

Ordinary Meeting of Council

***Held at Western Downs Regional Council's
Miles Customer Service Centre***

On Wednesday, 20 September 2023

Commencing at 9:30am

J. Taylor
CHIEF EXECUTIVE OFFICER

20 September 2023

Ordinary Meeting of Council Agenda

Location: **Miles**
29 Dawson Street, Miles

Pages

1. DECLARATION OF MEETING OPENING

2. OPENING PRAYER AND MINUTE SILENCE

3. APOLOGIES

4. CONGRATULATIONS

5. CONFIRMATION OF MINUTES

5.1 Adopt Ordinary Meeting of Council Minutes 16 August 2023

1

The Purpose of this Report is for Council to adopt the Minutes of the Ordinary Meeting of Council held on Wednesday, 16 August 2023

6. BUSINESS ARISING FROM THE MINUTES OF PREVIOUS MEETINGS

7. DECLARATIONS OF CONFLICTS OF INTEREST

8. PRESENTATION OF PETITIONS BY COUNCILLORS

9. MAYORAL UPDATE

9.1 Executive Services Mayoral Report July 2023

29

The purpose of this Report is to provide Council with significant meetings, forums and delegations attended by the Mayor during the month of August 2023.

10. CONFIDENTIAL ITEMS

Section 254J of the Local Government Regulation 2012 in relation to Closed meetings provides:

(1) A local government may resolve that all or part of a meeting of the local government be closed to the public.

(2) A committee of a local government may resolve that all or part of a meeting of the committee 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—

(a) the appointment, discipline or dismissal of the chief executive officer;

(b) industrial matters affecting employees;

(c) the local government's budget;

(d) rating concessions;

(e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government;

(f) matters that may directly affect the health and safety of an individual or a group of individuals;

(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;

(h) negotiations relating to the taking of land by the local government under the Acquisition of Land Act 1967;

(i) a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State.

(4) However, a local government or a committee of a local government must not resolve that a part of a local government meeting at which a decision mentioned in section 150ER(2), 150ES(3) or 150EU(2) of the Act will be considered, discussed, voted on or made be closed.

(5) A resolution that a local government meeting be closed must—

(a) state the matter mentioned in subsection (3) that is to be discussed; and

(b) include an overview of what is to be discussed while the meeting is closed.

(6) A local government or a committee of a local government must not make a resolution (other than a procedural resolution) in a local government meeting, or a part of a local government meeting, that is closed.

10.1 EXECUTIVE SERVICES

- 10.1.1 Executive Services Confidential Report Dalby Aerodrome Agricultural Lease H, I, J and U Proposed Lease Renewal
The purpose of this Report is to obtain Council approval to renew the Agricultural Lease H, I, J and U at the Dalby Aerodrome.
- 10.1.2 Executive Services Confidential Report - Proposed Sale of 7 and 9 Marfleet Street, Tara
The purpose of this Report is to seek Council's direction regarding the proposed sale of 7 and 9 Marfleet Street, Tara.

10.2 CORPORATE SERVICES

10.3 COMMUNITY AND LIVEABILITY

- 10.3.1 Community and Liveability Confidential Report Infrastructure Charges for Southern Queensland Rural Health Development
This report is to seek Council's determination regarding a request by Southern Queensland Rural Health to waive Infrastructure Charges for the development of an Educational Establishment at 24-30 Zeller Street Chinchilla.

10.4 INFRASTRUCTURE SERVICES

11. DEPUTATION

12. PLANNING

- 12.1 **(030&040.2023.81.001) Community and Liveability Report Development Application Material Change of Use for Service Station and Operational Work for Advertising Devices at 39 Drayton Street Dalby Plans in Motion Pty Ltd** 31
The purpose of this Report is for Council to decide the development application for a Material Change of Use to establish a Service Station and Operational Work for Advertising Devices on land described as Lots 1 and 2 on RP96146, Lot 1 on RP2015 and Lot 34 on RP93495, and located at 39 Drayton Street, Dalby.

13. EXECUTIVE SERVICES

- 13.1 **Executive Services Chief Executive Officer Report August 2023** 84
The purpose of this Report is to provide Council with significant meetings, forums and delegations attended by the Chief Executive Officer during the month of August 2023.
- 13.2 **Executive Services Report Outstanding Actions August 2023** 86
The purpose of this Report is to provide Council with an updated on the status of outstanding Council Meeting Action Items to 16 August 2023.

14. CORPORATE SERVICES

14.1	Corporate Services Report Audit Committee Meeting 13 September 2023	92
	The purpose of this report is to provide Council with the report of the Western Downs Regional Council Audit Committee Meeting held on 13 September 2023.	
14.2	Corporate Services Report Write Off Outstanding Unrecoverable Accounts Receivable 2023	99
	The purpose of this report is to seek Council's approval to write off the attached outstanding Accounts Receivable, Infringement Notices, Gas Notice, and unpaid rates and charges in relation to a terminated road lease. The outstanding amounts have been deemed unrecoverable and the associated write-offs, except for the identified rates and charges write-off, relate to accounts that have been provided for in the 2022-23 financial statements.	
14.3	Corporate Services Report Communications and Community Engagement Strategy Implementation Update	111
	The purpose of this report is to update Council on the status of the <i>Communications and Community Engagement Strategy</i> implementation.	
14.4	Corporate Services Report Rescind Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy	153
	The purpose of this report is to seek Council's resolution to rescind the <i>Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy</i> .	
14.5	Corporate Services Report Rescind Policy Framework - Council Policy	159
	The purpose of this report is to seek Council's resolution to rescind the <i>Policy Framework - Council Policy</i> .	
14.6	Corporate Services Financial Report August	166
	The purpose of this Report is to provide Council with the Financial Report for the period ending 31 August 2023.	
15.	INFRASTRUCTURE SERVICES	
15.1	Infrastructure Services Works August 2023/24 Capital Works Progress Update	176
	The purpose of this Report is for the Works Department to provide an update to Council regarding the 2023/24 Capital Works Program for the month of August 2023.	
16.	COMMUNITY & LIVEABILITY	
16.1	Community & Liveability Report Dalby Cultural Centre	179
	The purpose of this report is to provide a detailed update on the development of the Dalby Cultural Centre (DCC). Further, the report seeks Council approval of the preferred location of Thomas Jack Park for the future DCC.	

17. NOTICES OF MOTION

17.1 CONSIDERATION OF NOTICES OF MOTION/BUSINESS

- | | | |
|--------|--|-----|
| 17.1.1 | Request Review of Councillor Portfolios and Committee structures
in local government governance | 188 |
|--------|--|-----|

17.2 RECEPTION OF NOTICES OF MOTION FOR NEXT MEETING

18. URGENT GENERAL BUSINESS

19. MEETING CLOSURE

Title **Adopt Ordinary Meeting of Council Minutes 16 August 2023**

Date 13 September 2023

Responsible Manager J. Taylor, CHIEF EXECUTIVE OFFICER

Summary

The Purpose of this Report is for Council to adopt the Minutes of the Ordinary Meeting of Council held on Wednesday, 16 August 2023

Link to Corporate Plan

Nil

Material Personal Interest/Conflict of Interest

There are no declarations of material personal interest/conflicts of interest.

Officer's Recommendation

That this Report be received and that:

1. The Unconfirmed Minutes of the Ordinary Meeting of Council held on 16 August 2023, copies of which have been circulated to Members, be taken as read and confirmed.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) (the Human Rights Act) requires public entities 'to act and make decisions in a way compatible with human rights'.

There are no human rights implications associated with this report.

Attachments

1. Copy of Unconfirmed Minutes of the Ordinary Meeting of Council held on Wednesday, 16 August 2023.

Authored by: A. Lyell EXECUTIVE SERVICES ADMINISTRATION OFFICER



Ordinary Meeting of Council Minutes

Date: Wednesday, 16 August 2023

Time: 9:30am

Location: Western Downs Regional Council
Wandoan Customer Service Centre

Councillors:

- Cr. I. J. Rasmussen (Chairperson)
- Cr. K. A. Bourne
- Cr. P. T. Saxelby
- Cr. K. A. Maguire
- Cr. M. J. James
- Cr. O. G. Moore
- Cr. C. T. Tillman

Officers:

- J. Taylor, Chief Executive Officer
- G. Cook, General Manager (Infrastructure Services)
- B. Bacon, General Manager (Corporate Services)
- D. Fletcher, General Manager (Community & Liveability)
- C. Craig, Senior Executive Officer
- A. Lyell, Executive Services Administration officer

1. DECLARATION OF MEETING OPENING

PROCEDURAL MOTION

Moved By Cr. K. A. Bourne

That the meeting be declared open at 9.30 am

CARRIED

PROCEDURAL MOTION

Moved By Cr. K. A. Bourne

That Cr. I. J. Rasmussen preside as chairperson at this ordinary council meeting of 16 August 2023.

CARRIED

2. OPENING PRAYER AND MINUTE SILENCE

Cr. M. J. James delivered the opening prayer. This was followed by the observance of a minute silence.

3. APOLOGIES

Moved By Cr. M. J. James

Seconded By Cr. K. A. Maguire

That Council accept the apology for non-attendance from Cr. P. M. McVeigh and Cr. A. N. Smith.

CARRIED

4. CONGRATULATIONS

Cr. K. A. Bourne requested that congratulations be extended to Orienteering Queensland and more specifically the Queensland School Orienteering organisers and volunteers for a successful Championship event hosted here in the Western Downs in July.

Cr. K. A. Bourne requested that congratulations be extended to Ingrid Young for being selected in the 2023 Queensland School Orienteering Team to compete in the Australian Schools Orienteering Championships as part of the Australian Orienteering Championships to be held in Western Australia in October.

Congratulations also to Gretel Young for being selected as a reserve for the team. Western Downs Regional Council commends you on your selection and wishes you all the best with the competition later in the year.

Cr. M. J. James requested that congratulations be extended to Breanna Collins, an employee at Kogan Creek Power Station who represented Australia in the Women's Trap Individual Event at the 2023 International Shooting Sport Federation (ISSF) Shotgun Junior World Championships in South Korea.

Cr. M. J. James requested that congratulations be extended to The Morgan family of "The Grove" Condamine, who won the 100 day HGP-free export, RNA Paddock to Plate Competition at the Brisbane with their Shorthorn Cattle and also placed second in the 100 day HGP class.

Cr. M. J. James requested that congratulations be extended to Dalby Wheatmen Rugby Union Player Sam Fermor who has been selected in the Australian Defence Force Rugby Union (ADFRU) Men's team to play in the World Defence Rugby 2023 Cup in France this month.

Cr. M. J. James requested that congratulations be extended to Skerman Farms - an intergenerational family farming enterprise (Dan and Chloe, Ross and Merryll, Luke and Michelle, Josh and Amanda), at "Fassifern" near Dalby who won the national AgriRisk High Achiever Award at the 2023 Cotton Industry Awards - announced at the 2023 Cotton Collective held in Toowoomba earlier this month.

Cr. P. T. Saxelby requested that congratulations be extended to Lindsey Doolan on being selected to represent Australia in South Africa at the 2024 Polocrosse World Cup. Western Downs Regional Council wishes Lindsey and her fellow team members all the best with their preparations in the lead up to next year's World Cup.

Cr. P. T. Saxelby requested that congratulations be extended to Chinchilla Polocrosse Club for holding a successful 2023 two- day carnival with over 70 teams from Queensland and New South Wales.

Cr. P. T. Saxelby requested that congratulations be extended to Chinchilla State High School Big Band, for winning first place at the Toowoomba Eisteddfod Big Band B Grade Section.

5. CONFIRMATION OF MINUTES

5.1 Adopt Ordinary Meeting of Council Minutes 19 July 2023

The Purpose of this Report is for Council to adopt the Minutes of the Ordinary Meeting of Council held on Wednesday, 19 July 2023

COUNCIL RESOLUTION

Moved By Cr. P. T. Saxelby

Seconded By Cr. O. G. Moore

That this Report be received and that:

1.The Unconfirmed Minutes of the Ordinary Meeting of Council held on 19 July 2023, copies of which have been circulated to Members, be taken as read and confirmed.

CARRIED

6. BUSINESS ARISING FROM THE MINUTES OF PREVIOUS MEETINGS

There was business arising from the minutes of previous meetings.

7. DECLARATIONS OF CONFLICTS OF INTEREST

There were no declarations of conflicts of interest.

8. PRESENTATION OF PETITIONS BY COUNCILLORS

There were no petitions present by Councillors.

9. MAYORAL UPDATE

9.1 Executive Services Mayoral Report July 2023

The purpose of this Report is to provide Council with significant meetings, forums and delegations attended by the Mayor during the month of July 2023.

COUNCIL RESOLUTION

Moved By Cr. K. A. Maguire

Seconded By Cr. C. T. Tillman

That this Report be received and noted.

CARRIED

10. CONFIDENTIAL ITEMS

Section 254J of the Local Government Regulation 2012 in relation to Closed meetings provides:

(1) A local government may resolve that all or part of a meeting of the local government be closed to the public.

(2) A committee of a local government may resolve that all or part of a meeting of the committee 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—

(a) the appointment, discipline or dismissal of the chief executive officer;

(b) industrial matters affecting employees;

(c) the local government's budget;

(d) rating concessions;

(e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government;

(f) matters that may directly affect the health and safety of an individual or a group of individuals;

(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;

(h) negotiations relating to the taking of land by the local government under the Acquisition of Land Act 1967;

(i) a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State.

(4) However, a local government or a committee of a local government must not resolve that a part of a local government meeting at which a decision mentioned in section 150ER(2), 150ES(3) or 150EU(2) of the Act will be considered, discussed, voted on or made be closed.

(5) A resolution that a local government meeting be closed must—

(a) state the matter mentioned in subsection (3) that is to be discussed; and

(b) include an overview of what is to be discussed while the meeting is closed.

(6) A local government or a committee of a local government must not make a resolution (other than a procedural resolution) in a local government meeting, or a part of a local government meeting, that is closed.

COUNCIL RESOLUTION - CLOSE MEETING

Moved By Cr. M. J. James

Seconded By Cr. K. A. Maguire

That Council resolve to close the Meeting in accordance with Sections 254J (3) (d,e,g,i) of the *Local Government Regulation 2012* at 9.47am to discuss the following Confidential Reports:

1. Executive Services Confidential Report - Expression of Interest to Lease Two Lots Kumbarilla Lane Kogan
2. Corporate Services Confidential Summary Report Quarterly Liability Update as at 30 June 2023
3. Corporate Services Confidential Report Additional Water Concession Due to Undetected Water Leak
4. Community and Liveability Confidential Report Western Downs Planning Scheme 2017 Major Amendment 2 Business and Planning Improvement Amendment Package

CARRIED

COUNCIL RESOLUTION - REOPEN MEETING

Moved By Cr. P. T. Saxelby

Seconded By Cr. C. T. Tillman

That Council resolve to reopen the Meeting at 10.01am.

CARRIED

10.1 EXECUTIVE SERVICES

10.1.1 Executive Services Confidential Report - Expression of Interest to Lease Two Lots Kumbarilla Lane Kogan

The purpose of this report is to seek Council's approval to call expressions of interest to lease two lots at Kumbarilla Lane, Kogan, east of the Braemer Power Station.

COUNCIL RESOLUTION

Moved By Cr. K. A. Bourne

Seconded By Cr. K. A. Maguire

That this Report be received and that Council resolves that:

1. It is in the public interest, pursuant to section 228(3)(a) and (b) *Local Government Regulation 2012* to invite Expressions of Interest ("EOI") to lease Lot 2 SP214220 and Lot 3 SP200461 ("Land") at Kumbarilla Lane Kogan, before inviting written tenders, noting that:
 - a. Leasing the Land in proximity to the Braemer Power Station, is expected to result in the Land reaching its full potential and increase its revenue generation for Council and additional economic opportunities for the benefit of the community.
 - b. The EOI allows all interested parties to express their interest in leasing the Land. Council will then assess the best proposed use of the Land for the benefit of the community and assess the suitability of the lessee before progressing further and calling tenders from a short listed group.
 - c. Inviting an EOI to lease the Land enables Council to maintain ownership and control of the Land for the benefit of the community to ensure it maintains:
 - i. the revenue stream from CSG interests, and
 - ii. its existing quarry assets whilst at the same time securing rights to allow future quarry expansion.

CARRIED

10.2 CORPORATE SERVICES

10.2.1 Corporate Services Confidential Summary Report Quarterly Liability Update as at 30 June 2023

The purpose of this Report is to provide Council with a quarterly update on liability matters as at 30 June 2023.

COUNCIL RESOLUTION

Moved By Cr. P. T. Saxelby

Seconded By Cr. O. G. Moore

That Council resolves to receive the *Corporate Services Confidential Summary Report Quarterly Liability Update, as at 30 June 2023*.

CARRIED

10.2.2 Corporate Services Confidential Report Additional Water Concession Due to Undetected Water Leak

The purpose of this report is to discuss a request for a concession which is greater than that contemplated by the *Water Meters – Council Policy*, associated with an undetected leaking pipe which resulted in a substantial consumption of water.

COUNCIL RESOLUTION

Moved By Cr. C. T. Tillman

Seconded By Cr. P. T. Saxelby

That Council grant a further concession of \$1,979.18, in addition to the \$709.37 previously granted, bringing the total concession amount to \$2,688.55, based on average water consumption charges issued for this property of \$148.92 per half-year.

FORESHADOWED MOTION

Cr. K. A. Bourne foreshadowed that if the motion on the floor failed, she would move:

That Council resolves to grant a concession of \$709.37, being a further reduction of twenty-five (25) per cent of the gross water consumption charges and provides an interest free period of twelve (12) months for the payment of the outstanding amount.

The **ORIGINAL MOTION** was **PUT** and **CARRIED (5 to 2)**

10.3 COMMUNITY AND LIVEABILITY

10.3.1 Community and Liveability Confidential Report Western Downs Planning Scheme 2017 Major Amendment 2 Business and Planning Improvement Amendment Package

The purpose of this Report is for Council to decide to exercise its power under the *Planning Act 2016* and in accordance with the process set out in the Minister's Guidelines and Rules, to make amendments to its Planning Scheme and Planning Scheme Policies from time to time, to ensure those Policy and Regulatory Instruments remain contemporary, reflective of Council's current Policy positions, and appropriately manage planning and development across the Western Downs Region.

COUNCIL RESOLUTION

Moved By Cr. K. A. Maguire

Seconded By Cr. O. G. Moore

That this Report be received and that:

1. Council resolve, for the purposes of Chapter 2, Part 4, Section 16.1 of the Minister's Guidelines and Rules, to commence making a major amendment to its Planning Scheme.
2. Council endorse the proposed Planning Scheme Amendment and Maps (Major Amendment 2 – Business and Planning Improvement Amendment Package), including the Amended Planning Scheme Policies incorporated at Schedule 6 (**Attachments 1A and 1B**), prepared in accordance with Chapter 2, Part 4, Section 16.4 and Chapter 3, Part 1, Section 2.2 of the Minister's Guidelines and Rules.
3. Council endorse the proposed Communications Strategy (**Attachment 2**).
4. Council decide to make the proposed amendments to the Planning Scheme Policies, incorporated in Schedule 6 of Major Amendment 2 – Business and Planning Improvement Amendment Package, in accordance with Chapter 3, Part 1, Sections 2.1 of the Minister's Guidelines and Rules.
5. Council give notice to the Planning Minister of the decision to amend the Planning Scheme, provide the required material (as set out in Schedule 3 of the Minister's Guidelines and Rules) and request a State Interest Review of Major Amendment 2, in accordance with Chapter 2, Part 4, Section 16.5 of the Minister's Guidelines and Rules.
6. Council decide to proceed to public consultation of Major Amendment 2 – Business and Planning Improvement Amendment Package and the proposed amendments to the Planning Scheme Policies incorporated in Schedule 5, in accordance with Chapter 2, Part 4, Sections 18.1 and 18.2 and Chapter 3, Part 1, Section 3 of the Minister's Guidelines and Rules, after receiving and subject to the outcome of the State Interest Review and the Planning Minister's Notice issued under Chapter 2, Part 4, Section 17.5 of the Minister's Guidelines and Rules.
7. That the Chief Executive Officer be granted all powers under the Minister's Guidelines and Rules to amend Proposed Major Amendment 2 – Business

and Planning Improvement Amendment Package as detailed in Clause 2 above, prior to and in the course of the State Interest Review.

CARRIED

COUNCIL RESOLUTION

Moved By Cr. O. G. Moore

Seconded By Cr. C. T. Tillman

That council hold an information session to consider a second amendment to the planning scheme in relation to, but not limited to, lot sizes, urban and rural residential, land use and density.

CARRIED

10.4 INFRASTRUCTURE SERVICES

11. DEPUTATION

There were no deputations.

12. PLANNING

12.1 (030.2023.119.001) Community and Liveability Report Development Application Material Change of Use for an Extractive Industry (Gravel Pit) on Lot 173 on LY128 668 Red Hill Road Red Hill Sellars C/- Swep Consulting

The purpose of this Report is for Council to decide the proposed development for Material Change of Use to establish an Extractive Industry (Gravel Pit - less than 5,000tpa) on land described as Lot 173 on LY128 and situated at 668 Red Hill Road, Red Hill.

COUNCIL RESOLUTION

Moved By Cr. K. A. Bourne

Seconded By Cr. K. A. Maguire

That this Report be received and that:

1. The application for Material Change of Use to establish an Extractive Industry (Gravel Pit - less than 5,000tpa) on **Lot 173 on LY128 and situated at** 668 Red Hill Road, Red Hill be approved, subject to the following conditions:

APPROVED PLANS AND DOCUMENT

1. The development shall be carried out generally in accordance with the Approved Plans and Document listed below, subject to and modified by the conditions of this approval:

Drawing No., Revision	Title and Details	Dated
2023-012-001, Revision A	Overall Site Plan, prepared by Swep Consulting	20/04/2023
2023-012-002, Revision A	Site Plan - Detail, prepared by Swep Consulting	20/04/2023
-	Site Based Management Plan - Gravel Pit, prepared by Swep Consulting	-

2. Where there is any conflict between the conditions of this development approval and the details shown on the Approved Plans and Document, the conditions of this development approval must prevail.

APPROVED DEVELOPMENT

3. The approved development is a Material Change of Use for an Extractive Industry (Quarry up to a maximum of 5,000 tonnes per annum) as shown on the Approved Plans.

COMPLIANCE, TIMING AND COSTS

4. All conditions of the approval shall be complied with before the change occurs (prior to commencement of the use) and while the use continues, unless otherwise noted within these conditions.
5. All costs associated with compliance with these conditions shall be the responsibility of the developer unless otherwise noted.

FEES AND CHARGES

6. All fees, rates, interest and other charges levied on the property, shall be paid in full, in accordance with the rate at the time of payment.

MAINTENANCE

7. A record of each year's output must be kept on-site and be available for review at the request of Council's Planning and Environment Manager or authorised delegate, within 48 hours of such request.
 - 7.1 Material extracted from the site must not exceed an output of 5,000 tonnes per annum.
8. The development (including landscaping, parking, driveways and other external spaces) shall be maintained in accordance with the Approved Plans and Document subject to and modified by any conditions of this approval.

APPLICATION DOCUMENTATION

9. It is the developer's responsibility to ensure all entities associated with this Development Permit have a legible copy of the Approved Plans and Document bearing "*Council Approval*" and the Decision Notice.

CONTOUR PLANS

10. Prior to commencement of any extraction, Council must be provided with an initial Contour Plan of the general extraction area shown on the Approved Plans. The Plan is to be prepared by a Licensed Surveyor.
11. On the first anniversary of this Development Permit taking effect, and every twelve (12) months thereafter, a new Contour Plan of the active Extraction Pit/s must be prepared by a Licensed Surveyor and must be submitted to Council for review.

HOURS OF OPERATION/LOADING AND UNLOADING

12. Quarrying operations and transport haulage must only operate between the following hours:
Monday to Sunday: 5:00am to 7:00pm

SITE BASED MANAGEMENT PLAN

13. The approved use must be carried out in accordance with the Approved Site Based Management Plan - Gravel Pit, prepared by Swep Consulting and submitted with the application, except as altered by conditions of this development approval.
14. The Site Based Management Plan must be implemented, maintained and modified where necessary, to maintain compliance with the requirements of this Development Approval at all times.

ACOUSTIC AMENITY - NOISE LIMITS

15. Noise from activities associated with the use of the site must not exceed the Acoustic Quality Objectives listed in the *Environmental Protection*

(Noise) Policy 2019 when measured at any sensitive place or commercial place.

16. In the event that Council receives a bona fide noise complaint in relation to noise emissions produced from the site, Council reserves the right to review the approved operating hours. In this instance, the applicant may be required to undertake a Noise Impact Assessment and implement any recommendations in relation to noise attenuation.

AIR QUALITY AND AMENITY - AIR RELEASE LIMITS

17. Air emissions (odour and dust) from the development shall not cause environmental nuisance or exceed the Air Quality Objectives listed in the *Environmental Protection (Air) Policy 2019* as measured at any sensitive place or commercial place.

LIGHTING

18. Fixed site lighting associated with the development is to comply with *Australian Standard 4282 Control of the Obtrusive Effects of Outdoor Lighting*.

LANDSCAPING - MISCELLANEOUS

19. All declared weeds and pests must be removed from the subject land and the subject land kept clear of such nuisance.

WASTE MANAGEMENT

20. All waste generated from construction of the premises must be effectively controlled on-site before disposal. All waste must be disposed of in accordance with the *Waste Reduction and Recycling Act 2011*.
21. All waste generated on-site must be managed in accordance with the waste management hierarchy as detailed in the *Waste Reduction and Recycling Act 2011*.

