framework to respond to the challenges and opportunities which may arise. An assessment of the Desired Regional Outcomes is provided below:

Strategic directions – Sustainability, Climate Change and Natural Hazards

Not applicable. The site is not affected by hazard overlays.

Strategic directions – Environment

The development will have minimal impact on the natural environment. Development conditions have been imposed regarding the bunded fuel storage area to ensure the land is not impacted by refuelling activities.

Strategic directions – Regional Landscapes

Regional landscape values occur in urban, peri-urban and rural areas, and play a major role in defining the character of the region and providing economic opportunities to sustain growth. The communities across the region recognise that these values influence the character and quality of the places where they choose to live. Mt Coolon is a historic gold mining town with a small population base. The town is subject to a major heavy vehicle route (Barclay Street / Bowen Development Road) that passes through the centre of the township. The township is often subject to influxes in temporary population and workers due to various mining and infrastructure projects in the surrounding areas. These projects,

in combination with the numerous cattle stations surrounding the town, reveal residents are regularly impacted by heavy vehicles passing through and stopping in the town due to the mandatory driver rest break requirements.

Strategic directions – Natural Resource Management

Not applicable.

Strategic directions – Strong Communities

The region is made up of many local communities, each with its own unique character and identity. The region is growing rapidly, and significant growth is projected to continue. This presents challenges in managing the implications of growth, while continuing to support the prosperity of local communities. Transport Depot facilities are a key use to meet the needs of Mount Coolon and the surrounding region.

Strategic direction – Strong Economy

The region's settlement pattern currently consists of several diverse and well-dispersed communities. This presents many challenges to economic growth, accessibility, and the provision of infrastructure and services across the region. Transport Depot operations in Mount Coolon are key in the wider area's economic activities, such as road building operations, mine machinery and livestock hauling.

Strategic direction – Managing Growth

Not applicable.

Strategic direction – Urban Form

Not applicable.

Strategic direction – Infrastructure and Servicing

Any growth in the region will inevitably add pressure to the region's infrastructure. The development does not require reticulated infrastructure to service the site.

Strategic direction – Transport

It is important that the region recognises, protects and manages major transport corridors to enable general vehicular and personal movement, and the safe and continued movement of freight throughout the region. Given the proposed use of a Transport Depot is being applied for over the premises to support the area's infrastructure projects, specifically major road projects, the proposal advances this outcome of the Regional Plan.

4.4. Whitsunday Regional Council Planning Scheme, 2017

4.4.1. Strategic Framework

The Strategic framework sets the policy direction for the Planning Scheme and forms the basis for ensuring appropriate development occurs in the Planning Scheme area for the life of the Planning Scheme.

4.4.2. Strategic Intent

The Planning Scheme sets the policy direction to ensure that to 2036 and beyond the Whitsundays is a prosperous, liveable and sustainable region which will be achieved through the integration of the unique attributes and competitive advantages of each township. The Regions townships and communities have a strong and proud social identity linked to its key economic sectors. The promotion and protection of the regions environmental values is significant to the expressed identities, including the unique scenic values, which consist of key urban gateways, views and vistas. An assessment of the development against the key themes of the Strategic Intent is as follows:

Strategic Intent – Theme 1 - Liveable communities and housing

The proposal does not undermine the regions hierarchy of centres. Notwithstanding, the proposal will result in an arguably urban use being in a non-urban area. The Strategic Intent does contemplate such occurrences only where they cannot be practically located within the existing settlement pattern due to their nature, scale, effects or necessary relationship to other activities or particular features, resources or infrastructure. The Transport Depot is to be located on a central lot within the Mount Coolon township, with direct access to the State-controlled Road. There are no industrial zoned allotments within Mount Coolon, which means the Rural Zone is required to meet the needs of the township. There is a Planning need for the facility within the township to provide service to the numerous infrastructure projects in the area and various road maintenance programs. The proposed development is low-scale that will have a maximum of 5 vehicles on-site ranging from light to heavy typologies. No servicing or construction activities will occur on-site, with the use being primarily for the safe storage of vehicles overnight.

Strategic Intent – Theme 2 - Economic growth

The proposed development is not to a scale which identifies as a key regional sector of the economy. It is acknowledged that the proposed development will provide support to the regional economy and add to the relationship with regional projects.

Strategic Intent – Theme 3 - Environment and heritage

No additional built form is proposed as part of the development. The site contains an existing dwelling house, donga, and dust suppressed hardstand areas, all of which are not considered out of character for Mount Coolon. An Environmental Management Plan (EMP) has been prepared for the development and will be used in compliance with environmental legislation to ensure that environmental risks associated with the development are properly managed.

Strategic Intent – Theme 4 - Safety and resilience to hazards

The strategic framework seeks to avoid or mitigate potential adverse environmental impacts from development. The proposal is acknowledged to have the potential to create adverse noise, light and dust impacts. Given the low-scale nature of the proposed transport depot, specific conditions of approval regarding amenity will be imposed on the development to mitigate the potential impacts that may occur.

Strategic Intent – Theme 5 – Infrastructure

The proposed development is suitably located to maximise the efficient use of the region's infrastructure networks. Subject to the imposition of reasonable and relevant conditions the regions infrastructure networks will be protected.

4.4.3. Overlay Codes

4.4.3.1. Infrastructure Overlay

The subject site is located within the road noise corridor. As no sensitive land uses are proposed the impact of road noise is not applicable to the application.

4.4.4. Rural Zone Code

The purpose of the Rural zone code in the local government area is to provide for a wide range of Rural activities and a limited range of non-rural activities, which complement or provide a service to rural areas. The proposed development is a non-rural activity; however, the development will directly assist in providing services to the Mount Coolon township, surrounding areas and projects in the locale. There are no industrial zoned allotments within Mount Coolon, which means the Rural Zone is required to meet the needs of the township.

The proposed transport depot provides a needed overnight rest stop for contractors involved in various construction and maintenance projects in the region. The contractors will stay overnight at the premises and utilise the two existing businesses in the township being the Mount Coolon Hotel and the Mount Coolon Roadhouse, both of which are directly adjacent the site. Due to Mount Coolon being over 100km from any other township, for safety of its contractors, Searles Transport requires a location in Mount Coolon to house vehicles safely and provide rest for its employees during projects.

The use will not involve any servicing of machinery or on-site construction activities and is therefore considered 'low-scale'. The development does not comprise any additional built form and the structures existing on-site in the form of a small dwelling and donga, present a low-rise built form that is compatible with the intended scale and character of the streetscape and surrounding area. The 1-bedroom dwelling and 3-bedroom donga will be used to provide overnight quarters to the employees that have stored their vehicles in the depot overnight.

The zone permits industrial activities that are compatible with a rural setting and are facilitated where they do not compromise the use of the land for Rural activities. The development site is 2023m² on the corner of the two major roads within the township. The size of the site in combination with both its location in Mount Coolon and the climate of the area, makes it unlikely that agricultural activities can take place on the site. This means that the development will not compromise the use of the land for rural activities as the site is not able to facilitate it. The transport depot use is considered generally compatible with a rural setting as it does not consist of any additional built form, utilising the existing structures on-site. Additional changes to the character of the site will be the construction of a solid acoustic barrier fence on residential boundaries, additional circulation and parking areas and a new driveway to Mine Street. No additional landscaping has been requested due to the lack of reticulated water required for plant care.

The proposed use will potentially generate amenity impacts to the adjoining premises in the form of noise, dust, light and odour. Various management strategies will be imposed as conditions to assist in mitigating these impacts which are discussed within the Industry Activities Code assessment.

Development in the zone is to not unreasonably interfere with the safe and efficient operation of the surrounding road network. Through the access arrangements to the site coupled with the operational conditions of approval, an unreasonable interference to the road network is not created.

4.4.5. Development Codes

4.4.5.1. Industry Activities Code

A Transport Depot is classified as an industry activity and therefore triggers assessment against the benchmarks of the industry activities code. No additional structures are proposed as part of this proposal. Existing structures in the form of the dwelling and donga are setback over 10m from adjoining residential boundaries. A small non-compliance exists with the existing structures and their setbacks to the frontages of Barclay and Mine Street, however it is acknowledged that these non-compliances are appropriate as they enable additional setback distance from adjoining residential premises. The applicant proposes a 2.0m acoustic barrier fence along the residential boundaries to help mitigate potential noise and light impacts from the development. Additional development conditions have been imposed that require all noise emitting activities to be located as far as practically possible from adjoining residential boundaries.

Operational measures will also be conditioned to reduce amenity impacts, such as:

- All vehicles will enter from Barclay Street and park facing towards Mine Street, as far as practically possible from adjoining premises.
- All vehicles must be parked within the designated parking area.
- A maximum of (5) vehicles are permitted on-site at any time.
- Depot operating hours will commence at 6:00 am and cease at 6:30pm.
- No servicing or machinery repairs will be permitted to take place on site.
- A dust suppression method is to be utilised on the vehicle circulation and parking areas prior to vehicle movements.

Searles Transport have a water truck that will be regularly parked on-site to ensure a dust suppressed surface. In combination with the steps the applicant is taking to mitigate amenity impacts and the conditions Council is imposing, it is considered the development can be undertaken in a manner that mitigates the potential for adverse amenity impacts on adjoining and nearby sensitive land uses to an acceptable level.

In terms of environmental performance regarding pollutants, the applicant has submitted an EMP to create a safe and healthy workplace for all contractors that use the depot. The EMP outlines the rules, responsibilities, and procedures for environmental protection whilst on-site. The applicant will be conditioned to always ensure compliance with the EMP, as well as additional environmental health conditions imposed by Council in relation to fuel storage, noise generating equipment, dust emissions, waste, liquid storage and spills.

4.4.5.2. Excavation and Filling Code

The development will not require any filling as part of the proposal. Minor excavation works will be required as part of the driveway installation and road protection works that have been conditioned. All works within the road environment have been conditioned to be undertaken under a further Operational Works (OPW) Permit.

4.4.5.3. Infrastructure Code

The proposed use is capable of being serviced by the necessary on-site water and sewer infrastructure. No reticulated services exist within the locality and therefore no conditions around connection to these networks have been imposed.

4.4.5.4. Landscaping Code

Due to the arid environment and low-rainfall climate in Mount Coolon, landscaping treatments are not considered to be effective for amenity mitigation purposes in this instance.

4.4.5.5. Transport and Parking Code

The development application has gone through a referral to DTMR, to which Barclay Street has been assessed as an approved access location for all vehicle typologies. No upgrade conditions to the Barclay Street access were imposed by the authority. The external access to Mine Street is unsealed and does not currently comply with Council's Development Manual standard and has been conditioned to be upgraded to a two-coat bitumen sealed surface under an OPW permit for external access. An additional condition of approval has been included to protect Mine Street from heavy vehicle degradation and is therefore subject to a 2-metre-wide protective bitumen strip on the shoulder of Mine Street, to be installed under a further OPW permit for Roadworks.

Internal circulation and parking areas are an unsealed gravel surface, which could create dust impacts. The applicant advises that a water truck is often stored on the premises and therefore conditions of approval have been included that require the applicant to ensure driveway and parking areas are treated by a dust suppression method prior to vehicle movements. Four (4) large parking bays are proposed for the various vehicle typologies that will utilise the depot. Given the size of the site, the location of the existing buildings and the 'one-way' circulation from Barclay Street, there is sufficient room for on-site manoeuvring for the envisaged vehicle typologies.

5. Public Submissions

The development application was placed on public notification between 10/11/2022 and 05/12/2022 in accordance with the relevant provisions of the Planning Act 2016. The Notice of Compliance was received on 06/12/2022. Two (2) submissions were received during this period of Public Notification.

Submissions have been received and summarised in the below table:

Issue	Comment/Condition Number
1. Amenity impacts	Addressed within the Industry Activities Code assessment.

2. Searles Transport has operated from the site unlawfully for over 2 years	The applicant is undertaking a development application over the site for this use.
3. Proposed development does not create any further employment in Mount Coolon	The proposal assists existing employment which operates periodically in Mount Coolon. Employees and contractors who will use the depot will contribute to the local economy through usage of the adjacent Hotel and Roadhouse.
4. The site should be used for a small hobby farm	There are some factors that exist as to why the site is not appropriate for agriculture: <ul style="list-style-type: none"> • The lot size of 2023m² is not ideal for agriculture. • The climate of Mount Coolon is not ideal for farming. • Refuelling activities that have occurred on site over recent years. • The effluent disposal areas and associated residential structures that exist on the site.
5. Access to the site is dangerous	Council's development engineers have reviewed the access location to Mine Street and consider it appropriate, subject to minor upgrades. DTMR have reviewed the access location from Barclay Street and have approved its location. Vehicles will enter in a forward motion from Barclay Street and egress onto Mine Street. Additional upgrades to the access on Mine Street has been conditioned under a further Operational Works Permit.

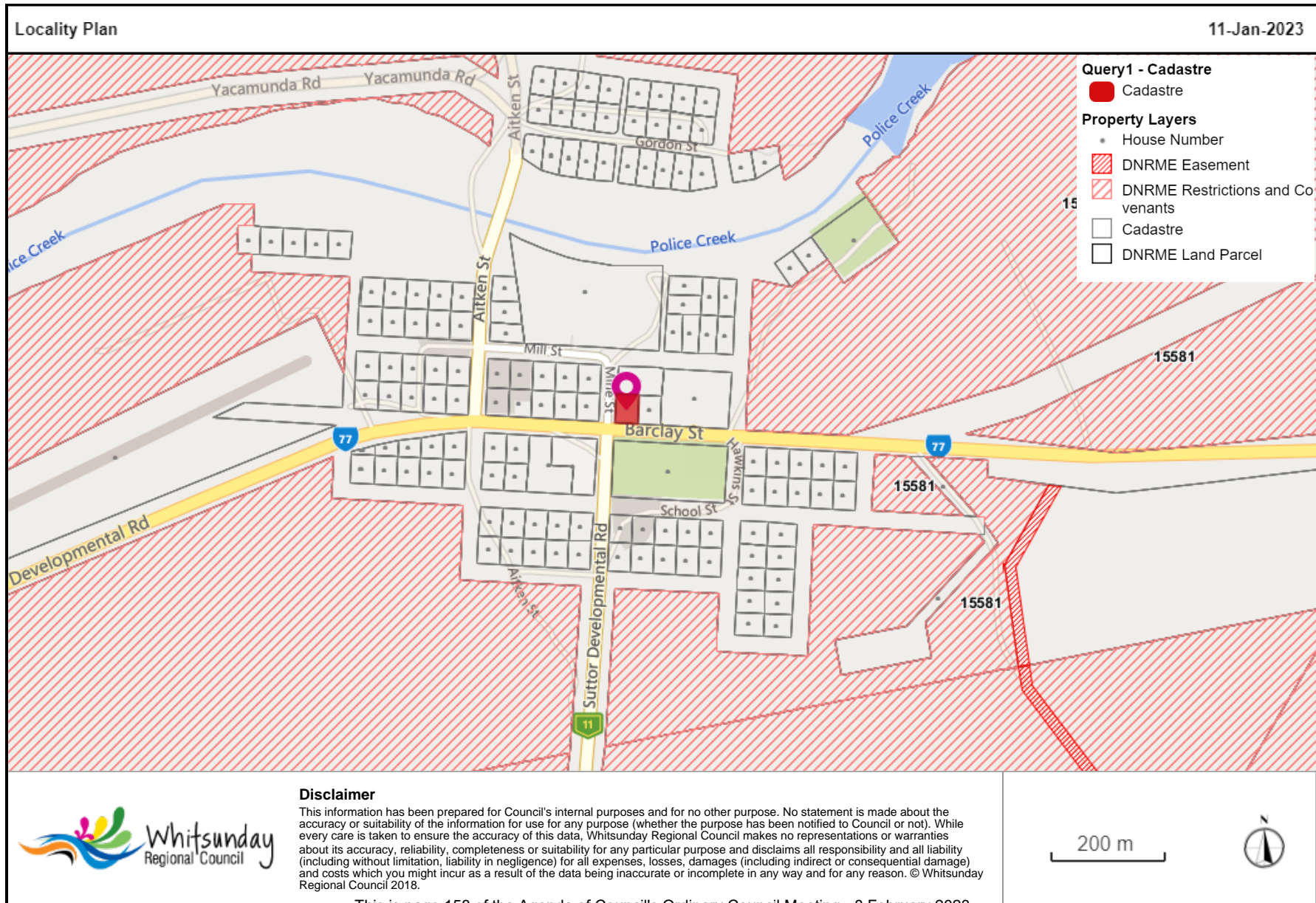
6. Infrastructure Charges

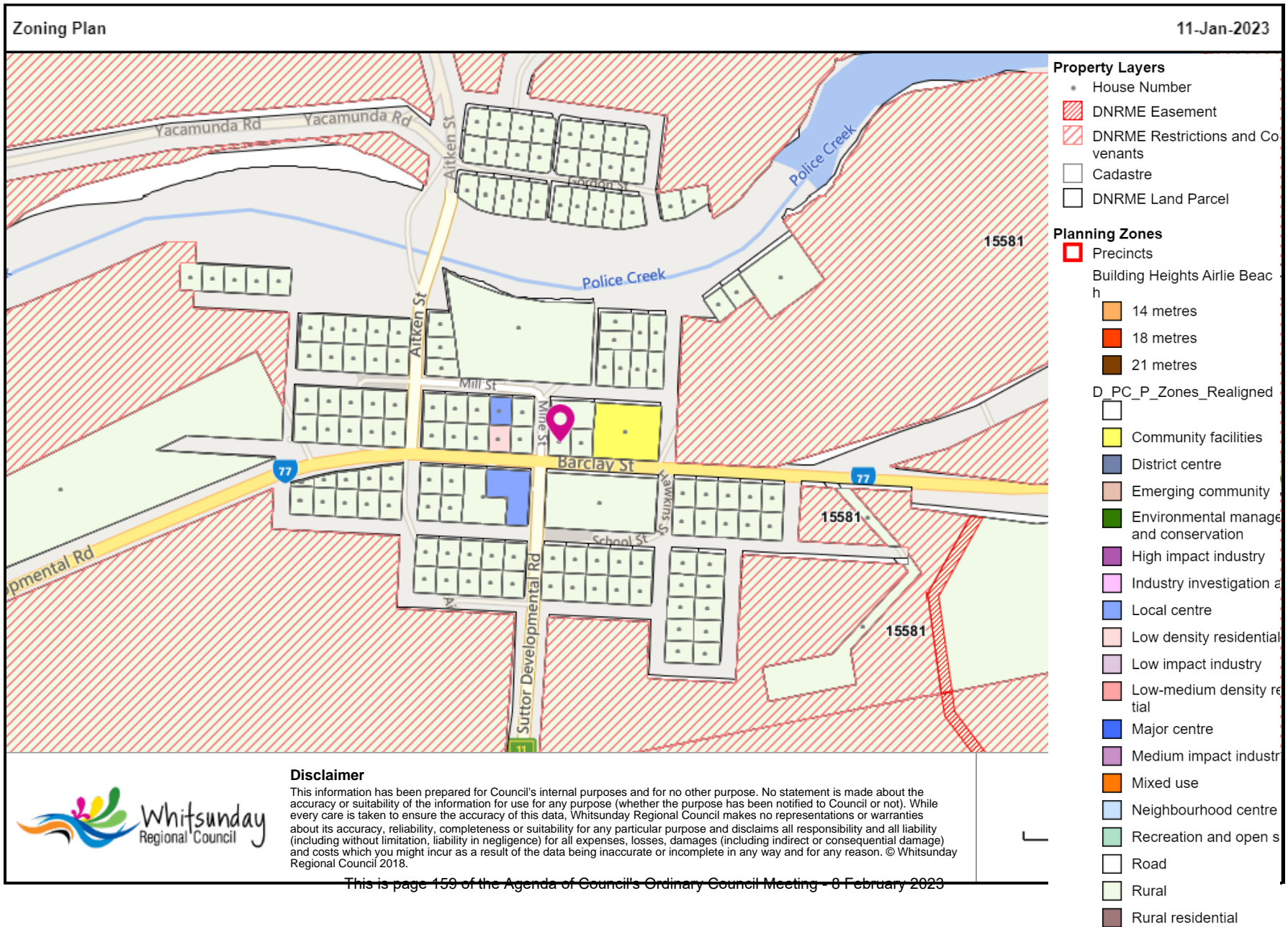
6.1. Adopted Infrastructure Charges Resolution

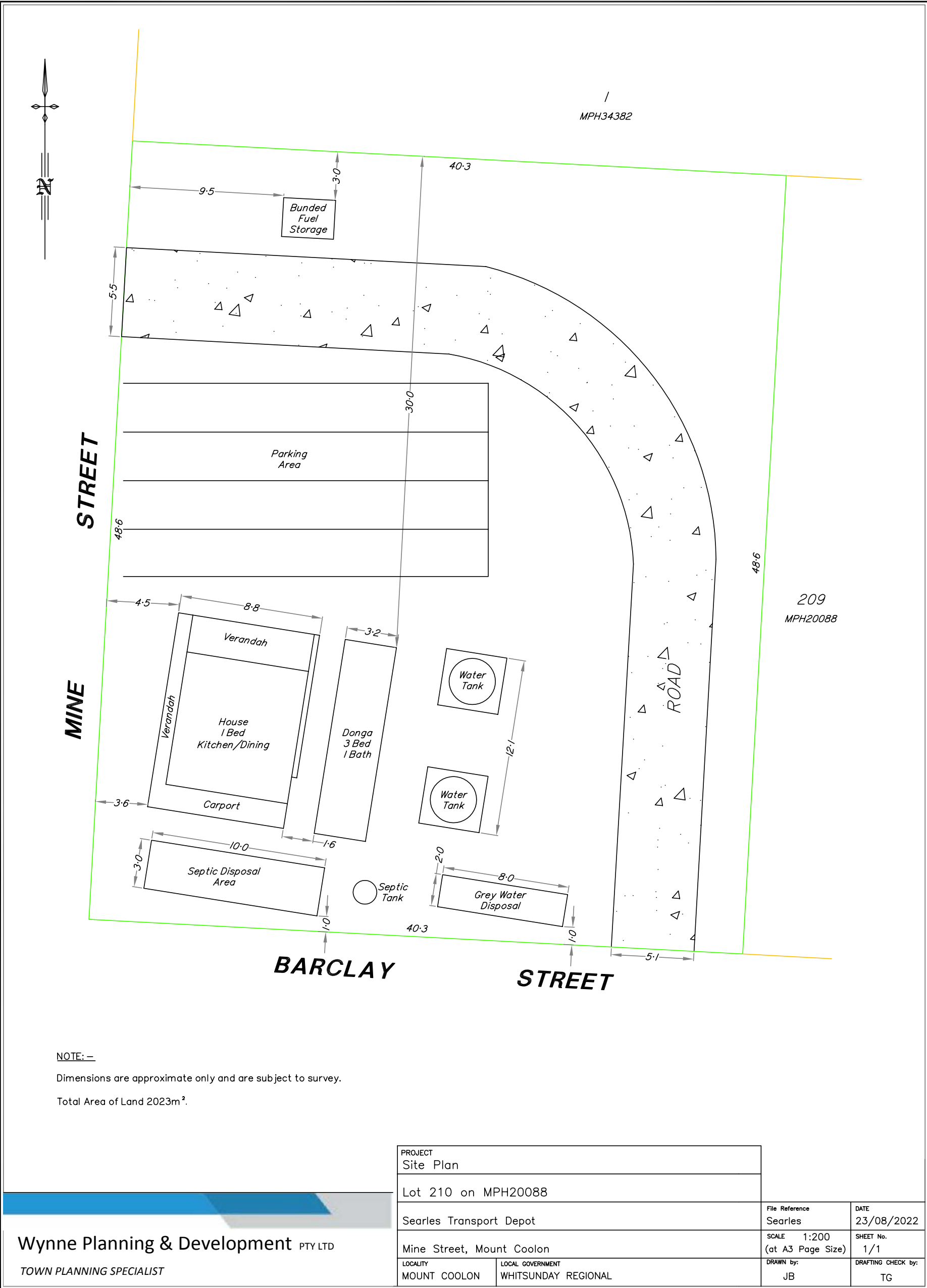
The following is a breakdown on the Infrastructure Charges for the development:

Adopted Charge					
Type of Development	Development Category	Demand Unit & Qty	Charge Rate		Adopted Charge
MCU	Industry	141.6m2	\$54.80 per m2 of GFA		\$7,759.68
Total Adopted Charge					\$7,759.68
Credit					
Type of Development	Development Category	Demand Unit & Qty	Charge Rate	Discount	Total Credit
Existing Lawful Use	Residential – 3 or more bedroom dwelling house	1	\$30,677.65	57% (water + Sewer)	\$17,486.26
MCU	Industry	141.6m2	\$54.80 per m2 of GFA	57% (water + Sewer)	\$4,423.01
Total Credit					\$21,909.28
Total Levied Charge					\$NIL

A development credit of -\$14,149.60 remains over the premises.