ENGINEERING WORKS

22. The applicant is responsible for the full cost of any alterations necessary to any infrastructure services and/or other public utility installations resulting from the development or from road and drainage works required in connection with the development.

LOCATION, PROTECTION AND REPAIR OF DAMAGE TO COUNCIL AND PUBLIC UTILITY SERVICES INFRASTRUCTURE AND ASSETS

23. Be responsible for the location and protection of any Council and Public Utility services infrastructure and assets that may be impacted during construction of the development.
24. Repair damage to any Council and public utility services infrastructure and asset where damage is a result of the proposed development.
25. Repair any damage to infrastructure assets immediately where it creates a hazard to the community, including a pedestrian or vehicular safety

hazard and all other instances repair immediately upon completion of the works associated with the development.

STORMWATER

26. Adjoining properties and roadways to the development are to be protected from ponding or nuisance from stormwater as a result of any activities undertaken as part of the proposed development.

VEHICLE ACCESS

27. Ensure that the existing crossover is constructed in accordance with Council's Standard Drawing No. R-007. Ensure that crossover splay is designed to accommodate the turning movements of the largest expected vehicle.

EROSION AND SEDIMENT CONTROL

28. Undertake erosion and sediment control in accordance with the *International Erosion Control Association (Australasia) Best Practice Erosion and Sediment Control Guidelines*.

ENVIRONMENTAL

29. The operations and construction work associated with this development shall be carried out to the requirements of Council. Where material is spilled or carried onto existing roads by vehicles emanating from the Quarry, it is to be removed forthwith so as to restrict dust nuisance and ensure traffic safety.

REHABILITATION

30. Submit to Council, a "Rehabilitation Management Plan" outlining the works to be undertaken to rehabilitate the site at the time of decommissioning of the extraction operations.

ADVISORY NOTES

NOTE 1 - Special Rates

In lieu of levying infrastructure charges payable in conjunction with this Development Permit in accordance with the *Planning Act 2016*, road maintenance and depreciation costs associated with the Extractive Industry operations will be recouped by levying an annual special rate on the land on which the Extractive Industry is located.

NOTE 2 - Currency Period

*"A part of a development approval lapses at the end of the following period (the **currency period**)—*

- (a) *for any part of the development approval relating to a material change of use—if the first change of use does not happen within—*

- (i) *the period stated for that part of the approval; or*

- (ii) *if no period is stated—6 years after the approval starts to have effect."*

NOTE 3 - Aboriginal Cultural Heritage

It is advised that under Section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander and Partnerships' website www.datsip.qld.gov.au.

NOTE 4 - General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 5 - General Safety of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 6 - Property Note (Audit of Conditions)

An inspection of the property to ascertain compliance with conditions will be undertaken twelve (12) months after the approval takes effect. If the works are completed prior to this time, please contact Council for an earlier inspection. A property note to this effect will be placed on Council's records.

NOTE 7 - Duty to Notify of Environmental Harm

If a person becomes aware that serious or material environmental harm is caused or threatened by an activity or an associated activity, that person has a duty to notify Western Downs Regional Council.

CARRIED

**12.2 (035.2023.188.001) Community and Liveability Report Development
Application Reconfiguring a Lot (1 Lot into 2 Lots) on Lot 77 on LY323
Woolletts Road Diamondy White Wind Project No 1 Pty Ltd C/-
Environmental Resources Management Australia Pty Ltd**

The purpose of this Report is for Council to decide the proposed development for Reconfiguring a Lot (1 lot into 2 lots) on land described as Lot 77 on LY323 and situated at Woolletts Road, Diamondy.

COUNCIL RESOLUTION

Moved By Cr. K. A. Maguire

Seconded By Cr. K. A. Bourne

That this Report be received and that:

1. The application for Reconfiguring a Lot (1 lot into 2 lots) on land described as Lot 77 on LY323 and situated at Woolletts Road, Diamondy be approved, subject to the following conditions:

APPROVED PLANS AND DOCUMENT

1. The development shall be carried out generally in accordance with the Approved Plans and Document listed below, subject to and modified by the conditions of this approval:

Plan No./Reference	Plan Title and Details	Dated
File WMWF_0033_03A Premises Plan, Rev 03A	Stage 1 Premises Plan Phillip Hoare, prepared by Wambo Wind Farm	14/02/2023
BR190455, Issue No: 3	Site Based Stormwater Management Plan, prepared by ACOR Consultants (QLD) Pty Ltd	21/07/2020

2. Where there is any conflict between the conditions of this development approval and the details shown on the Approved Plans and Document, the conditions of this development approval must prevail.

APPROVED DEVELOPMENT

3. The approved development is Reconfiguring a Lot (1 lot into 2 lots) as shown on the Approved Plans.

COMPLIANCE, TIMING AND COSTS

4. All conditions of the approval shall be complied with before Council's endorsement of the Form 18B, unless otherwise noted within these conditions.
5. All costs associated with compliance with these conditions shall be the responsibility of the developer unless otherwise noted.
6. The Form 18B shall not be executed until a letter of compliance is received demonstrating the development's compliance with all conditions of this approval.

FEES AND CHARGES

7. All fees, rates, interest and other charges levied on the property, shall be paid in full, in accordance with the rate at the time of payment.

MAINTENANCE

8. The development shall be maintained in accordance with the Approved Plans and Document, subject to and modified by any conditions of this approval.

LOT NUMBERING

9. The developer is to make a request to Council for street numbering within 30 days of registration of the Survey Plan with the Titles Office.

LANDSCAPING

10. All declared weeds and pests shall be removed from the subject land and the subject land kept clear of such nuisance varieties at all times during the course of the development works and any ensuing defects liability period.
11. Apart from declared weeds and pests, trees, shrubs and landscaped areas currently existing on the subject land shall be retained where possible, and action taken to minimise disturbance during construction work.

INFRASTRUCTURE CHARGES

12. All infrastructure charges including those associated with Council's Water, Stormwater, Transport and Parks Networks are now levied under the *Planning Act 2016*. As required under Section 119 of the *Planning Act 2016*, a separate **Infrastructure Charges Notice** is attached.

ENGINEERING WORKS

13. Be responsible for any alteration necessary, to easements and/or other public utility installations resulting from the development or from road and drainage works required in connection with the development.
14. Submit to Council, certification from a suitably qualified Engineer (RPEQ) that the works have been undertaken in accordance with the Approved Plans, Document and specifications and to Council's requirements, prior to Council's endorsement of the Form 18B.

LOCATION, PROTECTION AND REPAIR OF DAMAGE TO COUNCIL AND PUBLIC UTILITY SERVICES INFRASTRUCTURE AND ASSETS

15. Be responsible for the location and protection of any Council and public utility services infrastructure and assets that may be impacted during construction of the development.
16. Repair all damage incurred to Council and public utility services infrastructure and assets, as a result of the proposed development immediately should hazards exist for public health and safety or vehicular safety. Otherwise, repair all damage immediately upon completion of works associated with the development.

STORMWATER MANAGEMENT

17. Provide overland flow paths that do not alter the characteristics of existing overland flows on other properties or that create an increase in flood damage on other properties.
18. Provide drainage works generally in accordance with the Approved Site Based Stormwater Management Plan, Document No. BR190455, Issue 3, prepared by ACOR Consultants (QLD) Pty Ltd, dated 21 July 2020.
19. Discharge all minor storm flows that fall or pass onto the site to the lawful point of discharge in accordance with the Queensland Urban Drainage Manual (QUDM).

VEHICLE ACCESS

20. Design and construct vehicle turnouts generally in accordance with Council's Standard Drawing No. R-007, to accommodate the turning movement of the largest design vehicle expected.

WATER SUPPLY

21. Provide a suitable water supply for all uses, staff, and visitors to the sites.

ON-SITE WASTEWATER DISPOSAL

22. Connect all future developments on the proposed Lots to an on-site wastewater disposal system as applicable, in accordance with, AS1547 and the Queensland Plumbing and Waste Water Code.

Comment: A pump-out system by a licensed wastewater contractor may be considered subject to Council approval.

23. Obtain a Development Permit for Plumbing Work for the on-site sewerage treatment system as applicable.

SERVICES

24. Design and provide electricity and telecommunications to all lots of the development.
25. Ensure that all services on proposed Lots are wholly located within the lot it serves.

EARTHWORKS - GENERAL

26. Undertake earthworks in accordance with the provisions of AS3798 *Guidelines on Earthworks for Commercial and Residential Developments*.

ENVIRONMENTAL HEALTH

27. Undertake operations and construction work associated with this development to the requirements of Council, including the following:

- 27.1 do not cause nuisance to adjoining residents by the way of smoke, dust, stormwater discharge or siltation of drains, at any time, including non-working hours;
- 27.2 remove immediately, any material spilled or carried onto existing roads to avoid dust nuisance and ensure traffic safety; and
- 27.3 do not carry out work on Sundays or Public Holidays (unless approved otherwise by Council).

Timing: During construction and on-maintenance period and the establishment period of the landscaping or areas disturbed during construction.

- 28. Do not release contaminants or contaminated water directly or indirectly from the land subject to this approval, or to the ground or groundwater at the land subject to this approval, except for:
 - 28.1 uncontaminated overland stormwater flow; and
 - 28.2 uncontaminated stormwater to the stormwater system.

Timing: Prior to commencement of any work on-site, during work on-site and maintained for the period of the use of the development site.

ADVISORY NOTES

NOTE 1 - Currency Period

*"A part of a development approval lapses at the end of the following period (the **currency period**)—*

- (a) *for any part of the development approval relating to reconfiguring a lot —if a plan for the reconfiguration, that under the Land Title Act, is required to be given to a local government for approval is not given to the local government within —*
 - (i) *the period stated for that part of the approval; or*
 - (ii) *if no period is stated— 4 years after the approval starts to have effect."*

NOTE 2 - Aboriginal Cultural Heritage

It is advised that under Section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander and Partnerships' website www.datsip.qld.gov.au.

NOTE 3 - General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by

noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 4 - General Safety of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 5 - Property Note (Audit of Conditions)

An inspection of the property to ascertain compliance with conditions will be undertaken twelve (12) months after the approval takes effect. If the works are completed prior to this time, please contact Council for an earlier inspection. A property note to this effect will be placed on Council's records.

NOTE 6 - Duty to Notify of Environmental Harm

If a person becomes aware that serious or material environmental harm is caused or threatened by an activity or an associated activity, that person has a duty to notify Western Downs Regional Council.

CARRIED

COUNCIL RESOLUTION - ADJOURN MEETING

Moved By Cr. P. T. Saxelby

Seconded By Cr. M. J. James

That Council resolve to adjourn the Meeting.

The Meeting adjourned at 10.33am.

The Meeting resumed at 10.46am.

CARRIED

13. EXECUTIVE SERVICES

13.1 Executive Services Report Permanent Road Closure Application for Road Reserve that bisects Lots 29 & 58 on RG128 Kogan Condamine Road, Crossroads

To determine an application for the permanent closure of a road reserve that is an unformed road that runs along the eastern boundary of Lot 29 on RG128 Kogan Condamine Road, Crossroads.

COUNCIL RESOLUTION

Moved By Cr. K. A. Bourne

Seconded By Cr. P. T. Saxelby

That this Report be received and that:

1. Council advises the Department of Resources and the applicant that it has no objections to the permanent closure of the unformed road reserve along the eastern boundary of Lot 29 RG128 being 3407 Kogan-Condamine Road, Crossroads owned by Terroir Properties Pty Ltd.

CARRIED (6 to 1)

13.2 Executive Services Report Outstanding Actions July 2023

The purpose of this Report is to provide Council with an updated on the status of outstanding Council Meeting Action Items to 19 July 2023.

COUNCIL RESOLUTION

Moved By Cr. C. T. Tillman

Seconded By Cr. K. A. Maguire

That this Report be received.

CARRIED

13.3 Executive Services Chief Executive Officer Report July 2023

The purpose of this Report is to provide Council with significant meetings, forums and delegations attended by the Chief Executive Officer and Acting Chief Executive Officer during the month of July 2023.

COUNCIL RESOLUTION

Moved By Cr. P. T. Saxelby

Seconded By Cr. K. A. Bourne

That this Report be received.

CARRIED

13.4 Executive Services Quarterly Report April to June 2023

The purpose of this Report is to provide Council with a summary of the Executive Services Division's strategic and operational activities for the fourth quarter of the 2022-2023 financial year.

COUNCIL RESOLUTION

Moved By Cr. K. A. Maguire

Seconded By Cr. M. J. James

That this report be received and noted.

CARRIED

14. CORPORATE SERVICES

14.1 Corporate Services Report Aquatic Facilities Strategy 2023-2038 Priority Actions

The purpose of this Report is to seek Council's endorsement to pursue priority action outcomes of the Aquatic Facilities Strategy 2023-2038.

COUNCIL RESOLUTION

Moved By Cr. M. J. James

Seconded By Cr. C. T. Tillman

That Council resolves to:

1. commence the exploration of replacement options and development of concept plans in 2023-24 for the Chinchilla Aquatic Facility, including at a greenfield site (in accordance with existing approved budgets);
2. commence essential remediation works in 2023-24 for the Chinchilla Aquatic Facility (in accordance with existing approved budgets);
3. develop concept plans for the remediation and moderate upgrade of the Wandoan Aquatic Facility (in accordance with existing approved budgets);
4. schedule the required remediation of the Chinchilla, Miles, Jandowae, and Dalby aquatic facilities across the 2023-24, 2024-25, and 2025-26 financial years (subject to budget considerations);
5. amend the Capital Budget Ten (10) year forecasts for the aquatic facilities to reflect the revised order of priority; and
6. investigate the feasibility of implementing temperature control mechanisms at Western Downs' aquatic facilities.

CARRIED

COUNCIL RESOLUTION

Moved By Cr. M. J. James

Seconded By Cr. P. T. Saxelby

That Council trial the use of the existing temperature control (heating) system during the shoulder months of the 2023/24 swimming season at the Dalby outdoor swimming pool.

AMENDMENT NO. 1

Moved By Cr. C. T. Tillman

Seconded By Cr. K. A. Maguire

That council trial the use of the existing temperature control (heating) system during the shoulder months and the swim season for 2023/24 at the Dalby outdoor swimming pool.

The **AMENDMENT NO. 1** was **PUT** and **LOST (3 to 4)**

The **ORIGINAL MOTION** was **PUT** and **CARRIED**

14.2 Corporate Services Report - Queensland Audit Office 2023 Interim Management Report

The purpose of this report is to provide an update on external audit activities for the 2023 financial year.

COUNCIL RESOLUTION

Moved By Cr. O. G. Moore

Seconded By Cr. K. A. Maguire

That Council resolves to receive the Queensland Audit Office's *2023 Interim Management Report*.

CARRIED

14.3 Corporate Services Report Quarter Four 2022-23 Operational Plan and Enterprise Risk Management Review

The purpose of this report is to provide Council with the status of the strategic risks which Council manages under the *Enterprise Risk Management Framework* and the fourth and final quarter progress in achieving the actions outline in the *2022-23 Operational Plan*.

COUNCIL RESOLUTION

Moved By Cr. K. A. Bourne

Seconded By Cr. K. A. Maguire

That Council resolves to receive the *Quarter Four 2022-23 Operational Plan and Enterprise Risk Management Review*.

CARRIED

14.4 Corporate Services Financial Report July

The purpose of this Report is to provide Council with the Financial Report for the period ending 31 July 2023.

COUNCIL RESOLUTION

Moved By Cr. K. A. Maguire

Seconded By Cr. O. G. Moore

That Council resolves to receive the July 2023 Financial Report.

CARRIED

14.5 Corporate Services Quarterly Report April to June 2023

The purpose of this Report is to provide Council with a summary of the Corporate Services Division's strategic and operational activities for the fourth quarter of the 2022-2023 financial year.

COUNCIL RESOLUTION

Moved By Cr. M. J. James

Seconded By Cr. K. A. Bourne

That Council resolve to receive the Corporate Services Quarterly Report for the period April to June 2023.

CARRIED

15. INFRASTRUCTURE SERVICES

15.1 Infrastructure Services Quarterly Report April to June 2023

The purpose of this Report is to provide Council with a quarterly update in relation to the Infrastructure Services' Works, Utilities Technical Services and Disaster Management departments performance.

COUNCIL RESOLUTION

Moved By Cr. O. G. Moore

Seconded By Cr. P. T. Saxelby

That Council resolve to receive the Infrastructure Services Quarterly Report for the period April to June 2023.

CARRIED

16. COMMUNITY AND LIVEABILITY

16.1 Community and Liveability Quarterly Report April to June 2023

The purpose of this Report is to provide Council with an update in relation to the Community and Liveability Division for the fourth quarter of the 2022 / 2023 Financial Year.

COUNCIL RESOLUTION

Moved By Cr. K. A. Maguire

Seconded By Cr. C. T. Tillman

That this Report be received and noted.

CARRIED

17. NOTICES OF MOTION

17.1 CONSIDERATION OF NOTICES OF MOTION/BUSINESS

17.1.1 Request Review of the Council Meetings Policy

COUNCIL RESOLUTION

Moved By Cr. M. J. James

Seconded By Cr. K. A. Bourne

That Council review the Council Meetings Policy.

CARRIED

17.2 RECEPTION OF NOTICES OF MOTION FOR NEXT MEETING

There were no Notices of Motion for the next meeting.

18. URGENT GENERAL BUSINESS

There was no Urgent General Business.

19. MEETING CLOSURE

The Meeting concluded at 11.59am.

Title **Executive Services Mayoral Report August 2023**

Date 7 September 2023

Responsible Manager J. Taylor, CHIEF EXECUTIVE OFFICER

Summary

The purpose of this Report is to provide Council with significant meetings, forums and delegations attended by the Mayor during the month of August 2023.

Link to Corporate Plan

Strategic Priority: Active Vibrant Communities

- We are a region without boundaries, united in community pride.
- Our community members are the loudest advocates for what's great about our region.
- Our social, cultural and sporting events are supported locally and achieve regional participation.
- Our parks, open spaces, and community facilities are well utilised and connect people regionally.
- A recognised culture of volunteerism is active throughout our communities.

Material Personal Interest/Conflict of Interest

Nil

Officer's Recommendation

That this Report be received and noted.

Background Information

Nil

Report

Meetings, delegations and forums attended by the Mayor during the month of August 2023:

Date	Who/Where	Details
2 August 2023	<ul style="list-style-type: none"> Development Application Panel meeting Dinner with Australia Pacific LNG 	Dalby Chinchilla
3 August 2023	<ul style="list-style-type: none"> Chinchilla Chamber Year Ahead Breakfast ADA Link Morning Tea Queensland Symphony Orchestra 	Chinchilla Dalby Chinchilla
4 August 2023	<ul style="list-style-type: none"> Dalby Police Station 	Dalby
7 August 2023	<ul style="list-style-type: none"> Seifert Belmont Reds Bull sale 	Jandowae
8 August 2023	<ul style="list-style-type: none"> Western Downs Futures Group Meeting with SENEX 	Tara Brisbane
9 August 2023	<ul style="list-style-type: none"> Meeting with CS Energy Meeting with Queensland Treasury Corporation (QTC) Meeting with Department of Resources 	Brisbane Brisbane Brisbane
10 August 2023	<ul style="list-style-type: none"> Meeting with Ratepayer 	Dalby
11 August 2023	<ul style="list-style-type: none"> Darling Downs South West Regional Economic Future Fund Strategic Advisory Committee Meeting 	Dalby
19 August 2023	<ul style="list-style-type: none"> Mary's Place Grand Opening 	Dalby
21 August 2023	<ul style="list-style-type: none"> Meeting with Queensland Police Service 	Dalby

23 August 2023	<ul style="list-style-type: none"> • Dalby Chamber Year Ahead Breakfast • Dalby State High Schoolwide Leadership Dinner 	Dalby Dalby
24 August 2023	<ul style="list-style-type: none"> • Local Government Association Queensland Compact Guardians Meeting • Scooterville Event 	Brisbane Dalby
26 August 2023	<ul style="list-style-type: none"> • Dalby Delicious and Delightful Festival • Citizenship Ceremony 	Dalby Dalby
28 August 2023	<ul style="list-style-type: none"> • Media Interview 	Tara
29 August 2023	<ul style="list-style-type: none"> • Weed and Pests Symposium 	Dalby
31 August 2023	<ul style="list-style-type: none"> • Darling Downs Beef Battle 	Toowoomba

Consultation (Internal/External)

Nil

Legal/Policy Implications (Justification if applicable)

Nil

Budget/Financial Implications

Nil

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) (the Human Rights Act) requires public entities 'to act and make decisions in a way compatible with human rights'.

There are no human rights implications associated with this report.

Conclusion

The forgoing represents activities undertaken by the Mayor during the month of August 2023.

Attachments

Nil

Authored by: Hailey Wex, Executive Officer to the Mayor

Title (030&040.2023.81.001) Community and Liveability Report Development Application Material Change of Use for Service Station and Operational Work for Advertising Devices at 39 Drayton Street Dalby Plans in Motion Pty Ltd

Date 30 August 2023

Responsible Manager T. Summerville, PLANNING AND ENVIRONMENT MANAGER

Summary

The purpose of this Report is for Council to decide the development application for a Material Change of Use to establish a Service Station and Operational Work for Advertising Devices on land described as Lots 1 and 2 on RP96146, Lot 1 on RP2015 and Lot 34 on RP93495, and located at 39 Drayton Street, Dalby.

Link to Corporate Plan

Strategic Priority: Strong Diverse Economy

- We aggressively attract business and investment opportunities.
- Our region is a recognised leader in agribusiness, energy, and manufacturing.
- We deliver water security to enable future economic growth.
- We proactively advance our region as a tourism destination.
- Our business and industry actively live and buy local.

Material Personal Interest/Conflict of Interest

Nil

Officer's Recommendation

That this Report be received and that:

1. The application for a Material Change of Use to establish a Service Station and Operational Work for Advertising Devices on land described as Lots 1 and 2 on RP96146, Lot 1 on RP2015 and Lot 34 on RP93495, located at 39 Drayton Street, Dalby, be approved, subject to the following conditions:

MATERIAL CHANGE OF USE

APPROVED PLANS

1. The development shall be carried out generally in accordance with the Approved Plans listed below, subject to and modified by the conditions of this approval:

Drawing No., Revision	Plan Title and Details	Dated
DG01, Rev E	Site Plan, prepared by United Petroleum Pty Ltd	12/07/2023
DG02, Rev C	Store Layout, prepared by United Petroleum Pty Ltd	12/07/2023
DG03, Rev D	North/East & South/East Elevations, prepared by United Petroleum Pty Ltd	12/07/2023
DG04, Rev B	East & West Elevations, prepared by United Petroleum Pty Ltd	12/07/2023

2. Where there is any conflict between the conditions of this development approval and the details shown on the Approved Plans, the conditions of this development approval must prevail.
3. The following further Development Permits must be obtained prior to commencement of any work associated with the process:
 - 3.1 Building Works;
 - 3.2 Operational Work (other than for Advertising Devices); and
 - 3.3 Plumbing Works.

APPROVED DEVELOPMENT

4. The approved development is a Material Change of Use to establish a Service Station as shown on the Approved Plans.

COMPLIANCE, TIMING AND COSTS

5. All conditions of the approval shall be complied with before the change occurs (prior to commencement of the use) and while the use continues, unless otherwise noted within these conditions.

FEES AND CHARGES

6. All fees, rates, interest and other charges levied on the property, shall be paid in full, in accordance with the rate at the time of payment.

MAINTENANCE

7. The development (including landscaping, parking, driveways and other external spaces) shall be maintained in accordance with the Approved Plans, subject to and modified by any conditions of this approval.

INFRASTRUCTURE CHARGES

8. All infrastructure charges including those associated with Council's Water, Sewer, Stormwater, Transport and Parks Networks are now levied under the *Planning Act 2016*. As required under Section 119 of the *Planning Act 2016*, a separate **Infrastructure Charges Notice** is attached.

OPERATING HOURS

9. Unless otherwise approved in writing by Council, the approved use must only operate between the following hours:
Monday to Sunday: 24 hours a day, 7 days a week

VISUAL AND GENERAL AMENITY

10. Any graffiti on the buildings must be removed immediately.
11. The buildings and the site must be maintained in a clean and tidy manner at all times.
12. All plant and air-conditioning equipment and the like must be visually screened from Drayton Street and Condamine Street.

13. All declared weeds and pests must be removed from the subject land and the subject land kept clear of such nuisance varieties at all times during the course of development work and any ensuing defects liability period.

LANDSCAPING – GENERAL

14. The developer must submit to Council's Planning and Environment Manager or authorised delegate for endorsement, a detailed Landscaping Plan generally in accordance with the Approved Site Plan, for all landscaping associated with the development, prior to commencement of the use. The Plan shall be prepared by a suitably qualified and experienced Landscape Architect, Horticulturalist, or other person experienced in landscape design and construction.
 15. The Landscape Plan shall address the performance criteria listed below:
 - 15.1 to enhance the appearance of the development internally and externally;
 - 15.2 to screen the development and parked vehicles from public view and neighbouring properties; and
 - 15.3 to provide adequate vehicle sight lines and road safety.
 16. The Landscape Plan must detail:
 - 16.1 a landscaping strip with a minimum width of 1 metre adjacent to the side and rear boundaries of the property and adjacent to the frontage of Drayton and Condamine Streets excluding areas used for vehicle access as shown on the Approved Site Plan;
 - 16.2 a minimum of one shade tree;
 - 16.3 the typical species to be planted, consisting mainly of drought-tolerant species suitable to their individual location on-site;
 - 16.4 the number and size of plants; and
 - 16.5 the typical planting detail including preparation, backfill, staking and mulching.
- Note:** It is advised that suitable plant species for Dalby that may be considered in preparation of the Landscaping Plan are listed in Planning Scheme Policy 1 of the Western Downs Planning Scheme 2017 incorporating Amendment 1.
17. The developer must prepare and landscape the property in accordance with the Approved Landscape Plan prior to commencement of the use. Any amendments approved by Council's authorised delegate are taken to be a part of the Approved Landscape Plan.
 18. All approved landscaping treatments for the development are to be maintained on the property at all times and must remain in a clean and tidy state at all times.

LANDSCAPING – MISCELLANEOUS

19. All declared weeds and pests shall be removed from the subject land, and the subject land kept clear of such nuisance varieties, always during the course of the development work and any ensuing defects liability period.
20. Apart from declared weeds and pests, trees, shrubs, and landscaped areas currently existing on the subject land shall be retained where possible, and action taken to minimise disturbance during construction work.

ACOUSTIC AMENITY - NOISE LIMITS

21. Noise from activities associated with the use of the site must not exceed the Acoustic Quality Objectives listed in the *Environmental Protection (Noise) Policy 2019* when measured at any sensitive place or commercial place.

AIR QUALITY AND AMENITY - AIR RELEASE LIMITS

22. Air emissions from the development shall not cause environmental nuisance or exceed the Air Quality Objectives listed in the *Environmental Protection (Air) Policy 2019* as measured at any sensitive place or commercial place.

REFUSE STORAGE AREAS

23. Refuse bin storage areas must be screened from public view. Where bin storage occurs outside any buildings, such storage areas shall be screened with a minimum 1.5 metre high solid screen fence or wall.
24. The developer must provide a sufficient number of general waste bins with a sufficient capacity throughout the development footprint for the disposal of waste and rubbish associated with the use.
25. The size and capacity of the refuse storage areas must be sufficient to accommodate the level of waste likely to be generated from the development having regard to the frequency of refuse collection.

WASTE MANAGEMENT

26. All waste generated from construction of the premises must be effectively controlled on-site before disposal. All waste must be disposed of in accordance with the *Waste Reduction and Recycling Act 2011*.
27. All waste generated on-site must be managed in accordance with the waste management hierarchy as detailed in the *Waste Reduction and Recycling Act 2011*.

HAZARDOUS CHEMICAL AND FUEL STORAGE

28. Ensure that all hazardous chemicals are stored and handled in accordance with the *Work Health and Safety Act 2011*.
29. Diesel is to be stored and handled in accordance with *Australian Standard 1940-2004 - The Storage and Handling of Flammable and Combustible Liquids*.

INDOOR AND OUTDOOR LIGHTING FOR SAFETY AND SECURITY

30. Outdoor security lighting must ensure safety of users of the development by:
 - 30.1 providing outdoor lighting in accordance with *Australian Standard 1158.3.1 – Road Lighting – Pedestrian Area (Category P) Lighting – Performance and Installation Design Requirements*; and
 - 30.2 the use of vandal-resistant lighting in public or publicly accessible areas.
31. Lighting is to be provided adjacent the pedestrian entrance and exit to the building and throughout the car parking areas and along pedestrian access paths.
32. Lighting must be provided to the following areas of the site:
 - 32.1 the entrances and exits of the approved buildings;

- 32.2 the pathways between the parking areas and the entrances/exits of the building/s;
and
- 32.3 throughout car parking areas.

OUTDOOR LIGHTING – IMPACT MITIGATION

- 33. Direct lighting or lighting must not exceed 8.0 lux at 1.5 metres beyond the boundary of the site.
- 34. Outdoor lighting of the development must mitigate adverse lighting and illumination impacts by:
 - 34.1 providing outdoor lighting that is designed, installed and regulated in accordance with the parameters outlined in *Australian Standard 1158.1.1 – Control of Obtrusive Effects of Outdoor Lighting*; and
 - 34.2 installation of outdoor lighting that:
 - 34.2.1 provides graduated intensity lighting with lower level brightness at the perimeter of the subject land and higher intensities at the centre of the subject land;
 - 34.2.2 is directed onto the subject land and away from neighbouring properties; and
 - 34.2.3 uses shrouding devices to preclude light overspill onto surrounding properties where necessary.

ENGINEERING WORKS

- 35. Submit to Council, an Operational Work application for earthworks, stormwater management, car parking and associated traffic signage.
- 36. Undertake Engineering designs and construction in accordance with Council's Planning Scheme, Development Manual and Standard Drawings, and relevant Australian Standards.
- 37. Be responsible for the full cost of any alterations necessary, to easements, relocation of signage and/or other public utility installations in connection with the development.

LOCATION, PROTECTION AND REPAIR OF DAMAGE TO COUNCIL AND PUBLIC UTILITY SERVICES INFRASTRUCTURE AND ASSETS

- 38. Be responsible for the location and protection of any Council and public utility services infrastructure and assets that may be impacted during construction of the development.
- 39. Repair all damage incurred to Council and public utility services infrastructure and assets, as a result of the proposed development immediately should hazards exist for public health and safety or vehicular safety. Otherwise, repair all damage immediately upon completion of work associated with the development.

REMOVAL OF EXISTING BUILDINGS

- 40. Remove all redundant buildings located on the property further to obtaining appropriate approval from Council prior to construction.

CONSTRUCTION AND NUISANCE MANAGEMENT PLAN

- 41. Submit to Council for endorsement, a Construction and Nuisance Management Plan for the approved development work for the site. The Plan is to cover where applicable, the following:
 - air quality management;
 - noise and vibration management;

- erosion and sediment management;
- vegetation management;
- waste management;
- complaint management;
- community awareness;
- preparation of site work plans;
- workers' car parking arrangements; and
- traffic control during works.

Timing: Prior to commencement of works.

42. Implement the approved Construction Management Plan at all times during construction of the development.
43. Ensure a legible copy of the approved Construction Management Plan is available on-site at all times during construction and earthworks.

STORMWATER MANAGEMENT

44. Design stormwater management generally in accordance with the "Stormwater Management" section of the Town Planning Report (R-001) prepared by Plans in Motion Pty Ltd and dated 14 February 2023. Stormwater management, including detention if required, shall be submitted as part of an Operational Work application.
45. All contaminated stormwater shall pass through an approved oil/water separator (SPEL Purceptor or approved equivalent) prior to discharge to the sewer network.
46. All stormwater infrastructure and relevant management practices must be in compliance with Council's plumbing and drainage requirements.
47. Install a hydrocarbon sensor to a shut-off valve of the stormwater filter outlet.
48. Ensure that the stormwater filter is reinstated after any major spill.
49. Provide overland flow paths that do not alter the characteristics of existing overland flows or create an increase in flood damage on other properties.
50. Ensure that works undertaken as a part of the development will not cause any actionable nuisance to adjoining properties.
51. Contaminants must not be released on premises where they could reasonably be expected to move or be washed into a roadside gutter, stormwater drain or waterway.
52. Only rainwater from uncontaminated areas is to drain directly into the stormwater drainage system. The activity must not be conducted in a manner that may or will cause contamination of surface stormwater run-off.
53. Stormwater must be diverted away from storage and contaminated work areas.
54. Ensure any fuel spillage anywhere on the forecourt area is not released or allowed to enter into stormwater infrastructure, roadside gutters or other water outside of the property.
55. Conduct the activity in a manner that will prevent the contamination of surface stormwater run-off.

56. Discharge stormwater run-off from uncontaminated sealed areas and overflows from any rainwater tanks to the existing underground stormwater systems in Drayton Street and Condamine Street via underground pipes.

WATER SUPPLY

57. Connect the development to Council's reticulated water supply system via a single connection.

SEWER

58. Connect the development to Council's reticulated sewerage system via a single connection. The connection must be designed in accordance with Council's standards and be approved by Council's Utility Services Section.

PARKING AND ACCESS - GENERAL

59. Design and construct all driveway, manoeuvring and car parking areas with concrete, asphalt or a two-coat bitumen seal.
60. Provide 10 car parking spaces including a minimum of 1 person with disability (PWD) car parking space generally in accordance with the Approved Plans.
61. Provide a PWD car parking space designed and line marked in accordance with *AS2890.6 Off-Street Parking for People with Disabilities*.
62. Provide vehicle bollards or tyre stops to control vehicular access and to protect landscaping or pedestrian areas where appropriate.
63. Line mark or otherwise delineate the car park aisles and driveways within the development with directional arrows on the pavement, to enable all vehicles to enter and leave the site in a forward gear.
64. Ensure access to car parking spaces, vehicle loading and manoeuvring areas and driveways remain unobstructed and available for their intended purpose during the hours of operation.
65. Ensure loading and unloading operations are conducted wholly within the site.
67. Provide appropriate pavement marking to identify the pedestrian crossing connecting to the new footpath section in Condamine Street.
68. Provide appropriate traffic signage at entry and exit locations, to provide priority to traffic in Drayton Street and Condamine Street.
69. Install at exit locations from the development to Drayton Street and Condamine Street, R1-1A "STOP" signage as specified in the *Manual of Uniform Traffic Control Devices – Part 13: Local Area Traffic Management* and provide line marking.

VEHICLE ACCESS

70. Construct any new crossovers such that the edge of the crossover is no closer than 1 metre to any existing or proposed infrastructure, including any stormwater gully pit, manhole, service infrastructure (eg power pole, telecommunications pit), road infrastructure (eg street sign, street tree, etc).

REDUNDANT CROSSOVERS

71. Remove all redundant crossovers and reinstate the kerb and channel, road pavement, services, grass verge and any footpath to the standard immediately adjacent the frontage of the site.

ELECTRICITY

72. Connect the development to electricity services.

EARTHWORKS - GENERAL

73. Undertake any earthworks in accordance with the provisions of *AS3798 Guidelines on Earthworks for Commercial and Residential Developments*.

EROSION AND SEDIMENT CONTROL - GENERAL

74. Undertake erosion and sediment control during construction work in accordance with Council's Standard Drawing No's D-005 (Rev A), D-006 (Rev A) and D-007 (Rev A) as applicable.
75. Ensure that all reasonable action is taken to prevent sediment or sediment laden water from being transported to adjoining properties, roads and/or stormwater drainage systems.
76. Remove and clean-up sediment or other pollutants in the event that sediment or other pollutants are tracked/released onto adjoining streets or stormwater systems, at no cost to Council.

AMALGAMATION OF LOTS

77. The property must be amalgamated into a single allotment. The Registered Survey Plan must be submitted to Council for Council's records prior to commencement of the use.

OPERATIONAL WORK (ADVERTISING DEVICES)

APPROVED PLANS

1. The development shall be carried out generally and in accordance with the Approved Plans listed below, subject to and modified by the conditions of this approval:

Drawing No., Revision	Plan Title and Details	Dated
DG05, Rev C	Signage, prepared by United Petroleum Pty Ltd	12/07/2023
DG03, Rev D	North/East & South/East Elevations, prepared by United Petroleum Pty Ltd	12/07/2023
DG04, Rev B	East & West Elevations, prepared by United Petroleum Pty Ltd	12/07/2023

2. The following further Development Permit must be obtained prior to commencement of any work associated with the process:

2.1 Building Works

APPROVED DEVELOPMENT

3. The approved development is Operational Work for Advertising Devices as shown on the Approved Plans.

COMPLIANCE, TIMING AND COSTS

4. All conditions of the approval shall be complied with before the change occurs (prior to commencement of the use) and while the use continues, unless otherwise noted within these conditions.

5. All costs associated with compliance with these conditions shall be the responsibility of the developer unless otherwise noted.

FEES AND CHARGES

6. All fees, rates, interest and other charges levied on the property, shall be paid in full, in accordance with the rate at the time of payment.

VISUAL AND GENERAL AMENITY

7. The sign structure and the site must be maintained in a clean and tidy manner at all times.

MAINTENANCE

8. The development shall be maintained in accordance with the Approved Plans, subject to and modified by any conditions of this approval.

LOCATION, PROTECTION AND REPAIR OF DAMAGE TO COUNCIL AND PUBLIC UTILITY SERVICES INFRASTRUCTURE AND ASSETS

9. Repair all damage incurred to Council and public utility services infrastructure and assets, because of the proposed development immediately should hazards exist for public health and safety or vehicular safety. Otherwise, repair all damage immediately upon completion of work associated with the development.

VEHICLE ACCESS

10. The Advertising Devices must not cause obstruction of, or distraction to pedestrians or vehicular traffic.

LIGHTING - IMPACT MITIGATION

11. Direct lighting or lighting must not exceed 8.0 lux at 1.5 metres beyond the boundary of the site.
12. Signage is to be designed to have a maximum luminance of 500cd/m and is not to involve flashing lights.

EROSION AND SEDIMENT CONTROL - GENERAL

13. Ensure that all reasonable action is taken to prevent sediment or sediment laden water from being transported to adjoining properties, roads and/or stormwater drainage systems.

REFERRAL AGENCY RESPONSE

The application is subject to the following Referral Agency requirements:

1. The Concurrence Agency response provided by the Department of State Development, Infrastructure, Local Government and Planning dated 26 July 2023.

ADVISORY NOTES

NOTE 1 - Currency Periods

Material Change of Use

"A part of a development approval lapses at the end of the following period (the currency period)—

- (a) *for any part of the development approval relating to a material change of use—if the first change of use does not happen within—*
 - (i) *the period stated for that part of the approval; or*
 - (ii) *if no period is stated—6 years after the approval starts to have effect."*

Operational Work

"To the extent a development approval is for Operational Work, the approval lapses if the development under the approval does not start within the following period (the currency period) -

- (a) **2 years** *starting the day the approval takes effect;*
- (b) *if the approval states a different period from when the approval takes effect—the stated period."*

NOTE 2 - Aboriginal Cultural Heritage

It is advised that under Section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander and Partnerships' website www.datsip.qld.gov.au.

NOTE 3 - General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 4 - General Safety of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 5 - Property Note (Audit of Conditions)

An inspection of the property to ascertain compliance with conditions will be undertaken twelve (12) months after the approval takes effect. If the works are completed prior to this time, please contact Council for an earlier inspection. A property note to this effect will be placed on Council's records.

NOTE 6 - General Environmental Duty and Duty to Notify of Environmental Harm

All persons have a general environmental duty (GED) under the *Environmental Protection Act 1994 (EP Act)* to not carry out any activity that causes, or is likely to cause environmental harm unless the person has an authority to do so, or has taken all reasonable and practicable measures to prevent or minimise the harm.

Please be advised that the property (Lots 1 and 2 on RP96146, Lot 1 on RP2015 and Lot 34 on RP93495) is listed on the Environmental Management Register for the purpose of a Service Station.

Please be advised that meeting your GED would include actively seeking information to understand risks and implement measures to prevent or minimise environmental harm.

If a person becomes aware that serious or material environmental harm is caused or threatened by an activity or an associated activity, that person has a duty to notify Western Downs Regional Council.

NOTE 7 - Department of Transport and Main Roads

Please be advised that the Department of Transport and Main Roads has power to require the removal or modification of a light or sign in proximity to a Main Road (ie Drayton Street or Condamine Street) which may create a danger to traffic.

Council advises that you have responsibility to ensure that your sign complies with Department of Transport and Main Roads' "Roadside Advertising Manual " which can be accessed via the following hyperlink:

<https://www.tmr.qld.gov.au/business-industry/Technical-standards-publications/Roadside-advertising-manual>

For further information on the "Roadside Advertising Manual", contact the Toowoomba Regional Office of the Department of Transport and Main Roads via email downsswr.office@tmr.qld.gov.au or via telephone (07) 4639 0777.

NOTE 8 - Referral Agency Response

The Referral Agency response provided by the State Assessment and Referral Agency is attached.

NOTE 9 - Infrastructure Charges

An Infrastructure Charges Notice is attached.

A P P E A L R I G H T S

The rights of an applicant to appeal to a tribunal or the Planning and Environment Court against decisions about a development application are set out in Chapter 6, Part 1 of the *Planning Act 2016*. For particular applications, there may also be a right to make an application for a declaration by a tribunal (see Chapter 6, Part 2 of the *Planning Act 2016*).

"Chapter 6 Dispute Resolution

Part 1 Appeal Rights

229 Appeals to Tribunal or P&E Court

(1) Schedule 1 states -

(a) matters that may be appealed to -

- (i) either a tribunal or the P&E Court; or
- (ii) only a tribunal; or
- (iii) only the P&E Court; and

(b) the person -

- (i) who may appeal a matter (the **appellant**); and

- (ii) who is a respondent in an appeal of the matter; and
 - (iii) who is a co-respondent in an appeal of the matter; and
 - (iv) who may elect to be a co-respondent in an appeal of the matter.
- (2) An appellant may start an appeal within the appeal period.
- (3) The **appeal period** is -
- (a) for an appeal by a building advisory agency - 10 business days after a Decision Notice for the decision is given to the Agency; or
 - (b) for an appeal against a deemed refusal - at any time after the deemed refusal happens; or
 - (c) for an appeal against a decision of the Minister, under Chapter 7, Part 4, to register premises or to renew the registration of premises - 20 business days after a Notice is published under Section 269(3)(a) or (4); or
 - (d) for an appeal against an Infrastructure Charges Notice - 20 business days after the Infrastructure Charges Notice is given to the person; or
 - (e) for an appeal about a deemed approval of a development application for which a Decision Notice has not been given - 30 business days after the applicant gives the Deemed Approval Notice to the Assessment Manager; or...
 - ...(g) for any other appeal - 20 business days after a Notice of the decision for the matter, including an Enforcement Notice, is given to the person.

Note - See the P&E Court Act for the Court's power to extend the appeal period."

Background Information

The relevant background information to this application is as follows:

Application No: 030&040.2023.81.001		Assessment No: A1158	Keywords Index: AD6.6.2, LG7.6.1 & LG7.7.1
Assessing Officer:		Dominic Bradley PLANNING OFFICER DEVELOPMENT ASSESSMENT	
PART 1: APPLICATION			
Applicant:		Plans in Motion Pty Ltd	
Owner:		Retast Pty Ltd atf The Retast Silver Trust and Mottisfont Pty Ltd atf The Mottisfont Hirsch Trust	
Site Address:		39 Drayton Street, Dalby	
Site Area:		Lot 1 on RP96146: 908m ² Lot 2 on RP96146: 1,158m ² Lot 1 on RP2015: 544m ² Lot 34 on RP93495: 1,012m ² Total: 3,622m ²	

Real Property Description:	Lots 1 & 2 on RP96146, Lot 1 on RP2015 and Lot 34 on RP9349581	
Proposed Development:	Service Station and Advertising Devices	
Level of Assessment:	Impact	
Type of Application:	Material Change of Use and Operational Work	
Relevant Planning Scheme:	Western Downs Planning Scheme 2017 incorporating Amendment 1	
Zone:	Major Centre	
Precinct:	N/A	
Overlays:	<div><div><ul style="list-style-type: none">• Airport Environs• Extractive Industry• Agricultural Land Classification• Scenic Amenity• Flood Hazard• Road Hierarchy• Noise Corridor</div><div><ul style="list-style-type: none">- OLS Conical Limitation- Petroleum Lease (PL185)- Class A- Scenic Routes Buffer (100m)- Low- State Controlled Arterial- Mandatory Category 3 68dB(A)- Mandatory Category 2 63dB(A)</div></div>	
Pre-lodgment Meeting:	No	Date: N/A
Application Lodgment Date:	14/02/2023	
Properly Made Application:	Yes	Date: 10/01/2022
Action Notice issued:	Yes	Date: 28/02/2023
Confirmation Notice Issued:	Yes	Date: 06/03/2023
PART 2: REFERRALS		
State Assessment and Referral Agency (SARA) as Concurrence Agency with Department of Transport and Main Roads as Technical Agency	<div><ul style="list-style-type: none">• 08/03/2023 - The applicant referred the application to SARA.• 22/03/2023 - SARA issued a Confirmation Notice advising that the application had been properly referred by the applicant.• 30/03/2023 - SARA issued an Information Request seeking additional information.• 12/06/2023 - SARA issued a notice extending the Information Response period until 30/08/2023.• 27/06/2023 - The applicant responded to SARA's Information Request.• 17/07/2023 - Council issued a notice advising SARA of a minor change to the application in response to Council's Information Request.• 26/07/2022 - SARA issued a Referral Agency response subject to conditions.</div>	
PART 3: INFORMATION REQUEST		
Information Request Issued:	Yes	Date: 17/03/2023
Information Response Received:	Yes	Date: 13/07/2023
PART 4: PUBLIC NOTIFICATION		
Date Commenced:	Yes	Date: 27/07/2023
Notice of Compliance Received:	Yes	Date: 21/08/2022
Submissions Received:	Nil	
PART 5: DECISION PERIOD		
Date Commenced:	22/08/2023	
Decision Due Date:	26/09/2023	

Report

1. Background Information

1.1 Site Context

The property is described as Lots 1 and 2 on RP96146, Lot 34 on RP93495 and Lot 1 on RP2015, and is located at 39 Drayton Street, Dalby. The site has a combined area of 3,622m² and is a corner lot with frontage to both Drayton Street and Condamine Street.

The property has been historically developed for the purpose of a Service Station and features an existing 240m² fuel station building that includes a retail component and a fuel canopy which provides access to 6 fuel bowsers. The property is currently serviced by 28 parking spaces for customers and staff. The subject land is sealed and does not feature any existing formalised landscaping areas.

As the existing use has operated from the property for a long period of time, the existing Service Station is not subject to an existing Development Approval for a Material Change of Use to establish a Service Station on the property.

The applicant has advised that the Service Station operates from 5am to 10pm, 7 days a week. The current operation of the Service Station employs 4 part-time staff members and only 1 staff member is employed to operate the Service Station at any one time.

The subject land is located within the Major Centre Zone of the Western Downs Planning Scheme 2017 incorporating Amendment 1 (the Planning Scheme). The property is impacted by the Airport Environs, Agricultural Land Classification, Flood Hazard, Scenic Amenity and Extractive Industry Overlays of the Planning Scheme.

The site is currently connected to the reticulated water, sewer, telecommunications and electricity networks. The property has two commercial concrete crossovers to Condamine Street and two commercial crossovers to Drayton Street. Drayton Street and Condamine Street both feature kerb and channel stormwater infrastructure and concrete pedestrian pathways.

1.2 Proposal

The applicant has submitted a development application seeking a development approval for a Material Change of Use to establish a Service Station and Operational Work for Advertising Devices on the property.

The applicant proposes to demolish the existing Service Station on the site and construct a new Service Station with an ancillary drive-through Food and Drink Outlet.

The scale of the changes to the design and the operation for the new Service Station triggered a material increase in impact and scale of the existing Service Station use. The proposal could not be considered through a Change Application, as there is no existing approval for the existing Service Station.

The new Service Station will involve the following:

- a Service Station building with a gross floor area (GFA) of 300m²; the Service Station building will feature a convenience store/shop area, staff office, food and fuel sales counter area, store-room, cold room, bathroom, drive-through restaurant (ie "Pie Face");
- construction of a new light vehicle bowser canopy with 4 dual sided bowsers;
- installation of three 70kl fuel tanks;
- installation of an air and water refill station;
- installation of an externally accessible ice fridge;
- an oily water separator which will capture contaminated stormwater and fuel spillage;
- a total of 18 parking spaces to service the development; ten parking spaces including one PWD parking space will be available for staff and customers. Eight short-term parking spaces will also be available adjacent to the proposed refuelling bowsers;

- a service vehicle parking bay for refuse collection and deliveries;
- a new landscaping area with an area of 56.7m²; and
- associated signage for the Service Station and drive-through Food and Drink Outlet.

The proposed development will be in operation 24 hours a day, 7 days a week. The applicant has advised that the number of staff for the new Service Station and Food and Drink outlet will be a total of 10 employees. The applicant has advised that 2-3 employees will operate both the Service Station and the drive-through Food and Drink Outlet at any one time.

The applicant also seeks Operational Work approval for the construction of Advertising Devices associated with the development of the Service Station and drive-through Food and Drink Outlet.

The proposed signage includes:

- two 8m high pylon signs for the purpose of the Pie Face drive-through signs;
- a 12m high illuminated ID sign to display fuel prices;
- small directional drive through signs; and
- canopy signs and signs attached to the Service Station building.

The proposed development will be connected to Council's reticulated sewer and water networks. It will also be connected to telecommunications and electricity. The proposed development will feature an oily water separator to capture pollutants and ensure that contaminated stormwater is not received by Council's stormwater network.

The applicant has advised that the existing two commercial crossovers to Drayton Street and the two existing crossovers to Condamine Street will be retained and used to access the proposed development.

2. Assessment

2.1 Assessment Matters

The application for a Material Change of Use for a Service Station is Impact Assessable development within the Major Centre Zone of the Planning Scheme.

The following are the Assessment Benchmarks that apply to this development:

Assessment Matters	
Assessment Benchmarks	<p>The development was assessed against the following Assessment Benchmarks of the Western Downs Planning Scheme 2017 incorporating Amendment 1:</p> <ul style="list-style-type: none"> • Strategic Plan • Major Centre Zone Code • Advertising Devices Overlay Code • Transport, Access and Parking Code • Infrastructure Services Code • Operational Works Code; • Airport Environs Overlay Code • Natural Resources Overlay Code • Scenic Amenity Overlay Code • Flood Hazard Overlay Code

The development was assessed against all of the Assessment Benchmarks listed above and complies with all of these with the exceptions listed below.