WHS Management Systems
Safe Work Method Statements
Management Plans
WHS Documents
WHS Industry Solutions

Environmental Management Plan

Searles Transport Pty Ltd

ABN 52069758916



WHS Management Systems
 Safe Work Method Statements
 Management Plans
 WHS Documents
 WHS Industry Solutions

USE OF TEMPLATE

This EMP template has been designed for customisation to your company and project needs. It outlines the framework of an Environment Management Plan. The format of the template includes:

- suggested wording where possible to ensure inclusion of important elements and reduce time spent on preparing the EMP;
- words in red font which are guidance to the type of information related to your company and the project that needs to be included in that section; and
- guidance note boxes in green font which provide further explanation and suggestions on the type of information and level of detail to be included.

All text in red should be replaced with your company and project related information. All green guidance notes and this text box should be deleted prior to finalising your document.

Document Control

Version	Date	Revision Details	Author	Approver
1	1/2/23	Draft	Karon	Tim



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1. BACKGROUND

1.1. Introduction

This EMP details how the environmental management requirements for **Mt Coolon Transport Depo** will be implemented and managed on site by **Searles Transport Pty Ltd**.

The aim of the EMP is to ensure compliance with environmental legislation and that environmental risks associated with the project are properly managed.

1.2. Project Description

The project is located at **Barclay Street, Mt Coolon**. A plan showing the extent of the site and surrounding areas is attached.

GUIDANCE NOTE

It is useful to include a map or site plan showing the extent of the site and surrounding area.

The works at the site comprise Transport Depo.

GUIDANCE NOTE

The description of the project may include:

- **main activities to be carried out; Parking of Trucks**
- **working hours; 6.00am to 5.30pm**
- **commencement and completion dates;**
- **staff numbers and roles;**
- **plant and equipment to be used;**
- **location of site facilities and work compounds;**
- **main features of surrounding sites including usage (e.g. occupied homes); and**
- **environmentally sensitive areas on the site and surrounding areas.**



1.3. Environmental Management Plan Context

GUIDANCE NOTE

In this section describe how the EMP fits into the overall planning process for the project. For example, provide a list of any environmental assessments (e.g. a Review of Environmental Factors (REF), Statement of Environmental Factors (SEE), Environmental Impact Statement (EIS) or Environmental Assessment (EA)) and any approval or construction documentation (e.g. development application approval and construction certificate).

Provide a summary of any government agency or other stakeholder consultation that has been undertaken during the preparation of the EMP.

Indicate if your company has an existing environmental management system (EMS) and how this EMP is consistent with your company EMS.

This section may not be relevant for all projects, particularly small projects with few environmental risks – delete section if not applicable.

1.4. Environmental Management Plan Objective

An Environmental Management Plan (EMP) is a site or project specific plan developed to ensure that appropriate environmental management practices are followed during a project.

The objectives of this EMP are:

- to comply with applicable environmental legislation;
- minimise damage to the environment caused by the project;
- comply with **insert client or principal contractors name** environmental guidelines and requirements;
- to ensure all environmental safeguards are implemented correctly; and
- to monitor the project's environmental impact.

1.5. Environmental Policy

GUIDANCE NOTE

An environmental policy sets the overall goals by which a company's environmental responsibilities and performance will be judged. The policy is a public statement that shows commitment, ensures accountability at all levels, encourages cooperation, provides guidance and, clearly communicates the principles to employees. Insert your company environmental policy or use the example policy provided.



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SITE ENVIRONMENTAL POLICY

1. COMPANY DETAILS

Officer/supervisor name:
Tim Searle

Contact number: 0747855124

Issued to:

Date of issue: 1/2/23

Date of review: 31/1/25

2. INTRODUCTION

Searles Transport Pty Ltd has developed the following policy to create a safe and healthy workplace(s). This policy outlines the rules, responsibilities, and procedures for environmental protection.

3. SCOPE

This policy applies across the organisation of Searles Transport Pty Ltd and across all workplaces/worksites under this organisations control, including contractors/sub-contractors and visitors to the workplace/worksites. Searles Transport Pty Ltd will continually improve our environmental performance, prevent environmental harm associated with our activities, develop employee environmental awareness, report on environmental performance and minimise waste.

4. RULES

- Wherever practicable employees at Searles Transport Pty Ltd will reduce the volume of waste generated and reuse and recycle. Whenever possible new products and supplies should be reusable and/or recyclable;
- Where possible purchase responsibly for example purchase local products to reduce transport emissions and support the local community, be aware of where the product or it's raw components have come from – is it causing deforestation, loss of habitat or exploiting workers in another country;
- Prevent any actions from work activities causing environmental damage by following preventative procedures In the event of an incident/accident follow the emergency procedures, making sure that the appropriate equipment is available for clean up and that a quick response is applied to eliminate or reduce any damage; and
- Be aware of environmental issues and safeguards, including erosion and sediment control, weed invasion, sensitive/rare vegetation and fauna, air quality, noise, waste, heritage and archaeological sites.

5. RESPONSIBILITIES

Officers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy;
- Provide resources, information, training and supervision for workers to allow them to adhere to the rules and have the knowledge and resources to follow the procedures and understand their roles and responsibilities;
- Comply with statutory requirements, codes, standards and guidelines;
- Implement and comply with site Environmental Management Plans (EMP);
- Make sure all equipment is serviced and not showing visible emissions;

Searles Transport Pty Ltd Environmental Management Plan

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- Make sure noise and air pollution are monitored and kept to the appropriate levels;
- Provide areas for chemical storage and hosing down;
- Make sure all incidents are investigated and if required appropriate disciplinary action carried out; and
- Undertake site environmental inspections using the [Site Environmental Inspection Checklist](#) and enter applicable waste details using the [Waste Management Plan](#) when required.

Workers must:

- Comply with the rules of this policy and follow environmental procedures;
- Not act in a manner that places the environment at risk;
- Use, store and dispose of chemicals as per the Safety Data Sheet (SDS);
- Remove waste from the workplace / worksite and place in designated waste areas;
- Reduce the damage to flora and fauna;
- Wash machinery in designated area;
- Make sure correct measures are in place for sediment control;
- Report any incidents or complaints to the officer / supervisor;
- Participate in consultation and training in relation to environmental management; and
- Advise officer or supervisor of any potential breaches of plans or statements, and sightings of rare plants or animals, fauna or archaeological or heritage items.

6. SIGN OFF

Company Representative:

Signed: _____ **Date:** 1/2/23

Name: Tim Searle **Position:** Manager



2. ENVIRONMENTAL MANAGEMENT

2.1. Environmental Management Structure and Responsibility

The principle responsibilities of **Searles Transport Pty Ltd** workers with respect to the environment are described below. The management structure is set out in the following diagram. A matrix of specific site responsibilities is set out in **Table 2.1** below.

GUIDANCE NOTE

Included in this section are standard roles and responsibilities for small to medium sized projects. Additional roles should be added for more complex projects or the roles reduced for smaller projects.

Project Manager

The Project Manager is responsible for promoting and maintaining good environmental management. The Project Manager is to ensure that this EMP is effectively implemented. The Project Manager is required to support the Site Supervisor and hold them accountable for their specific responsibilities. The Project Manager is responsible for taking prompt remedial action to eliminate any non-compliance or environmentally risky conditions.

Site Supervisor

The Site Supervisor is responsible for inducting all workers and subcontractors and directing site activities in accordance with this EMP.

The Site Supervisor is responsible for taking all practical measures to ensure the site is operating according to this EMP, and without risks to the environment. The Site Supervisor is responsible for detecting any non-compliance or environmentally risky conditions. If the Site Supervisor does not have the necessary authority to fix a problem, they are responsible for reporting the matter promptly and recommending remedial action to the Project Manager.

Workers

All workers are required to attend site inductions and follow this EMP. Workers are responsible for advising the Site Supervisor of any potential environmental issues.

Subcontractors

All subcontractors engaged to perform work for **Searles Transport Pty Ltd** are required, as part of their contract, to comply with this EMP and to comply with directions from the company's designated officers. Failure to comply will be considered a breach of the contract and sufficient grounds for termination of the contract.



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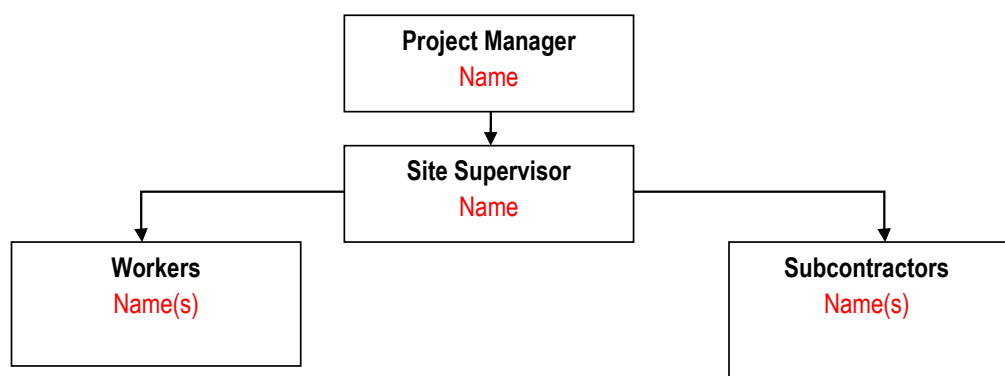


Table 2.1 Project Environmental Roles & Responsibilities Matrix

TASK	Project Manager	Site Supervisor	Workers	Subcontractors
Inducting workers and subcontractors and directing site activities in accordance with the EMP.	2	1	2	2
Identifying, assessing and eliminating any non-compliance or environmentally risky conditions and documenting the risk controls implemented.	1	1	2	2
Promoting and maintaining good environmental management in accordance with the relevant environmental legislation, regulations and laws.	1	1	2	2
Implementing practical measures to ensure the site complies with the EMP and project specifications	2	1	2	2
Maintaining, providing updates and supplying this EMP to relevant authorities and workers.	1	2	2	2
Monitoring and assessing subcontractors for the project to ensure environmental regulations are met and relate to the works undertaken	1	2	2	2
Maintaining stocks for environmental control	1	1	2	1
Provide and maintain a hazardous substances register for hazardous substances used and stored in the workplace;	1	1	2	2

1 = has responsibility for the overall implementation and / or management of the process/procedure on the project

2 = has responsibility for complying with the process/procedure on the project



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2.2. Approval and Licensing Requirements

Licences, permits and approvals required for this project are summarised in **Table 2.2** below. **Searles Transport Pty Ltd** will ensure that any licences, permits and approvals are obtained prior to work commencing. A copy of all licences, permits and approvals are included in **Attachment 1** of this EMP.

Table 2.2 Summary of Licences, permits and approvals

Regulatory Authority	Licence / Permit / Approval Type	Status	Summary of Key Conditions and Monitoring Required

2.3. Reporting

The Project Manager will ensure control of all project environmental documentation and reports. Adequate records will be maintained to demonstrate conformance to specified environmental requirements. The records to be maintained for this project will include, but not be limited to, the following:

- monitoring records;
- non-conformance, corrective action and preventive action
- complaints management;
- training and induction records;
- audit records;
- permits, licenses, and approvals.

These documents will be maintained within the **ProjectName** file.



2.4. Environmental Training

All **Searles Transport Pty Ltd** workers who will be working on this project shall receive site-specific induction training. The induction training will include:

- familiarisation with the requirements of this EMP;
- environmental emergency response training; and
- familiarisation with site environmental controls.

Searles Transport Pty Ltd may combine the Work Health and Safety (WHS) and Environmental induction into one. A record of the site induction will be made on the *Site Environmental Induction Register* (see **Attachment 2**).

GUIDANCE NOTE

Included in this section is the minimum recommended training. The need for specific environmental training for relevant workers (e.g. installing erosion and sedimentation controls, daily checks to maintain controls, cleaning up spills) should also be considered and included if required.

2.5. Emergency Contacts and Response

This EMP sets out **Searles Transport Pty Ltd** management of environmental emergencies during the project. It includes:

- the names of key emergency response personnel and contact details (including all-hours telephone numbers);
- contact details for emergency services (e.g. ambulance, fire brigade, spill clean-up services);
- the location of on-site information on hazardous materials, including SDS (Safety Data Sheets) and spill containment material;
- steps to follow to minimise damage and control the emergency; and
- instructions and contact details for notifying the Site Supervisor, EPA, local council, nearby residents or the community if necessary.

Key Emergency Response Personnel

Insert Project Manager name will be the first point of contact when an incident or spill occurs. They can be contacted 24 hours a day. Contact details including emergency services are included in **Table 2.3**.

GUIDANCE NOTE

The contact numbers shown are indicative only. Please revise these numbers so they reflect the relevant contacts in your region.



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Table 2.3 Emergency Response Contact Details

Project Contact Details	
Emergency Services	
Ambulance, Fire or Police	000
Poisons Information	13 11 26
First Aiders	
Contact Name	Contact Number
Utilities	
Water	132 203
Electricity	132 090
Gas	131 388
Telephone	131 909
Dial Before You Dig	1100
EPA (24 hour pollution line)	131 555
Project Manager	
Contact Name	Contact Number
Tim Searle	0419181017
Officer / Site Supervisor	
Contact Name	Contact Number
Tim Searle	0419181017 / 0747855124
Health and Safety Representative (HSR)	
Contact Name	Contact Number
Tim Searle	0419181017 / 0747855124
Other Contacts	
Contact Name	Contact Number



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Hazardous Substances

Searles Transport Pty Ltd will maintain an up-to-date register of Hazardous Substances and Safety Data Sheets (MSDS) for all materials used on the project (see **Attachment 2**).

Controlled, updated copies of these SDS will be readily available to the Project Manager and Site Supervisor and prominently displayed at the worksite.

Emergency Response Procedures

Fire Emergency

Steps to manage a fire emergency:

- Call '000' as soon as possible. If '000' does not work on your mobile phone call '112';
- If safe to do so leave the work area. If unsafe to leave, seek refuge in a safe area immediately;
- Go to the designated Emergency Assembly Area or to a clear/open area;
- Make sure all workers are present and accounted for, do not return to the work area to locate any missing workers; and
- Notify the Site Supervisor and wait for instructions.

Gas Leak Emergency

Steps to manage a gas leakage emergency:

- Call the Site Supervisor immediately, if deemed necessary call the Fire Brigade on '000'. If '000' does not work on your mobile phone call '112';
- Site Supervisor to immediately arrange to turn off the gas supply;
- Site Supervisor to turn off the site's electrical supply;
- If deemed necessary notify all persons to evacuate the work area and assemble at the Emergency Assembly Area;
- Control the movement of people to the Emergency Assembly Area;
- Check all workers and others are in attendance; and
- Remain at the Emergency Assembly Area until notified that the area is safe to reoccupy.



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Leak or Spill Emergency

Steps to manage any Leak or Spill in a work site:

- Identify the source of the problem;
- Stop goods leaking;
- Contain spilt material, using spills kit or sand;
- Notify officer or Site Supervisor;
- Remove spilt material and place in sealed container for disposal (if possible); and
- Site Supervisor to record incident.

OR

- as suggested on Safety Data Sheet (SDS)



3. IMPLEMENTATION

3.1. Risk Assessment

The risk to the environment of carrying out the project has been considered and documented.

Insert statement / summary of risk assessment undertaken for the project.

GUIDANCE NOTE

The type and level of risk assessment will vary from project to project. The risk assessment may have been undertaken as part of an environmental assessment document or a condition of approval or consent. If a risk assessment has already been undertaken, there is no need to reproduce it here in the EMP. Inclusion of a statement noting a risk assessment has been undertaken and/or inclusion of a summary of the outcomes in this section should be sufficient.

Risk assessments would generally comprise the following steps:

- identification of activities to be undertaken as part of the project
- identification of actual and possible environmental impacts
- determination of the level of risk (based on consequence and likelihood or impacts)
- identification of environmental management, controls and monitoring to prevent or minimise the environmental impacts

If a risk assessment has not yet been undertaken for your project, the framework for a risk assessment has been included in Attachment 3 to assist with this process.

3.2. Environmental Management Activities and Controls

The following environmental management activities, mitigation and control measures will be adopted to prevent or minimise environmental impacts.



GUIDANCE NOTE

This section is generally the largest section of an EMP. It should assign responsibility for control measures to specific workers and provide timeframes for implementation of the control measures.

The structure of this section is determined by the size and complexity of the project. Options for setting out this section include:

1. Site based format – categorise environmental impacts and controls under each site
2. Issue based format – categorise environmental impacts and controls under environmental issues headings eg water quality, noise, flora and fauna
3. Stage based format - categorise environmental impacts and controls under each stage of the project

(Source: Guidelines for the Preparation of Environmental Management Plans DIPNR, 2000)

For the majority of small to medium sized projects an issue based approach is considered most appropriate and as such has been adopted in this EMP template.

A list of typical potential environmental impacts and control measures has been provided below. However, these will need to be modified and additional impacts and control measures added where required to ensure the EMP is specific to your project site.

3.2.1. Air Quality

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Emissions of air pollutants from motor vehicles & plant		
Regular maintenance of machinery. Workers instructed not to leave machinery idling when not in use.	Site Supervisor	Ongoing during project
Potential Impact: Dust generated from excavations and movement of plant		
Disturbance of site will be monitored and the site will be restored prior to carrying out earthworks in new area.	Site Supervisor	Ongoing during project
Excavated materials will be stocked piled and where possible re-used on site. Excess materials to be disposed of in accordance with the Protection of the Environment Operations Act 1997.	Site Supervisor	Ongoing during project
Where significant dust is generated, the work area will be watered down.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		



3.2.2. Erosion & Sediment Control

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Site erosion and sediment laden water leaving the site		
Sediment and erosion control fencing will be installed and left in place until all works are complete.	Site Supervisor	Ongoing during project
Filter snakes and silt bags will be used to limit the flow of water and trap sediment on site.	Site Supervisor	Ongoing during project
Erosion control measures will be monitored and maintained throughout the project.	Site Supervisor	Ongoing during project
After heavy rain, all sediment and erosion controls will be checked and made good.	Site Supervisor	Ongoing during project
All stockpiles will be covered and sediment fences installed on the low side to prevent materials washing away.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		

3.2.3. Water Quality

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Contamination of water due to chemicals, fuels or wastes		
Storage of fuels, chemicals and wastes will be clear of stormwater or drainage lines.	Site Supervisor	Ongoing during project
Safety Data Sheet (SDS) of hazardous substance will be referred to when spills occur.	Site Supervisor	Ongoing during project
Work site will hold a spill kit to contain site spills.	Site Supervisor	Ongoing during project
All hazardous substances on site will be recorded in the Hazardous Substances and Safety Data Sheet Registers.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		



3.2.4. Flora & Fauna

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Damage to trees and root systems		
At the commencement of works, trees and shrubs will be marked for relocation, removal or to be maintained.	Site Supervisor	Ongoing during project
Excavation near trees to be kept will be avoided and stockpiles kept clear of any tree.	Site Supervisor	Ongoing during project
Potential Impact: Disturbance to endangered species		
Where an endangered species is identified, works will stop immediately and the relevant authority notified.	Site Supervisor	Ongoing during project
Protective fencing will be installed around trees and areas where endangered species are found.	Site Supervisor	Ongoing during project
Any fauna species encountered on site will be relocated by a qualified wildlife carer from an organisation such as WIRES.	Site Supervisor	Ongoing during project
Potential Impact: Spread of weeds		
Weeds will be removed from the site and composted or disposed of to prevent spread.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		

3.2.5. Community Relations

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Public amenity		
Notification letters will be sent out to nearby residents and owners prior to works commencing. Letters will contain details of works to be carried out, duration of works, working hours and contact details if any issues arise.	Project Manager	Ongoing during project
modify / insert / delete impacts and controls as required		



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3.2.6. Traffic

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Parking and access to site		
Nominated parking areas will be allocated on site.	Project Manager	Ongoing during project
Residents and property owners will be notified about the possibility of an increase in traffic.	Project Manager	Ongoing during project
modify / insert / delete impacts and controls as required		

3.2.7. Waste Management

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Unacceptable disposal of site waste		
All material waste will be recorded in the Waste Register.	Site Supervisor	Ongoing during project
All waste removed from site will be disposed of in accordance with the Protection of the Environment Operations Act 1997 (POEO ACT 1997).	Site Supervisor	Ongoing during project
Appropriate space will be provided for the temporary storage of garbage, recyclable and compostable waste to ensure separation of waste products.	Site Supervisor	Ongoing during project
During works, on-going checks will be carried out to ensure correct separation and re-use of recyclable materials is being maintained.	Site Supervisor	Ongoing during project
Where possible all existing building and excavation materials will be re-used on site.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		



3.2.8. Noise

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Unacceptable noise levels and vibrations		
Work equipment will be maintained in good working order to comply with EPA guidelines. Where required, noise suppressors will be installed.	Site Supervisor	Ongoing during project
Hearing protection will be worn eg earplugs or earmuffs.	All workers	Ongoing during project
Work will take place during nominated work hours only.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		

3.2.9. Heritage

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Damage to heritage items		
All heritage items will be identified and fenced off prior to commencing works.	Site Supervisor	Ongoing during project
All workers and visitors will be notified of any heritage items on site.	Site Supervisor	Ongoing during project
No items will be stored or work undertaken within the boundary of a heritage item.	Site Supervisor	Ongoing during project
If heritage items are found during the course of works, work will stop immediately and the relevant authorities notified.	Project Manager	Ongoing during project
modify / insert / delete impacts and controls as required		



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3.2.10. Hazardous Materials

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Spills and uses of hazardous materials		
All hazardous and/or intractable wastes are to be disposed of in accordance with relevant Authority and EPA requirements.	Site Supervisor	Ongoing during project
All hazardous waste removed from site will be disposed of in accordance with the Protection of the Environment Operations Act 1997 (POEO ACT 1997).	Site Supervisor	Ongoing during project
Safety Data Sheet (SDS) of hazardous substance will be referred to if spills occur.	Site Supervisor	Ongoing during project
All hazardous substances will be recorded in the Hazardous Substances Register and the SDS recorded in the Safety Data Sheets (SDS) Register.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		

3.2.11. Soil Contamination

Control Measure	Responsibility	Timing / Frequency
Potential Impact: Spillage and leaking of hazardous material into the soil		
Regular maintenance will be undertaken on all machinery and transport vehicles to ensure there are no fuel or oil spills or leaks.	Site Supervisor	Ongoing during project
Only trained workers will handle hazardous materials.	Site Supervisor	Ongoing during project
All materials will be labelled and stored in a lock-up with an impervious floor.	Site Supervisor	Ongoing during project
Safety Data Sheets (SDS) for all hazardous materials will be kept on site.	Site Supervisor	Ongoing during project
All site workers will be trained in spill management.	Site Supervisor	Ongoing during project
modify / insert / delete impacts and controls as required		



3.3. Environmental Control Plan

The key features of the environmental management for this project site are summarised graphically in the following environmental control plan.

Insert environmental control plan.

GUIDANCE NOTE

Environmental control plans are a useful on-site reference tool. Environmental control plans can be in the form of a map, image or sketch. They would typically include the location of the following:

- environmentally sensitive areas on and adjacent to the site
- waterways and drains
- erosion and sediment controls
- work areas, machinery or vehicle parking, waste management areas, fuel and chemical stores
- vegetation requiring protection
- traffic management
- monitoring locations

3.4. Environmental Schedules

This EMP refers to a number of environmental schedules comprising forms, registers and checklists. They are listed below and included in **Attachment 2**.