Assessment Benchmark	Reasons for the Approval Despite Non-compliance with Benchmark
Major Centre Zone Code	
Inconsistent Use in the Major Centre Zone Service Station	<p>A Service Station is identified as an Inconsistent Use within the Major Centre Zone.</p> <p>Despite being an inconsistent use in the Major Centre Zone, the development is considered suitably located on the property for the following reasons:</p> <ul style="list-style-type: none"> – The proposal is simply the re-development of an existing Service Station and is not the establishment of a new Service Station on a vacant parcel of land within the Major Centre Zone. – The Planning Scheme groups a Service Station use as a Business Activity. In accordance with the purpose of the Zone, Business Activities are consistent within the Major Centre Zone. – The Planning Scheme also identifies Overall Outcome 12 of the Major Centre Zone Code which provides that: <i>"non-centre activities may be appropriate where the development demonstrates that the use is compatible and consistent with the character and amenity of the Major Centre Zone".</i> Accordingly, Overall Outcome 12 of the Major Centre Zone Code suggests that Centre Activities are appropriate within the Major Centre Zone. – The development is in a convenient and accessible location for local, regional and inter-regional customers requiring quick access to fuel or refreshments. – The operating hours and location of the development in the Major Centre Zone are consistent with other existing Service Stations in Dalby. – The development services a community need to service travelers for fuel and is considered that the development will meet a community need for Dalby and Western Downs by ensuring that there is sufficient supply of fuel in locations that are convenient, accessible and legible for motorists in and passing through Dalby. – The property is not directly adjoined by any sensitive land uses and the application received no submissions objecting to the application.

<p>AO4.2</p> <p>Buildings equal to or less than two storeys in height have a zero setback from the primary road frontage of the following streets:</p> <ul style="list-style-type: none"> (a) Archibald Street, Dalby; (b) Condamine Street, Dalby; (c) Cunningham Street, Dalby; (d) Marble Street, Dalby; (e) New Street, Dalby; (f) Patrick Street, Dalby; (g) Roche Street, Dalby; (h) Stuart Street, Dalby; (i) Heeney Street, Chinchilla; and (j) Bell Street, Chinchilla. 	<p>The existing Service Station has been historically constructed over the boundaries of Lots 1 and 2 on RP96146, Lot 1 on RP2015 and Lot 34 on RP934958.</p> <p>The applicant is proposing to construct the Service Station building and canopy areas across the boundaries of the relevant lots and Council has conditioned that the relevant lots be amalgamated.</p> <p>The buildings associated with the proposed development will be orientated towards Condamine Street but will not comply with the 0m setback specified for Condamine Street under Acceptable Outcome 4.2 of the Major Centre Zone Code.</p> <p>The proposed development complies with Acceptable Outcome 4.1 of the Major Centre Zone which provides the minimum setback from the primary setback.</p> <p>The proposed setback is consistent with the setback of surrounding commercial buildings from Condamine Street. The proposed setback of the Service Station building from Condamine Street is required to allow for the manoeuvrability, access and parking of vehicles accessing the development.</p> <p>The proposed development is consistent with the local character of the Major Centre Zone and is consistent with Performance Outcome 4 of the Major Centre Zone Code.</p>
Scenic Amenity Overlay Code	
<p>AO1.1</p> <p>Buildings and structures have a maximum building height of 8.5 metres and two storeys within High Landscape Value Areas identified on Scenic amenity overlay maps (OM-011).</p>	<p>The applicant proposes to install a new pylon sign with a height of 12m above ground level which will replace an existing pylon sign on the property constructed in the same location.</p> <p>The height of the sign will not significantly detract from the amenity or character of Condamine Street or Drayton Street, as the site already features pylon signage and adjoining properties within the Major Centre Zone feature signs of a similar scale and nature.</p> <p>The proposed development is consistent with Performance Outcome 1 of the Scenic Amenity Overlay Code.</p>
<p>AO1.2</p> <p>Buildings and structures are associated with Rural activities.</p>	<p>The proposed development is not a rural activity and not located within the Rural Zone of the Planning Scheme.</p> <p>The development is located within the commercial centre of Dalby and has been historically operating for the purpose of a Service Station.</p> <p>The property is not of a size configuration nor location suitable for rural uses and is listed on the Environment Land Management Register as being possibly contaminated based on the historic use of the site.</p>

	<p>The development of a Material Change of Use for a Service Station is a business activity that is consistent with the intent and purpose of the Major Centre Zone.</p> <p>The proposed development is consistent with Performance Outcome 1 of the Scenic Amenity Overlay Code.</p>
<p>AO 2.3</p> <p>Buildings and structures are set back a minimum of 100 metres from Scenic Routes and waterway crossings identified on the Scenic amenity overlay maps (OM-011), unless for the following land uses:</p> <ul style="list-style-type: none"> (a) Food and drink outlet; (b) Winery; (c) Tourist attraction; (d) Nature-based tourism; (e) Short-term accommodation. 	<p>The proposed development is located within the 100m scenic buffer route buffer for Drayton and Condamine Streets.</p> <p>The property does not have sufficient area or depth to locate the Service Station building outside the 100m minimum Scenic Route Buffer Area for Condamine and Drayton Streets.</p> <p>The proposed development will be sufficiently set back from Drayton Street and Condamine Street. The proposed development is sited and designed in a similar manner to other existing Service Stations established in the Major Centre Zone with frontage to Drayton Street and Condamine Street.</p> <p>The development will enhance the amenity of the streetscape through the planting of dense landscaping which will soften the built form of the proposed development.</p> <p>The proposed development is consistent with Performance Outcome 2 of the Scenic Amenity Overlay Code.</p>
<p>AO2.5</p> <p>Advertising devices:</p> <ul style="list-style-type: none"> (a) refer only to the name and contact details for the proprietor, the name of the business or premises, the nature of uses conducted on the premises and the hours of operation; (b) are for one or more of the following uses: <ul style="list-style-type: none"> (i) Food and drink outlet; (ii) Winery; (iii) Tourist attraction; (iv) Nature-based tourism; (v) Rural activities; (vi) Short-term accommodation. 	<p>The applicant is proposing a number of signs including a pylon sign which does not comply with Acceptable Outcome 2.5 of the Scenic Amenity Overlay Code.</p> <p>The proposed signage will advertise either the Service Station or the ancillary drive-through Food and Drink Outlet to be developed on the property.</p> <p>The maximum height of the pylon sign will be 12m above ground level and will replace the existing pylon sign on the property.</p> <p>The pylon sign will be lit and will display fuel prices. The drive-through directional signs will also be internally lit but no sign installed will flash.</p> <p>It is considered that the design and siting of the proposed signs are consistent with the existing Service Station on the property and other Service Station and Food and Drink Outlets within the Major Centre Zone.</p> <p>The development is consistent with Performance Outcome 8 of the Scenic Amenity Overlay Code.</p>

<ul style="list-style-type: none"> (c) are setback 100 metres from waterway crossings; (d) has a sign face area not exceeding 1.5m² per side (up to two sides); (e) has a maximum height of 2 metres; (f) are not illuminated. 	
Advertising Devices Overlay Code	
<p>AO2.1</p> <p>The total of all advertising devices on a site is limited to:</p> <ul style="list-style-type: none"> (a) one free-standing sign: <ul style="list-style-type: none"> (i) not exceeding 5 metres above ground level; and (ii) having a maximum sign face area of 4m² per side (up to two sides); and (b) one horizontally or vertically orientated sign projecting from the wall of a building: <ul style="list-style-type: none"> (i) not exceeding dimensions of 2.5 metres by 0.6 metres; (ii) having a maximum sign face area of 1.5m²; (iii) located a minimum of 2.4 metres above a pedestrian area, road or vehicle access; (iv) having no part projecting above the roof or parapet; and (v) not projecting more than 1.5 metres from the wall of a building. 	<p>The proposed Advertising Devices do not comply with Acceptable Outcomes 2.1, 2.2, 2.3, 2.4 or 3.3, as:</p> <ul style="list-style-type: none"> - more than one free-standing sign is proposed and they are more than 5m above ground level; - the face area of the free-standing sign exceeds 4m²; - more than one projecting sign is proposed and exceeds the size requirements; - the above awning size exceeds 2.5m² face area; - some of the awning signs exceed the size requirements; - the total of all signs are over the face area of 14m²; - the free-standing signs are illuminated after 11pm; and - the signs are located within 10m of the Condamine and Drayton Streets intersection. <p>The property is currently used for the purpose of a Service Station and already features signage of similar design, scale and nature as the signage proposed by the development.</p> <p>The proposed signage is incorporated into the landscaping design for the Service Station. The visual impact of the development will be softened by the proposed landscaping treatments.</p> <p>As a result, the proposed free-standing signs will be integrated into the development, visually screened from the adjoining premises to the north-east, and the bulk and scale will be softened on a human scale.</p>
<p>AO2.2</p> <p>The total of all advertising devices per tenancy on a site is limited to:</p> <ul style="list-style-type: none"> (a) one above awning sign where: <ul style="list-style-type: none"> (i) located on top of an awning or verandah with no parts projecting above the roof, parapet or beyond the edge of the awning; 	<p>The immediate area surrounding the site comprises a number of Service Stations, Showrooms and Food and Drink Outlets which have bright external paint finishes. Accordingly, the development incorporates building materials and external finishes that are compatible with the visual amenity and landscape character of the area.</p>

<ul style="list-style-type: none"> (ii) having a maximum sign face area of 2.5m²; (iii) not exceeding two faces; (iv) the angle between two faces does not exceed 45 degrees; (v) displayed greater than 3 metres from another under awning sign; (vi) having a minimum setback of 1.5 metres from the side boundary; (vii) the height of the advertising device face is less than its width; <p>AND</p> <p>(b) one below awning sign where:-</p> <ul style="list-style-type: none"> (i) fixed below an awning or verandah and located a minimum of 2.4 metres above road or pedestrian pavement; (ii) oriented perpendicular to the face of the building; (iii) having a minimum setback of 1.5 metres from the side boundary; (iv) displayed greater than 3 metres from another under awning sign; (v) having a maximum sign face area of 1.5m² per side; (vi) having a horizontal dimension less than the width of the awning; (vii) having a vertical dimension less than 0.5 metres; (viii) having a maximum depth of 60mm; <p>AND</p> <p>(c) a sign painted or affixed to the wall (including windows) of a building where:</p> <ul style="list-style-type: none"> (i) having a maximum depth of 30mm; 	<p>The proposed Advertising Devices are located internal to the site, with the 3 proposed free-standing signs (one 12m high sign and two 8m high drive-through signs) being within proximity to the frontage of Condamine Street and Drayton Street.</p> <p>The proposed free-standing sign on the intersection of Condamine Street and Drayton Street is sited in the same location as the existing free-standing sign.</p> <p>The sign proposed to be located in proximity to the intersection does not contain parts that move and only the pricing components are illuminated and will not flash.</p> <p>The siting of the proposed signage is considered to be sufficiently separated from the intersection and is unlikely to impact the safety of vehicles or cyclists.</p> <p>Accordingly, the proposed development complies with the requirements of Performance Outcomes 2 and 3 of the Advertising Devices Code.</p>
---	---

(ii) projecting less than 100mm from the wall to which it is affixed.	
AO2.3 The total sign face area for all advertising devices on a site does not exceed 0.75m ² per metre of site frontage up to a maximum of 14m ² .	
AO2.4 The advertising device: <ul style="list-style-type: none"> (a) has a maximum luminance of 500cd/m²; (b) does not incorporate flashing lights or neon lighting; and (c) is not in use between 11.00pm and sunrise the following day. 	
AO3.3 Free-standing signs are not located within 10 metres of an intersection, traffic signal, or railway crossing.	

2.2 Assessment against the Western Downs Planning Scheme incorporating Amendment 1

2.2.1 Strategic Plan

The development application for a Material Change of Use for a Service Station is Impact Assessable development and requires assessment against all relevant parts of the Planning Scheme including the Strategic Plan.

The Strategic Plan is represented by five themes, being Liveable Communities and Housing, Environment and Heritage, Economic Growth, Infrastructure, and Safety and Resilience.

The application has been considered against the Strategic themes below:

Liveable Communities and Housing

The property is located within the Major Centre Zone and the development of a Service Station is an inconsistent use.

However, the development of a Service Station is also identified as a business activity which is identified as suitable within the purpose of the Major Centre Zone of the Major Centre Zone Code. Furthermore, the development of a Food and Drink Outlet which is an ancillary use, is a consistent use within the Major Centre Zone.

The proposed development is simply the redevelopment of a property currently used for the purpose of an existing Service Station which is encouraged within Element 3.3.1 of the Strategic Plan.

The proposed development will result in a well presented and cleaner Service Station that is serviced by a new drive-through Food and Drink Outlet providing increased options for travellers and residents of Dalby.

It is considered that the development is consistent with the Liveable Communities and Housing Theme of the Strategic Plan.

Environment and Heritage

The applicant will install an oily separator unit which will capture fuel spillage and contaminated stormwater on the property to ensure that it does not impact Council's stormwater network or the environment.

The property has been used historically for the purpose of a Service Station and is listed on the Environmental Management Register which may mean that the site is potentially contaminated.

Where the nature and extent of land contamination and associated risks to human health and the environment are unknown, the applicant has a general environmental duty under the *Environmental Protection Act 1994* including actively seeking information to understand the risks and implement measures to prevent or minimise environmental harm.

The applicant will need to ensure that such measures are undertaken on the property when earthworks are undertaken as part of the development, to ensure that contaminated soil is contained on-site and if necessary, disposed of at an appropriately licensed facility.

It is considered that the development is consistent with the Environment and Heritage theme of the Strategic Plan.

Economic Growth

The proposed use is located in the Major Centre Zone and will respect and reinforce the role of Dalby as a Major Centre in the Western Downs.

The development will meet an economic need for the supply of fuel and diesel that is required for the operation of businesses in Dalby and for regional travellers. The development will continue to ensure that competition remains and there are sufficient options for the provision of fuel, food and drink for travellers and residents of Dalby.

It is considered that the development is consistent with the Economic Growth theme of the Strategic Plan.

Infrastructure

The proposed development is appropriately serviced by Council's reticulated sewer and water networks and is also serviced by telecommunications and electricity networks.

The proposed development will not require any significant upgrades to infrastructure servicing the property to facilitate the use on the land.

Stormwater will be managed on the property to drain to the lawful point of discharge and contaminated stormwater will be collected and disposed of at an appropriately licensed facility.

It is considered that the development is consistent with the Infrastructure theme of the Strategic Plan.

Safety and Resilience

The property is only partially impacted by a Low Flood Hazard Area as illustrated within the Flood have Overlay Mapping of the Planning Scheme. It is not considered that the flooding would impact the operation of the development or impact the safety of customers or staff.

The proposed Service Station will be required to ensure that the storage and handling of chemicals including those stored on the property, is in accordance with the requirements under the *Work Health and Safety Act 2011*.

The applicant has a duty of care under the *Environmental Protection Act 1994* to ensure that the operation of the development does not cause or result in environmental nuisance.

It is considered that the development is consistent with the Safety and Resilience theme of the Strategic Plan.

2.2.2 Major Centre Zone Code

The development application for a Material Change of Use for a Service Station is an inconsistent use within the Major Centre Zone. Inconsistent development may be considered on its merits where the development reflects the purpose and intent of the Major Centre Zone.

The purpose of the Major Centre Zone Code is to provide for a large variety of uses and activities to service a part of the Local Government Area, including for example, administrative, business, community, cultural, entertainment, professional, residential or retail uses or activities.

Although a Service Station is identified as an inconsistent use within the Major Centre Zone, the Planning Scheme groups a Service Station use as a Business Activity. In accordance with the purpose of the Zone, uses within the group definition of a Business Activity are consistent with the purpose of the Major Centre Zone.

The development of a Service Station is also included in the group definition for the Centre Activity under Schedule 1 of the Planning Scheme. Overall Outcome 12 of the Major Centre Zone Code provides that:

"non-centre activities may be appropriate where the development demonstrates that the use is compatible and consistent with the character and amenity of the Major Centre Zone".

Accordingly, the wording of Overall Outcome 12 of the Major Centre Zone Code suggests that Centre Activities are appropriate within the Major Centre Zone.

It is further noted that the proposed Food and Drink Outlet which is ancillary to the operation of the Service Station, is a consistent use within the Major Centre Zone.

The property has been used over a long period of time for the purpose of a Service Station and the proposal is for a modern Service Station with the addition of a drive-through Food and Drink Outlet.

Although there are a number of existing Service Stations and fuel outlets currently servicing Dalby, it is considered that the development will meet a community need for Dalby and the Western Downs by ensuring there is sufficient supply of fuel, refreshments and convenience goods and services in locations that are convenient, accessible and legible for motorists in and passing through Dalby.

The Acceptable Outcomes of the Major Centre Zone Code do not limit the hours of operation for development that is not immediately adjoining land within a Residential Zone Category or used for sensitive land use.

The property is surrounded by commercial development and is not located in close proximity to any existing sensitive land uses. It is noted that no submissions were received regarding the development during the Public Notification Period of the application.

The existing Service Station currently operates from 5am until 10pm, 7 days a week. The applicant seeks to change the hours of operation for the development to operate 24 hours, 7 days a week.

The proposed operating hours are consistent with other operating Service Stations on Drayton Street and the Warrego Highway in Dalby and consistent with the character of the Major Centre Zone.

The siting and design of the development is generally consistent with the built form and the siting requirements of the Major Centre Zone, including building height, gross floor area, setbacks, site coverage and building appearance.

The applicant proposes landscaping treatments along the frontages of the property to Condamine and Drayton Streets, which is not inclusive of proposed access. The applicant will be conditioned to provide a detailed Landscaping Plan prepared by a suitable qualified person (ie Landscape Architect) to ensure that the plant species chosen are suitable for the locality of Dalby.

The proposed development will be conditioned to ensure it complies with the requirements of the *Environmental Policy (Noise) 2019* and *Environmental Policy (Air) 2019* regarding noise and air emissions impacting sensitive receptors.

The development will also be conditioned to ensure that lighting is consistent with Council's requirements.

It is considered the proposed development is consistent with the Purpose, Overall Outcomes and Performance Outcomes of the Major Centre Zone Code.

2.2.3 Development Codes

Transport, Access and Parking Code

The site has frontage to Condamine Street and Drayton Street which are State Controlled Roads within the jurisdiction of the State Assessment and Referral Agency (SARA) as Concurrence Agency to the application.

SARA has provided a Concurrence Agency response for the application which specifies their requirements for Condamine Street and Drayton Street.

Acceptable Outcome 4 of the Reconfiguring a Lot Code provides that car parking is to be provided in accordance with Table 9.4.5.2 of the Transport, Access and Parking Code. Table 9.4.5.2 of the Transport, Access and Parking Code advises that 5 spaces per 100m² of total use area are required and that there are sufficient queuing spaces.

The proposed Service Station building has a GFA of 300m² which means that a minimum of 15 parking spaces are required to service the development in accordance with Acceptable Outcome 4 of the Reconfiguring a Lot Code.

The applicant proposes to establish a total of 18 parking spaces to service the proposed Service Station. The parking spaces include 10 formal parking spaces and 8 short-term parking spaces adjacent the proposed fuel bowsters.

The development has a separate queuing area (ie space for 12 cars to queue, including 2 waiting bays) for the drive-through Food and Drink Outlet (ie drive-through Pie Face). The development has a sufficient vehicle queuing area to ensure that vehicles manoeuvring and access within the Service Station are not impacted.

The development also provides a sufficient space for the manoeuvring and parking of a service vehicle on the property.

The proposed development is consistent with the Acceptable Outcomes of the Transport, Access and Parking Code, subject to the recommended conditions of approval.

Infrastructure Services Code

The existing Service Station is currently connected to reticulated water, sewer, electricity and telecommunications.

The new Service Station will be conditioned to connect to the reticulated sewer, water and electricity and telecommunications networks in accordance with the Acceptable Outcomes of the Infrastructure Services Code.

The development will discharge uncontaminated stormwater towards the existing stormwater infrastructure in Condamine and Drayton Streets. Contaminated stormwater within refuelling areas will be captured by an oily separator system.

The proposed development is consistent with the Acceptable Outcomes of the Infrastructure Services Code.

Advertising Devices Code

The purpose of the Advertising Devices Code is to ensure Advertising Devices contribute positively to the character, landscape and amenity of the Region and have no detrimental impacts on the streetscape, land uses or public safety.

As discussed in the table above, it is considered that the development is consistent with the Performance Outcomes of the Advertising Devices Code.

Operational Works Code

The purpose of the Operational Works Code is to ensure infrastructure to the site is designed and constructed safely.

As the proposal is for Advertising Devices, the Code is not particularly relevant, as the property will be connected to appropriate services as per the conditions contained in the Material Change of Use approval for the proposed Service Station.

Furthermore, the applicant will be conditioned to apply for a subsequent Operational Work application seeking approval for the associated Earthworks, Car Parking and Stormwater.

The proposed Advertising Devices comply with all the Acceptable Outcomes of the Operational Works Code.

2.2.4 Overlay Codes

Airport Environs Overlay Code

The property is located within OLS Conical Limitation Area for the Dalby Airport as illustrated by the Airport Environs Overlay mapping of the Planning Scheme.

The building and structures associated with the development will not be of a height that will impact the operation or safety of the Dalby Airport, and the proposed development is consistent with the Acceptable Outcomes of the Airport Environs Overlay Code.

Scenic Amenity Overlay Code

The property has frontage to Condamine Street and Drayton Street which are both identified as Scenic Routes, and the land is within the Scenic Route Buffer Area illustrated by the Scenic Amenity Overlay mapping of the Planning Scheme.

As previously mentioned, the siting of the development is unable to comply with Acceptable Outcome 2.3 of the Scenic Amenity Overlay Code based on the location of the development (intersection of two scenic routes) and the size of the land.

The proposed setback distances are consistent with existing development within the Major Centre Zone, including Service Stations located on Drayton Street and Condamine Street.

The proposed development is consistent with the Performance Outcomes of the Scenic Amenity Overlay Code.

Natural Resources Overlay Code

The property is identified as Class A Agricultural Land within the Agricultural Land Classification Overlay mapping of the Planning Scheme.

The property is not located within the Rural Zone and has historically been used for commercial purposes. The subject land is not in a location or of a suitable size or configuration suitable for agricultural purposes.

The application does not require further assessment against the Natural Resources Overlay Code.

Flood Hazard Overlay Code

The property is partially impacted by areas of Low Flood Hazard illustrated by the Flood Hazard Overlay mapping of the Planning Scheme.

The Low Flood Hazard Areas are along the front boundaries of the site with the majority of the site not affected by the Flood Hazard Overlay Mapping.

The only structures associated with development located within the Low Flood Hazard Area is signage associated with the proposed development. It is not considered that the proposed sign is likely to be impacted by flooding or impact the conveyance of flood water on the property.

The proposed development is consistent with the Acceptable Outcomes of the Flood Hazard Overlay Code.

3. Other Relevant Matters

3.1 Referral

The application triggered referral to the State Assessment and Referral Agency (SARA) as Concurrence Agency, with the Department of Transport and Main Roads as a Technical Agency.

The property will be accessed via Drayton Street and Condamine Street which are both State Controlled Roads subject to the jurisdiction of the Department of State Development, Infrastructure, Local Government and Planning as Concurrence Agency.

On 26 July 2023, SARA issued a Concurrence Agency response approving the development, subject to conditions. The Referral Agency response is attached to this Report for consideration (**Attachment 3**).

3.2 Public Notification

As a Service Station is identified as an Inconsistent use in the Major Centre Zone, the development application is Impact Assessable in accordance with the Planning Scheme and the application therefore required public notification as part of the development assessment process.

Public notification was undertaken in accordance with the requirements of the *Planning Act 2016* and Development Assessment Rules 1.3.

The applicant:

- published a notice in the Western Downs Town and Country Newspaper on 27 July 2023;
- placed notices on the frontages of the land on 27 July 2023; and
- notified the adjoining land owners on 28 July 2023.

It is noted that the applicant's newspaper advertisement advised that the Public Notification Period commenced on 28 July 2023 and would conclude on 17 August 2023. However, the applicant completed sending the letters on 28 July 2023, which meant that the 15 business day Notification Period actually started on 30 July 2023. Accordingly, the public notification for the application should have commenced on 30 July 2023 and concluded on 18 August 2023.

The Assessing Officer advised the applicant that any submissions made on 18 August 2023 would be accepted as properly made submission/s. It is considered that the applicant's non-compliance with the public notification requirements is relatively minor and would not have impacted the community's awareness of the development or opportunity to make a submission regarding the development.

At the conclusion of the Public Notification Period for the application, no submissions were received regarding the development.

3.3 Infrastructure Charges

Infrastructure charges are levied on development in accordance with Council's *Infrastructure Charges Resolution (No. 7.1) 2017* (the Infrastructure Charges Resolution).

The property is located outside the Priority Infrastructure Area for Dalby and is located within Charge Area A of the Infrastructure Charges Resolution. The site is serviced by Council's water, sewer, parks, stormwater and transport networks.

A Material Change of Use for a Service Station falls within the Commercial (Retail) Development Class of the Infrastructure Charges Resolution.

The charges for the water, sewer, stormwater and transport networks for the Commercial (Retail) Development Class within Charge Area A is \$153.00 per m² of GFA as prescribed under Column 2, Table 3.3.3 of the Infrastructure Charges Resolution.

The proposed development will have a GFA of 300m² which amounts to \$45,900.00 in infrastructure charges for water, sewer, transport and parks networks.

The stormwater network is charged at a rate of \$4.00 per m² of additional impervious area. However, the proposed development will not increase the impervious area of the development and will actually decrease the existing impervious area on the property, as additional landscaping areas are proposed.

The proposed development has been developed historically and has not received an infrastructure charges credit. The infrastructure charges credit for the existing commercial lot that is serviced by the stormwater, parks, transport, sewer and water networks, is \$40,320.00. Accordingly, as the property includes 4 existing lots, the infrastructure charges credit applicable to the development is \$161,280.00.

In this instance, the infrastructure charges credit exceeds the infrastructure charges for the development, therefore, the applicant will not be required to pay infrastructure charges for the proposed development. An Infrastructure Charges Notice (**Attachment 4**) will be attached to the approval reflecting the above.

Consultation (Internal/External)

Internal

Council's Consultant Development Engineer has assessed the development application and provided conditions where applicable. Council's Planning and Environment Manager and Principal Planner have reviewed this Report and provided comments where necessary.

External

The application triggered referral to the State Assessment and Referral Agency as a Concurrence Agency (with the Department of Transport and Main Roads as Technical Agency). The Referral Agency response is included as an attachment to this Report.

Legal/Policy Implications (Justification if applicable)

An applicant may elect to appeal against Council's decision in accordance with the relevant Section of the *Planning Act 2016*, which states:

"Chapter 6 *Dispute Resolution*

229 *Appeals to Tribunal or P&E Court*

- (1) *Schedule 1 states -*
 - (a) *matters that may be appealed to -*
 - (i) *either a tribunal or the P&E Court; or*
 - (ii) *only a tribunal; or*
 - (iii) *only the P&E Court; and*
 - (b) *the person -*

- (i) who may appeal a matter (the **appellant**); and
 - (ii) who is a respondent in an appeal of the matter; and
 - (iii) who is a co-respondent in an appeal of the matter; and
 - (iv) who may elect to be a co-respondent in an appeal of the matter.
- (2) An appellant may start an appeal within the appeal period.
- (3) The **appeal period** is -
 - (a) for an appeal by a building advisory agency - 10 business days after a Decision Notice for the decision is given to the Agency; or
 - (b) for an appeal against a deemed refusal - at any time after the deemed refusal happens; or
 - (c) for an appeal against a decision of the Minister, under Chapter 7, Part 4, to register premises or to renew the registration of premises - 20 business days after a Notice is published under Section 269(3)(a) or (4); or
 - (d) for an appeal against an Infrastructure Charges Notice - 20 business days after the Infrastructure Charges Notice is given to the person; or
 - (e) for an appeal about a deemed approval of a development application for which a Decision Notice has not been given - 30 business days after the applicant gives the Deemed Approval Notice to the Assessment Manager; or...
 - ...(g) for any other appeal - 20 business days after a Notice of the decision for the matter, including an Enforcement Notice, is given to the person.

Note - See the P&E Court Act for the Court's power to extend the appeal period."

Budget/Financial Implications

Nil

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019 (Qld)* (the *Human Rights Act*) requires public entities "to act and make decisions in a way compatible with human rights". There are no human rights implications associated with this Report.

Conclusion

The proposed development has been assessed against the requirements of the Western Downs Planning Scheme 2017 incorporating Amendment 1. Although a Service Station is identified as an Inconsistent Use within the Major Centre Zone, the Planning Scheme groups a Service Station use as a Business Activity which is consistent with the purpose and intent of the Major Centre Zone.

The proposed development is considered suitably located, and the proposed building height and scale are consistent with surrounding development within the Major Centre Zone. The development mitigates impact from an odour and acoustic perspective and provides adequate on-site parking for customers. A Service Station use is suited to the land characteristics of the locality and is not in conflict with neighbouring land uses. The development is recommended for approval, subject to the attached conditions.

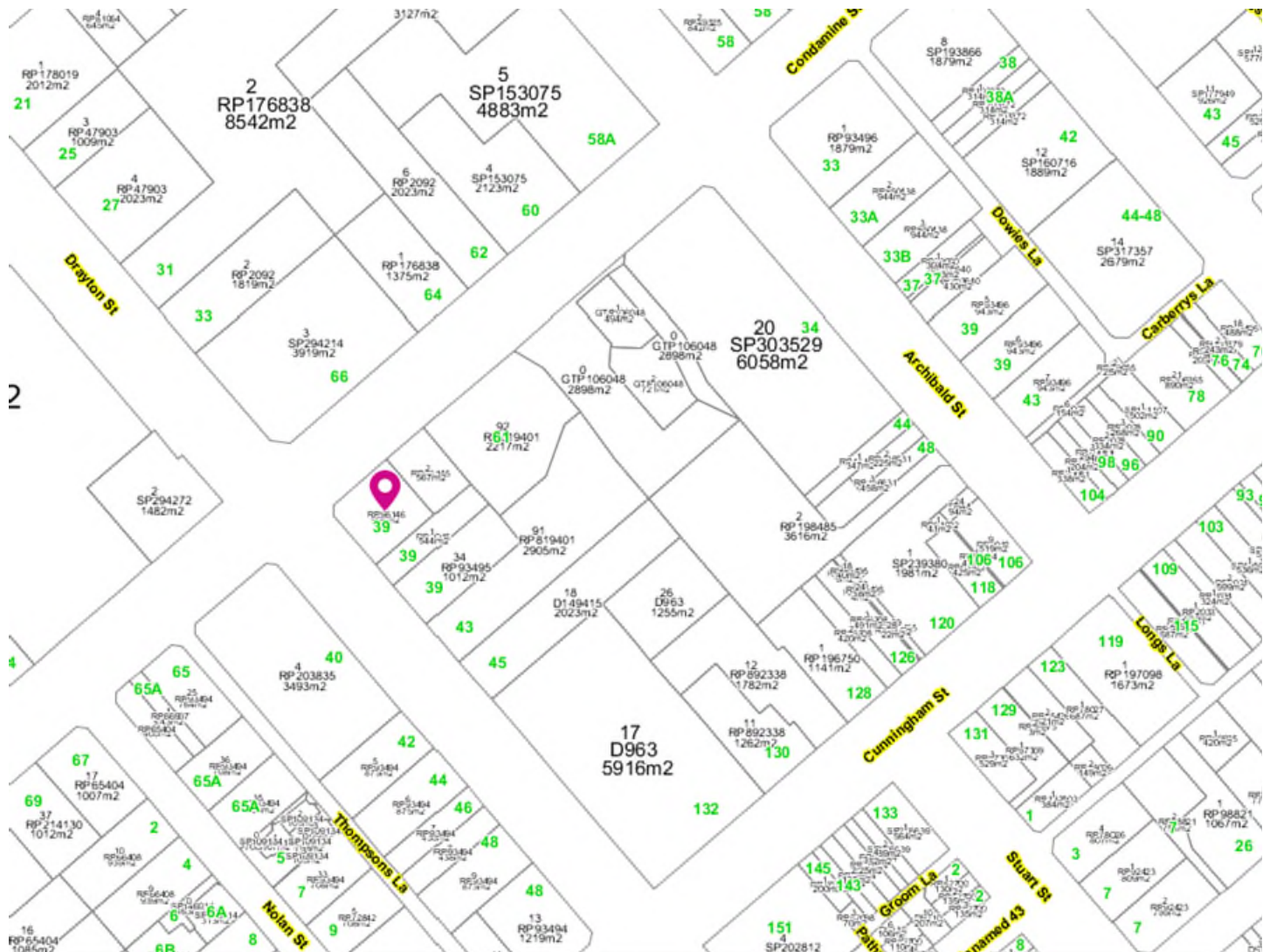
Attachments

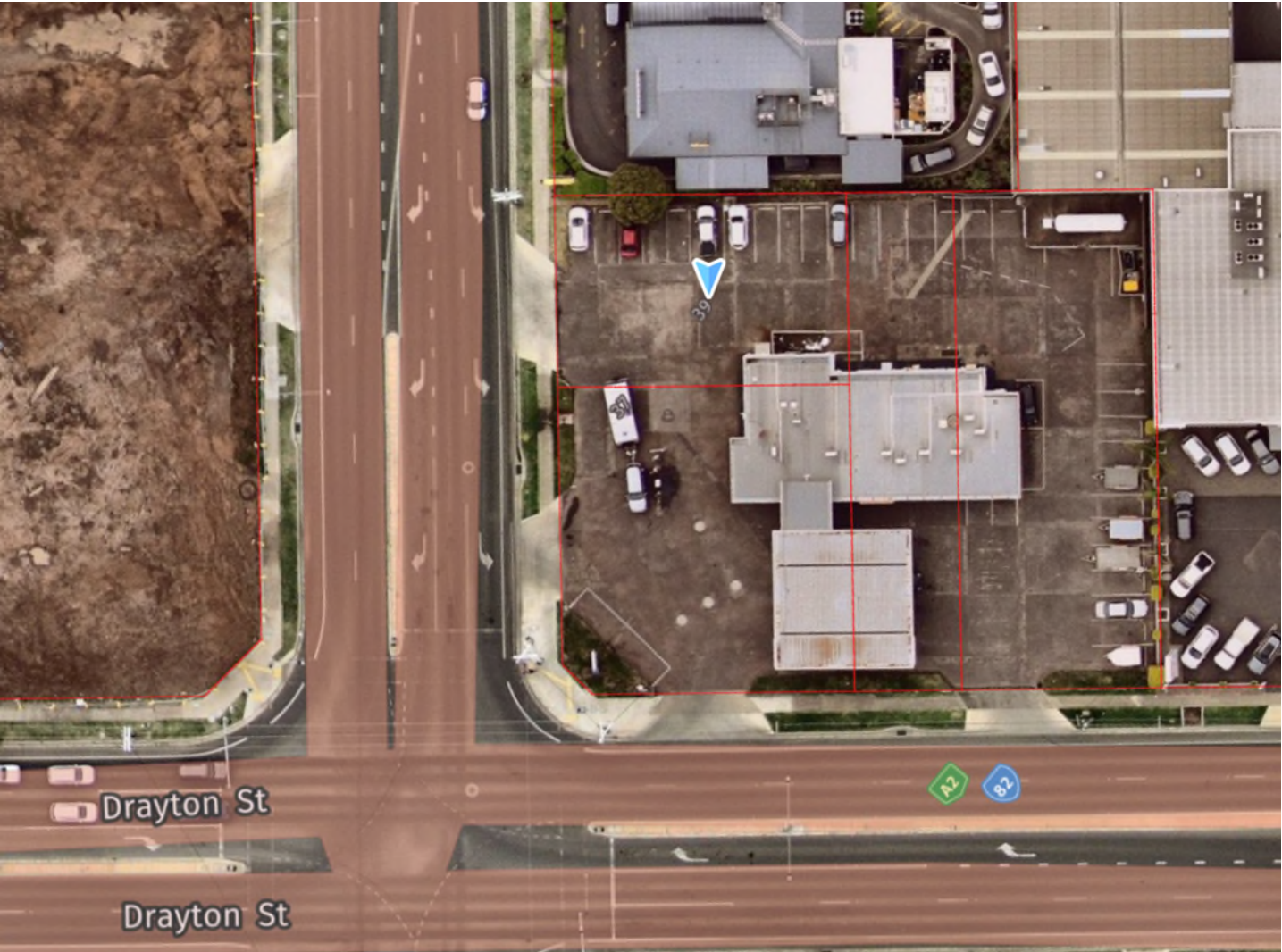
1. Locality Plans
2. Proposal Plans
3. Referral Agency Response
4. Infrastructure Charges Notice

Authored by: Dominic Bradley, PLANNING OFFICER DEVELOPMENT ASSESSMENT

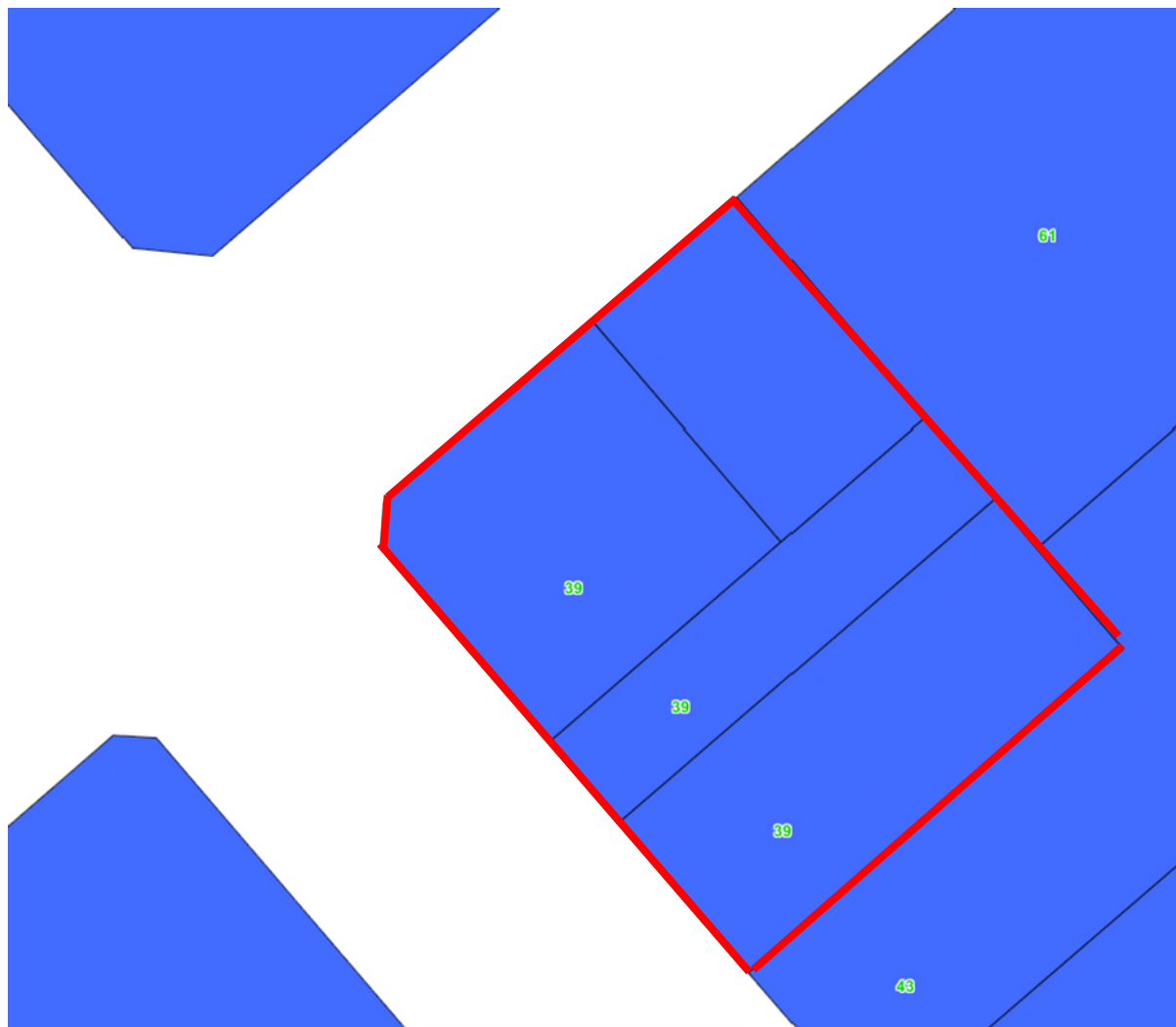
Attachment 1 - Locality Plans

Lot and Plan Map























Zone Maps



Planning Zones

	Community Facilities Zone		Rural Residential Zone / Rural Residential 20000 ..
	Local Centre Zone		Rural Residential Zone / Rural Residential 4000 P..
	District Centre Zone		Rural Residential Zone / Rural Residential 8000 P..
	Major Centre Zone		Rural Zone
	Low Density Residential Zone		Rural Zone / Rural 10 Precinct
	Medium Density Residential Zone		Rural Zone / Rural 100 Precinct
	Low Impact Industry Zone		Township Zone
	Medium Impact Industry Zone		Township Zone / Mowbullian - Bunya Mountains T...
	High Impact Industry Zone		
	Recreation and Open Space Zone		



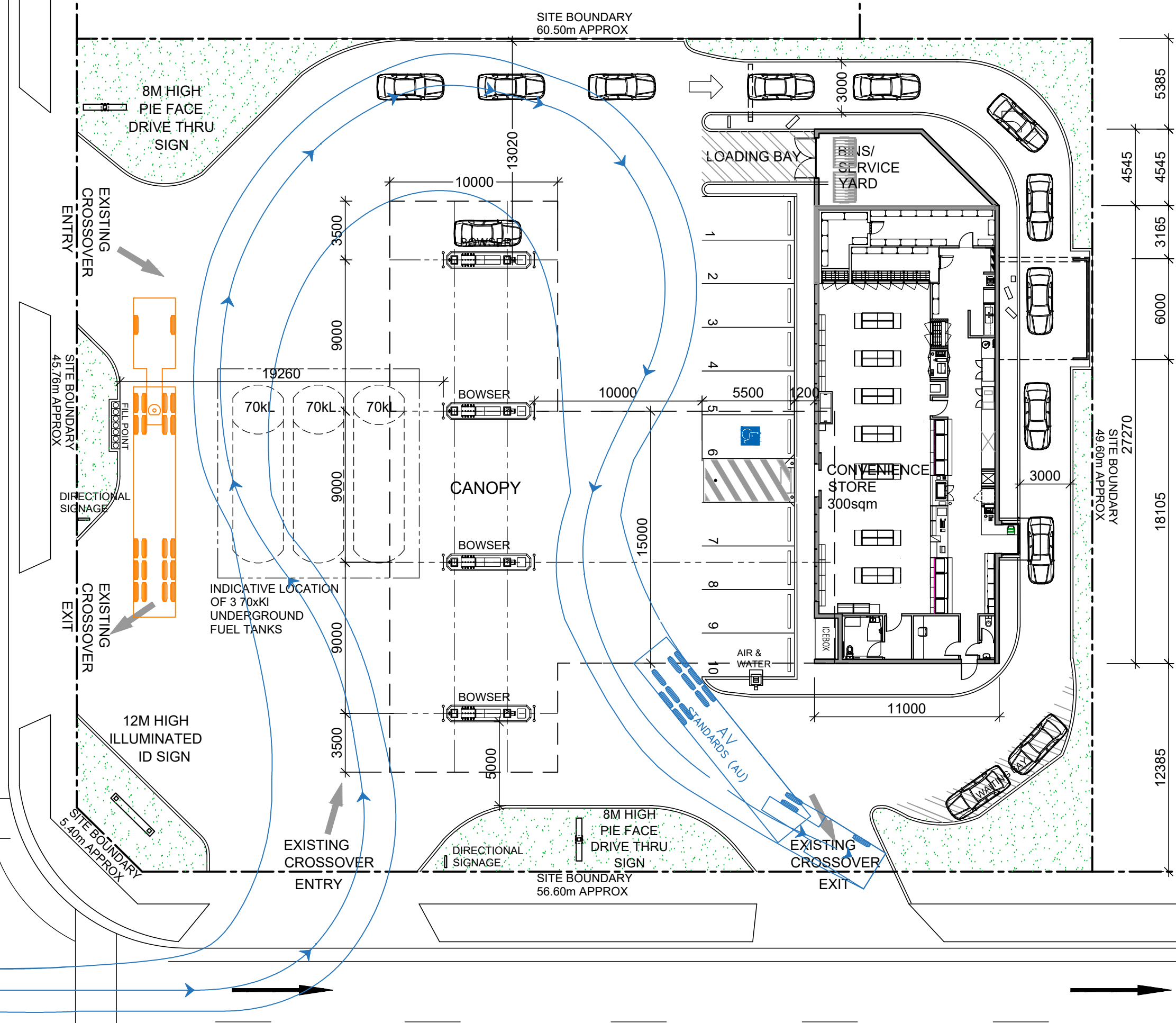
Environmental Management Register Map



Original Lot Plan	1RP96146
Site Address	MUIRS MOBIL ROADHOUSE PART 4/4, 39 DRAYTON STREET, DALBY, 4405
Site Owner	MOBIL OIL AUSTRALIA LIMITED
Category	Notifiable Activity Site
Record Type	BP
Notifiable Activity	Service Stations
Date Recat	1998-06-27T00:00:00
Date Recat	1998-06-27T00:00:00

 EMR/CLR

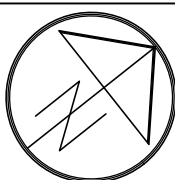
CONDAMINE STREET



DEVELOPMENT SCHEDULE	
DESCRIPTION	M ²
CANOPY	600
CONVENIENCE STORE	300
CARPARKS	10
SITE AREA APPROX	2990

WARREGO HIGHWAY

DRAYTON STREET




REV.	BY	AMENDMENT	DATE
A	AA	FIRST ISSUE	12/04/2022
B	AA	SITE AMENDMENTS	09/05/2022
C	SB	SIGNAGE AMENDMENTS	13/02/2023
D	SB	SIGNAGE AMENDMENTS	15/02/2023
E	SB	GENERAL AMENDMENTS	12/07/2023

DRAWING PRODUCED ON CAD SYSTEM.
NOTED DIMENSIONS SHALL BE TAKEN IN PREFERENCE TO SCALING.
DO NOT SCALE OR AMEND BY HAND.
VERIFY ALL DIMENSIONS ON SITE PRIOR TO CONSTRUCTION OR QUOTE.
UPON RECEIPT OF UPDATED PLANS DISCARD PREVIOUS VERSIONS.

THIS DRAWING IS CONFIDENTIAL AND IS NOT TO BE REPRODUCED IN ANY FORM, IN WHOLE OR IN PART, WITHOUT EXPRESS WRITTEN AUTHORITY OF THE ABOVE COMPANY, AND IS NOT TO BE USED IN ANY MANNER PREJUDICIAL TO THE INTERESTS OF THAT COMPANY. COPYRIGHT ALL RIGHTS RESERVED.

NAME:	A.A	DATE:	July 2023
SCALE @A3:	1: 250	SHEET:	1 OF 5
ADDRESS:	37 DRAYTON STREET DALBY, QLD		

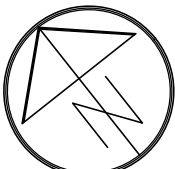
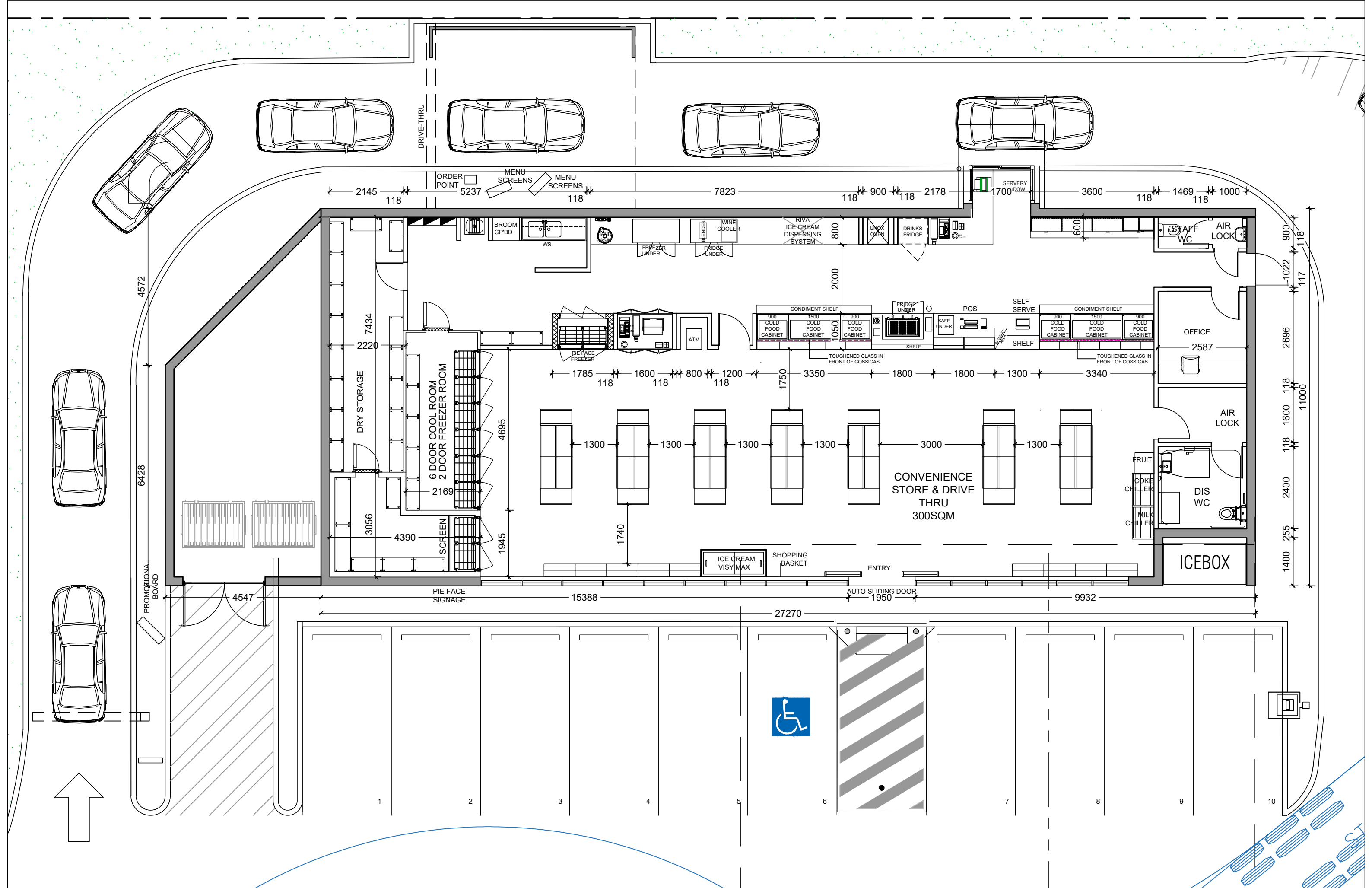
SITE I.D. No:	DG01	DRAWING No:	DALBY SITE PLAN SK01 - 07.06.23.dwg
TITLE:	SITE PLAN		



UNITED PETROLEUM PTY.LTD
600 GLENFERRIE ROAD HAWTHORN, VICTORIA 3122
TELEPHONE 03 9413 1400 FACSIMILE 03 9413 1401

DRAWING PATH:
h:\03_queensland\dalby 2022\01. drawings\cad\01.sk\dalby site plan sk01 - 07.06.23.dwg

REV:	E
------	---



REV.	BY	AMENDMENT	DATE
A	AA	FIRST ISSUE	12/04/2022
B	AA	STORE AMENDMENTS	09/05/2022
C	SB	GENERAL AMENDMENTS	12/07/2023

DRAWING PRODUCED ON CAD SYSTEM.
NOTED DIMENSIONS SHALL BE TAKEN IN PREFERENCE TO SCALING.
DO NOT SCALE OR AMEND BY HAND.
VERIFY ALL DIMENSIONS ON SITE PRIOR TO CONSTRUCTION OR QUOTE.
UPON RECEIPT OF UPDATED PLANS DISCARD PREVIOUS VERSIONS.