1. Site Environmental Induction Register
2. Site Environmental Inspection Checklist
3. Environmental Complaint Form
4. Non-Conformance Report Form
5. Hazardous Substances Register
6. Safety Data Sheets (SDS) Register
7. Waste Register

GUIDANCE NOTE

Environmental management schedules are copies of forms, registers and checklists used during a project's day-to-day environmental management. The number and type of schedules will be determined by the scale and environmental sensitivity of the project.

Included in this section are typical schedules required for most projects. Delete or add any schedules relevant for your project.



4. MONITOR AND REVIEW

4.1. Environmental Monitoring

Searles Transport Pty Ltd will monitor the environmental controls listed in **Section 3.2** through regular site environmental inspections.

Site environmental inspections will be undertaken on a **insert frequency of inspections applicable to monitoring requirements and project duration** and will be recorded by the Site Supervisor on the Site Inspection Checklist (see **Attachment 2**).

GUIDANCE NOTE

Monitoring checklists can be set up according to when the activities need to be done ie daily, weekly, monthly or after rain. You can design a checklist for each of these different time intervals, and only include the activities to be carried out at that time. For example, you may have a daily checklist, weekly checklist and so on. Alternatively, you could use a single checklist like the one included in Attachment 2 that includes all the monitoring activities, and make a new copy for each time the checklist is used.

4.2. Environmental Auditing

Planned and documented audits aimed at evaluating the environmental conformance of the project will be carried out by Searles Transport Pty Ltd. Any deficiencies identified during the audits shall be documented and actioned in accordance with Searles Transport Pty Ltd corrective action process (see **Section 4.5**).

GUIDANCE NOTE

The audit program should determine whether or not the EMP has been properly implemented and maintained and provides information for the EMP review (see Section 4.6). The audit program and procedures may cover both internal and external auditing requirements. The need for external audits would be determined by the size and complexity of the project. The frequency of audits should reflect the level of significance of environmental impacts and the results of previous audits. An example of a project audit plan has been included as Table 4.1.

The audits to be carried out and their frequency are listed in **Table 4.1**.



Table 4.1 Project Audit Plan

Audit Type	Frequency	Record	Auditor
Environmental Management Plan	Half way through the project duration	Audit Report	Project Manager / External Auditor
Sub-contractor Environmental Performance Audit	Half way through the project duration	Audit Report	Project Manager / External Auditor
Site Inspection	daily / weekly / monthly	Site Environmental Inspection Checklist	Site Supervisor

4.3. Communication

To minimise impacts on the public by the project, residents and adjacent property owners will be notified in writing before the works commence and at appropriate stages during the project. The letter will contain details of the intended work, the duration of the activities, information regarding any access interruptions and details of whom to contact with questions regarding the work. The Project Manager will seek permission if there is any need to access private property.

Project Signage will be erected at the site.

Searles Transport Pty Ltd will undertake external and on-site communication in case of environmental incidents and emergencies, including communication with subcontractors. External communication will include informing nearby residents of proposed work, incidents and emergencies and contacting regulatory agencies if required.

4.4. Complaints

Community groups, clients, interested parties, etc may advise of practices, activities and processes that are related to the environment by a variety of methods. These may include a non-conformance report, fax/letter, telephone complaint, newspaper/magazine report and verbal protest.

On receipt of a complaint, the person receiving the complaint will notify the Project Manager and the complaint will be recorded using the *Environmental Complaint Form* (see **Attachment 2**). The Project Manager will follow up the complaint and take corrective action as required.

4.5. Corrective Action

A non-conformance occurs when a procedure or environmental control is not followed, or does not perform as required by this EMP. Searles Transport Pty Ltd will monitor non-conformances to the EMP and initiate corrective and preventive action where required. All non-conformances will be recorded on the *Non-Conformance Report Form* (see **Attachment 2**).



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Searles Transport Pty Ltd will undertake corrective action in case of incidents that have an environmental impact or works not carried out according to the required standard. Procedures for identifying corrective action include:

- an EMP review;
- investigation into the causes of incidents and recording of the results; and
- evaluating further environmental risks.

4.6. Environmental Management Plan Review

This EMP will be reviewed by the Project Manager as required to ensure its continuing suitability and to ensure it is conforming to the EMP's environmental objectives and legal requirements. Reviews will be undertaken as necessary as a result of any of the following:

- when there is a change in the scope of the project that requires a change in environmental controls;
- when there is a need to improve performance in an area of environmental impact;
- at the completion of environmental audits as required;
- as a result of changes in environmental legislation applicable and relevant to the project; and
- as required by **insert client or principal contractor name**.

Reasons for making changes to the EMP will be documented. A copy of the original EMP document will be kept for the project records.

The Project Manager is authorised to change and re-issue the EMP. The Site Supervisor is to be informed of any changes made by the Project Manager.

The Site Supervisor is responsible for ensuring the work crew are complying with the current EMP, and for informing the work crew of any changes. The Site Supervisor is responsible for ensuring the workers are aware of changes before starting any works.



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ATTACHMENT 1: ENVIRONMENTAL LICENCES, PERMITS AND APPROVALS



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ATTACHMENT 2: ENVIRONMENTAL SCHEDULES

1. Site Environmental Induction Register
2. Site Environmental Inspection Checklist
3. Environmental Complaint Form
4. Non-Conformance Report Form
5. Hazardous Substances Register
6. Safety Data Sheets (SDS) Register
7. Waste Register



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SITE ENVIRONMENTAL INDUCTION REGISTER

Record of persons receiving environmental induction for this site

Project Name: _____ Date: _____

Address: _____

Name of Inductor: _____ Telephone: _____

Topics Covered: _____

I have attended this induction and have read and understood the environmental rules of this site and EMP.

Date	Worker Name	Induction Number (e.g. general induction card, license)	Worker Signature	Supervisor

Trainer Sign off

Signed: _____ Date: _____



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SITE ENVIRONMENTAL INSPECTION CHECKLIST

PROJECT DETAILS

Project Name: _____

Contact Name: _____ Telephone: _____

Email: _____ Date: _____

ENVIRONMENTAL ISSUES

Erosion and Sediment Control	Yes	No	N/A	Comments
Has an erosion and sediment control plan been created.				
Are sediment and control measures in place for construction works e.g. sediment traps, sediment fences etc.				
Are these being maintained and kept in correct working order.				
Have materials been contained or placed in designated areas to be away from stormwater drains/runoff.				
Are designated washout areas in place away from storm water drains.				
Is relevant protection in place surrounding flora to stop any damage.				
Is the site maintained and cleared away daily of all soil, earth, mud, clay and concrete waste that may cause an environmental issue.				
Waste Management	Yes	No	N/A	Comments
Has a Waste Management Plan been created and implemented.				
Have stock piles or designated waste areas been created.				
Is the waste being stored in such an area as not to pollute or contaminate stormwater drains.				
Have excess materials been recycled, reused or returned.				
Hazardous Materials	Yes	No	N/A	Comments
Are spill kits available and held on site.				
Are spills attended to and cleaned up immediately.				
Are procedures in place noting the correct methods for removing Asbestos.				



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Is there a designated storage area for hazardous materials where leaks can't flow to open ground or drains.				
Are all hazardous material containers sealed properly and no leaks evident.				
Are Safety Data Sheet (SDS) on site for all hazardous materials				
Air Quality	Yes	No	N/A	Comments
Does all plant and equipment comply with the relevant codes and emission standards for air quality				
Noise Management	Yes	No	N/A	Comments
Are procedures in place to minimise noise to workers, site and surrounding areas.				
Does all plant and equipment comply with the relevant codes, guidelines and standards for noise control				

Company Representative Name: _____

Company Representative Signature: _____

Date: _____



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ENVIRONMENTAL COMPLAINT FORM

Project Name: _____ EC Number: _____
 Address: _____ Date: _____
 EC issued to: _____ EC issued by: _____

ENVIRONMENTAL COMPLAINT DETAILS			
Environmental Incident			
<input type="checkbox"/> Pollution	<input type="checkbox"/> Potential pollution		
<input type="checkbox"/> Other: _____			
DETAILS OF COMPLAINT			
Name: _____		Address: _____	
Position: _____		Contact No _____	
NATURE OF COMPLAINT			
<input type="checkbox"/> Dust	<input type="checkbox"/> Vibration		
<input type="checkbox"/> Noise	<input type="checkbox"/> Soil contamination		
<input type="checkbox"/> Water	<input type="checkbox"/> Plant/machinery		
<input type="checkbox"/> Pollution	<input type="checkbox"/> Waste		
<input type="checkbox"/> Flora/fauna	<input type="checkbox"/> Erosion and sediment controls		
<input type="checkbox"/> Heritage	<input type="checkbox"/> Other: _____		
INCIDENT DETAILS			
Location of incident: _____		Time: _____	
		Date: _____	
Description: _____			
Conditions of site when complaint occurred: _____			
Corrective or preventive action to be taken to fix the complaint		Responsible person	Date to be completed by
_____		_____	_____
SIGN OFF			
Corrective or preventive action is complete and dealt with by the responsible person noted above			
Name: _____		Date: _____	
Signature: _____			
ProjectManager agrees corrective or preventative is complete			
Name: _____		Date: _____	
Signature: _____			



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NON-CONFORMANCE REPORT FORM

Project Name: _____ NCR Number: _____
 Address: _____ Date: _____
 NCR issued to: _____ NCR issued by: _____

NON CONFORMANCE DETAILS

Area of Non Conformance

<input type="checkbox"/> Site Establishment	<input type="checkbox"/> Work Health and Safety
<input type="checkbox"/> Works outlined in contract	<input type="checkbox"/> Environmental Management
<input type="checkbox"/> Supplier	<input type="checkbox"/> Quality Management
<input type="checkbox"/> Customer complaint	<input type="checkbox"/> Other:

Description of Non Conformance

Outline the evidence obtained for Non Conformance

Corrective or preventive action to be taken to fix the Non Conformance	Responsible person	Date to be completed by

Sign Off

Corrective or preventive action is complete and dealt with by the responsible person noted above

Name:		Date:	
Signature:			
Searles Transport Pty Ltd agrees corrective or preventative is complete			
Name:		Date:	
Signature:			



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HAZARDOUS SUBSTANCES REGISTER

Product Name	Location where Product is Used	Quantity	Clearly Labeled	SDS on Site		Action / Comments
			Yes / No	Yes / No	Date	
Barclay Street	Mt Coolon	4000Lts	Yes	Yes	15/1/23	

An SDS is a Safety Data Sheet – these are available from the substance manufacturer or the point of purchase. SDS must be on site together with the hazardous substance.

Action / Comments - note any particular safety controls required e.g. use, transport, PPE, first aid, storage, spill control and whether each substance is classified as hazardous (according to NOHSC) or dangerous goods for transportation (according to ADG code).

Searles Transport Pty Ltd Environmental Management Plan

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This is page 194 of the Agenda of Council's Ordinary Council Meeting - 8 February 2023

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This is page 195 of the Agenda of Council's Ordinary Council Meeting - 8 February 2023



WASTE REGISTER

Project Name:										
Address:										
Waste Material Type <small>e.g. soil, rock, vegetation etc.</small>	TOTAL amount <small>(m³ and/or tonnes)</small>	Date	On-site Re-use <small>(Specify amount re-use onsite and intended use)</small>		Off-site Re-use <small>(Specify contractor and recycler)</small>		Off-site Disposal			
			amount <small>(m3/tonnes)</small>	use/location	amount <small>(m3/tonnes)</small>	name of recycler	amount <small>(m3/tonnes)</small>	name of contractor	pick up time/date	destination
Excavation Material										
Bricks										
Concrete										
Roof Tiles										
Timber - Framing										
Plasterboard										



ATTACHMENT 3: ENVIRONMENTAL RISK ASSESSMENT

The Environmental Risk Rating of an identified impact is measured in terms of consequence (severity) and likelihood (probability) of the event happening.

Risk Assessment Table

Consequence or Impact of Hazard	Risk Level	A	P	U	Likelihood/Probability	Risk Rating
H - Significant detrimental environmental impact, potential death, permanent or long term disability or illness,	H = High	1	1	2	A = Almost certain could happen at any time	1 = Immediate action is required
M - Short term environmental impact, potential temporary disability or illness requiring medical attention	M = Medium	1	2	3	P = Possible risk could happen occasionally	2 = Control the risks/ hazards a.s.a.p.
L - Minimal environmental impact, potential minor injury requiring first aid	L = Low	2	3	3	U = Unlikely may happen rarely	3 = Control risks with routine procedures

Risk Control

Eliminate – ‘Design out’ the hazard when new materials, equipment and work systems are being purchased for the site;

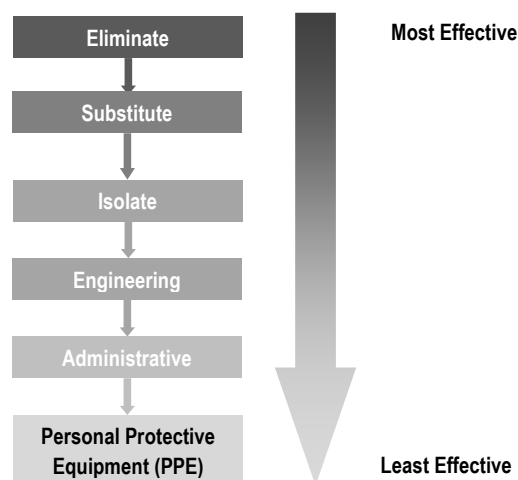
Substitute - Substitute less hazardous materials, equipment or substances;

Isolate – separate the environment/workers from hazards using barriers, enclosing noisy equipment;

Engineering – use engineering controls to reduce the risks. Make sure that appropriate environmental controls are available and used correctly;

Administrative – Minimise the risk by adopting safe and environmentally appropriate working practices or providing appropriate training, instruction or information;

Personal Protective Equipment – Make sure that appropriate PPE is available and used correctly.



RA6-N



SARA Reference: 2209-30967 SRA
Council Reference: 20220736
Applicant Reference: 2022WRC115

9 November 2022

Chief Executive Officer
Whitsunday Regional Council
PO Box 104
PROSERPINE QLD 4800
info@whitsundayrc.qld.gov.au

Attention: J McEvoy-Bowe

Dear Sir/Madam

SARA Response—Barclay Street, Mount Coolon—Lot 210 on MPH20088

(Referral agency response given under section 56 of the *Planning Act 2016*)

The development application described below was confirmed as properly referred by the State Assessment and Referral Agency (SARA) on 20 October 2022.

Response

Outcome:	Referral Agency Response – with Conditions
Date of Response:	9 November 2022
Conditions:	The condition in Attachment 1 must be attached to any development approval.
Advice:	Advice to the applicant is in Attachment 2 .
Reasons:	The reasons for the referral agency response are in Attachment 3 .

Development Details

Description:	Development Permit Material Change of Use for Transport Depot
SARA Role:	Referral Agency
SARA Trigger:	Schedule 10, Part 9, Division 4, Subdivision 2, Table 4, Item 1 (10.9.4.2.4.1) of the Planning Regulation 2017 – Material change of use within 25 metres of a state-controlled road and within 100 metres of a state-controlled road intersection

SARA Reference: 2209-30967 SRA

Assessment Manager: Whitsunday Regional Council

Street Address: Barclay Street, Mount Coolon

Real Property Description: Lot 210 on MPH20088

Applicant Name: Searles Investments (QLD) Pty Ltd
C/- Wynne Planning and Development Pty Ltd

Applicant Contact Details: Shop 5 Deickie Arcade
38 Main Street
PROSERPINE QLD 4800
kellianne@wynneplanninganddevelopment.com

State-Controlled Road Access Permit: This referral included an application for a road access location, under section 62A(2) of *Transport Infrastructure Act 1994*. Below are the details of the decision:

- Approved
- Reference: TMR22-037733
- Date: 3 November 2022

If you are seeking further information on the road access permit, please contact the Department of Transport and Main Roads at mackay.whitsunday.idas@tmr.qld.gov.au.

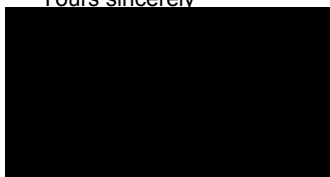
Representations

An applicant may make representations to a concurrence agency, at any time before the application is decided, about changing a matter in the referral agency response (s.30 Development Assessment Rules). Copies of the relevant provisions are in **Attachment 4**.

A copy of this response has been sent to the applicant for their information.

For further information please contact Cavannah Deller, A/ Senior Planning Officer, on 07 3244 9343 or via email MIWSARA@dsdilp.qld.gov.au who will be pleased to assist.

Yours sincerely



David Hooper
Manager



enc Attachment 1 – Referral Agency Condition
 Attachment 2 – Advice to the Applicant
 Attachment 3 – Reasons for Referral Agency Response
 Attachment 4 – Representations about a Referral Agency Response Provisions
 Attachment 5 – Approved Plan

Attachment 1—Referral Agency Condition

(Under section 56(1)(b)(i) of the *Planning Act 2016* the following condition must be attached to any development approval relating to this application) (A copy of the plan referenced below is found at Attachment 5)

No.	Condition	Condition Timing
10.9.4.2.4.1—Material change of use within 25 metres of a state-controlled road and within 100 metres of a state-controlled road intersection—The chief executive administering the <i>Planning Act 2016</i> nominates the Director-General of the Department of Transport and Main Roads to be the enforcement authority for the development to which this development approval relates for the administration and enforcement of any matter relating to the following condition(s):		
1.	The road access location is to be located generally in accordance with Site Plan prepared by Wynne Planning and Development Pty Ltd, dated 23/08/2022, file reference Searles and sheet no. 1/1 (as amended in red by SARA on 9 November 2022).	At all times

Attachment 2—Advice to the Applicant

General Advice	
1.	Terms and phrases used in this document are defined in the <i>Planning Act 2016</i> , its regulation or the State Development Assessment Provisions (SDAP) version 3.0. If a word remains undefined it has its ordinary meaning.

Attachment 3—Reasons for Referral Agency Response

(Given under section 56(7) of the *Planning Act 2016*)

The reasons for SARA's decision are:

The development complies with State code 1: Development in a state-controlled road environment of SDAP. Specifically, the development:

- does not increase the likelihood or frequency of accidents, fatalities or serious injury for users of a state-controlled road
- does not adversely impact the structural integrity or physical condition of state-controlled roads or road transport infrastructure
- does not adversely impact the function and efficiency of state-controlled roads or future state-controlled roads
- does not adversely impact the state's ability to plan, construct, maintain, upgrade or operate state-controlled roads, future state-controlled roads or road transport infrastructure
- does not significantly increase the cost to the state to plan, construct, upgrade or maintain state-controlled roads, future state-controlled roads or road transport infrastructure
- does not adversely impact the state's ability to operate public passenger services on state-controlled roads.

Material used in the assessment of the application:

- the development application material and submitted plans
- *Planning Act 2016*
- Planning Regulation 2017
- SDAP (version 3.0), as published by SARA
- Development Assessment Rules
- SARA DA Mapping system
- *Human Rights Act 2019*.

Attachment 4—Representations about a Referral Agency Response Provisions

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Attachment 5—Approved Plan

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Our ref TMR22-037733
Your ref 2022WRC115
Enquiries Vickie Wood



3 November 2022

Department of
Transport and Main Roads

Decision Notice – Permitted Road Access Location (s62(1) *Transport Infrastructure Act 1994*)

This is not an authorisation to commence work on a state-controlled road¹

Development application reference number 20220736, lodged with Whitsunday Regional Council involves constructing or changing a vehicular access between Lot 210MPH20088 the land the subject of the application, and Barclay Street (Bowen Developmental Road 88B) (a state-controlled road).

In accordance with section 62A(2) of the *Transport Infrastructure Act 1994* (TIA), this development application is also taken to be an application for a decision under section 62(1) of TIA.

Applicant Details

Name and address Searles Investments (QLD) Pty Ltd
Shop 5 Deickie Arcade 38 Main Street
PROSERPINE QLD 4800

Application Details

Address of Property Barclay Street, Mount Coolon QLD 4804
Real Property Description 210MPH20088
Aspect/s of Development Development Permit for Material Change of Use for Transport Depot

Decision (given under section 67 of TIA)

It has been decided to approve the application, subject to the following conditions:

No.	Conditions of Approval	Condition Timing
1	The Barclay Street road access location, is to be located at the existing access, generally in accordance with Site Plan Lot 210 on MPH20088 Searles Transport Depot, prepared by Wynne Planning & Development, dated 23/08/2022, [as amended in red].	At all times.

¹ Please refer to the further approvals required under the heading 'Further approvals'

Reasons for the decision

The reasons for this decision are as follows:

- a) The use of the existing access on Barclay Street by vehicles up to 19m semi-trailers will not significantly impact the safety and efficiency and function of Barclay Street.
- b) The existing access is of a sufficient standard to enable use for vehicles up to 19m semi-trailers as proposed.

Please refer to **Attachment A** for the findings on material questions of fact and the evidence or other material on which those findings were based.

Information about the Decision required to be given under section 67(2) of TIA

1. There is no guarantee of the continuation of road access arrangements, as this depends on future traffic safety and efficiency circumstances.
2. In accordance with section 70 of the TIA, the applicant for the planning application is bound by this decision. A copy of section 70 is attached as **Attachment B**, as required, for information.

Further information about the decision

1. In accordance with section 67(7) of TIA, this decision notice:
 - a) starts to have effect when the development approval has effect; and
 - b) stops having effect if the development approval lapses or is cancelled; and
 - c) replaces any earlier decision made under section 62(1) in relation to the land.
2. In accordance with section 485 of the TIA and section 31 of the *Transport Planning and Coordination Act 1994* (TPCA), a person whose interests are affected by this decision may apply for a review of this decision only within 28 days after notice of the decision was given under the TIA. A copy of the review provisions under TIA and TPCA are attached in **Attachment C** for information.
3. In accordance with section 485B of the TIA and section 35 of TPCA a person may appeal against a reviewed decision. The person must have applied to have the decision reviewed before an appeal about the decision can be lodged in the Planning and Environment Court. A copy of the Appeal Provisions under TIA and TPCA is attached in **Attachment C** for information.

Further approvals

The Department of Transport and Main Roads also provides the following information in relation to this approval:

1. Road Access Works Approval Required – Written approval is required from the department to carry out road works that are road access works (including driveways) on a state-controlled road in accordance with section 33 of the TIA. This approval must be obtained prior to commencing any works on the state-controlled road. The approval process may require the approval of engineering designs of the proposed works, certified by a Registered Professional Engineer of Queensland (RPEQ). Please contact the department to make an application.

If further information about this approval or any other related query is required, Ms Vickie Wood, Senior Town Planner should be contacted by email at mackay.whitsunday.idas@tmr.qld.gov.au or on (07) 4951 8521.

Yours sincerely



for Pat Aprile
District Director

Attachments: Attachment A – Decision evidence and findings
Attachment B - Section 70 of TIA
Attachment C - Appeal Provisions
Attachment D - Permitted Road Access Location Plan

Attachment A

Decision Evidence and Findings

Findings on material questions of fact:

- It is proposed to use Lot 210 on MPH20088 (the development site) for the purposes of a Transport Depot, more specifically for the parking of up to 2 light vehicles and 2 trucks with a maximum size of 19m semi-trailers, for 4-6months of the year.
- The development site already accommodates a one-bedroom house and a 3 bedroom donga and it is proposed that the existing accommodation will be used by drivers.
- The development site is a corner allotment and has frontage to Barclay Street and Mine Street.
- Barclay Street is a State-controlled road (Bowen Developmental Road (88B)).
- It is proposed to use the existing access locations on Barclay Street and Mine Street for the Transport Depot.
- Barclay Street has an annual average traffic volume of 462 vehicles per day (53% heavy vehicles).
- The posted speed limit on Barclay Street past the access location is 80km/hr.
- The existing access between the development site and Barclay Street is as far from the Barclay Street / Mine Street intersection as possible.
- Desk top assessment indicates that visibility to and from the access location comfortably exceeds minimum sight distance requirements.
- The dual access arrangement (Barclay Street and Mine Street) allows for through movement of vehicles, minimizing the risk of queuing on Barclay Street.
- The width of the access and space in the state-controlled road corridor is sufficient to enable semi-trailers to move through the access.