THIS DRAWING IS CONFIDENTIAL AND IS NOT TO BE REPRODUCED IN ANY FORM, IN WHOLE OR IN PART, WITHOUT EXPRESS WRITTEN AUTHORITY OF THE ABOVE COMPANY, AND IS NOT TO BE USED IN ANY MANNER PREJUDICIAL TO THE INTERESTS OF THAT COMPANY. COPYRIGHT ALL RIGHTS RESERVED.

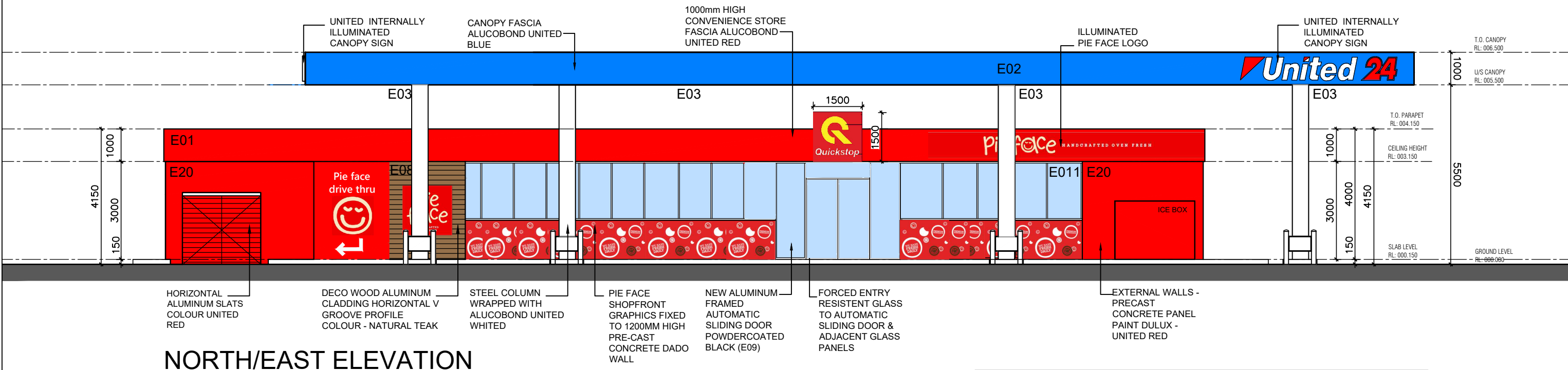
NAME: A.A DATE: July 2023
SCALE @A3: 1:100 SHEET: 2 OF 5
ADDRESS: 37 DRAYTON STREET, DALBY, QLD

SITE I.D. No: DG02 DRAWING No: DALBY SITE PLAN SK01 - 07.06.23.dwg
TITLE: STORE LAYOUT

**UNITED PETROLEUM PTY.LTD**
600 GLENFERRIE ROAD HAWTHORN, VICTORIA 3122
TELEPHONE 03 9413 1400 FACSIMILE 03 9413 1401

DRAWING PATH:
h:\03_queensland\dalby 2022\01. drawings\cad\01.sk\dalby site plan sk01 - 07.06.23.dwg

REV: C

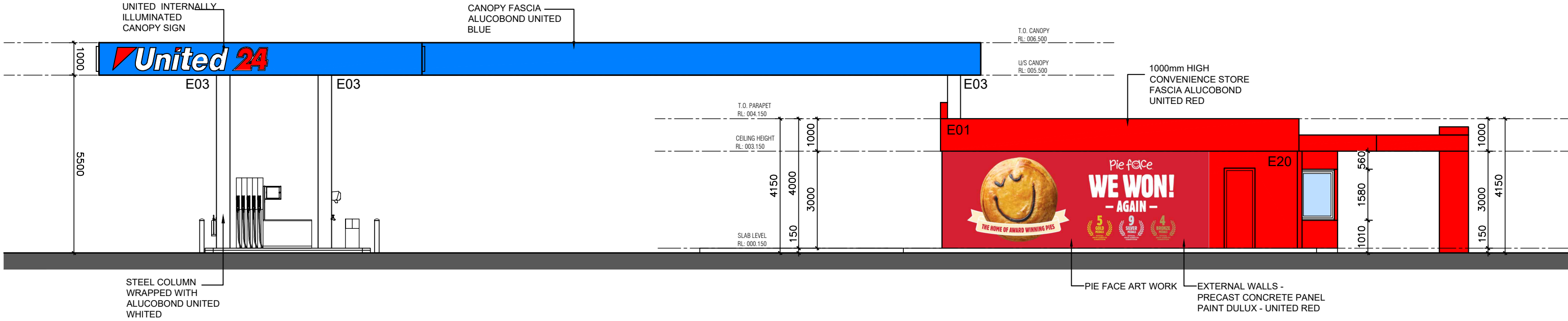


NORTH/EAST ELEVATION

NOTE:-
900mm HIGH CANOPY FASCIA
CAN BE INCREASED TO 1000mm
(FOR STRUCTURAL OR ROOF PROFILE
REQUIREMENTS)

COLOUR LEGEND

	E01 - STORE FASCIA ALUCOBOND UNITED RED		E09 - DOORS & WINDOWS POWDERCOATED BLACK
	E02 - CANOPY FASCIA ALUCOBOND - UNITED BLUE		E011 - CLEAR GLAZING TO CODE, NCC & RELEVANT STANDARDS
	E03 - STEEL COLUMN ALUCOBOND UNITED WHITE CLADDING		E018 - HORIZONTAL ALUMINUM SLATS COLOUR UNITED RED
	E08 - PRECAST CONCRETE DECO CLAD DECO WOOD ALUMINIUM CLADDING HORIZONTAL V GROOVE PROFILE COLOUR: NATURAL TEAK		E20 - EXTERNAL WALLS PAINT DULUX - UNITED RED



SOUTH/EAST ELEVATION

REV.	BY	AMENDMENT	DATE
A	AA	FIRST ISSUE	12/04/2022
B	SB	SIGNAGE AMENDMENTS	13/02/2023
C	SB	SIGNAGE AMENDMENTS	15/02/2023
D	SB	GENERAL AMENDMENTS	12/07/2023

DRAWING PRODUCED ON CAD SYSTEM.
NOTED DIMENSIONS SHALL BE TAKEN IN PREFERENCE TO SCALING.
DO NOT SCALE OR AMEND BY HAND.
VERIFY ALL DIMENSIONS ON SITE PRIOR TO CONSTRUCTION OR
QUOTE.
UPON RECEIPT OF UPDATED PLANS DISCARD PREVIOUS VERSIONS.

THIS DRAWING IS CONFIDENTIAL AND IS NOT TO BE REPRODUCED
IN ANY FORM, IN WHOLE OR IN PART, WITHOUT EXPRESS WRITTEN
AUTHORITY OF THE ABOVE COMPANY. AND IS NOT TO BE USED IN
ANY MANNER PREJUDICIAL TO THE INTERESTS OF THAT
COMPANY. COPYRIGHT ALL RIGHTS RESERVED.

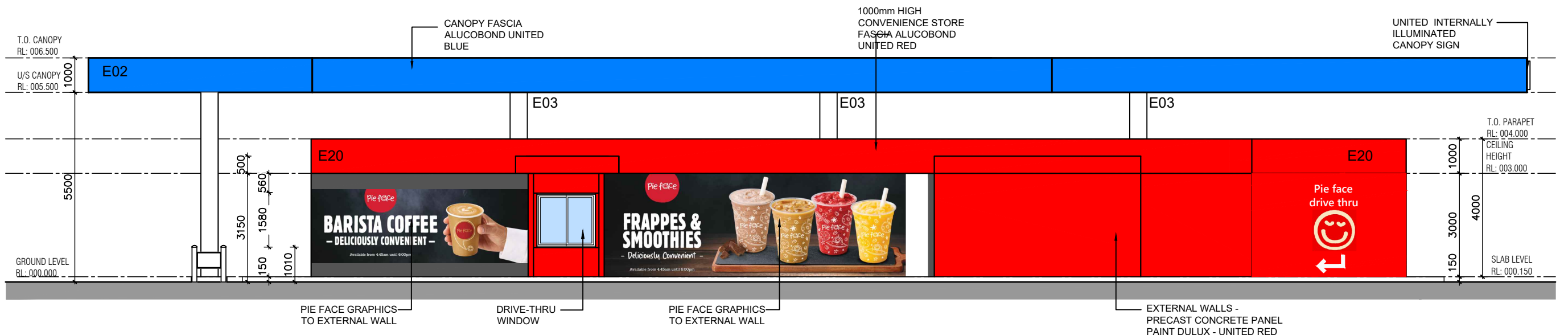
NAME:	A.A	DATE:	July 2023
SCALE @A3:	1:125	SHEET:	3 OF 6
ADDRESS:	37 DRAYTON STREET DALBY, QLD		

SITE I.D. No:	DRAWING No:
DG03	DALBY SITE PLAN SK01 - 07.06.23.dwg
TITLE:	
NORTH/EAST & SOUTH/EAST ELEVATIONS	

UNITED PETROLEUM PTY.LTD
600 GLENFERRIE ROAD HAWTHORN, VICTORIA 3122
TELEPHONE 03 9413 1400 FACSIMILE 03 9413 1401

DRAWING PATH:
h:\03_queensland\dalby 2022\01. drawings\cad\01.sk\dalby site plan sk01 - 07.06.23.dwg

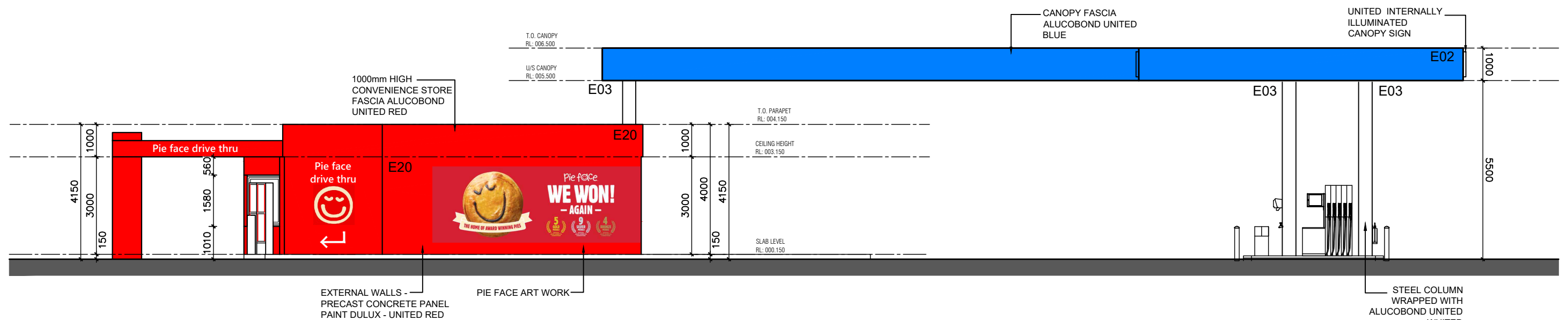
REV: D



SOUTH/WEST ELEVATION

COLOUR LEGEND

	E01 - STORE FASCIA ALUCOBOND UNITED RED		E09 - DOORS & WINDOWS POWDERCOATED BLACK
	E02 - CANOPY FASCIA ALUCOBOND - UNITED BLUE		E011 - CLEAR GLAZING TO CODE, NCC & RELEVANT STANDARDS
	E03 - STEEL COLUMN ALUCOBOND UNITED WHITE CLADDING		E018 - HORIZONTAL ALUMINUM SLATS COLOUR UNITED RED
	E08 - PRECAST CONCRETE DECO CLAD DECO WOOD ALUMINIUM CLADDING HORIZONTAL V GROOVE PROFILE COLOUR: NATURAL TEAK		E20 - EXTERNAL WALLS PAINT DULUX - UNITED RED



NORTH/WEST ELEVATION

REV.	BY	AMENDMENT	DATE
A	AA	FIRST ISSUE	12/04/2022
B	SB	GENERAL AMENDMENTS	12/07/2023

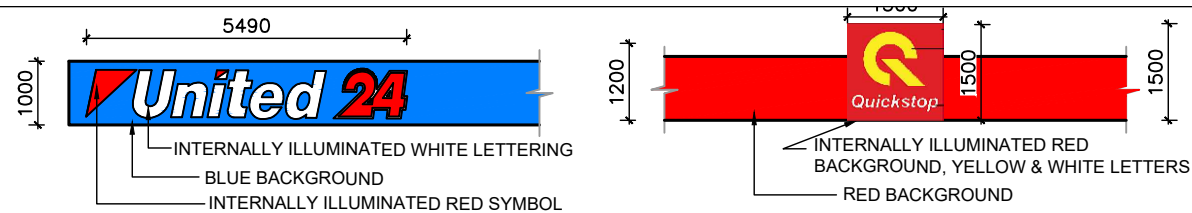
DRAWING PRODUCED ON CAD SYSTEM.
NOTED DIMENSIONS SHALL BE TAKEN IN PREFERENCE TO SCALING.
DO NOT SCALE OR AMEND BY HAND.
VERIFY ALL DIMENSIONS ON SITE PRIOR TO CONSTRUCTION OR QUOTE.
UPON RECEIPT OF UPDATED PLANS DISCARD PREVIOUS VERSIONS.

THIS DRAWING IS CONFIDENTIAL AND IS NOT TO BE REPRODUCED IN ANY FORM, IN WHOLE OR IN PART, WITHOUT EXPRESS WRITTEN AUTHORITY OF THE ABOVE COMPANY, AND IS NOT TO BE USED IN ANY MANNER PREJUDICIAL TO THE INTERESTS OF THAT COMPANY. COPYRIGHT ALL RIGHTS RESERVED.

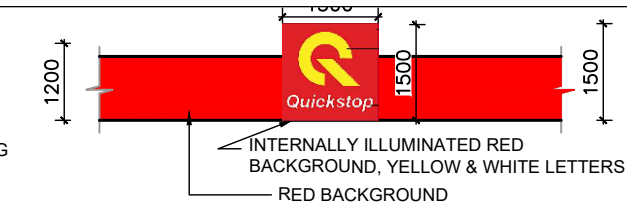
NAME:	A.A	DATE:	July 2023
SCALE @A3:	1: 125	SHEET:	4 OF 6
ADDRESS:	37 DRAYTON STREET DALBY, QLD		

SITE I.D. No:	DG04	DRAWING No:	DALBY SITE PLAN SK01 - 07.06.23.dwg
TITLE:	EAST & WEST ELEVATIONS		

	UNITED PETROLEUM PTY.LTD 600 GLENFERRIE ROAD HAWTHORN, VICTORIA 3122 TELEPHONE 03 9413 1400 FACSIMILE 03 9413 1401
DRAWING PATH: h:\03_queensland\dalby 2022\01. drawings\cad\01.sk\dalby site plan sk01 - 07.06.23.dwg	
REV:	B



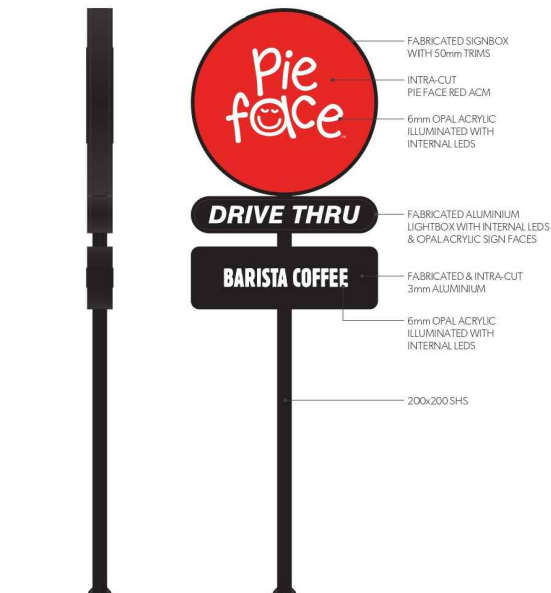
CANOPY SIGNAGE 1:
ILLUMINATED FASCIA SIGN



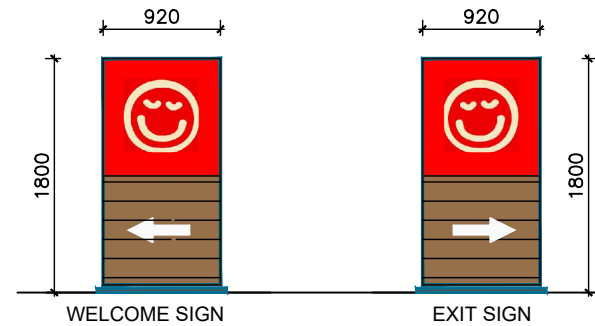
CONVENIENCE STORE SIGNAGE 2:
FASCIA SIGN



Pie Face Single Pole Pylon (8 metre)

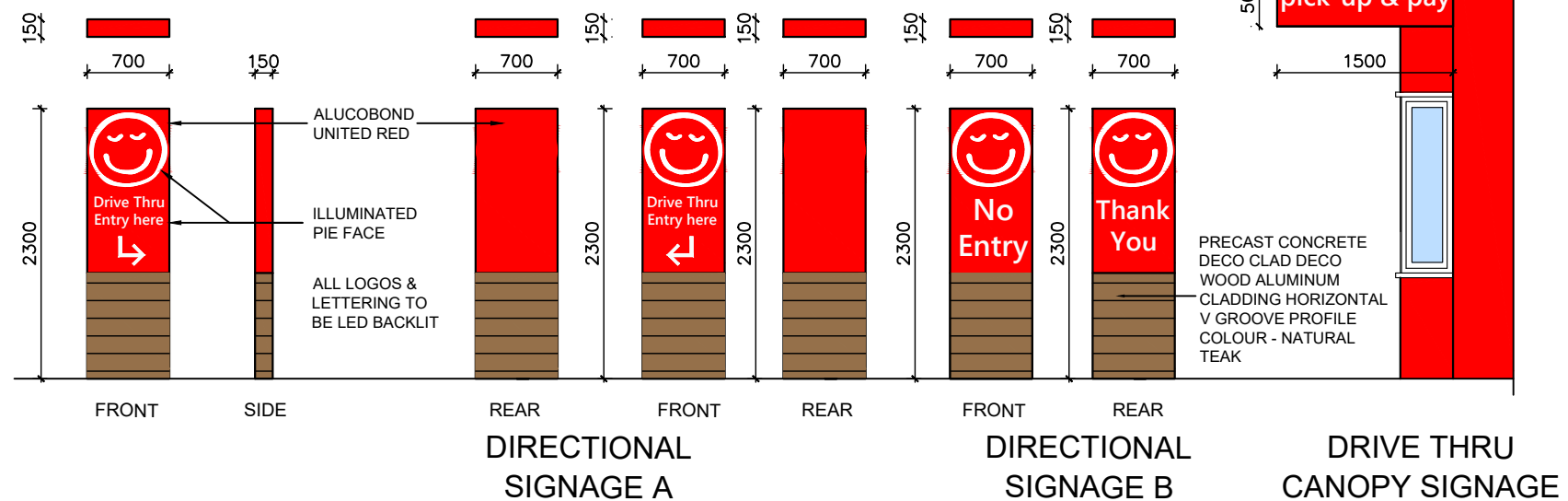


SHOP FRONT GRAPHICS

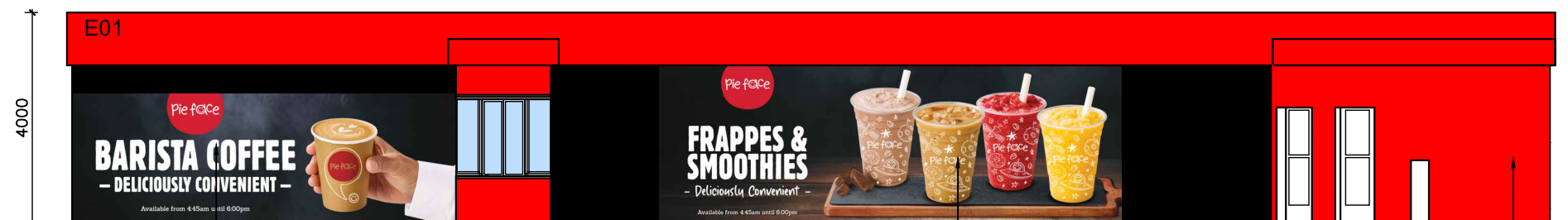


DIRECTIONAL SIGNAGE

DRIVE THRU PIE FACE SIGN 8M HIGH
ILLUMINATED ID SIGN



NOTE: SIGNAGE FOR DRIVE- THRU INDICATIVE ONLY (TBC)



CONVENIENCE STORE SIGNAGE 3: PIE FACE STORE SIGNS

REV.	BY	AMENDMENT	DATE
A	AA	FIRST ISSUE	12/04/2022
B	SB	SIGNAGE AMENDMENTS	13/02/2023
C	SB	GENERAL AMENDMENTS	12/07/2023

DRAWING PRODUCED ON CAD SYSTEM.
NOTED DIMENSIONS SHALL BE TAKEN IN PREFERENCE TO SCALING.
DO NOT SCALE OR AMEND BY HAND.
VERIFY ALL DIMENSIONS ON SITE PRIOR TO CONSTRUCTION OR QUOTE.
UPON RECEIPT OF UPDATED PLANS DISCARD PREVIOUS VERSIONS.

THIS DRAWING IS CONFIDENTIAL AND IS NOT TO BE REPRODUCED
IN ANY FORM, IN WHOLE OR IN PART, WITHOUT EXPRESS WRITTEN
AUTHORITY OF THE ABOVE COMPANY, AND IS NOT TO BE USED IN
ANY MANNER PREJUDICIAL TO THE INTERESTS OF THAT
COMPANY. COPYRIGHT ALL RIGHTS RESERVED.

NAME: A.A DATE: July 2023
SCALE @A3: NTS SHEET: 5 OF 5
ADDRESS:
37 DRAYTON STREET
DALBY, QLD
Page 70 of 189

SITE I.D. No: DG05
DRAWING No: DALBY SITE PLAN SK01 - 07.06.23.dwg
TITLE: SIGNAGE

UNITED PETROLEUM PTY.LTD
600 GLENFERRIE ROAD HAWTHORN, VICTORIA 3122
TELEPHONE 03 9413 1400 FACSIMILE 03 9413 1401
DRAWING PATH:
h:\03_queensland\dalby 2022\01_drawings\cad\01.sk\dalby site plan sk01 - 07.06.23.dwg
REV: C



SARA reference: 2303-33819 SRA
Council reference: 030&040.2023.81.001
Applicant reference: MUQ220511

26 July 2023

Chief Executive Officer
Western Downs Regional Council
PO Box 551
DALBY QLD 4405
info@wdrc.qld.gov.au

Attention: Dominic Bradley

Dear Mr Bradley

SARA referral agency response—39 Drayton Street, Dalby

(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 21 March 2023.

Response

Outcome:	Referral agency response – with conditions
Date of response:	26 July 2023
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 – Service Station and Shop and Advertising Devices (Signage)
SARA role:	Referral agency	
SARA trigger:	Schedule 10, part 9, division 4, subdivision 2, table 4, item 1 (Planning Regulation 2017) - Development near a state transport corridor or that is a future state transport corridor	

SARA reference: 2303-33819 SRA

Assessment manager: Western Downs Regional Council

Street address: 39 Drayton Street, Dalby

Real property description: Lot 34 on RP93495; Lot 1 on RP2015; Lots 1 and 2 on RP96146

Applicant name: Plans in Motion Pty Ltd

Applicant contact details: 2/597 Whitehorse Road, Surrey Hills VIC 3127
pim.planning@plansinmotion.com.au

Human Rights Act 2019 considerations: 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.

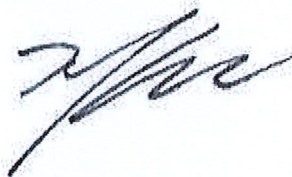
Representations

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 (section 30 of the 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 Malcolm McDowell, Planning Officer, on (07) 3452 6897 or via email IpswichSARA@dild.gov.au who will be pleased to assist.