Evidence or other material on which findings were based:

Title of Evidence / Material	Prepared by	Date	Reference no.	Version/Issue
Development Application for Development Permit for Material Change of Use – Transport Depot	Wynne Planning & Development	-	2022WRC115	-
Site Plan Lot 210 on MPH20088 Searles Transport Depot	Wynne Planning & Development	23/08/2022	-	-
Guide to Traffic Impact Assessment	Department of Transport and Main Roads	December 2018	-	-
Vehicular access to state-controlled roads policy (version 1.0).	DTMR	July 2019	-	Version 1.0

Attachment 13.3.2.6 SARA Response With Conditions

Management of access between adjacent land and state-controlled roads				
Road Planning and Design Manual	Department of Transport and Main Roads	July 2013	-	2 nd Edition
Digital Video Recording Viewer	DTMR	13/10/2017	-	5.0
eDAM Interactive Map	DTMR	Viewed 03/11/2022	-	-

Attachment B

Section 70 of TIA

Transport Infrastructure Act 1994

Chapter 6 Road transport infrastructure

Part 5 Management of State-controlled roads

70 Offences about road access locations and road access works, relating to decisions under s 62(1)

- (1) This section applies to a person who has been given notice under section 67 or 68 of a decision under section 62(1) about access between a State-controlled road and adjacent land.
- (2) A person to whom this section applies must not—
 - (a) obtain access between the land and the State-controlled road other than at a location at which access is permitted under the decision; or
 - (b) obtain access using road access works to which the decision applies, if the works do not comply with the decision and the noncompliance was within the person's control; or
 - (c) obtain any other access between the land and the road contrary to the decision; or
 - (d) use a road access location or road access works contrary to the decision; or
 - (e) contravene a condition stated in the decision; or
 - (f) permit another person to do a thing mentioned in paragraphs (a) to (e); or
 - (g) fail to remove road access works in accordance with the decision.

Maximum penalty—200 penalty units.

- (3) However, subsection (2)(g) does not apply to a person who is bound by the decision because of section 68.

Attachment C
Appeal Provisions

Transport Infrastructure Act 1994
Chapter 16 General provisions

485 Internal review of decisions

- (1) A person whose interests are affected by a decision described in schedule 3 (the **original decision**) may ask the chief executive to review the decision.
- (2) The person is entitled to receive a statement of reasons for the original decision whether or not the provision under which the decision is made requires that the person be given a statement of reasons for the decision.
- (3) The *Transport Planning and Coordination Act 1994*, part 5, division 2—
 - (a) applies to the review; and
 - (b) provides—
 - (i) for the procedure for applying for the review and the way it is to be carried out; and
 - (ii) that the person may apply to QCAT to have the original decision stayed.

485B Appeals against decisions

- (1) This section applies in relation to an original decision if a court (the appeal court) is stated in schedule 3 for the decision.
- (2) If the reviewed decision is not the decision sought by the applicant for the review, the applicant may appeal against the reviewed decision to the appeal court.
- (3) The *Transport Planning and Coordination Act 1994*, part 5, division 3—
 - (a) applies to the appeal; and
 - (b) provides—
 - (i) for the procedure for the appeal and the way it is to be disposed of; and
 - (ii) that the person may apply to the appeal court to have the original decision stayed.
- (4) Subsection (5) applies if—
 - (a) a person appeals to the Planning and Environment Court against a decision under section 62(1) on a planning application that is taken, under section 62A(2), to also be an application for a decision under section 62(1); and
 - (b) a person appeals to the Planning and Environment Court against a decision under the Planning Act on the planning application.

- (5) The court may order—
 - (a) the appeals to be heard together or 1 immediately after the other; or
 - (b) 1 appeal to be stayed until the other is decided.
- (6) Subsection (5) applies even if all or any of the parties to the appeals are not the same.
- (7) In this section—

original decision means a decision described in schedule 3.

reviewed decision means the chief executive's decision on a review under section 485.

31 Applying for review

- (1) A person may apply for a review of an original decision only within 28 days after notice of the original decision was given to the person under the transport Act.
- (2) However, if—
 - (a) the notice did not state the reasons for the original decision; and
 - (b) the person asked for a statement of the reasons within the 28 days mentioned in subsection (1)the person may apply within 28 days after the person is given the statement of the reasons.
- (3) In addition, the chief executive may extend the period for applying.
- (4) An application must be written and state in detail the grounds on which the person wants the original decision to be reviewed.

32 Stay of operation of original decision

- (1) If a person applies for review of an original decision, the person may immediately apply for a stay of the decision to the relevant entity.
- (2) The relevant entity may stay the original decision to secure the effectiveness of the review and any later appeal to or review by the relevant entity.
- (3) In setting the time for hearing the application, the relevant entity must allow at least 3 business days between the day the application is filed with it and the hearing day.
- (4) The chief executive is a party to the application.
- (5) The person must serve a copy of the application showing the time and place of the hearing and any document filed in the relevant entity with it on the chief executive at least 2 business days before the hearing.
- (6) The stay—
 - (a) may be given on conditions the relevant entity considers appropriate; and
 - (b) operates for the period specified by the relevant entity; and
 - (c) may be revoked or amended by the relevant entity.
- (7) The period of a stay under this section must not extend past the time when the chief executive reviews the original decision and any later period the relevant entity allows the applicant to enable the applicant to appeal against the decision or apply for a review of the decision as provided under the QCAT Act.
- (8) The making of an application does not affect the original decision, or the carrying out of the original decision, unless it is stayed.

(9) In this section—

relevant entity means—

- (a) if the reviewed decision may be reviewed by QCAT—QCAT; or
- (b) if the reviewed decision may be appealed to the appeal court—the appeal court.

35 Time for making appeals

(1) A person may appeal against a reviewed decision only within—

- (a) if a decision notice is given to the person—28 days after the notice was given to the person; or
- (b) if the chief executive is taken to have confirmed the decision under section 34(5)—56 days after the application was made.

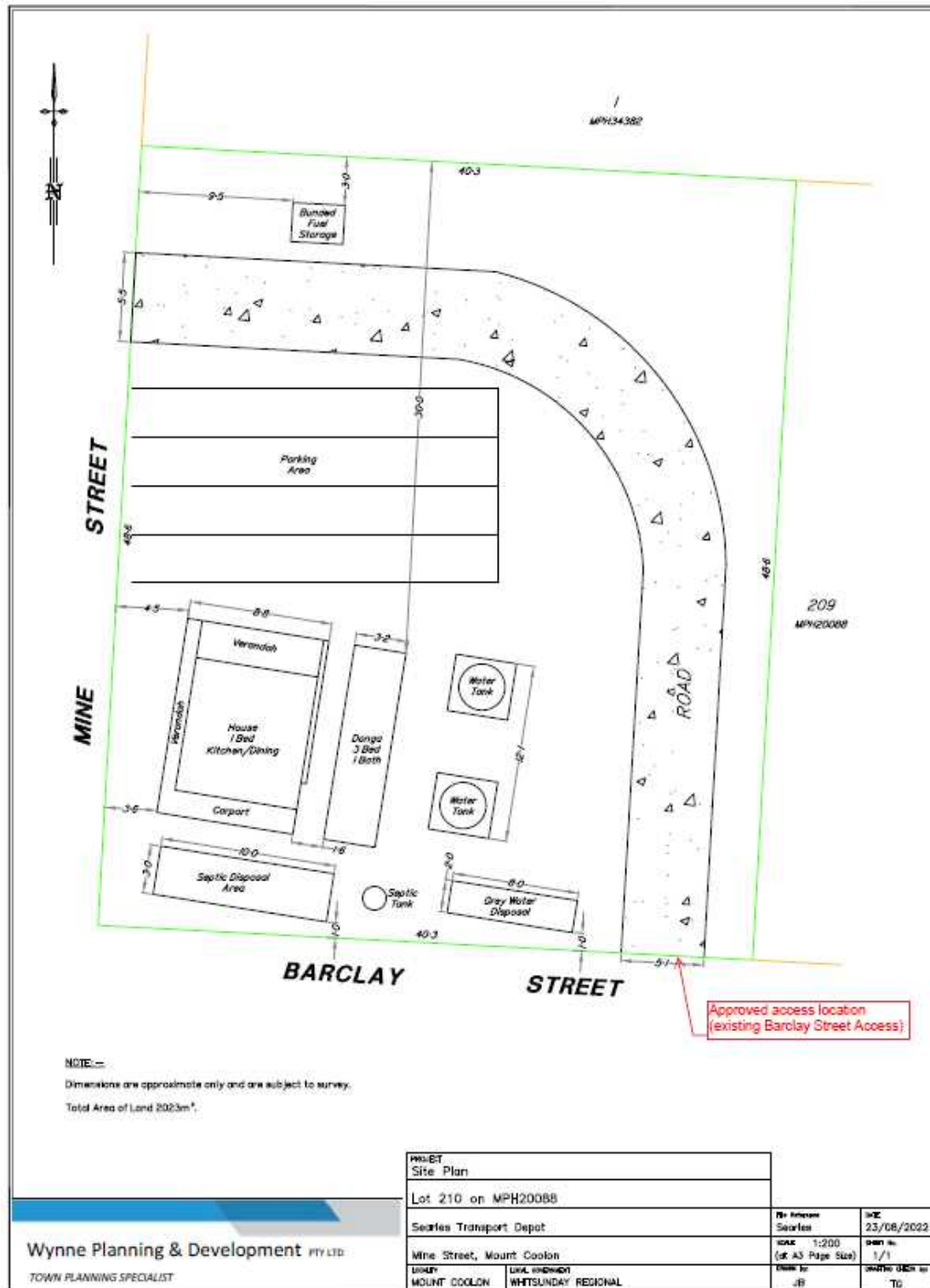
(2) However, if—

- (a) the decision notice did not state the reasons for the decision; and
- (b) the person asked for a statement of the reasons within the 28 days mentioned in subsection (1)(a);

the person may apply within 28 days after the person is given a statement of the reasons.

(3) Also, the appeal court may extend the period for appealing.

ATTACHMENT D **Permitted Road Access Location Plan**



Development Assessment Rules—Representations about a referral agency response

The following provisions are those set out in sections 28 and 30 of the Development Assessment Rules¹ regarding **representations about a referral agency response**

Part 6: Changes to the application and referral agency responses

28 Concurrence agency changes its response or gives a late response

- 28.1. Despite part 2, a concurrence agency may, after its referral agency assessment period and any further period agreed ends, change its referral agency response or give a late referral agency response before the application is decided, subject to section 28.2 and 28.3.
- 28.2. A concurrence agency may change its referral agency response at any time before the application is decided if—
- (a) the change is in response to a change which the assessment manager is satisfied is a change under section 26.1; or
 - (b) the Minister has given the concurrence agency a direction under section 99 of the Act; or
 - (c) the applicant has given written agreement to the change to the referral agency response.²
- 28.3. A concurrence agency may give a late referral agency response before the application is decided, if the applicant has given written agreement to the late referral agency response.
- 28.4. If a concurrence agency proposes to change its referral agency response under section 28.2(a), the concurrence agency must—
- (a) give notice of its intention to change its referral agency response to the assessment manager and a copy to the applicant within 5 days of receiving notice of the change under section 25.1; and
 - (b) the concurrence agency has 10 days from the day of giving notice under paragraph (a), or a further period agreed between the applicant and the concurrence agency, to give an amended referral agency response to the assessment manager and a copy to the applicant.

¹ Pursuant to Section 68 of the *Planning Act 2016*

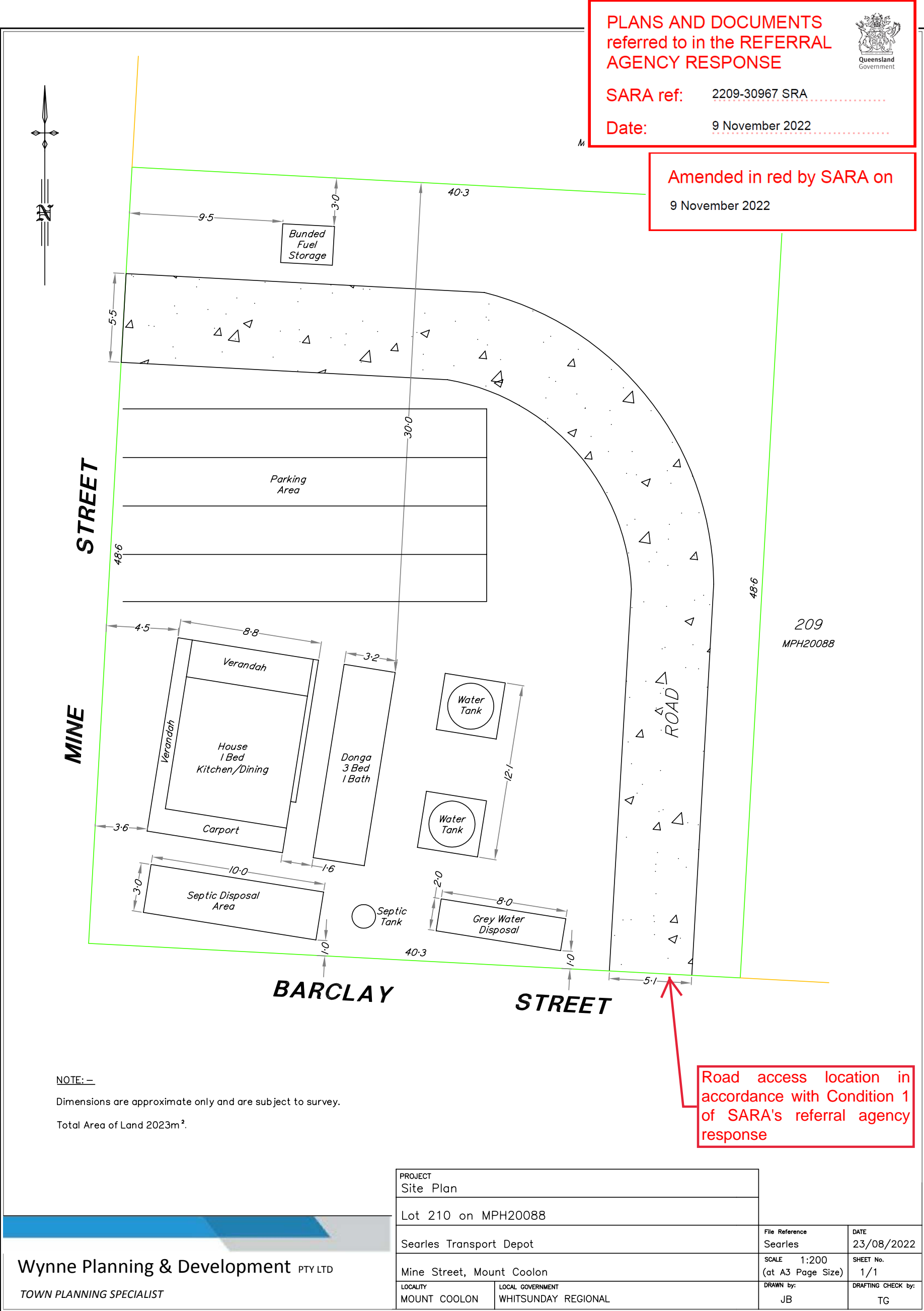
² In the instance an applicant has made representations to the concurrence agency under section 30, and the concurrence agency agrees to make the change included in the representations, section 28.2(c) is taken to have been satisfied.

Part 7: Miscellaneous

30 Representations about a referral agency response

30.1. An applicant may make representations to a concurrence agency at any time before the application is decided, about changing a matter in the referral agency response.³

³ An applicant may elect, under section 32, to stop the assessment manager's decision period in which to take this action. If a concurrence agency wishes to amend their response in relation to representations made under this section, they must do so in accordance with section 28.



13.3.3 - Development Services Monthly Report - December 2022 / January 2023

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: Jessica Yuskan - Administration Coordinator Development Services

AUTHORISING OFFICER: Neil McGaffin - Director Development Services

PRESENTED FOR: Information

ATTACHMENTS

1. Development Services Monthly Report December 2022 & January 2023 [13.3.3.1 - 16 pages]

PURPOSE

This report presents information relating to the operations of the Development Services Directorate for the month of December 2022 and January 2023.

OFFICER'S RECOMMENDATION

That Council receives the Development Services Monthly Report for December 2022 and January 2023.

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

All development activities have been undertaken within acceptable timeframes.

STRATEGIC IMPACTS

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.

FINANCIAL IMPLICATIONS

All operations have been managed within existing budget limitations.

This is page 218 of the Agenda of Council's Ordinary Council Meeting - 8 February 2023



CONSULTATION/ENGAGEMENT

Manager Strategic Planning
Manager Development Assessment
Team Leader Plumbing
Development Compliance Coordinator

RISK ASSESSMENT

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

TIMINGS/DEADLINES

The Development Services Monthly Report is generally submitted to the first Council Meeting in the month.

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.

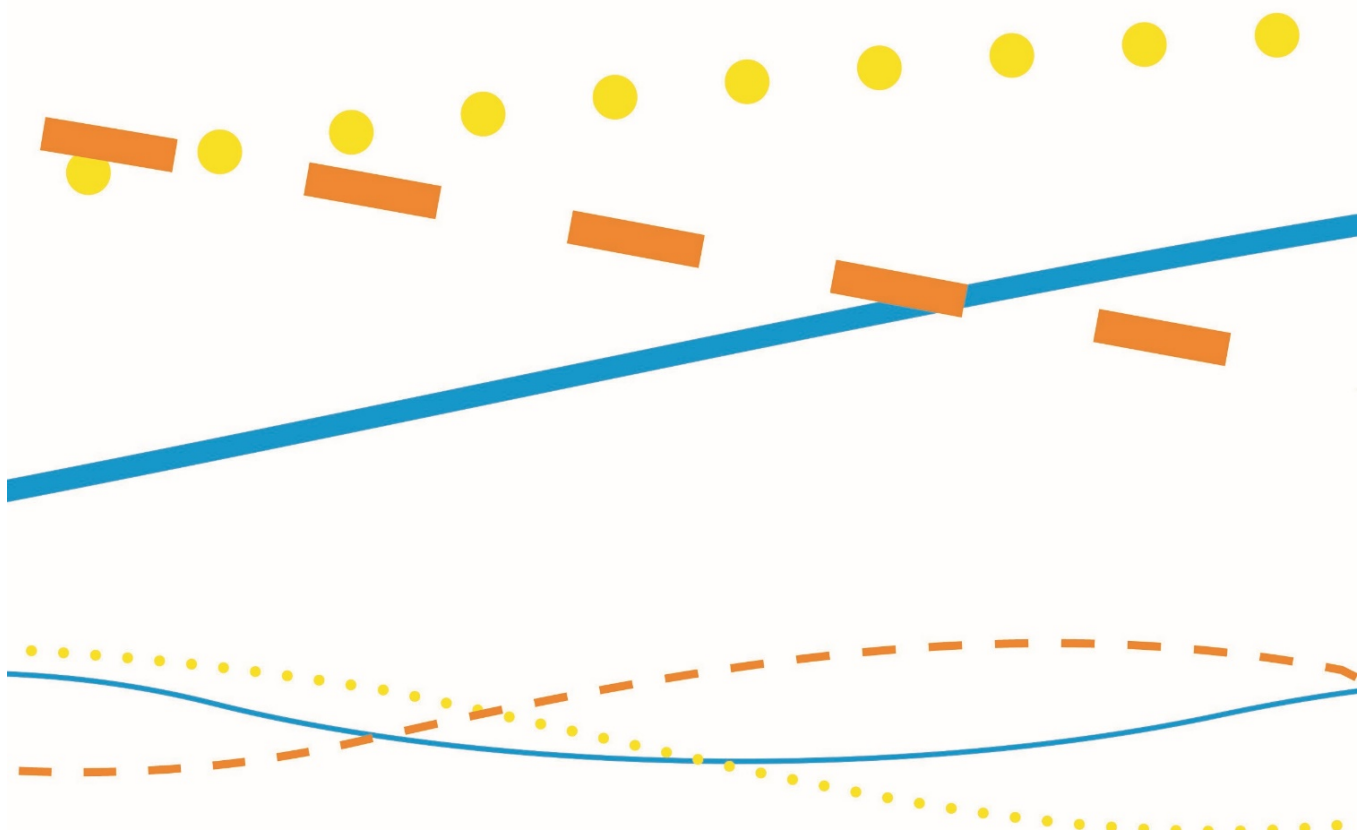
ALTERNATIVES CONSIDERED

N/A



Development Services Monthly Report

December 2022 & January 2023



Contents

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Development Assessment	5
Building	12
Plumbing	14
Development Compliance.....	16

Directors Report

STRATEGIC PLANNING

Council adopted the Open Space Strategy and the Planning Scheme Policy (Development Manual) Amendment, the Whitsunday Planning Scheme 2017 Version 3.9 has now been Gazetted and took effect on 20 January 2023.

Council has received an initial briefing on the Planning Scheme Major Amendment public consultation submission analysis. Further briefings are planned before the matter is presented to Council to determine the way forward. Council was also briefed on the Local Government Infrastructure Plan V2 Amendment (LGIP), the next step is to have the matter submitted to Council seeking the next step being a review by an independent third party before a State Interest Review leading to public consultation.

A review of the recent *Planning Regulation 2017* amendments for Rural Workers Accommodation, Classrooms, Battery Storage and Rooming Accommodation was also presented to Council.

DEVELOPMENT ASSESSMENT

December and January saw a fall in the number of development applications lodged, which is on trend with previous years as the industry slows during the Christmas/New Year break. Nonetheless several notable development applications have been lodged with Council which include the subdivision of 199 allotments and a retirement facility for 226 sites in Jubilee Pocket and the Operational Works for civil construction of additional stages at Airlie Summit.

On the ground the regions development sites have been quiet as the industry breaks over the Christmas/New Year period. During and following the significant rainfall event in mid-January inspections of the development sites have been conducted. In general, the sites handled the event as best as can be expected for a significantly above average rainfall event.

Plan sealing requests remain steady with stages of several estates completing construction, including Woodwork Rise and Hidden Valley. The plan sealing of these lots will bring additional supply of rural residential allotments to the region. Involvement in appeals before the Planning and Environment Court continued for the Daniels, Meridien and Whitsunday Lakes matters.

BUILDING

Building within the region remains strong with a focus on sheds, domestic houses and swimming pools. The number of applications lodged by Private Certifiers remain consistent with previous months and is expected to continue on a similar trajectory.

PLUMBING

The number of applications and inspections completed continue to reflect the Regions active building market. Plumbing permits issued were primarily residential builds with some commercial projects. The assessment of plumbing applications has been extended beyond the teams usually quick time frames due to the large amount of incomplete applications being submitted. Almost all plumbing applications received during the period were not properly made and required further documentation and investigation.

COMPLIANCE

Full review is underway of all existing building, plumbing and planning compliance matters with a priority on finalising all outstanding matters. Various advice letters were sent during the month for matters including unapproved buildings, unlawful swimming pools, unapproved home based businesses, alleged short term accommodation and residents living in sheds. Council should note that additional resources have now been allocated to compliance matters with a consequent increase in grievances expected.

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.

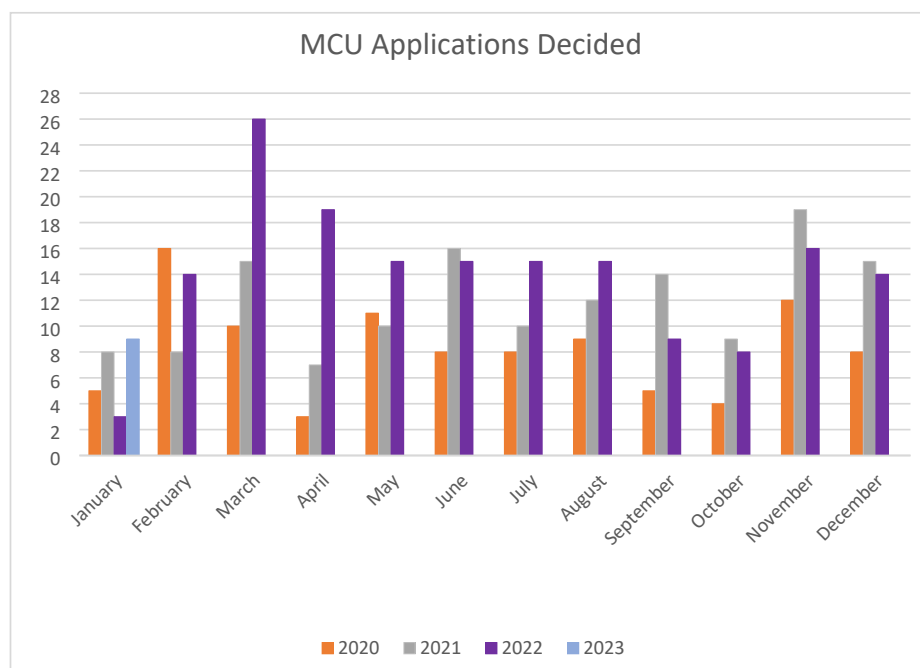
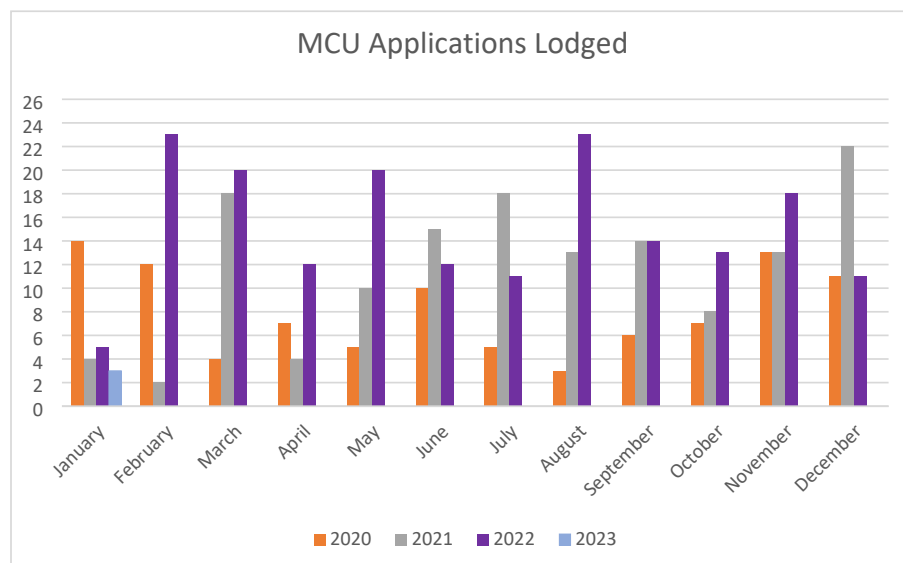
The Strategic Planning Branch is undertaking several projects, including;

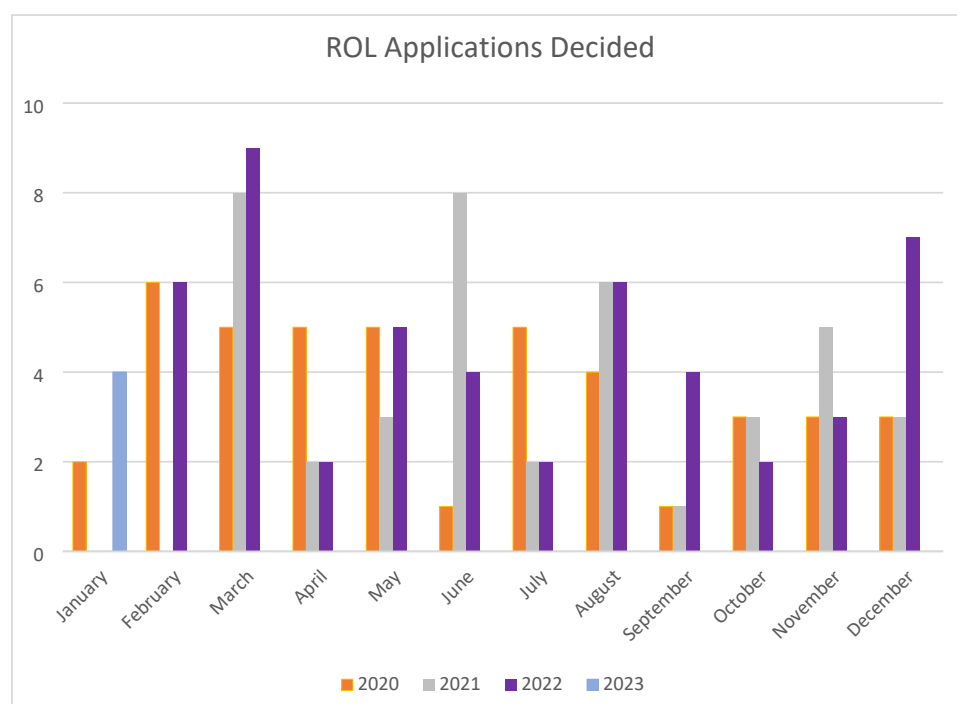
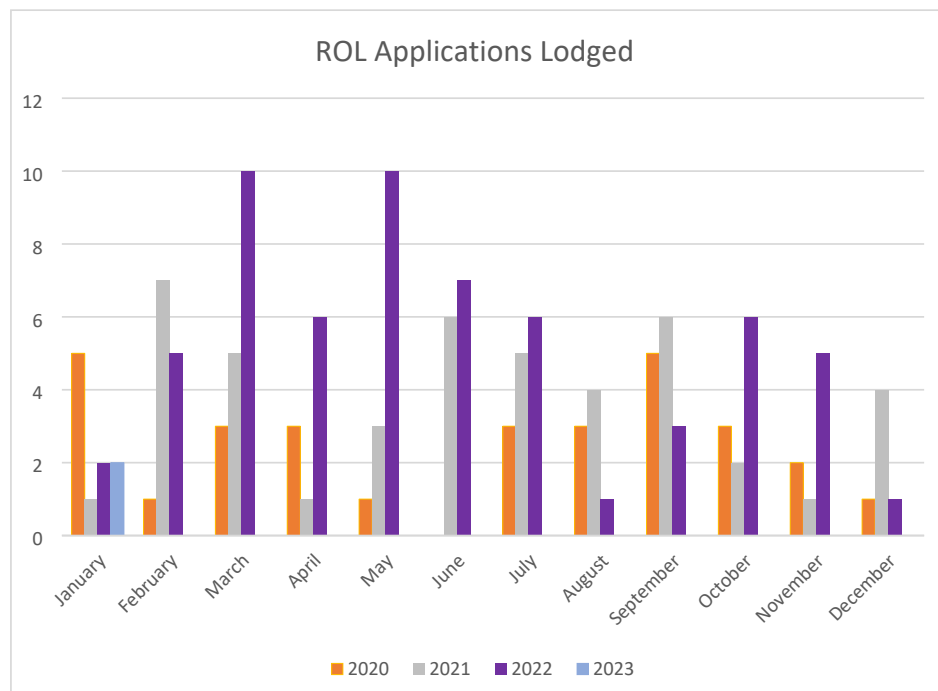
- Adopt the Planning Scheme Major Amendment V4.0 for final Ministerial approval;
- Adopt the Heritage Placecards Amendment;
- Adopt the Local Government Infrastructure Plan V2 Amendment for independent review;
- Local Heritage Policy Review;
- State approval of the Airlie Beach Land Management Plan;
- Implementation of Town Master Plan Projects;
- Research and preparation of a Proserpine Industrial Structure Plan;
- On-going Strategic Referrals for Development Assessment; and
- On-going assessment of Façade Improvement Policy Applications.

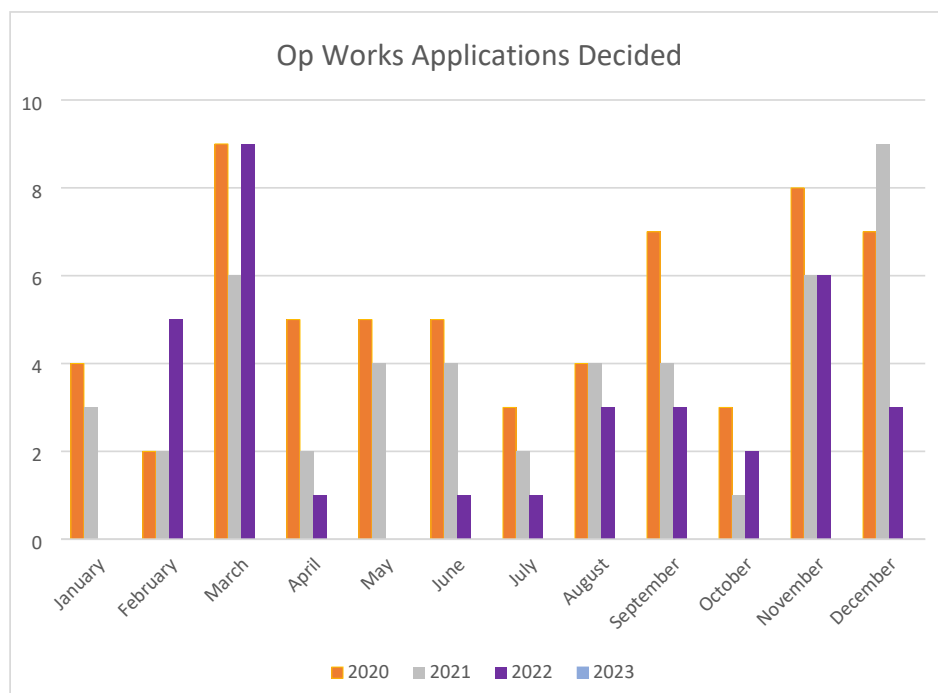
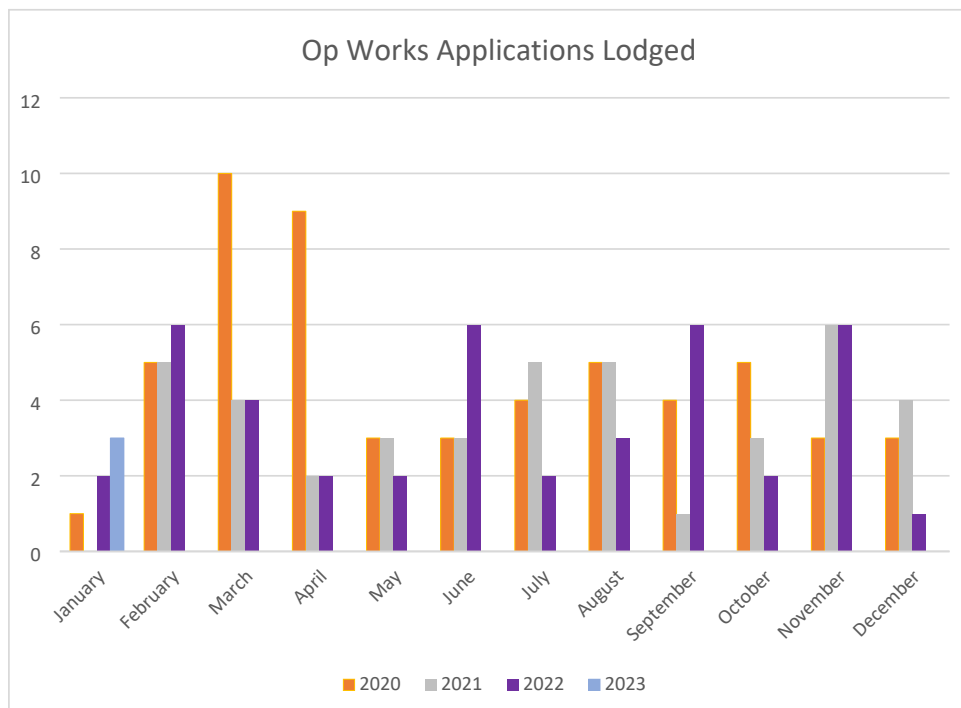
Development Assessment

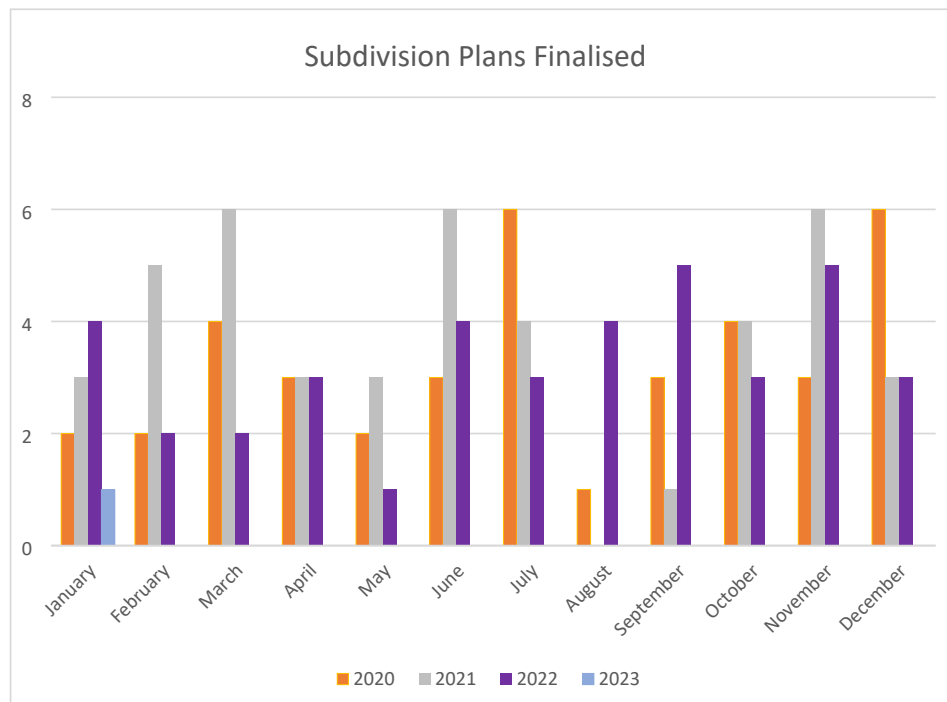
The Development Assessment Unit is responsible for assessing development applications, reviewing referrals for state land, environmental impact statements and other material for coordinated projects, activities, preparing planning and development certificates and inspecting developments for compliance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

Development Statistics – December 2022 & January 2023









Summary of Applications Approved Under Delegated Authority 1 December 22 – 25 January 23

Application #	Applicant & Location	Approval Details
20220078	Whitsunday Commercial Investments Pty Ltd As TTE 1-21 Central Avenue, Cannonvale	Development Permit for Operational Works – (Water & Sewerage Infrastructure)
20220909	S J Maharaj 11 Hill Crest Avenue, Airlie Beach	Development Permit for Material Change of Use – Short Term Accommodation
20220940	Bowen Property Holdings Pty Ltd As TTE 15 Gregory Street, Bowen	Development Permit for Operational Works – (Carpark Extension)
20220971	B P & L A Rogers 5 Crofton Street, Bowen	Development Permit for Material Change of Use – Dwelling House
20000379	Elvin Resources Pty Ltd 2579 Shute Harbour Road, Jubilee Pocket	Development Permit for Material Change of Use – Extension to Dive Centre & Reconfiguration of a Lot – Amalgamation of Two (2) Lots into One (1) Lot
20200979	Parkjade Investments Pty Ltd 2623 Shute Harbour Road, Mandalay	Development Permit for Material Change of Use – Child Care Centre
20220949	J D Finlay 53 Orchid Road, Cannon Valley	Development Permit for Operational Works – (Driveway Access, Stormwater, Erosion & Sediment Control)
20220989	L D & S J Wood 20 Staniland Drive, Strathdickie	Development Permit for Reconfiguration of a Lot – One (1) Lot into Two (2) Lots
20221135	Our Family Pty Ltd As TTE 99 Faust Street, Proserpine	Development Permit for Operational Works – (Driveway Access, Erosion & Sediment Control & Water & Sewerage Infrastructure)
20210525	MJG 23 Ltd As TTE 12 Waterson Way, Airlie Beach	Development Permit for Material Change of Use – Short Term Accommodation
20210872	Whitsunday Regional Council 66 Station Road, Andromache	Development Permit for Material Change of Use – Tourist Park & Nature Based Tourism
20211136	Whitsunday Sailing Club Limited 6-12 The Beacons Road, Airlie Beach	Development Permit for Material Change of Use – Parking Station & Development Permit for Reconfiguration of a Lot (1 into 2)
20220014	A E Meretz 10 Nara Avenue, Airlie Beach	Development Permit for Material Change of Use – Short Term Accommodation
20220646	Panebianco Holdings Pty Ltd As TTE 184 Main Street, Proserpine	Development Permit for Material Change of Use – Outdoor Sales (Car Hire Service)
20220686	L E Shead 171 Wrights Road, Strathdickie	Development Permit for Reconfiguration of a Lot – One (1) Lot into Four (4) Lots & Access Easement

20220710	S A Annand 162 Richmond Road, Bowen	Development Permit for Reconfiguration of a Lot - Access Easement
20220808	S N Byrne 223 Mandalay Road, Mandalay	Development Permit for Material Change of Use – Short Term Accommodation
20220809	M P Coughlan 4 Hillcrest Avenue, Airlie Beach	Development Permit for Material Change of Use – Short Term Accommodation
20220817	M N Chieu 34 Seaview Drive, Airlie Beach	Development Permit for Material Change of Use – Short Term Accommodation
20141015	Hamilton Islands Enterprises Limited Hamilton Island, Whitsundays	Development Permit for Material Change of Use – New Dwelling & Swimming Pool
20200071	YPG Industries Pty Ltd As TTE 1 Carlo Drive, Cannonvale	Development Permit for Material Change of Use – Community Use – Healthcare Services, Food & Drink Outlet & Office
20220324	Whitsunday Commercial Centre Pty Ltd 1-21 Central Avenue, Cannonvale	Minor Change to Development Permit for Reconfiguration of a Lot – One (1) Lot into Three (3) Lots
20220440	H E Gemenis 18 Moon Crescent, Sugarloaf	Development Permit for Reconfiguration of a Lot – One (1) Lot into Four (4) Lots
20220445	C L Collins 23A Braithwaite Court, Woodwark	Development Permit for Reconfiguration of a Lot – One (1) Lot into Two (2) Lots & Access Easement
20220816	D P & S Armitage 1018 & 1016 Gregory Cannon Valley Road, Strathdickie	Development Permit for Reconfiguration of a Lot – Two (2) Lots into Five (5) Lots & Access easement (New Road)
20220961	R A Rowe 44 Stuart Tooth Drive, Bowen	Development Permit for Material Change of Use – Dwelling House (Carport)
20150770	Tableware Pty Ltd Seaview Drive, Airlie Beach & Kara Crescent, Airlie Beach	Development Permit for Reconfiguration of a Lot – Multiple Dwelling Units
20220780	D C Flood 9 Chapman Street, Proserpine	Development Permit for Material Change of Use – Short Term Accommodation (8 Rooming Units)
20220937	M Akkawi 29 The Beacons Road, Airlie Beach	Development Permit for Material Change of Use – Dwelling House (Over-height)
20221164	Whitsunday Islands Spirit House 7 William Murray Drive, Cannonvale	Accepted Development - Craft Distillery
20200001	Dankav Pty Ltd Hamilton Islands, Whitsundays	Development Permit for Material Change of Use – Dwelling House (Extension)
20220564	Optus Mobile Pty Ltd 2489 Shute Harbour Road, Jubilee Pocket	Development Permit for Preliminary Approval & Development Permit for Material Change of Use – Telecommunications Tower

20220690	Outfishin Pty Ltd 47-49 West Street, Bowen	Development Permit for Reconfiguration of a Lot - Two (2) Lots into Two (2) Lots (Boundary Realignment)
20220925	B K Smith & K B Wilson 50 Whitsunday Street, Queens Beach	Development Permit for Material Change of Use – Dwelling House (Shed)
20221096	R Lisiewicz 302 Sugarloaf Road, Riordanvale	Development Permit for Reconfiguration of a Lot – One (1) Lot into Two (2) Lots & Access Easement
20221024	K J & J C Adams 122A Mandalay Road, Mandalay	Development Permit for Material Change of Use – Short Term Accommodation
20230041	Development Planning & Approvals 18 McIntosh Drive, Cannonvale	Accepted Development Permit - Warehouse

Summary of Applications Approved By Council 1 December 22 – 25 January 23

Application #	Applicant & Location	Approval Details
20220710	S A Annand 162 Richmond Road, Bowen	Development Permit for Reconfiguration of a Lot – Access Easement
20220809	M P Coughlan 4 Hill Crest Avenue, Airlie Beach	Development Permit for Material Change of Use – Short Term Accommodation
20220817	M N Chieu 32 Seaview Drive, Airlie Beach	Development Permit for Material Change of Use – Short Term Accommodation
20220808	S N Byrne 332 Mandalay Road, Mandalay	Development Permit for Material Change of Use – Short Term Accommodation
20211136	Whitsunday Sailing Club Limited 6-12 The Beacons Road, Airlie Beach	Development Permit for Material Change of Use – Parking Station & Reconfiguration of a Lot One (1) into Two (2)

Summary of Applications Tabled By Council 1 December 22 – 25 January 23

Application #	Applicant & Location	Approval Details
20211031	Chapman Group Enterprises Pty Ltd 144-146 Main Street, Proserpine	Development Permit for Material Change of Use – Carwash & Outdoor Sales

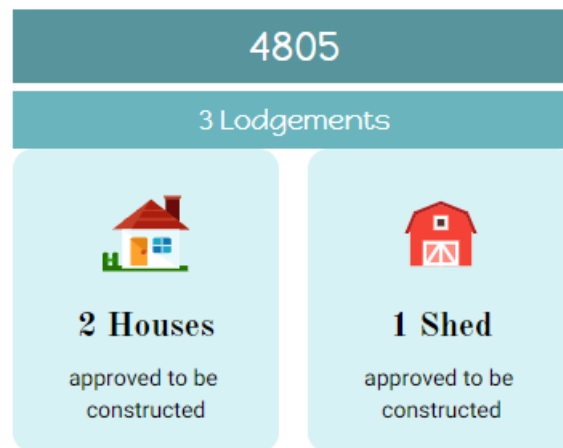
Building

The Building branch is responsible for reviewing building applications, developing and maintaining various related policies and registers and carrying out regulatory functions.