Yours sincerely



Kieran Hanna
A/Manager

enc Attachment 1 - Referral agency conditions
 Attachment 2 - Advice to the applicant
 Attachment 3 - Reasons for referral agency response
 Attachment 4 - Representations about a referral agency response provisions
 Attachment 5 - Documents referenced in conditions

cc Plans in Motion Pty Ltd, pim.planning@plansinmotion.com.au

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 documents referenced below are found at Attachment 5)

No.	Conditions	Condition timing
Development Permit: Material Change of Use - Service station and Shop and Advertising Devices (Signage)		
Schedule 10, part 9, division 4, subdivision 2, table 4, item 1 (Planning Regulation 2017) - Development near a state transport corridor or that is a future state transport corridor—The chief executive administering the <i>Planning Act 2016</i> nominates the Director-General of Department of Transport and Main Roads (DTMR) 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 conditions:		
1.	Any excavation, filling/backfilling/compaction, retaining structures and other works involving ground disturbance must not encroach or de-stabilise the state-controlled road, including all transport infrastructure or the land supporting this infrastructure, or cause similar adverse impacts.	At all times.
2.	The development must be carried out generally in accordance with the following plan: <ul style="list-style-type: none"> Site Plan prepared by United Petroleum Pty Ltd dated 7 June 2023, drawing number No. Dalby Site Plan SK01 – 07.06.23 dwg, and revision D. 	Prior to the commencement of use and to be maintained at all times.
3.	Stormwater management of the development must not cause worsening to the operating performance of the state-controlled road, such that any works on the land must not: <ul style="list-style-type: none"> (i) create any new discharge points for stormwater runoff onto the state-controlled road. (ii) concentrate or increase the velocity of flows to any state-controlled road. (iii) interfere with and/or cause damage to the existing stormwater drainage on the state-controlled road. (iv) surcharge any existing culvert or drain on the state-controlled road. (v) reduce the quality of stormwater discharge onto the state-controlled road. (vi) impede or interfere with any overland flow or hydraulic conveyance from the state-controlled road. 	At all times.
4.	Directional signage, indicating Entry and No Entry, is to be installed within the site boundary in proximity to all accesses in accordance with the vehicular movements shown on the following plan: <ul style="list-style-type: none"> Site Plan prepared by United Petroleum Pty Ltd dated 7 June 2023, drawing number Dalby Site Plan SK01 – 07.06.23 dwg, and revision D. 	Prior to the commencement of use.

No.	Conditions	Condition timing
5.	<p>Line marking in the form of directional arrows is to be provided on all driveway crossovers in accordance with the vehicular movements shown on the following plan:</p> <ul style="list-style-type: none">• Site Plan prepared by United Petroleum Pty Ltd dated 7 June 2023, drawing number Dalby Site Plan SK01 – 07.06.23 dwg, and revision D.	Prior to the commencement of use.

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 the SARA's decision are:

With conditions, 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, road transport infrastructure, public passenger transport infrastructure or active transport infrastructure
- does not adversely impact the function 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 plan, construct, upgrade or maintain state-controlled roads, future state-controlled roads or road transport infrastructure.

Material used in the assessment of the application:

- the development application material and submitted plans
- *Planning Act 2016*
- Planning Regulation 2017
- the SDAP version 3.0, as published by SARA
- the Development Assessment Rules
- SARA DA Mapping system
- section 58 of the *Human Rights Act 2019*.

Attachment 4—Representations about a referral agency response provisions

(page left intentionally blank)

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.

Attachment 5—Documents referenced in conditions

(page left intentionally blank)

INFRASTRUCTURE CHARGES NOTICE

APPLICANT:	Plans in Motion Pty Ltd
APPROVED DEVELOPMENT:	Material Change of Use to establish a Service Station on land situated at 39 Drayton Street, Dalby
FILE REFS:	030.2023.81.001, A1151 & LG7.6.1
AMOUNT OF THE CHARGE:	Nil
LAND TO WHICH CHARGE APPLIES:	Lots 1 & 2 on RP96146, Lot 1 on RP2015 and Lot 34 on RP93495
PAYABLE TO:	Western Downs Regional Council
WHEN PAYABLE:	Prior to commencement of the use

This charge is made in accordance with Council's ***Infrastructure Charges Resolution (No. 7.1) 2017***.

The charge has been calculated on the following basis:

USE	Charge	Reference	No. of Units	Amount
Material Change of Use to establish a Service Station	\$153.00 per m ² of GFA (water, sewer, transport and parks networks)	Table 3.3.3, Col 2, Charge Area A	300m ²	\$45,900.00
DISCOUNT	Discount Charge	Reference	No. of Units	Discount Amount
Credit for existing commercial lots	\$40,320.00 per lot (water, sewer, transport and parks networks)	3.4 (1)(e)(iii)	4 Lots	\$161,280.00
			TOTAL CHARGE	Nil

INFORMATION NOTICE

[Section 119 of the *Planning Act 2016*]

DECISION AND REASONS

This infrastructure charge has been levied in accordance with Sections 119 to 121 of the *Planning Act 2016* and Council's ***Infrastructure Charges Resolution (No. 7.1) 2017*** for additional demand placed on Council's trunk infrastructure that will be generated by the approved development.

APPEALING DECISION

Under the *Planning Act 2016* the recipient of this Infrastructure Charges Notice may appeal against Council's decision to issue the Infrastructure Charges Notice. Chapter 6, Part 1 of the *Planning Act 2016* details the recipient's right to appeal Council's decision and how the recipient may appeal.

Title **Executive Services Chief Executive Officer Report August 2023**

Date 13 September 2023

Responsible Manager J. Taylor, CHIEF EXECUTIVE OFFICER

Summary

The purpose of this Report is to provide Council with significant meetings, forums and delegations attended by the Chief Executive Officer during the month of August 2023.

Link to Corporate Plan

Strategic Priority: Strong Economic Growth

- There is a confidence in our strong and diverse economy.
- We're open for business and offer investment opportunities that are right for our region.
- We optimise our tourism opportunities, unique experiences, and major events.
- Business and industry in our region live local and buy local.
- Our region is a recognised leader in energy, including clean, green renewable energies.

Material Personal Interest/Conflict of Interest

Nil

Officer's Recommendation

That this Report be received.

Background Information

Nil

Report

The below lists the meetings, delegations and forums attended by the Chief Executive Officer during the month of August 2023.

Date	Who/Where	Details
8 August 2023	<ul style="list-style-type: none"> • The Executive Connect • Meeting with SENEX 	Brisbane Brisbane
9 August 2023	<ul style="list-style-type: none"> • Meeting with CS Energy • Meeting with Queensland Treasury Corporation • Meeting with Department of Resources 	Brisbane Brisbane Brisbane
11 August 2023	<ul style="list-style-type: none"> • Darling Downs & South West Regional Economic Futures Fund (REFF) Strategy Advisory Committee • Meeting with Ernest Young 	Dalby Dalby
14 August 2023	<ul style="list-style-type: none"> • Development Assessment Panel Meeting • Planning and Pre Agenda Meeting • Teleconference with Queensland Gasfields Commission 	Dalby Dalby Phone

	<ul style="list-style-type: none"> • Councillor Information Session 	Dalby
15 August 2023	<ul style="list-style-type: none"> • Teleconference with Governor's Office • Connect with Council BBQ 	Phone Wandoan
16 August 2023	<ul style="list-style-type: none"> • Ordinary Meeting of Council 	Wandoan
18 August 2023	<ul style="list-style-type: none"> • Energy Transformation Workshop • Teleconference with Elixir Energy • Teleconference with Statum Regional Health Solutions 	Brisbane Phone Phone
19 August 2023	<ul style="list-style-type: none"> • Mary's Place Grand Opening 	Dalby
21 August 2023	<ul style="list-style-type: none"> • Meeting with Queensland Police Services • Meeting with Queensland Fire Emergency Services 	Dalby Dalby
23 August 2023	<ul style="list-style-type: none"> • Dalby Chamber of Commerce - Year Ahead Breakfast 	Dalby
25 August 2023	<ul style="list-style-type: none"> • Renewable Energy Workshop for Business QLD REZ Regions • Local Government Webinar - REZ Roadmap and Wind Code & Guidelines Review 	Teams Meeting Teams Meeting
29 August 2023	<ul style="list-style-type: none"> • Local Government Manager Australia Annual Conference 	Caloundra
30 August 2023	<ul style="list-style-type: none"> • Local Government Manager Australia Annual Conference 	Caloundra
31 August 2023	<ul style="list-style-type: none"> • Local Government Manager Australia Annual Conference 	Caloundra

Consultation (Internal/External)

Chief Executive Officer

Legal/Policy Implications (Justification if applicable)

Nil

Budget/Financial Implications

Nil

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) (the Human Rights Act) requires public entities 'to act and make decisions in a way compatible with human rights'.

There are no human rights implications associated with this report.

Conclusion

The foregoing represents activities undertaken by the Chief Executive Officer during the month of August 2023.

Attachments

Nil.

Authored by: A. Lyell, EXECUTIVE SERVICES ADMINISTRATION OFFICER

Title **Executive Services Report Outstanding Actions August 2023**

Date 8 September 2023

Responsible Manager J. Taylor, CHIEF EXECUTIVE OFFICER

Summary

The purpose of this Report is to provide Council with an updated on the status of outstanding Council Meeting Action Items to 16 August 2023.

Link to Corporate Plan

Strategic Priority: Strong Economic Growth

- There is a confidence in our strong and diverse economy.
- We're open for business and offer investment opportunities that are right for our region.
- We optimise our tourism opportunities, unique experiences and major events.
- Business and industry in our region live local and buy local.
- Our region is a recognised leader in energy, including clean, green renewable energies.

Material Personal Interest/Conflict of Interest

Nil

Officer's Recommendation

That this Report be received.

Background Information

Nil

Report

The purpose of this Report is to provide Council with an update on the status of Outstanding Council Meeting Action Items to the Meeting held on 16 August 2023.

1. Outstanding Council Meeting Action List (As at 16 August 2023)

Meeting date	Item description	File No.	Council Resolution/Task	Responsible Division
13/04/2022	Corporate Services Confidential Report Dalby Aerodrome Proposed Lease to Helismart	AD6.6.2	That this report be received, and Council resolves to; 1. Apply the exceptions contained within section 236(1)(c)(iii) of the <i>Local Government Regulation 2012</i> (Qld) to the proposed lease; 2. Offer Helismart Pty Ltd a ten-year lease over a portion of land at the Dalby Aerodrome, as depicted in the proposed lease sketch in this Report, on the terms as set out in this Report; and	Corporate Services

Meeting date	Item description	File No.	Council Resolution/Task	Responsible Division
			<p>3. Delegate authority to the CEO to negotiate and sign all documents necessary to:</p> <ul style="list-style-type: none"> a) Effect the surrender of the agricultural leased area known as Lease K, and the boundary realignment and resurvey of the agricultural leased area known as Lease H, at the Dalby Aerodrome; b) Survey the area known as Lease K to accommodate Helismart Pty Ltd's proposed leased area and to allow for future leased areas; and c) Provide a lease for a new surveyed area with Helismart Pty Ltd for approval by council. <p style="text-align: right;">CARRIED</p>	
19/07/2023	(035.2022.737.001) Community and Liveability Report Development Application for Reconfiguring a Lot (1 Lot into 10 Lots and Road Reserve) of Lot 20 on SP156284 Cemetery Road Chinchilla WA & SG Daniells Pty Ltd C/- Sweb Consulting	AD6.6.2	<p>That council investigates an amendment to the Planning Scheme to address the perceived requirements for rural residential development in the Chinchilla area.</p> <p style="text-align: right;">CARRIED</p>	Community & Livability
16/08/2023	Corporate Services Report Aquatic Facilities Strategy 2023-2038 Priority Actions	AD6.6.2	<p>That Council resolves to:</p> <ul style="list-style-type: none"> 1. commence the exploration of replacement options and development of concept plans in 2023-24 for the Chinchilla Aquatic Facility, including at a greenfield site (in accordance with existing approved budgets); 2. commence essential remediation works in 2023-24 for the Chinchilla Aquatic Facility (in accordance with existing approved budgets); 3. develop concept plans for the remediation and moderate upgrade of the Wandoan Aquatic Facility (in accordance with existing approved budgets); 4. schedule the required remediation of the Chinchilla, Miles, Jandowae, and Dalby aquatic facilities across the 2023-24, 2024-25, and 2025-26 financial years (subject to budget considerations); and 	Corporate Services

Meeting date	Item description	File No.	Council Resolution/Task	Responsible Division
			5. amend the Capital Budget Ten (10) year forecasts for the aquatic facilities to reflect the revised order of priority. 6. Investigate the feasibility of implementing temperature control mechanisms at Western Downs aquatic facilities. CARRIED	
16/08/2023	Request Review of the Council Meetings Policy	AD6.6.2	That Council review the Council Meetings Policy. CARRIED	Corporate Services
16/08/2023	Executive Services Confidential Report - Expression of Interest to Lease Two Lots Kumbarilla Lane Kogan	AD6.6.2	That this Report be received and that Council resolves that: 1. It is in the public interest, pursuant to section 228(3)(a) and (b) <i>Local Government Regulation 2012</i> to invite Expressions of Interest ("EOI") to lease Lot 2 SP214220 and Lot 3 SP200461 ("Land") at Kumbarilla Lane Kogan, before inviting written tenders, noting that: a. Leasing the Land in proximity to the Braemer Power Station, is expected to result in the Land reaching its full potential and increase its revenue generation for Council and additional economic opportunities for the benefit of the community. b. The EOI allows all interested parties to express their interest in leasing the Land. Council will then assess the best proposed use of the Land for the benefit of the community and assess the suitability of the lessee before progressing further and calling tenders from a short listed group. c. Inviting an EOI to lease the Land enables Council to maintain ownership and control of the Land for the benefit of the community to ensure it maintains: i. the revenue stream from CSG interests, and ii. its existing quarry assets whilst at the same time securing rights to allow future quarry expansion. CARRIED	Executive Services

Meeting date	Item description	File No.	Council Resolution/Task	Responsible Division
16/08/2023	Community and Liveability Confidential Report Western Downs Planning Scheme 2017 Major Amendment 2 Business and Planning Improvement Amendment Package	AD6.6.2	<p>That this Report be received and that:</p> <p>1.Council resolve, for the purposes of Chapter 2, Part 4, Section 16.1 of the Minister's Guidelines and Rules, to commence making a major amendment to its Planning Scheme.</p> <p>2.Council endorse the proposed Planning Scheme Amendment and Maps (Major Amendment 2 – Business and Planning Improvement Amendment Package), including the Amended Planning Scheme Policies incorporated at Schedule 6 (Attachments 1A and 1B), prepared in accordance with Chapter 2, Part 4, Section 16.4 and Chapter 3, Part 1, Section 2.2 of the Minister's Guidelines and Rules.</p> <p>3.Council endorse the proposed Communications Strategy (Attachment 2).</p> <p>4.Council decide to make the proposed amendments to the Planning Scheme Policies, incorporated in Schedule 6 of Major Amendment 2 – Business and Planning Improvement Amendment Package, in accordance with Chapter 3, Part 1, Sections 2.1 of the Minister's Guidelines and Rules.</p> <p>5.Council give notice to the Planning Minister of the decision to amend the Planning Scheme, provide the required material (as set out in Schedule 3 of the Minister's Guidelines and Rules) and request a State Interest Review of Major Amendment 2, in accordance with Chapter 2, Part 4, Section 16.5 of the Minister's Guidelines and Rules.</p> <p>6.Council decide to proceed to public consultation of Major Amendment 2 – Business and Planning Improvement Amendment Package and the proposed amendments to the Planning Scheme Policies incorporated in Schedule 5, in accordance with Chapter 2, Part 4, Sections 18.1 and 18.2 and Chapter 3, Part 1, Section 3 of the Minister's Guidelines and Rules, after receiving and subject to the outcome of the State Interest Review and the Planning Minister's Notice issued under Chapter 2, Part 4, Section 17.5 of the Minister's Guidelines and Rules.</p> <p>7.That the Chief Executive Officer be granted all powers under the Minister's Guidelines and Rules to amend Proposed Major Amendment 2 – Business and Planning Improvement Amendment Package as detailed in Clause 2 above, prior to and in the course of the State Interest Review.</p> <p style="text-align: right;">CARRIED</p>	Community & Livability
16/08/2023	Community and Liveability Confidential Report Western Downs Planning Scheme 2017 Major Amendment 2 Business and Planning	AD6.6.2	<p>That council hold an information session to consider a second amendment to the planning scheme in relation to, but not limited to lot sizes, urban and rural residential, land use and density.</p> <p style="text-align: right;">CARRIED</p>	Executive Services

Meeting date	Item description	File No.	Council Resolution/Task	Responsible Division
	Improvement Amendment Package			

Deputations List (As at 19 July 2023)

Meeting date	Item description	Council Resolution/Task	Comments	Responsible Division
19/07/2023	Deputation - Megan Kruger	Ms Kruger addressed Council in regards to safety concerns around accessing Bulldog Park along Slessar Street, Chinchilla.	The request for a footpath to Bulldog park was already included as a project for consideration in the Works Program. Following a review of potential funding options by Council, a response will be drafted to Megan.	Infrastructure Services

Consultation (Internal/External)

Chief Executive Officer;
General Manager (Community & Liveability);
General Manager (Corporate Services);
General Manager (Infrastructure Services); and
Relevant Managers, Coordinators and Officers.

Legal/Policy Implications (Justification if applicable)

Nil

Budget/Financial Implications

Nil

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) (the Human Rights Act) requires public entities 'to act and make decisions in a way compatible with human rights'.

There are no human rights implications associated with this report.

Conclusion

This report is provided to inform Council of the progress of resolutions of Council.

Attachments

Nil

Authored by: A. Lyell, EXECUTIVE SERVICES ADMINISTRATION OFFICER

Title **Corporate Services Report Audit Committee Meeting 13 September 2023**

Date 13 September 2023

Responsible Manager P. Greet, CUSTOMER SUPPORT AND GOVERNANCE MANAGER

Summary

The purpose of this report is to provide Council with the report of the Western Downs Regional Council Audit Committee Meeting held on 13 September 2023.

Link to Corporate Plan

Strategic Priority: Sustainable Organisation

- We are recognised as a financially intelligent and responsible Council.

An Audit Committee is recognised as an important feature of good corporate governance. The Audit Committee plays a key role with respect to the integrity of Council's financial information and its systems of internal controls.

Material Personal Interest/Conflict of Interest

There are no personal interests nor conflicts of interest associated with this report.

Officer's Recommendation

That Council receive the Unconfirmed Minutes of the Western Downs Regional Council Audit Committee Meeting held on 13 September 2023.

Background Information

Section 105(4) of the *Local Government Act 2009* requires Council to establish an audit committee. An audit committee:

- (a) *monitors and reviews-*
 - (i) *the integrity of financial documents; and*
 - (ii) *the internal audit function; and*
 - (iii) *the effectiveness and objectivity of the local government's internal auditors; and*
- (b) *makes recommendations to the local government about any matters that the audit committee considers need action or improvement.*

The Western Downs Regional Council Audit Committee operates under the *Audit Committee – Terms of Reference* adopted by Council on 17 June 2020.

Report

Council's Audit Committee met on 13 September 2023. The report and recommendations of the meeting are provided to Council pursuant to section 211(1)(c) and (d) of the *Local Government Regulation 2012*.

Consultation (Internal/External)

There was no consultation associated with this report.

Legal/Policy Implications (Justification if applicable)

Section 211(1)(c) of the *Local Government Regulation 2012* requires the audit committee to:

'as soon as practicable after a meeting of the committee, give the local government a written report about the matters reviewed at the meeting and the committee's recommendation about the matters'

Furthermore, the Chief Executive Officer is required to present this report at the next meeting of the local government.

Budget/Financial Implications

There are no budget nor financial implications associated with this report.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) requires public entities '*to act and make decisions in a way compatible with human rights*'. There are no human rights implications associated with this report.

Conclusion

The report of the Western Downs Regional Council Audit Committee Meeting held on 13 September 2023 provides an overview of the matters considered at the meeting and the Committee's recommendations about those matters.

Attachments

1. *Western Downs Regional Council Audit Committee Meeting Unconfirmed Minutes 13 September 2023*

Authored by: Wendy Burton, PERFORMANCE, RISK AND REPORTING OFFICER



Audit Committee Meeting Minutes

***Held at
Western Downs Regional Council's
Board Room, Dalby Corporate Office***

On Wednesday, 13 September 2023

Commencing at 11:00 AM

**J. TAYLOR
CHIEF EXECUTIVE OFFICER**

13 September 2023

In Attendance

Committee Members: Cr. I.J. Rasmussen (Chair)
Cr. P.M. McVeigh
Mr. R. Bain, Independent Member

Officers: Ms. J. Taylor, Chief Executive Officer
Mr. B. Bacon, General Manager (Corporate Services)
Mr. P. Greet, Customer Support and Governance Manager
Ms. T. Skillington, Chief Financial Officer
Ms. K. Gillespie, Governance Coordinator
Ms. W. Burton, Performance, Risk and Reporting Officer

Ms. V. de Waal, Deloitte Touche Tohmatsu
Mr. J. Tait, Deloitte Touche Tohmatsu
Mr. D. Adams, Queensland Audit Office
Mr. J. Zabala, Crowe Australasia

1. Meeting Open

The Chair declared the meeting opened at 11:03 am.

2. Apologies

Ms Lara Byrnes, Queensland Audit Office

3. Confirmation of Minutes From Previous Meeting

Moved By Cr. P.M. McVeigh

Seconded By Mr. R. Bain

That the Unconfirmed Minutes of the Western Downs Audit Committee Meeting held on 16 March 2023, copies of which have been circulated to members are confirmed.

CARRIED

4. Outstanding Actions List

4.1 Governance Report Internal and External Outstanding Action Items as at 30 June 2023

The purpose of this report is to update the Audit Committee on outstanding internal and external audit items and seek authorisation of items recommended for closure.

Moved By Mr. R. Bain

Seconded By Cr. P.M. McVeigh

That the Audit Committee resolve to receive the *Governance Report Internal and External Outstanding Action Items as at 30 June 2023* and approve the closure of the following:

1. Internal Audit items:
 - a. Internal Audit of Accounts Payable and Accounts Receivable Recommendation: AP/AR4 Vendor Masterfile;
 - b. Internal Audit of Fleet Management Recommendation: FLEET 4.1 Records of Training and Refresher Training;
 - c. Internal Audit of Recruitment Recommendation: RECRUITMENT 3.1 Recruitment Policy, Procedure and Standard Work Practice Documents with Queensland Government Requirements;
 - d. Internal Audit of Recruitment Recommendation: RECRUITMENT 3.2 Requirements of Recruitment Processes;
 - e. Internal Audit of Corporate Cards Recommendation: CCO 4.1 Fraud Risk Register;

- f. Internal Audit of Cyber Security Recommendation: CS4 Implement Domain DMARC Configuration;
 - g. Internal Audit of Corporate Cards Recommendation: CCO 3.2 Issuing of Corporate Cards;
 - h. Internal Audit of Corporate Cards Recommendation: CCO 3.3 Approval of Corporate Card Transactions;
 - i. Internal Audit of Corporate Cards Recommendation: CCO 3.4 Training and Refresher Training; and
2. External Audit items
- a. Report 6:2021-22 Regulating Animal Welfare Services;
 - b. Report 15: 2022-23 Local Government 2022 Information Systems (Financial Audit Report); and
 - c. Report 15: 2022-23 Local Government 2022 Governance and Internal Control (Financial Audit Report).

CARRIED

5. Internal Audit Report

5.1 Governance Report Internal Audit of Cash Control and Investments July 2023

The purpose of this Report is to provide the Audit Committee with the findings of the *Internal Audit of Cash Control and Investments July 2023*.

Moved By Mr. R. Bain
Seconded By Cr. P.M. McVeigh

That the Audit Committee receive the *Internal Audit Report Cash Control and Investments July 2023*.

CARRIED

FINANCIAL REPORTS

6. Financial Reports Item

6.1 Corporate Services Report Draft Financial Statements 2022-23

The purpose of this report is to present the Audit Committee with the draft 2022-23 financial statements.

Moved By Cr. P.M. McVeigh
Seconded By Mr. R. Bain

That the Audit Committee resolves to receive the draft 2022-23 financial statements.

CARRIED

6.2 Corporate Services Management Judgements and Estimates for Financial Statements 2023

The purpose of this report is to document the management judgements and estimates used in preparing Council's financial statements.

Moved By Cr. P.M. McVeigh
Seconded By Mr. R. Bain

That the Audit Committee resolve to receive the key judgements and estimates used in the financial statements.

CARRIED

6.3 Corporate Services Report Variance Analysis 2022-23 Financial Statements

The purpose of this Report is to provide the Audit Committee with a variance analysis comparing 2022-23 actual outcomes to the 2021-22 actual outcomes.

Moved By Mr. R. Bain
Seconded By Cr. P.M. McVeigh

That the Audit Committee receives the variance analysis report for 2022-23 to 2021-22.

CARRIED

6.4 Corporate Services Report 2022-23 Asset Valuations

The purpose of this report is to provide the Audit Committee with information on the 2022-23 asset valuations and outcomes.

Moved By Mr. R. Bain
Seconded By Cr. P.M. McVeigh

That the Audit Committee receives the 2022-23 Asset Valuations report.

CARRIED

EXTERNAL AUDIT REPORTS

7. External Audit Reports Item

7.1 Corporate Services Report Queensland Audit Office 2023 Interim Report

The purpose of this report is to provide an update on external audit activities for the 2023 financial year.

Moved By Cr. P.M. McVeigh
Seconded By Mr. R. Bain

That the Audit Committee note Queensland Audit Office's *2023 Interim Report*.

CARRIED

7.2 Corporate Governance Report Queensland Audit Office Reviews

The purpose of this report is to provide the Audit Committee with an overview of recently released Queensland Audit Office reviews and discussion papers.

Moved By Mr. R. Bain
Seconded By Cr. P.M. McVeigh

That the Audit Committee receive the *Corporate Governance Report Queensland Audit Office Reviews*.