Building Statistics – December 2022 & January 2023

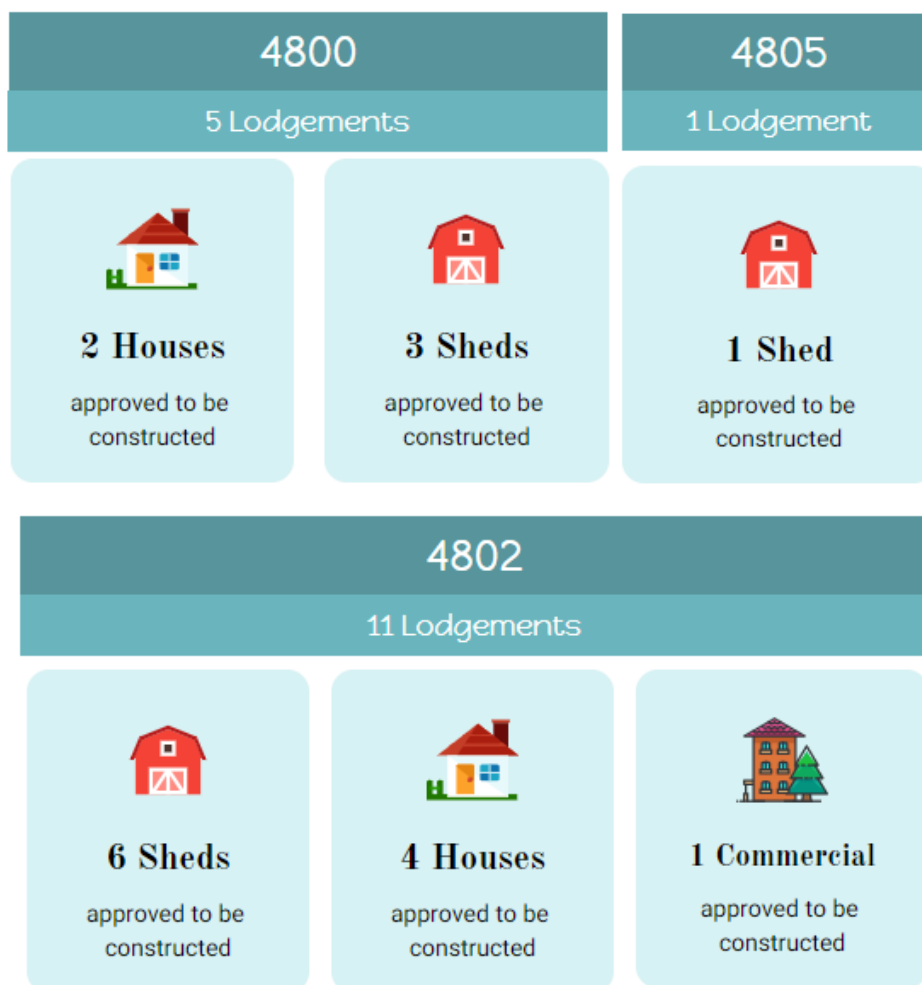


DECEMBER 2022





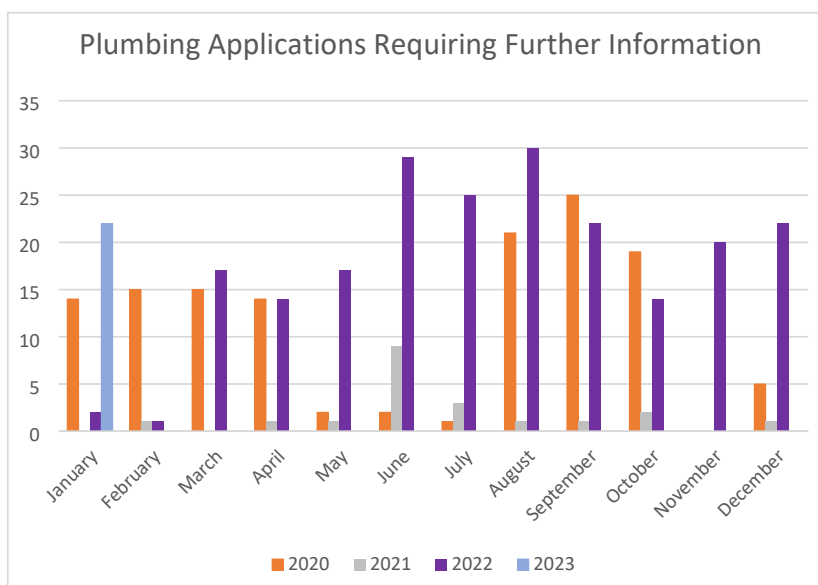
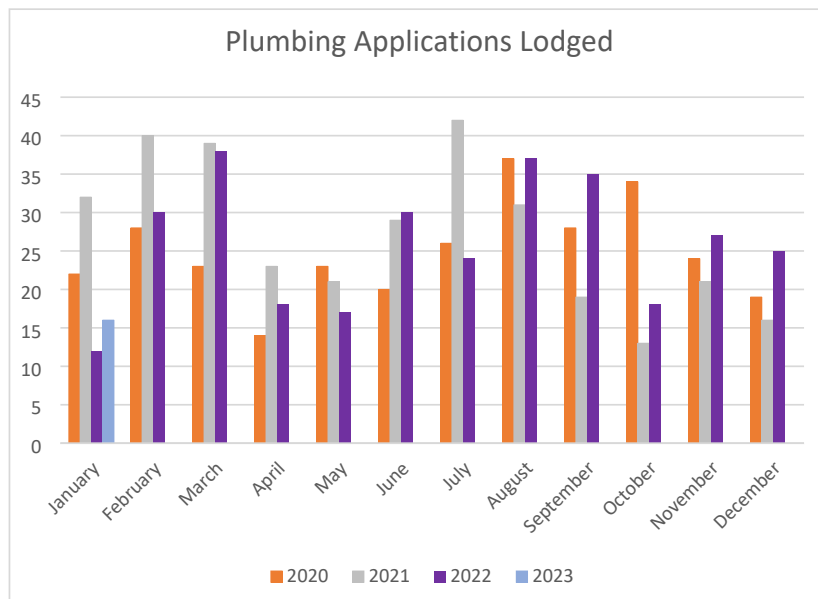
JANUARY 2023

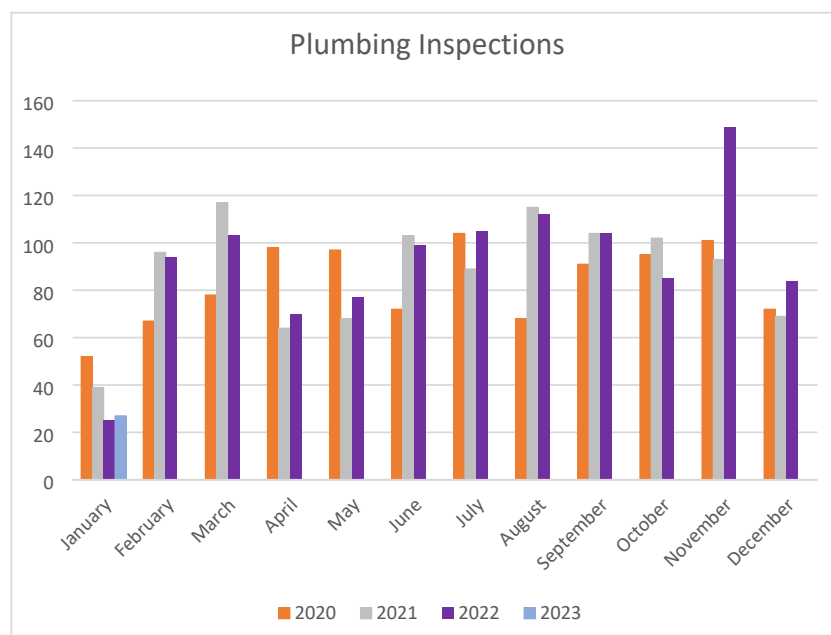
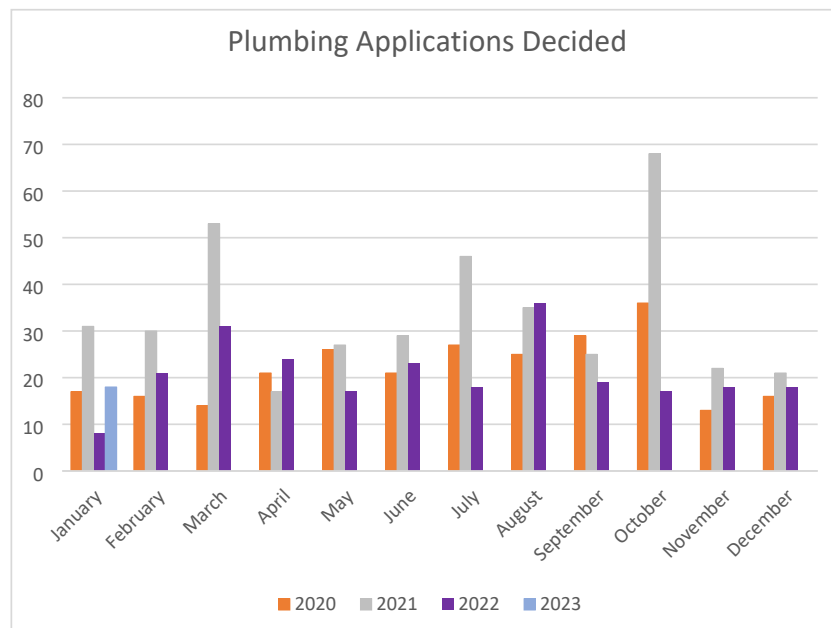


Plumbing

The Plumbing branch is responsible for the assessment of plumbing applications, conducting plumbing inspections, developing and maintaining related policies and registers and carrying out regulatory functions.

Plumbing Statistics – December 2022 & January 2023



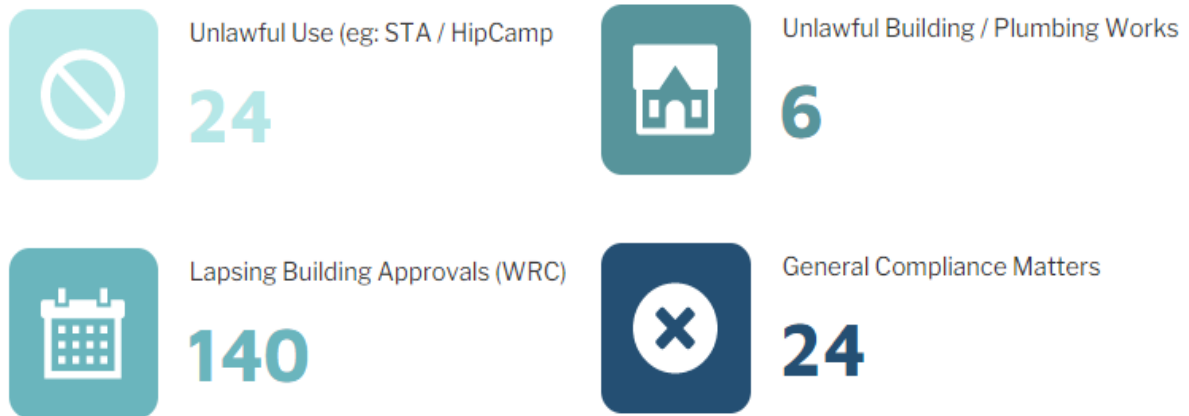


Development Compliance

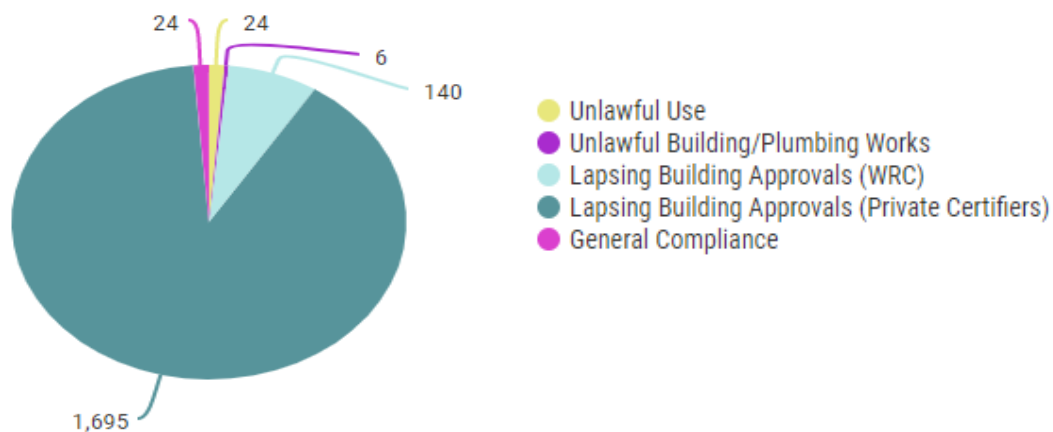
Development Services manage and regulate enforcement and compliance procedures across the Building, Plumbing and Planning sectors throughout the Region.

Compliance Statistics – December 2022 and January 2023

Summary of Ongoing Compliance Matters



Total Compliance Matters



13.4.1 - Queensland Climate Resilient Councils Symposium

DATE: Wednesday 8 February 2023

TO: Ordinary Council Meeting

AUTHOR: Julie Wright - Director Community Services

AUTHORISING OFFICER: Julie Wright - Director Community Services

PRESENTED FOR: Decision

ATTACHMENTS

1. QCRC Symposium Program [13.4.1.1 - 2 pages]

PURPOSE

To seek a nomination/s to attend the Queensland Climate Resilient Councils (Q CRC) Symposium hosted by the Local Government Association of Queensland (LGAQ) to be held in Brisbane on Thursday 2 March 2023.

OFFICER'S RECOMMENDATION

That Council nominates _____ and _____ to attend the Queensland Climate Resilient Councils Symposium hosted by the Local Government Association of Queensland (LGAQ) to be held in Brisbane on Thursday 2 March 2023.

BACKGROUND

The Queensland Climate Resilient Council's program is an initiative funded by the State department of Environment and Science (DES) and delivered by the LGAQ that works with local governments across Queensland to deliver services and products that will strengthen staff and leadership team skills and capacity to plan for and respond to the challenges and opportunities arising from climate change.

DISCUSSION/CURRENT ISSUE

The intent of the Symposium is to bring together Mayors, Councillors, CEO's and senior management from across Queensland's 77 councils to discuss opportunities and challenges stemming from the changing climate, and to showcase the learnings and success of the Q CRC program.

The symposium will provide an opportunity to;

- Share lessons learnt from the key grant pilot projects including the Climate resilient Regional Alliances, and Phase 1 of the Climate Risk Management Framework.
- Learn from experience in other jurisdictions and showcase Queensland regional responses to climate risks opportunities; and
- Plan for the future of Local Government climate resilience activities in Queensland – future of the Q CRC program.

STATUTORY/COMPLIANCE MATTERS

Councillor Expenses and Provision of Facilities Policy

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

Registration to the Q CRC Symposium is free of charge however the networking drinks to be held immediately following the close of the program (attendance optional) is at a cost of \$50 per person.

Travel and accommodation costs are to be funded by Council from the Councillors training and development budget.

CONSULTATION/ENGAGEMENT

Chief Executive Officer

RISK ASSESSMENT

It would be favourable for Council to have representation in attendance at the Symposium.

TIMINGS/DEADLINES

A decision is required to allow time to organise registration, flights and accommodation.

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

N/A



Queensland Climate Resilient Council Symposium

Program

02 March 2023

Brisbane Marriott Hotel

515 Queen Street

Brisbane / Meanjin

THURSDAY 02 MARCH 2023		
Queensland Climate Resilient Council Symposium		
Time	Session	Presenter
8:30am – 9:00am	Registrations open	
9:00am – 9:10am	Welcome to Country	Songwoman Maroochy Barambah
9:10am – 9:20am	LGAQ welcome	Alison Smith
9:20am – 9:30am	DES climate initiatives	Minister Scanlon
9:30am – 9:40am	Showcase – Capacity building	TBC
9:40am – 10:10am	Resilient South – Climate Ready Southern Adelaide	Nina Keath
10:10am – 10:30am	QRA Regional Resilience Plans	TBC
10:30am – 11:00am Morning tea		
11:00am – 11:30am	FNQ – Rivers to Reef Alliance	Travis Sydes
11:30am – 11:45am	Showcase – Yarrabah Microgrid	Cr Ross Andrews & Nikki Huddy (Planz)
11:45am – 12:15pm	SEQ Alliance	Trevor Kanapi & John Mabb
12:15pm – 12:30pm	Showcase – Drought hubs	Ally Murray
12:30pm – 1:30pm Lunch / Networking		
1:30pm – 1:55pm	Climate Risk Management Framework – Sunshine Coast & Noosa (partnership)	Gillian Smith & Rebecca Britton
1:55pm – 2:20pm	Climate Risk Management Framework – Tablelands	Tudor Tanase
2:20pm – 3:20pm	Council mayor panel – What is needed going forward? <ul style="list-style-type: none"> • Rural and Remote • SEQ • Resources • Coastal • First Nations 	Tim Cox (MC) Cr Andrew Martin (TBC) Cr Anne Baker Cr Lyn McLaughlin Cr Ross Andrews
3:20pm – 3:45pm Afternoon Tea		
3:45pm – 4:45pm	QCRC Program Design Workshop	Ella Reeks
4:45pm – 4:55pm	Federal Minister address	TBC
4:55pm – 5:00pm Program Close		
Networking drinks (optional - \$50 per person)		
5:00pm – 7:00pm	Networking – Drinks and Canapés	

13.4.2 - Community Services Monthly Report - January 2023

DATE: Wednesday 8 February 2023

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 January 2023 [13.4.2.1 - 24 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 January 2023.

OFFICER'S RECOMMENDATION

That Council receive the Community Services Monthly Report for January 2023.

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 2022/2023 financial year with particular focus on the month of January 2023.

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

Manage within existing budget allocation.

CONSULTATION/ENGAGEMENT

Coordinator Natural Resource Management & Climate
Manager Community Development & Libraries

This is page 240 of the Agenda of Council's Ordinary Council Meeting - 8 February 2023

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

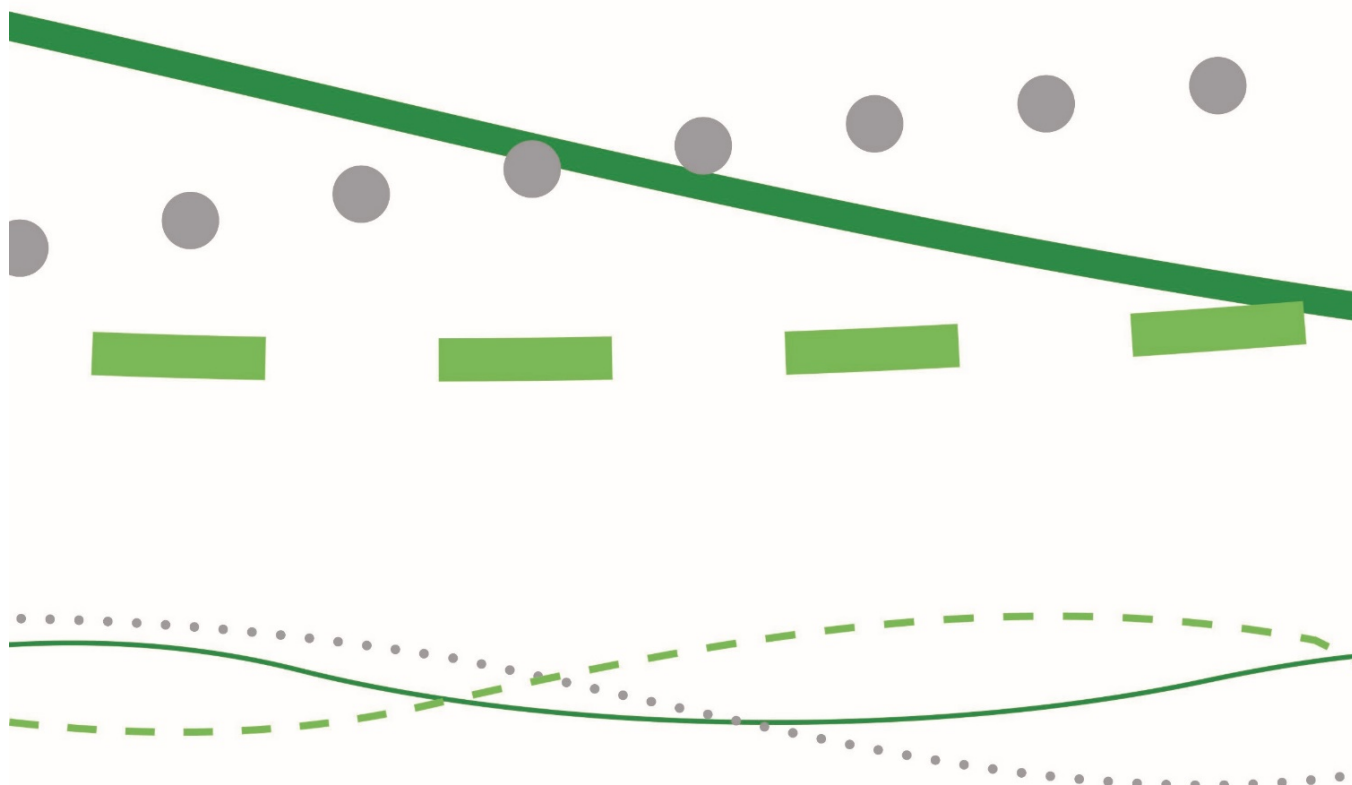
N/A



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 | January 2023



Director's Report

January 2023 saw the Community Services team undertake Australia Day events plus activities, projects, and compliance issues.

Unfortunately, the January school holiday double movie event was a wash out thanks to the arrival of the Whitsundays wet season. The next movie 'How to Train Your Dragon' is scheduled for Friday 10 February.

On Australia Day, we reflect on our history, its highs, and its lows. We respect the stories of others, and we celebrate our nation, its achievements and most of all, its people. We're all part of the story.



Photo 1 - Welcome to Country - Australia Day

This year, the inaugural regional Whitsunday Australia Day event took place at the Proserpine Entertainment Centre on January 26, 2023. The Family Fun Day kicked off the festivities from 10am-1pm with Welcome to Country, Smoking Ceremony, Live music and performances, FREE fun family activities, Jumping Castle, Face Painting, Food trucks and more. Attendance was estimated at 450 community members.



Photo 2 - Australia Day Fun Day

Following on from the Fun Day was the Australia Day Awards and Citizenship Ceremony where approximately 300 attendees welcomed 27 new citizens from 10 different countries.



Photo 3 - Australia Day Awards & Citizenship Ceremony

The PEC held 37 cinema sessions featuring 4 different movies for the Month:

- Little Eggs
- Strange World
- Lyle, Lyle Crocodile
- Whitney Houston: I Wanna Dance With Somebody
- Puss in Boots
- Avatar 2

Ticket sales for the month totalled 1,600 with PEC Website Hits increasing to a reach of 15,676 with a decrease in the Facebook Reach to 10,546 for the month.

My Community Directory + Diary searches totalled 7,273 an increase of 52% from December 2022. The top four searched categories for January are Health Services, Recreation & Leisure, Sport, Environment & Conservation and Community Clubs & Interest Groups.

Top ten health services searches for January are:

- Allied Health
- Dental & Oral Health
- Hospitals
- Mental Health Services
- Pharmacies
- Drugs & Alcohol Services
- General Health Services
- General Practice/Doctor
- Child Youth & Family Health
- Specialists

Community Services Monthly Report | January 2023

School holiday activities continued across all the libraries this month. Bowen Library held a nature craft session where participants could build their own raft and test in a bucket of water, coding for under 5s and pet colouring by coding sessions.

Summer Reading Club activities included I Spy Animals in the Bowen Library with children having lots of fun finding different animals hiding on the shelves and walls, each receiving a prize for their efforts and building a 3D town in the Proserpine Library. Overall, 51 children participated in the Treasure Hunt across Proserpine, Collinsville and Bowen Libraries. Names were randomly drawn out and prizes consisting of books and/or audiobooks were given out to those who successfully found all the treasure!



Photo 4 - School Holiday Activities - Cannonvale

An Artist talk by Community Artist, Margaret Burgess (an award-winning Mackay based artist and project co-ordinator) was held in the Bowen Library. Margaret shared some of her learnings from previous projects as well as tips and tricks for setting up arts groups, organisations and events.

Whitsunday Regional Libraries again participated in the Kids on Tour program, this year featuring activities created by the Children's Art Centre in collaboration with four Australian artists. These activities were provided as part of the January school holiday program, with resources supplied by the Queensland Art Gallery, Gallery of Modern Art (QAGOMA). Children were invited to create party scenes featuring their heroes, a superhero and costume, pose with 'power icons' (such as crowns and hats), and customise a kangaroo mask. All activities focused on strong empowering messages and humour, exploring ideas and characters that can inspire all children.

These activities were delivered a little differently in Bowen when the library was closed due to issues associated with torrential rain and flooding. Library staff instead took the resources along to the refuge centre set up at the Bowen PCYC for stranded travellers, providing an enjoyable diversion for the children staying there.

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Photo 5 - School Holiday Activities - Bowen Refuge Facility

It was also a busy month for Cannonvale Library with 7,175 resources borrowed, 447 items catalogued and 4,065 people through the door. Stocktake of collections has commenced at Cannonvale, with roll out to follow across all branches, in compliance with State Library of Queensland recommendation for stocktake to be completed every two years.

The Region's Libraries monthly borrowings, attendance, website visits and e-Library all increased from December 2022.

- Attendance 9,299 – 14.32% increase
- Borrowings 13,350 – 23.45% increase
- e-Library 2,048 – 11.97% increase
- Library Website Visits 2585 – 4.5% increase.

Natural Resource Management's Projects for January 2023 include:

- January was quite wet which hindered property inspections.
- Grader Grass Project/Trail in conjunction with Dept Agriculture & Fisheries is underway.
- Grader Grass Project/Trail in conjunction with Department Agriculture & Fisheries is underway.
- Joint inspections for the Erosion and Sediment Control Program with Planning and Development occurred in January on development sites to assess effectiveness of erosion and sediment control measures.
- Coral Esplanade Foreshore Reserve Management Plan - Council is undertaking a process to develop a Management Plan for the small coastal reserve between Coral Esplanade and the beach. The project will invite the residents from Coral Esplanade to provide comment into the Plan. Letters have been sent out to the adjacent community with a community meeting to occur in mid-February.

Community Services Monthly Report | January 2023

- Flying fox colony in Pelican Park is now down to approximately 40 individuals. The damaged trees will be trimmed.
- Feral pigs continue to be caught in cages in peri-urban areas.



Photo 6 - Inspecting Erosion & Sediment Control

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

- Proserpine Tourist Park – 57% a 10.5% increase from January 2022.
- Wangaratta Caravan Park – 26% a 1% increase from January 2022.
- Proserpine RV Park currently closed.

The Bowen Work Camp contributed a total of 141 hours during this month with mowing, landscaping and general Community and Council assistance. The decrease in hours is due to the ladies heading back to Townsville for several weeks.

The Community Services Team received 364 CRMs for January (229 completed) with the Environmental Health and Local Law Units receiving 282 (187 completed) complaints/requests for the month.

Council's Off-Street Carparks generated \$60,495 for the month with 9,589 transactions, a decrease of 26.8% from the previous month.

The Community Services Administration Officers' statistics for January 2023 include the following:

- Correspondence Generated – 697 items
- Civica & ECM Registrations – 1,680 tasks
- 710 Telephone Calls (internal and external).

Customer Service saw 1,511 visitors through the service centres a increase of 44% attendance to the previous month.

Total BPay, Austpost, Direct Deposits & eServices payments for the month is 60.7% of total payments received.

Telephone calls increased to 4,120 from 2,811 a rise of 46.56% from the previous month.

After hours calls generated 166 tasks to be actioned for January 2023 (similar to previous month).

Aquatic Facility user statistics for January 2023 in comparison to January 2022 are listed below:

- Airlie Beach Lagoon increased by 232% to 42,128
- Bowen Pool – increased by 41.25% to 6,464
- Proserpine Pool – increased by 286% to 3,759
- Collinsville Pool – decreased by 5% to 1,982

January 2023 saw the region host 7 Cruise Ships with a total of 16,391 passengers on board. 14,065 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 | January 2023

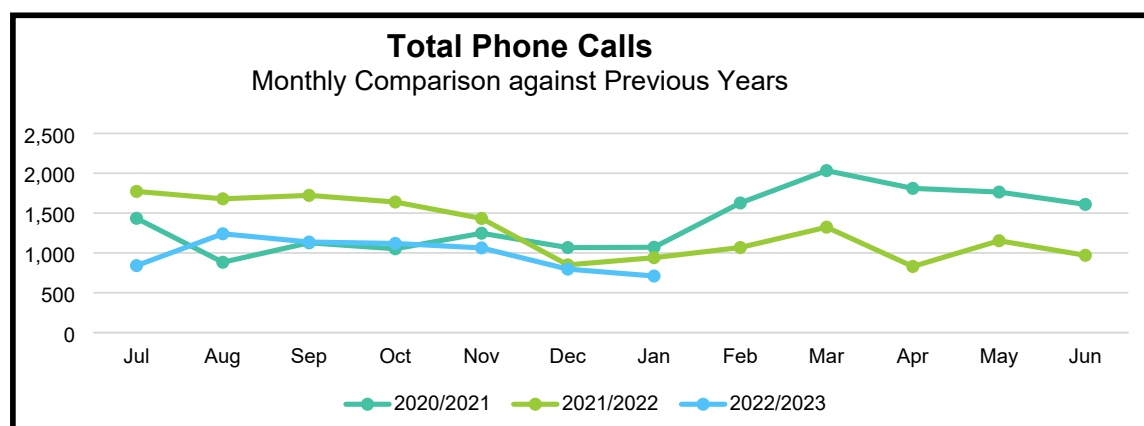
General

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

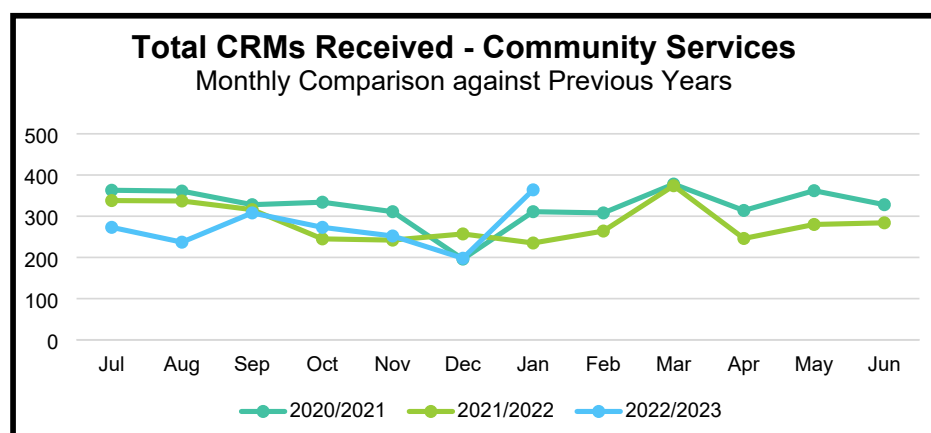
Service	YTD	Nov	Dec	Jan	Monthly Trend
Correspondence Generated	6,974	908	861	697	▢
ECM Task List	3,941	545	347	389	▢
Civica Registers	6,064	757	457	480	▢
Data Input	2,409	293	245	248	▢
CRMs Generated	314	44	36	69	▢
CRMs Closed	429	62	37	79	▢
Phone Calls - Internal	4,422	745	553	531	▢
Phone Calls - External	2,485	318	244	179	▢
Phone Calls - Total	6,907	1,063	797	710	▢
ECM Registering	4,213	770	501	497	▢
Purchase Orders	547	73	77	87	▢
Receipt Invoices	543	105	64	90	▢
Reports	196	26	17	27	▢



Community Services Monthly Report | January 2023

Customer Request Management (CRM)

Service	YTD	Nov	Dec	Jan	Monthly Trend
Community Development					
CRM Received	41	11	4	6	▮
CRM Completed	23	8	3	1	▮
Library Services					
CRM Received	47	0	0	27	▮
CRM Completed	47	0	0	27	▮
Aquatic Facilities					
CRM Received	30	3	8	3	▮
CRM Completed	20	2	6	0	▮
Caravan Parks					
CRM Received	3	1	1	0	▮
CRM Completed	3	1	1	0	▮
Environmental Health & Local Laws					
CRM Received	1,604	212	168	282	▮
CRM Completed	1,244	170	131	187	▮
Parking					
CRM Received	11	2	1	4	▮
CRM Completed	11	2	1	4	▮
NRM & Climate					
CRM Received	142	22	13	35	▮
CRM Completed	47	12	6	3	▮
Customer Service / E-Services					
CRM Received	27	1	3	7	▮
CRM Completed	24	1	2	7	▮
Total CRMs for Community Services					
CRM Received	1,905	252	198	364	▮
CRM Completed	1,419	196	150	229	▮



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	Nov	Dec	Jan	Monthly Trend
Grant Applications					
Facility Management - Approved	1	1	0	0	–
Facility Management - Approved (\$)	20,000	20,000	0	0	–
Junior Elite Athlete - Approved	49	13	3	6	▯
Junior Elite Athlete - Approved (\$)	40,750	14,750	2,250	6,000	▯
RADF - Received	9	3	0	3	▯
RADF - Approved	5	0	2	0	▯
RADF - Approved (\$)	17,791	0	6,490	0	▯
RADF - Acquittals	3	0	0	0	–
Special Projects - Received	8	0	1	0	▯
Special Projects - Approved	7	7	0	0	–
Special Projects - Approved (\$)	93,210	93,210	0	0	–
Special Projects - Acquittals	0	0	0	0	–
Sport & Rec Club - Received	26	5	2	4	▯
Sport & Rec Club - Approved	33	2	5	2	▯
Sport & Rec Club - Approved (\$)	80,000	3,000	13,500	4,500	▯
Donation & Sponsorship Requests					
Donation Requests - Received	43	5	3	3	–
Donation Requests - Approved	40	5	3	2	▯
Donation Requests - Approved (\$)	35,272	8,815	2,600	1,100	▯
Fee Waivers - Approved	28	15	0	0	–
Fee Waivers - Approved (\$)	11,581	4,442	0	0	–
Sponsorships - Received	15	0	1	0	▯
Sponsorships - Approved	10	0	0	1	▯
Sponsorships - Approved (\$)	80,800	0	0	50,000	▯
Sponsorships - Approved (in kind)	33,030	530	0	0	–
Sponsorships - Acquittals	0	0	0	0	–
Events					
Council Events - External - Completed	12	2	2	1	▯
Council Events - External - Participants	3,285	241	1,230	450	▯
Council Events - Internal - Completed	10	3	6	0	▯
Council Events - Internal - Participants	344	76	218	0	▯
External Event Applications Received	54	7	5	8	▯

Community Services Monthly Report | January 2023

Cruise Ship Statistics

Statistics	YTD	Nov	Dec	Jan	Monthly Trend
Total Ships	49	10	9	7	▮
Total Passengers	105,061	23,679	15,200	16,391	▮
Off Ship Passengers & Crew	83,542	16,036	11,800	14,065	▮
Through Marina	83,542	16,036	11,800	14,065	▮
Town Visits	66,964	12,829	8,500	11,890	▮
Local Tours	16,578	3,207	3,300	2,175	▮

Junior Elite Athlete Recipients for January:

- Cooper Kennedy, Fletcher Kennedy, Connor Harris, Russell Harris, Reid Martin, Zanda Wong.

Events:

External:

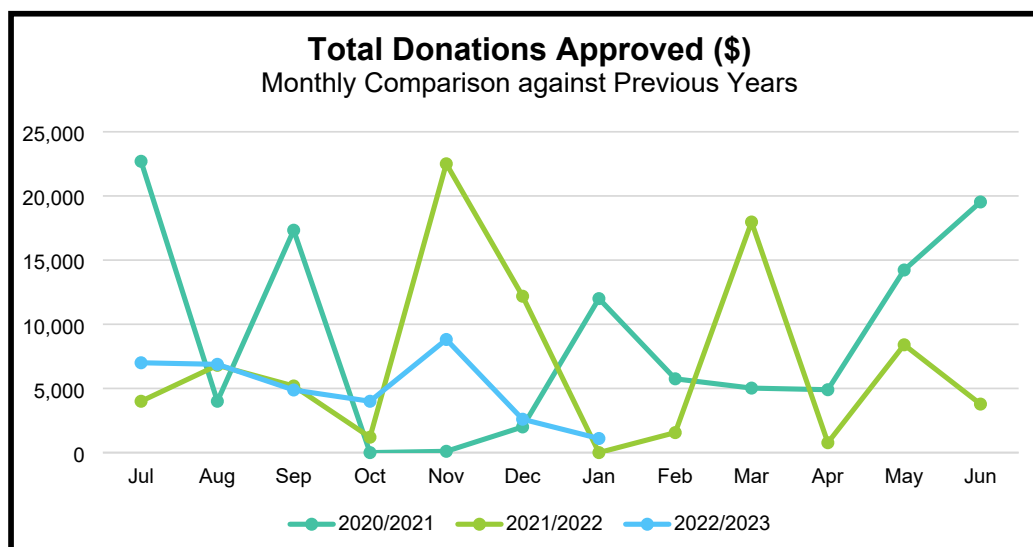
- Australia Day – Our Whitsunday Way – Proserpine Entertainment Centre – Thursday 26 January 2023 – 450 people approx. attended the Family Fun Day and Awards Ceremony.

Internal:

- N/A

Special Project Grants Successful Recipients:

- N/A



Community Services Monthly Report | January 2023



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 January:

Year	Month	Listing Views	Results Views	Users	Events
2022	November	1,412	4,689	3,120	47
2022	December	1,061	4,782	2,351	73
2023	January	1,478	7,273	3,149	68

Top categories viewed for the month of January:

Rank	Category	Listing Views
1	Health Services	399
2	Recreation & Leisure	146
3	Sport	140
4	Environment & Conservation	134
5	Community Clubs & Interest Groups	102

List of Health Services searched:

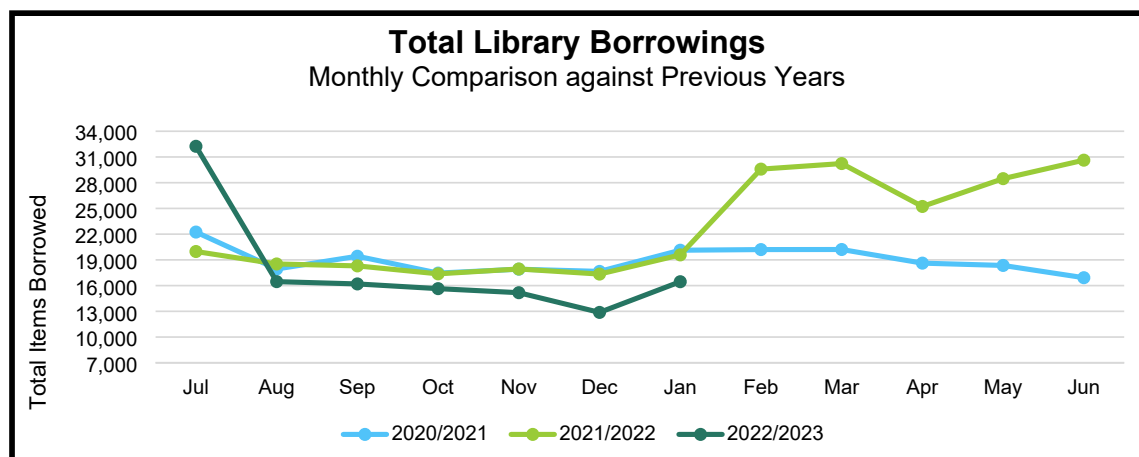
Rank	Service
1	Allied Health
2	Dental & Oral Health
3	Hospitals
4	Mental Health Services
5	Pharmacies
6	Drug & Alcohol Services
7	General Health Services
8	General Practice/Doctor
9	Child Youth & Family Health
10	Specialists

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.

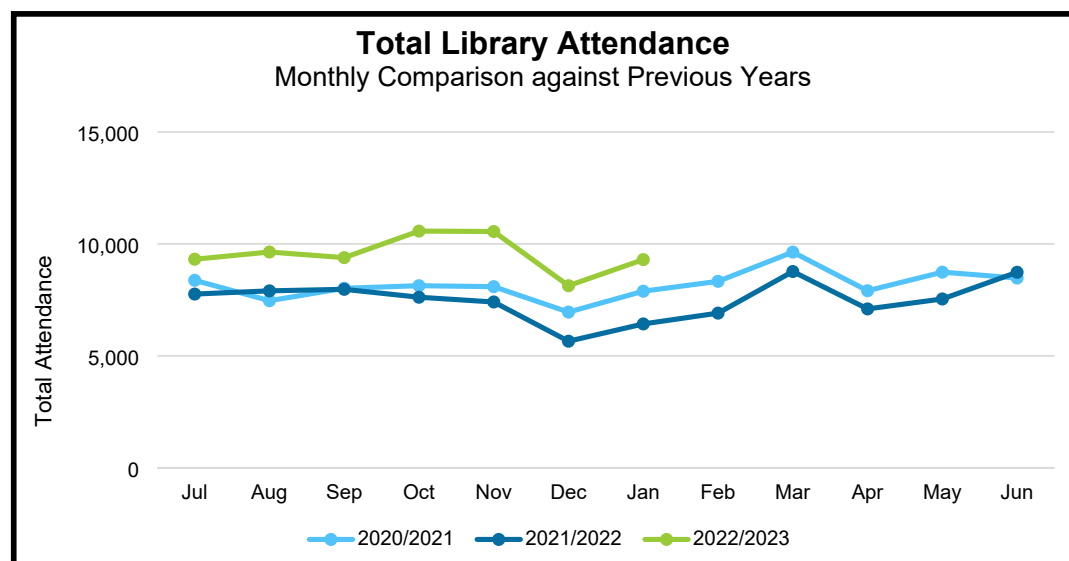
Operations

Service	YTD	Nov	Dec	Jan	Monthly Trend
Library Resources Acquired					
Bowen & Collinsville Libraries	1,733	316	185	261	▯
Cannonvale Library	2,821	427	326	447	▯
Proserpine Library	1,682	251	213	240	▯
e-Library	1,152	166	146	159	▯
Library Resources Borrowed					
Bowen Library	23,799	3,598	2,849	3,696	▯
Cannonvale Library	45,665	6,283	5,187	7,175	▯
Collinsville Library	2,891	359	311	431	▯
Proserpine Library	21,461	3,103	2,467	3,103	▯
e-Library	31,228	1,829	2,060	2,048	▯
Mobile Library	0	0	0	0	—
Library Attendance					
Bowen Library	18,582	2,792	2,099	2,519	▯
Cannonvale Library	27,191	4,151	3,210	4,065	▯
Collinsville Library	4,060	832	600	533	▯
Proserpine Library	17,068	2,779	2,225	2,182	▯
Library Website					
Website Visits	18,404	2,444	2,472	2,585	▯



Community Services Monthly Report | January 2023

Service	YTD	Nov	Dec	Jan	Monthly Trend
First 5 Forever (F5F)					
Resources - Acquired	88	12	0	0	—
Resources - Borrowed by Branches	501	130	32	11	▯
Community Partnership Interactions	111	23	3	0	▯
Toolkits Distributed	119	27	0	4	▯
F5F In Library - Activities Held					
Bowen Library	41	9	3	1	▯
Cannonvale Library	64	14	4	4	—
Collinsville Library	18	5	1	0	▯
Proserpine Library	63	15	3	3	—
F5F In Library - Activities Attendance					
Bowen Library	713	226	75	8	▯
Cannonvale Library	1,620	417	117	77	▯
Collinsville Library	61	22	0	0	—
Proserpine Library	933	263	40	45	▯
F5F Community Outreach - Events Held					
Bowen Library	10	2	1	0	▯
Cannonvale Library	14	3	2	0	▯
Collinsville Library	8	3	0	0	—
Proserpine Library	8	2	0	0	—
F5F Community Outreach - Events Attendance					
Bowen Library	244	74	24	0	▯
Cannonvale Library	1,090	107	131	0	▯
Collinsville Library	100	36	0	0	—
Proserpine Library	560	10	0	0	—



Community Services Monthly Report | January 2023

Service	YTD	Nov	Dec	Jan	Monthly Trend
In Library Programs - Events Held					
Bowen Library - Adults	46	7	0	1	–
Bowen Library - Children	52	4	10	12	□
Cannonvale Library - Adults	40	6	5	2	□
Cannonvale Library - Children	101	13	16	13	□
Collinsville Library - Adults	2	0	0	0	–
Collinsville Library - Children	13	0	5	2	□
Proserpine Library - Adults	32	4	2	3	□
Proserpine Library - Children	53	6	7	5	□
In Library Programs - Events Attendance					
Bowen Library - Adults	135	7	0	6	□
Bowen Library - Children	818	19	153	113	□
Cannonvale Library - Adults	230	33	47	7	□
Cannonvale Library - Children	1,947	258	425	225	□
Collinsville Library - Adults	17	0	0	0	–
Collinsville Library - Children	107	0	60	6	□
Proserpine Library - Adults	199	19	7	14	□
Proserpine Library - Children	711	74	178	57	□
Community Outreach - Events Held					
Bowen Library - Adults	30	4	4	4	–
Bowen Library - Children	1	0	0	1	□
Cannonvale Library - Adults	30	4	4	5	□
Cannonvale Library - Children	0	0	0	0	–
Collinsville Library - Adults	7	1	2	0	□
Collinsville Library - Children	0	0	0	0	–
Proserpine Library - Adults	29	5	3	4	□
Proserpine Library - Children	0	0	0	0	–
Community Outreach - Events Attendance					
Bowen Library - Adults	303	36	36	37	□
Bowen Library - Children	19	0	0	19	□
Cannonvale Library - Adults	231	32	32	38	□
Cannonvale Library - Children	0	0	0	0	–
Collinsville Library - Adults	6	1	2	0	□
Collinsville Library - Children	0	0	0	0	–
Proserpine Library - Adults	361	65	34	47	□
Proserpine Library - Children	0	0	0	0	–
Public Computer Usage					
Bowen Library	2,998	478	332	393	□
Cannonvale Library	4,180	616	439	624	□
Collinsville Library	188	27	30	30	–
Proserpine Library	1,610	265	199	182	□

Bowen Work Camp

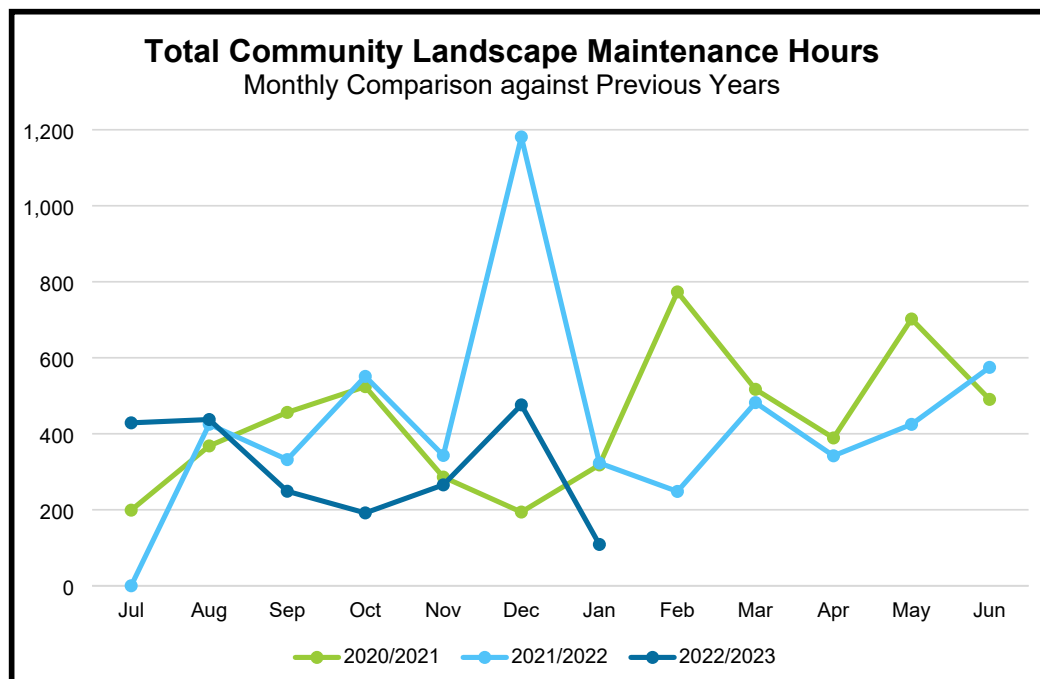
Council partners with Queensland Corrective Services to provide beneficial works projects for the community and rehabilitate offenders with their return to society. They perform a multitude of tasks including maintenance of fences, cemeteries, sportsgrounds and showgrounds, propagation of plants and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

Operations

Service	YTD	Nov	Dec	Jan	Monthly Trend
Community Landscape Maintenance Hours	2,157	265.75	476	108.75	▮
Community Indoor Tasks Hours	565	100.5	85.5	28	▮
New Project Assessment Hours	2	1.0	0	0	—
WRC Landscape Maintenance Hours	173	36.5	23	2	▮
WRC Nursery Maintenance/Propagation Hours	38	3.5	2	3	▮
WRC Indoor Tasks Hours	0	0	0	0	—
QCS Compound Duties Hours	532	99.0	62.75	29.5	▮

Projects

Project	Status	% Complete	Budget
Collinsville Youth Coalition – Installing table and chairs	On Hold	0%	✓
Bowen Neighbourhood Centre – Snipping and mowing yard until they move into new premises	In Progress	80%	✓



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	Nov	Dec	Jan	Monthly Trend
Airlie Beach Lagoon – Total Users	233,511	40,498	52,136	42,128	▮
Airlie Beach Lagoon – Total Offences	1,934	364	243	356	▮
Pool Attendance – Bowen	40,586	11,460	7,994	6,464	▮
Pool Attendance – Collinsville	14,318	3,697	2,891	1,982	▮
Pool Attendance – Proserpine	29,405	5,122	5,579	3,759	▮

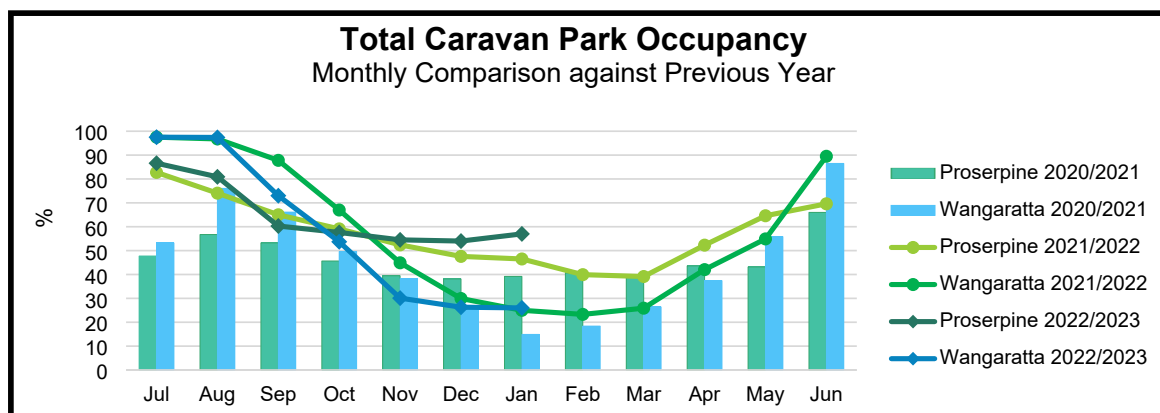
*Collinsville Swimming Pool closed during Winter months

Caravan Parks – Operations

Service	YTD	Nov	Dec	Jan	Monthly Trend
Proserpine Tourist Park					
Occupancy (%)	64.4	54.5	54	57	▮
Revenue (\$)	317,278	33,400	34,318	33,463	▮
Accumulated Revenue - Laundry Service (\$)	22,046	3,975	4,563	4,918	▮
Wangaratta Caravan Park					
Occupancy (%)	57.7	30.1	26.3	26	▮
Revenue (\$)	390,992	23,397	26,768	20,656	▮
Accumulated Revenue - Laundry Service (\$)	25,445	4,890	5,196	5,440	▮

Caravan Parks Occupancy – Yearly Comparison for January

Service	2020	2021	2022	2023	Yearly Trend
Occupancy (%)					
Proserpine Tourist Park	27.0	39.2	46.5	57.0	▮
Wangaratta Caravan Park	20.2	14.9	25.0	26.0	▮



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	Nov	Dec	Jan	Monthly Trend
Ticketed Events					
Events Held – Public Program	10	0	1	0	▯
Events Held – Hires	16	10	1	1	–
Events Held - Different Movies	8	0	4	4	–
Events Held - Cinema Sessions	71	0	34	37	▯
Ticket Sales					
Ticket Sales - Performance - Walk Up	742	180	35	0	▯
Ticket Sales - Performance - Internet	3,591	1,332	66	99	▯
Ticket Sales - Performance - Phone	169	52	12	3	▯
Ticket Sales - Cinema - Walk Up	886	0	200	686	▯
Ticket Sales - Cinema - Internet	1,121	0	309	812	▯
Ticket Sales - Cinema - Phone	8	0	8	0	▯
Functions & Events					
Functions	3	0	1	1	–
Functions – Attendees	138	0	50	38	▯
Events	0	0	0	0	–
Events – Attendees	0	0	0	0	–
Hours					
Volunteer Hours	231	60	48	0	▯
Casual Hours (Paid) - Front of Hours	1,167	62.25	334	426.5	▯
Casual Hours (Paid) - Technical	990.5	80.25	284	345.75	▯
Booking Enquiries	33	3	3	6	▯
Website Hits	40,074	3,939	9,155	15,676	▯
Facebook Reach	57,023	12,656	13,789	10,548	▯
Feedback	11	2	4	5	▯
Bar Sales	27,783	6,699	8,727	9,578	▯

Shows & Performances for the month of January:

- **Cinema**
 - Little Eggs
 - Strange World
 - Lyle, Lyle Crocodile
 - Whitney Houston: I Wanna Dance with Somebody
 - Puss in Boots
 - Avatar 2

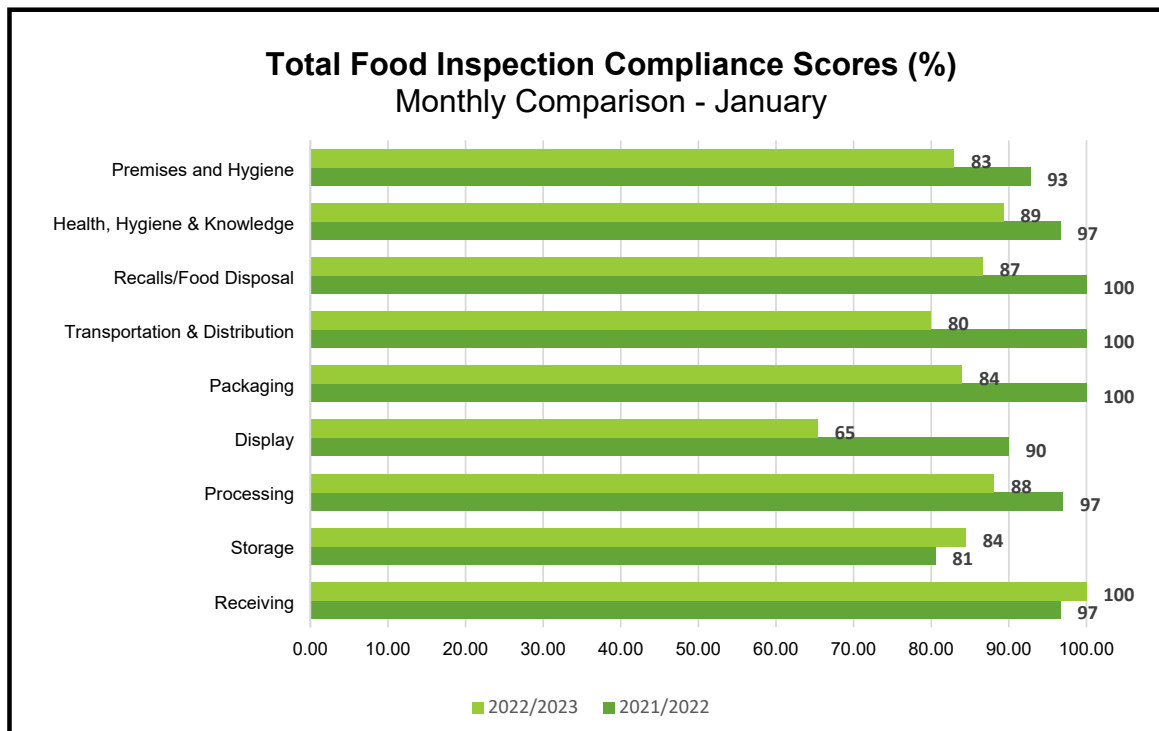
Environmental Health & Local Laws

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	Nov	Dec	Jan	Monthly Trend
Environmental Health					
Environmental Health – Plan Approval Applications Received	38	4	1	3	▮
Environmental Health Applications Received	52	6	5	6	▮
Food Safety Programs Received	1	0	0	0	–
Liquor Licence Referrals Received	18	0	0	0	–
Food Business - Inspections	74	11	12	24	▮
Food Business - Re-Inspections	4	0	0	0	–
Food Safety Programs Audit Reports Reviewed	9	1	2	1	▮
Personal Appearance Services - Inspections	3	0	1	1	–
ERAs - Inspections	1	0	0	0	–
Development Applications Referrals Received	2	1	0	0	–
Accommodation - Inspections	5	1	0	0	–
Accommodation - Re-inspections	1	0	0	0	–
Erosion Sediment Control - Inspections	0	0	0	0	–
Complaints Received - Asbestos	1	0	0	0	–
Complaints Received - Litter & Dumping	3	2	0	0	–
Complaints Received - EH General	55	13	0	14	▮
Event Application Assessment	7	4	0	0	–
Food Inspection Compliance Categories					
Receiving (%)	93.86	100.00	83.87	96.67	▮
Storage (%)	86.03	88.37	78.57	80.56	▮
Processing (%)	93.18	100.00	98.11	97.01	▮
Display (%)	83.10	80.00	100.00	90.00	▮
Packaging (%)	96.64	100.00	100.00	100.00	–
Transportation & Distribution (%)	92.86	100.00	100.00	100.00	–
Recalls/Food Disposal (%)	96.43	100.00	100.00	100.00	–
Health, Hygiene & Knowledge (%)	84.58	98.33	95.71	96.67	▮
Premises and Hygiene (%)	85.98	93.43	90.58	92.81	▮

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Local Laws – Operations

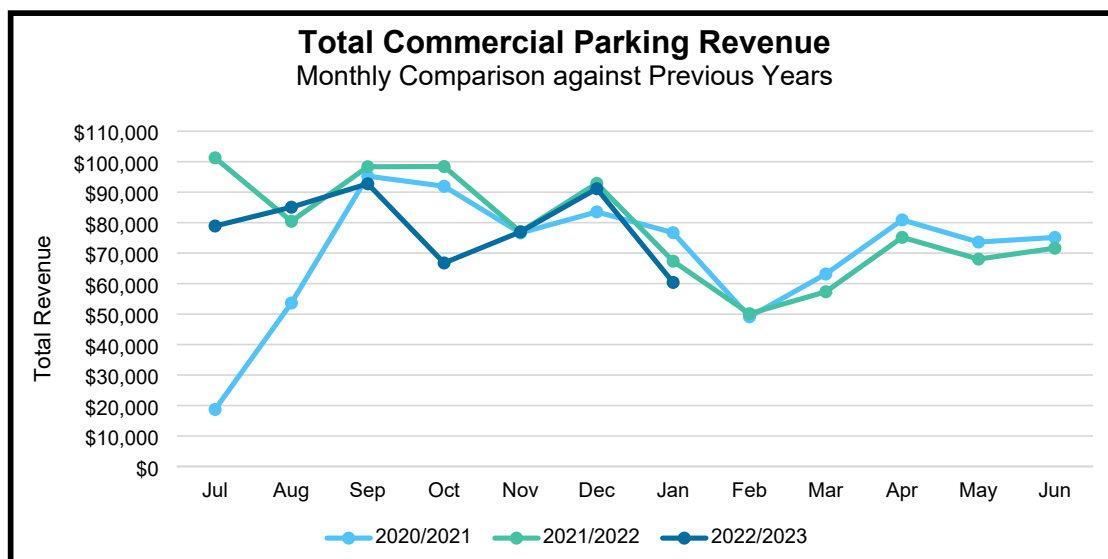
Service	YTD	Nov	Dec	Jan	Monthly Trend
Local Laws					
Local Law Applications Received	42	5	2	2	—
Complaints Received - Animal Management	567	68	73	64	□
Complaints Received - Other Local Law	630	93	67	90	□
Compliance Notices Issued	176	29	32	34	□
Renewal/Reminder/Final Notices	673	28	72	34	□
Infringement Responses	587	93	96	37	□
Dog Registrations	4,014	114	39	52	□
Cat Registrations	487	10	1	2	□
Parking Infringements - Issued	1,222	192	134	152	□
Parking Infringements - Waived	103	8	21	9	□
Other Infringements - Issued	255	34	8	16	□
Other Infringements - Waived	51	11	3	3	□
Infringement Reminder Notices Sent	862	145	67	94	□
Proserpine Self-Contained Vehicle Park Inspections*	1,319	115	0	0	—

*Proserpine Self-Contained Vehicle Park closed December - March

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Commercial Parking – Operations

Car Parks	YTD	Nov	Dec	Jan	Monthly Trend
Heart of the Reef Transit Facility					
Occupancy (no.)	19	0	0	2	▮
Revenue (\$)	1,064	0	0	112.00	▮
Port of Airlie					
Average Spend (\$)	12.33	12.52	14.51	12.05	▮
Tariff (most selected)	12-24hr	12-24hr	12-24hr	12-24hr	—
No. of tickets purchased	15,737	2,239	2,289	1,600	▮
Revenue (\$)	193,963	28,022	33,213	19,280	▮
Airlie Lagoon Precinct					
Average Spend (\$)	4.30	4.32	4.32	4.31	▮
Tariff (most selected)	1-2hr	1-2hr	1-2hr	1-2hr	—
No. of tickets purchased	46,577	6,361	7,923	6,004	▮
Revenue (\$)	200,315	27,476	34,367	25,874	▮
Abell Point Marina					
Average Spend (\$)	8.82	9.10	9.40	8.36	▮
Tariff (most selected)	4-12hr	4-12hr	4-12hr	4-12hr	—
No. of tickets purchased	13,102	1,665	1,933	1,497	▮
Revenue (\$)	115,936	15,153	18,179	12,511	▮
Coconut Grove					
Average Spend (\$)	5.52	6.16	5.61	5.67	▮
Tariff (most selected)	2-4hr	2-4hr	2-4hr	2-4hr	—
No. of tickets purchased	7,386	1,026	957	488	▮
Revenue (\$)	41,777	6,323	5,373	2,718	▮



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	Nov	Dec	Jan	Monthly Trend
Complaints Received - Pest & Weed	76	14	8	21	▮
Complaints Received - Environmental	66	8	5	14	▮
Property Pest Management Plan (PPMP) Implemented/Reviewed	11	1	0	6	▮
PPMP Annual Reviews Completed	23	2	0	3	▮
Landholder Access - Herbicide Rebate	32	6	0	12	▮
Landholder Access - Mechanical Rebate	2	1	0	0	–
Letters/Emails to Landholders - Weeds	262	64	0	58	▮
Property Visit/Inspections - Weeds	409	116	0	12	▮
Property Visit/Inspections - Feral Animals	35	4	7	5	▮
Feral Animals - Traps Set	7	2	0	2	▮
Feral Animals - Trapped	18	0	0	4	▮
Aerial Shooting - Flights	10	4	0	0	–
Aerial Shooting - Feral Animals Shot	1,463	772	0	0	–
Properties Baited	35	1	0	1	▮
Baits Laid (kg)	5,362	1	0	1	▮
Length of Road Reserve Sprayed (km)	1.0	0	0	1	▮
No. of Council Lots Sprayed/Inspected	30	1	3	18	▮
Mixed Chemicals Used (L)	1,900	200	600	500	▮
Workshops/Field Days/School Talks	5	0	0	1	▮
Letters/Emails to Landholders - Environment	734	92	323	80	▮
Property Visit/Site Inspection - Environment	217	88	42	63	▮
PIN's/Biosecurity Orders/Compliance Notices Issued - Environment	6	3	0	3	▮
Project Reports - not to Council	32	3	14	0	▮
Briefing / Council Reports	13	4	0	0	–
Bushfire Hazard Reduction Burns	3	3	0	0	–
Bushfire Management Plans	36	12	24	0	▮
Environmental Planning Projects Completed	3	2	0	0	–
DA's Assessed (including RFI & Conditions & Advice) Completed	36	12	0	1	▮
Correspondence Out - CCAT	14	-	-	14	–
Projects/Works Completed - CCAT	3	-	-	3	–

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Projects

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

Climate Projects

Project	Type	Status
Whitsunday Industry Resilience Project	Economic	Finalised
Funding and Financing Adaptation – A Case Study	Economic	Stage 1 finalised
Whitsunday Water Treatment and Pumping Optimisation	Economic	Underway – CQU Masters student in year 1 of 2
Whitsunday Healthy Heart (WHH) Project	Social	Underway (year 1 of 4)

Update

Pest Management Projects:

- **Weeds**
 - The Leucaena Weed Management Program is underway with numerous sites already treated.
 - The RMPC State controlled roads weed treatment is underway, however, the wet weather has interrupted progress.
 - Grader Grass Project/Trail in conjunction with Dept Agriculture & Fisheries is underway.
 - Biocontrol released for Prickly Acacia in Gumlu.
- **Animals**
 - Yellow Crazy Ants - More planning has occurred to develop a strategy to treat the new Woodwark YCA infestation. A Whitsunday YCA Committee meeting will occur in mid-February.
 - Feral pigs are continuing to be caught in cages in peri-urban areas.
 - Mosquitoes – Council staff participated in a Dengue Mosquito survey in Airlie Beach. Council staff are planning on conducting further surveys in the region.

Other Natural Resource Management Projects:

Collinsville Flying Fox

- The Flying Fox colony in Pelican Park is now down to approximately 40 individuals. The damaged trees will be trimmed. Council staff have developed a Flying Fox Roost Plan which will make its way up to Council for discussion.

Bushfire Management

- January was quite wet which hindered property inspections.
- The development of property fire plans continued with gathering background information on properties.

Environment Projects:

- Erosion and Sediment Control Program - Joint inspections with Planning and Development occurred in January on development sites to assess effectiveness of erosion and sediment control measures.
- Coral Esplanade Foreshore Reserve Management Plan - Council is undertaking a process to develop a management Plan for the small coastal reserve between Coral Esplanade and the beach. This project will invite the residents from Coral Esplanade to provide comment into the Plan. Letters have been sent out to the adjacent community with a community meeting to occur in mid-February.

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- Whyte Avenue Coastal Reserve Foreshore Plan at Brisk Bay - Council staff will be developing a management Plan for the Whyte Avenue foreshore reserve in consultation with the adjacent community. Letters have been sent out to the adjacent community with a community meeting to occur in mid-February.

Climate Change

- Work has commenced on a Climate Change Program for Council. The Climate change Program will compile the endorsed climate change action from current Council Policies, Strategies and Plan and projects into one document. The Program will assist in prioritising climate change tasks and projects and their timing.

Customer Service

Call Centre – Operations

Service	YTD	Nov	Dec	Jan	Monthly Trend
Business Hours Call Centre					
Calls Received – Total CS	34,798	3,832	2,811	4,120	▯
Calls Received – 1300 WRC QLD	20,501	2,590	1,895	2,856	▯
Calls Answered	18,286	2,293	1,679	2,549	▯
Calls Overflowed	1,490	243	181	251	▯
Calls Abandoned	609	37	35	55	▯
Calls Abandoned (%)	2.97%	1.43%	1.85%	1.92%	▯
Untracked Calls (Voice Msg)	150	17	34	1	▯
*ASL - Average Service Level (%)	83.9%	89.2%	85.1%	84.7%	▯
*ASA - Average Speed of Answer	18	15	16	18	▯
*AHT - Average Handle Time/Secs	207	201	205	209	▯
After Hours Call Centre					
Calls Received– Total (inc test)	1,124	79	168	166	▯
Calls Answered– (Charged)	660	57	78	147	▯
Calls Abandoned (%)	9.34%	17.7%	13.7%	8.43%	▯
*ASL - Average Service Level (%)	71.1%	64.6%	65.5%	71.7%	▯
*ASA - Average Speed of Answer	–	29	30	27	▯
*AHT - Average Handle Time/Secs	–	331	262	273	▯

Customer Transactions

Service	YTD	Nov	Dec	Jan	Monthly Trend
Receipts	74,562	8,307	7,990	7,417	▯
eServices Receipts	1,684	114	85	88	▯
eServices Receipts (%)	2.26%	1.37%	1.06%	1.18%	▯
Requests	14,336	1,987	1,543	2,665	▯
Counter Stats at FPOC (pay/req)	14,619	1,536	1,053	1,511	▯
eServices CRMs	24	1	3	7	▯
eServices CRMs (%logged)	0.15%	0.05%	0.19%	0.26%	▯

Payments:

- Total BPay, Austpost, Direct Deposits & EServices payments at **60.7%** of total payments.

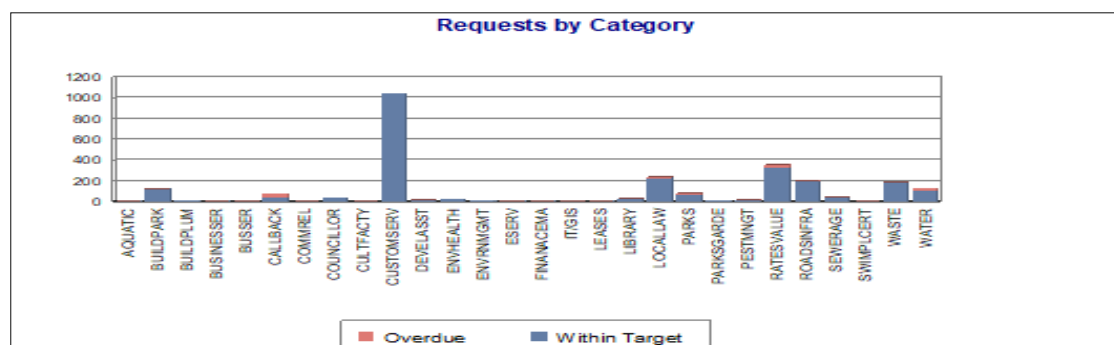
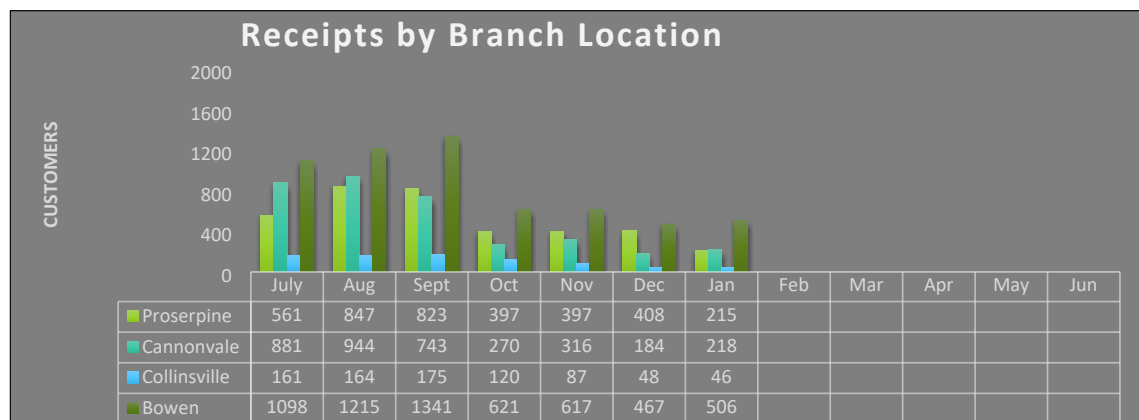
Incoming Calls & Requests:

- CRM completion was **94.6%** within Timeframe.
- Total of **1,511** visitors through the service centres. (Requests for Information and Payments)
- WRC Call Statistics at **84.7%** of calls answered in 25 seconds.
- First Point of Contact (FPOC) resolution was at **67.72%** for January.

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Top Issues

Service	YTD	Nov	Dec	Jan	Monthly Trend
Counter Receipts					
Rates Search	1,137	184	120	128	▢
Rates Receipt	2,723	115	73	96	▢
New Animal Registrations	609	99	32	54	▢
Special Water Meter Reads	452	61	52	49	▢
Private Certifiers	326	57	38	27	▢
Telephone (First Point of Contact)					
Local Laws/Compliance and Environment	1128	177	101	154	▢
Rates/Water Billing	1879	136	116	149	▢
Waste (Bins/Recycling/Refuse Centres)	591	70	59	125	▢
General	992	132	96	122	▢
Water/Sewerage/Trade Waste	453	65	54	104	▢
After Hours					
Guardian	32	0	0	32	▢
General Information	42	4	9	21	▢
Water Supply Issue	203	11	31	19	▢
Sewerage/Septic	32	2	7	13	▢
Call Back During Business Hours	67	12	13	12	▢



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	Nov	Dec	Jan	Monthly Trend
Meetings with Traditional Owners	2	1	0	0	–

- On-site meeting held in Collinsville with Jangga Operations on Monday, 11 July 2022.
- Jangga Consultative Committee Meeting held in Charters Towers on Thursday, 17 November 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.

16 CONFIDENTIAL MATTERS

16.1 Corporate Services

16.1.1 - General Debt Write-off - Liquidated Damages - Account # 34752

CONFIDENTIAL

S254J Local Government Regulation 2012 - Closed Meetings

- (1) *A local government may resolve that all or part of a meeting of the local government be closed to the public.*
- (3) *However, a local government or a committee of a local government may make a resolution about a local government meeting under subsection (1) or (2) only if its councillors or members consider it necessary to close the meeting to discuss one or more of the following matters—*
 - i) a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State.***

16.1.2 - VHF Replacement Project Update

CONFIDENTIAL

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 - (g) negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government.*