CARRIED

OTHER REPORTS

8. Other Report Item

8.1 Corporate Governance Report to Audit Committee Meeting September 2023

The purpose of this report is to provide the Audit Committee with a summary of governance, risk, and internal audit activities to 1 September 2023.

Moved By Cr. P.M. McVeigh

Seconded By Mr. R. Bain

That the Audit Committee receive the Corporate Governance Report to the Audit Committee September 2023.

CARRIED

8.2 Corporate Governance Report Local Government Sustainability Framework

The purpose of this report is to provide the Audit Committee with an overview of the recently released Local Government Sustainability Framework.

Moved By Mr. R. Bain

Seconded By Cr. P.M. McVeigh

That the Audit Committee receive the *Corporate Governance Report Local Government Sustainability Framework*.

CARRIED

8.3 Audit Committee Report Smart Digital Programme August 2023

The purpose of this report is to provide the Audit Committee with a status update on the SMART Digital Programme's implementation, together with actions taken or in progress to address internal audit recommendations.

Moved By Mr. R. Bain

Seconded By Cr. P.M. McVeigh

That the report be received and noted.

CARRIED

GENERAL BUSINESS ITEMS

9. Business Items

There were no business items.

10. Meeting Closure

The Meeting concluded at 12:32pm

I hereby certify that the foregoing is a true record of the Minutes of the Proceedings of the Audit Committee Meeting held this 13 September 2023.

Cr. I.J. Rasmussen;

Chairman Western Downs Regional Council Audit Committee

Title **CS Report Write Off Outstanding Unrecoverable Accounts Receivable 2023**

Date 15 August 2023

Responsible Manager T. Skillington, CHIEF FINANCIAL OFFICER

Summary

The purpose of this report is to seek Council's approval to write off the attached outstanding Accounts Receivable, Infringement Notices, Gas Notice, and unpaid rates and charges in relation to a terminated road lease. The outstanding amounts have been deemed unrecoverable and the associated write-offs, except for the identified rates and charges write-off, relate to accounts that have been provided for in the 2022-23 financial statements.

Link to Corporate Plan

Strategic Priority: Sustainable Organisation

- We are recognised as a financially intelligent and responsible Council.

The review and writing off of unrecoverable debts will reduce the cost of resources required to attempt to recover debts with minimal expectation of recovery.

Material Personal Interest/Conflict of Interest

There are no material personal interests nor conflicts of interest associated with consideration of this matter.

Officer's Recommendation

That Council resolves to write-off:

- (1) \$82,967.33 comprising:
 - (a) \$22,677.93 of unrecoverable accounts receivable (goods and services tax exclusive);
 - (b) \$18,682.00 of unrecoverable infringements notices (goods and services tax exclusive); and
 - (c) \$35,434.05 of unrecoverable gas accounts (goods and services tax exclusive); and
- (2) \$644.11, being unrecoverable rates and charges in relation to a terminated road lease.

Background Information

As part of the finalisation of Council's end of year accounts and annual financial statements, Council is required to review its outstanding arrears and Council's capacity to recover the amounts outstanding. The outcome of this review is that Council will arrive at what it considers an appropriate provision for outstanding debts that have no reasonable expectation of recovery. The provisions provided for in the 2022-23 financial year accounts have been completed in accordance with AASB 9 *Financial Instruments* as outlined below.

Council has defined the customer accounts into similar groups. For each group, the provision calculation reflects historical observations of default rates using credit losses experienced on transactions from previous years. It also considers Council's view of economic conditions over the expected lives of the receivables, loss pattern analysis, and cost/benefit consideration of recovering the debt. There are also debts that are simply irrecoverable because of bankruptcy or liquidation of the debtor. All these factors are considered when determining the probability of the default rate for each group.

Council has been committed to reducing potential exposure to write-offs and reducing arrears. General rates and utility charges have protection from bad debt write-offs through Council's legislative capacity to sell property. However, other revenue streams, including accounts receivable, infringements, and some gas charges do not have this protection.

Report

Every reasonable avenue has been explored to secure payment of the accounts which are the subject of this report. The accounts included in this report are now considered to have no reasonable expectation of recovery and are recommended for write off.

Accounts Receivable

The processes are aimed at reducing the likelihood of bad debts, especially larger amounts and particularly those associated with waste, quarry sales, and water standpipe sales. Prepayment keys for standpipe water were implemented during the 2022-23 financial year to further reduce Council's risk in relation to the recovery of outstanding standpipe water charges.

A provision of \$42,505.78 is held for Accounts Receivable. The proposed write-off of Accounts Receivable is \$22,677.93.

The Accounts Receivables are categorised as unrecoverable for the following reasons:

- (1) \$3,000.00 is due to a debtor that is now in Receivership/Liquidation or being a Deregistered Company and there is little to no chance of Council receiving a dividend;
- (2) \$526.18 is due to the debtor being deceased;
- (3) \$13,188.48 of the outstanding accounts has become unrecoverable due to the account holder being untraceable and the costs of continuing to enforce the collection actions are unwarranted (for example, debts under \$200); and
- (4) \$5,963.27 of Avdata accounts being:
 - (a) unpaid landing fees at Council operated aerodromes of \$81.83;
 - (b) unpaid use of Council wash-down facilities of \$1,323.99; and
 - (c) unpaid standpipe water charges of \$4,557.45.

Penalty Infringement Notices

For Council issued infringement notices, after all collection options have been exhausted, the only avenue open is referral onto the State Penalties Enforcement Register (SPER). Its recovery rates vary in success.

A provision for Bad Debts of \$102,097.45 is held for infringements. The proposed write-off for fifty-one (51) infringements issued during the period 1 July 2019 to 30 June 2020 is \$18,682.00. The infringements proposed for write-off were referred to the State Penalties Enforcement Register during the 2020-21 financial year however, they have not been recovered to date. If subsequently recovered, they are accounted for as a bad debt recovered.

Gas Accounts

Many gas customers are tenants rather than the property owner. They are difficult to track if they leave the property without paying their accounts, as Council is not provided with a forwarding address.

A Provision for Bad Debts of \$33,140.24 is held for gas accounts. The proposed write-off of gas accounts is \$35,434.05.

The attached schedule includes ninety-five (95) gas notices issued of which:

- (1) one account is for unauthorised gas use (an amount to \$946.98), and
- (2) ninety-four (94) accounts are for customers whose debts date from 1 July 2022 to 30 June 2023 and are untraceable or have become uneconomical to recover amounting to \$34,487.07.

Overdue Rates and Charges Terminated Road Lease Lot 1 RL8186

The subject property is 344 Matthews Road, Drillham, being Lot 32 BWR308, with a road lease registered under Lot 1 RL8186. At the time of a record of death being recorded on title in 2011, the person in question became the sole owner of the property. The owner subsequently recorded a change of name on title to a different surname. Council later received notification from the Australian Financial Security Authority ("AFSA") of the owner's Bankruptcy in 2020. In 2021, Heritage Bank Limited ("the Mortgagee") sold the freehold property known as Lot 32 BWR308 but without the road lease.

In June 2021, Council received a Queensland Valuation and Sales report advising that a valuation of the stand-alone road lease had been issued which had a date of effect of 13 August 2020. Council had an obligation to issue rates and charges for the road lease for the period 13 August 2020 until 16 June 2021 (sale date) for a total of \$561.07. The assessment is now cancelled and no subsequent rates notices have been issued. An amended rates notice for the road lease was posted to the Official Trustee in Bankruptcy and to date remains unpaid with no reasonable expectation of recovery. Interest continues to accrue with the balance of rates and charges outstanding as at the date of this report being \$644.11.

Consultation (Internal/External)

Consultation has occurred with Revenue Staff, Financial Planning, the Utilities Manager, and the Chief Financial Officer.

Legal/Policy Implications (Justification if applicable)

All debts have attempted to be collected in accordance with the appropriate Council's Rates and Charges Collection Policy, Gas Charges Collection Policy and, *Credit Risk Management - Council Policy* prior to consideration for write-off.

Budget/Financial Implications

An impairment provision is recorded in Council's annual financial statements and is sufficient to cover the write-offs proposed in the report. The provision is reviewed annually during the preparation of the annual financial statements.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) requires public entities '*to act and make decisions in a way compatible with human rights*'. There are no human rights implications associated with this report.

Conclusion

It is recommended that Council notes and receives this Report and that, it resolves to proceed with the recommended write-offs.

Attachments

1. Accounts Receivable (including Avdata) Write-offs
2. Avdata Write-offs
3. Infringements Write-offs
4. Gas Accounts Write-offs

Authored by: L.Zeller, REVENUE SUPERVISORS - UTILITIES RECEIVABLES & DEBT RECOVERY

Reference	Category	Previously Provided For	Provision Year	Amount (Exc)	Amount GST Inclusive	Write Off Reason
13135.01	Sundry	Yes	22/23	\$ 3,000.00	\$ 3,300.00	Company is deregistered
2334.01	Sundry	Yes	22/23	\$ 9,971.05	\$ 10,968.15	Uncontactable
14526.01	Sundry	Yes	22/23	\$ 448.82	\$ 493.70	No longer financially viable to pursue debt
3847.01	Sundry	Yes	22/23	\$ 200.00	\$ 220.00	No longer financially viable to pursue debt
15051.01	Sundry	Yes	22/23	\$ 197.42	\$ 217.16	No longer financially viable to pursue debt
13950.11	HACC	Yes	22/23	\$ 238.18	\$ -	Deceased account
15122.11	HACC	Yes	22/23	\$ 288.00	\$ -	Deceased account
14991.11	HACC	Yes	22/23	\$ 45.00	\$ -	No longer financially viable to pursue debt
14990.11	HACC	Yes	22/23	\$ 36.00	\$ -	No longer financially viable to pursue debt
14468.11	HACC	Yes	22/23	\$ 90.00	\$ -	No longer financially viable to pursue debt
10207.13	Waste	Yes	22/23	\$ 13.45	\$ 14.80	No longer financially viable to pursue debt
13305.13	Waste	Yes	22/23	\$ 26.90	\$ 29.60	No longer financially viable to pursue debt
13793.13	Waste	Yes	22/23	\$ 160.91	\$ 177.00	No longer financially viable to pursue debt
13663.13	Waste	Yes	22/23	\$ 93.45	\$ 102.80	No longer financially viable to pursue debt
14922.13	Waste	Yes	22/23	\$ 51.94	\$ 57.13	No longer financially viable to pursue debt
14847.13	Waste	Yes	22/23	\$ 26.91	\$ 29.60	No longer financially viable to pursue debt
13425.13	Waste	Yes	22/23	\$ 13.45	\$ 14.80	No longer financially viable to pursue debt
15211.13	Waste	Yes	22/23	\$ 56.36	\$ 62.00	No longer financially viable to pursue debt
15242.13	Waste	Yes	22/23	\$ 21.55	\$ 23.70	No longer financially viable to pursue debt
14250.22	Community Housing	Yes	22/23	\$ 1,735.28	\$ -	No longer financially viable to pursue debt
				\$ 16,714.66	\$ 15,710.44	
AVDATA AERODROMES						
Subtotal Aerodromes				\$ 81.83	\$ 90.01	
AVDATA WASHDOWNS						
Subtotal Washdown				\$ 1,323.99	\$ 1,456.39	
AVDATA STANDPIPE						
Subtotal Standpipe				\$ 4,557.45	\$ -	
Avdata Total	Avdata Total			\$ 5,963.27	\$ 1,546.40	
Grand Total	GRAND TOTAL			\$ 22,677.93	\$ 17,256.84	

AERODROME - AVDATA

Council Ref	Invoice Date	Invoice No	Description	GST Exclusive	GST Inclusive
150054067	20/05/2021	182 888 913	Dalby Aerodrome	\$ 77.82	\$ 85.60
	18/06/2021	182 888 913	Payment	-\$ 77.27	-\$ 85.00
				\$ 0.55	\$ 0.60
150055360	19/11/2021	182 978 854	Chinchilla Aerodrome	\$ 20.00	\$ 22.00
					\$ 22.00
150048030	20/04/2022	183 058 571	Dalby Aerodrome	\$ 12.47	\$ 13.72
					\$ 13.72
150023315	21/02/2022	183 023 928	Chinchilla Aerodrome	\$ 12.93	\$ 14.22
					\$ 14.22
150051007	20/04/2022	183 056 269	Tara Aerodrome	\$ 15.88	\$ 17.47
					\$ 17.47
150047278	19/05/2022	183 080 064	Dalby Aerodrome	\$ 10.00	\$ 11.00
					\$ 11.00
150053687	21/06/2022	183 093 278	Chinchilla Aerodrome	\$ 10.00	\$ 11.00
					\$ 11.00
Total				\$ 81.83	\$ 90.01

WASHDOWN - AVDATA

Council Ref	Invoice Date	Invoice No	Description	GST Exclusive	GST Inclusive
150044686	22/07/2021	182 909 539	Chinchilla Washdown	\$ 13.09	\$ 14.40
					\$ 14.40
150041450	22/07/2021	182 911 137	Chinchilla Washdown	\$ 6.55	\$ 7.21
					\$ 7.21
150046220	17/04/2019	182 487 914	Chinchilla Washdown	\$ 1.05	\$ 1.16
					\$ 1.16
150056201	21/03/2022	183 032 853	Chinchilla Washdown	\$ 752.74	\$ 828.01
					\$ 828.01
150056605	19/05/2022	183 074 051	Wandoan Washdown	\$ 42.00	\$ 46.20
	19/05/2022	183 074 050	Wandoan Washdown	\$ 24.00	\$ 26.40
	21/06/2022	183 086 364	Chinchilla Washdown	\$ 51.27	\$ 56.40
				\$ 117.27	\$ 129.00
150051938	19/11/2020	182 791 394	Wandoan Washdown	\$ 425.08	\$ 467.59
	19/01/2021	182 815 012	Dalby Truckwash	\$ 308.00	\$ 338.80
	30/08/2021	182 791 394	Payment Cheque	-\$ 10.82	-\$ 11.90
	30/09/2021	182 791 394	Payment Cheque	-\$ 17.37	-\$ 19.11

10/11/2021	182 791 394	Payment Cheque	-\$	50.73	-\$	55.80
1/12/2021	182 791 394	Payment Cheque	-\$	34.63	-\$	38.09
29/12/2021	182 791 394	Payment Cheque	-\$	34.63	-\$	38.09
29/12/2021	182 815 012	Payment Cheque	-\$	13.13	-\$	14.44
3/02/2022	182 791 394	Payment Cheque	-\$	21.64	-\$	23.80
3/03/2022	182 815 012	Payment Cheque	-\$	23.04	-\$	25.34
3/06/2022	182 791 394	Payment Cheque	-\$	10.82	-\$	11.90
3/06/2022	182 815 012	Payment Cheque	-\$	11.52	-\$	12.67
5/06/2022	182 791 394	Payment Cheque	-\$	34.62	-\$	38.08
5/07/2022	182 815 012	Payment Cheque	-\$	36.87	-\$	40.56
			\$	433.28	\$	476.61
			Total	\$ 1,323.99	\$ 1,456.39	

STANDPIPE - AVDATA (No GST on Water)

Council Ref	Invoice Date	Invoice No	Description	GST Exclusive	GST Inclusive
150052460	22/06/2021	182 892 994	Dalby Standpipe	\$ 4.83	-
	22/06/2021	182 892 994	Allocation from Credit 182 794 467	-\$ 2.03	-
	22/09/2021	182 946 880	Dalby Standpipe	\$ 127.14	
				\$ 129.94	
150046461	19/05/2020	182 704 542	Tara Standpipe	\$ 16.92	
	20/02/2020	182 660 764	Tara Standpipe	\$ 1,244.50	
	21/01/2020	182 642 963	Tara Standpipe	\$ 1,082.42	
	10/05/2021		Payment	-\$ 100.00	
	17/08/2021		Payment	-\$ 1,000.00	
				\$ 1,243.84	
150053968	22/06/2021	182 921 582	Miles Standpipe	\$ 74.99	
	22/06/2021	182 894 633	Miles Standpipe	\$ 112.07	
	22/06/2021	182 894 633	Allocation from Credit 182 890 571	-\$ 0.26	
	22/09/2021	182 946 959	Miles Standpipe	\$ 21.16	
	20/10/2021	182 957 693	Miles Standpipe	\$ 230.37	
				\$ 438.33	
150047754	24/10/2019	182 593 428	Miles Standpipe	\$ 56.85	
	20/11/2019	182 612 032	Miles Standpipe	\$ 56.31	
	24/08/2020	182 593 428	Payment	-\$ 15.73	
	17/12/2020	182 625 951	Miles Standpipe	\$ 102.57	
				\$ 200.00	
150047754	18/06/2020	182 717 494	Dalby Standpipe	\$ 2.77	
				\$ 2.77	
150049060	20/11/2019	182 612 956	Dalby Standpipe	\$ 651.02	
	17/12/2019	182 626 920	Dalby Standpipe	\$ 917.91	
	21/01/2020	182 643 348	Dalby Standpipe	\$ 9.22	
				\$ 1,578.15	
150049158	20/02/2020	182 661 337	Chinchilla Standpipe	\$ 56.48	
	18/11/2020	182 661 337	Payment	-\$ 56.38	
				\$ 0.10	

150049523	17/12/2019	182 620 917 Chinchilla Standpipe	\$	18.08
	21/01/2020	182 633 550 Chinchilla Standpipe	\$	52.36
	20/02/2020	182 656 890 Chinchilla Standpipe	\$	36.61
			\$	107.05
150046791	20/11/2019	182 610 122 Tara Standpipe	\$	56.92
	17/12/2019	182 624 521 Tara Standpipe	\$	56.92
			\$	113.84
150049596	21/01/2020	182639109 Tara Standpipe	\$	185.18
	20/02/2020	182656088 Tara Standpipe	\$	15.75
			\$	200.93
150035906	18/11/2019	182625519 Tara Standpipe	\$	75.71
	17/12/2019	182625519 Tara Standpipe	\$	37.77
	7/01/2020	Adjustment Note	-\$	37.86
	21/01/2020	182641705 Tara Standpipe	\$	60.33
	20/02/2020	182659819 Tara Standpipe	\$	20.23
			\$	156.18
150048759	20/02/2020	182654333 Tara Standpipe	\$	246.66
	19/03/2020	182666697 Tara Standpipe	\$	69.80
	21/04/2020	182679564 Tara Standpipe	\$	36.97
	10/11/2020	Payment	-\$	4.74
	16/11/2020	Payment	-\$	100.00
	21/12/2020	Payment	-\$	90.00
			\$	158.69
150035395	20/08/2020	182 748 154 Tara Standpipe	\$	10.83
	3/09/2020	182 748 154 Payment	-\$	10.82
			\$	0.01
150054958	20/10/2021	182 961 205 Tara Standpipe	\$	34.31
	19/11/2021	182 976 330 Tara Standpipe	\$	8.10
			\$	42.41
150052213	20/10/2021	182 961 765 Tara Standpipe	\$	40.30
	21/10/2021	182 961 765 Allocation credit Inv 182 941 728	-\$	1.25
	19/11/2021	182 977 819 Tara Standpipe	\$	39.56
			\$	78.61
150045608	20/10/2021	182 961 270 Tara Standpipe	\$	20.60
	21/10/2021	182 961 270 Allocation credit Inv 182 631 102	-\$	1.86
			\$	18.74
150034286	20/10/2021	182 960 678 Tara Standpipe	\$	9.48
			\$	9.48
150051336	20/12/2021	182 991 285 Tara Standpipe	\$	19.50
	19/01/2022	183 012 253 Tara Standpipe	\$	18.58
	21/02/2022	183 027 841 Tara Standpipe	\$	19.87
			\$	57.95

150055757	19/01/2022	183 012 059 Tara Standpipe	\$	0.83	
	20/04/2022	183 051 379 Tara Standpipe	\$	1.66	
			\$	2.49	
150048019	19/05/2022	183 073 893 Miles Standpipe	\$	17.94	
			\$	17.94	
		Total	\$	4,557.45	\$ 4,557.45
		Grand Total	\$	5,963.27	\$ 6,103.85

INFRINGEMENTS

ANIMALS

Reference	Category	Previously Provided for	Provision Year	Amount GST	Exempt Write Off Reason
503048	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
503877	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
503932	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504207	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504226	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504252	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504259	Animal Infringement	YES	22/23	\$0.00	\$532.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504316	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504320	Animal Infringement	YES	22/23	\$0.00	\$532.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504323	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504360	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504380	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504390	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504408	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504453	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504454	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
503050	Animal Infringement	YES	22/23	\$0.00	\$798.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
503792	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
503878	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
503918	Animal Infringement	YES	22/23	\$0.00	\$532.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504206	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
504324	Animal Infringement	YES	22/23	\$0.00	\$266.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
Animals Total				\$0.00	\$7,182.00

WATER

Reference	Category	Previously Provided for	Provision Year	Amount GST	Exempt Write Off Reason
552753	Water Infringement	YES	22/23	\$0.00	\$133.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
552754	Water Infringement	YES	22/23	\$0.00	\$133.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
Water Total				\$0.00	\$266.00

WASTE

Reference	Category	Previously Provided for	Provision Year	Amount GST	Exempt Write Off Reason
502588	Waste Infringement	YES	22/23	\$0.00	\$266.00 COVID - Unable to do debt recovery
502589	Waste Infringement	YES	22/23	\$0.00	\$266.00 COVID - Unable to do debt recovery
502590	Waste Infringement	YES	22/23	\$0.00	\$266.00 COVID - Unable to do debt recovery
502596	Waste Infringement	YES	22/23	\$0.00	\$266.00 COVID - Unable to do debt recovery
502704	Waste Infringement	YES	22/23	\$0.00	\$266.00 COVID - Unable to do debt recovery
552817	Waste Infringement	YES	22/23	\$0.00	\$133.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
552808	Waste Infringement	YES	22/23	\$0.00	\$2,135.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
552809	Waste Infringement	YES	22/23	\$0.00	\$2,135.00 Infringement Lodged with SPER 1/7/20 - 30/06/21
Waste Total				\$0.00	\$5,733.00

PARKING

Reference	Category	Previously Provided for	Provision Year	Amount GST	Exempt Write Off Reason
1111175	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21
1111191	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21
1111302	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21
1111307	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21
1111360	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21
1111376	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21
1111386	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21
1111418	Parking Infringement	YES	22/23	\$0.00	\$55.40 Infringement Lodged with SPER 1/7/20 - 30/06/21

1111423	Parking Infringement	YES	22/23	\$0.00	\$55.40	Infringement Lodged with SPER 1/7/20 - 30/06/21
1111488	Parking Infringement	YES	22/23	\$0.00	\$55.40	Infringement Lodged with SPER 1/7/20 - 30/06/21
1111499	Parking Infringement	YES	22/23	\$0.00	\$55.40	Infringement Lodged with SPER 1/7/20 - 30/06/21
1111654	Parking Infringement	YES	22/23	\$0.00	\$55.40	Infringement Lodged with SPER 1/7/20 - 30/06/21
1111684	Parking Infringement	YES	22/23	\$0.00	\$55.40	Infringement Lodged with SPER 1/7/20 - 30/06/21
1111766	Parking Infringement	YES	22/23	\$0.00	\$55.40	Infringement Lodged with SPER 1/7/20 - 30/06/21
1111788	Parking Infringement	YES	22/23	\$0.00	\$55.40	Infringement Lodged with SPER 1/7/20 - 30/06/21
Parking Total				\$0.00	\$831.00	

LOCAL LAW

Reference	Category	Previously Provided for	Provision Year	Amount GST	Exempt	Write Off Reason
502721	Local Law Infringement	YES	22/23	\$0.00	\$667.00	Infringement Lodged with SPER 1/7/20 - 30/06/21
552851	Local Law Infringement	YES	22/23	\$0.00	\$667.00	Infringement Lodged with SPER 1/7/20 - 30/06/21
552852	Local Law Infringement	YES	22/23	\$0.00	\$667.00	Infringement Lodged with SPER 1/7/20 - 30/06/21
Local Law Total				\$0.00	\$2,001.00	

PLANNING

Reference	Category	Previously Provided for	Provision Year	Amount GST	Exempt	Write Off Reason
	Planning Infringement	YES	22/23	\$0.00	\$2,669.00	Infringement Lodged with SPER 1/7/20 - 30/06/21
Planning Total				\$0.00	\$2,669.00	
GRAND TOTAL				\$0.00	\$18,682.00	

Unrecoverable Gas Accounts

Assessment No.	Transaction Date	Ex GST	Total Outstanding	Reason
1041114	18/05/2023	\$ 946.98	\$ 1,041.68	Unauthorised Gas Use
Sub Total		\$ 946.98	\$ 1,041.68	

Assessment No.	Transaction Date	Ex GST	Total Outstanding	Reason
1040244	13/04/2023	\$ 3,273.36	\$ 3,600.70	Uneconomical to recover and/or untraceable
1052030	13/04/2023	\$ 1,896.30	\$ 2,085.93	Uneconomical to recover and/or untraceable
1040353	20/04/2023	\$ 1,624.36	\$ 1,786.80	Uneconomical to recover and/or untraceable
9021406	08/12/2022	\$ 1,336.58	\$ 1,470.24	Uneconomical to recover and/or untraceable
1040887	20/04/2023	\$ 1,017.18	\$ 1,118.90	Uneconomical to recover and/or untraceable
1040109	20/04/2023	\$ 913.82	\$ 1,005.20	Uneconomical to recover and/or untraceable
1041180	20/04/2023	\$ 891.48	\$ 980.63	Uneconomical to recover and/or untraceable
1040781	20/04/2023	\$ 881.40	\$ 969.54	Uneconomical to recover and/or untraceable
3005903	13/10/2022	\$ 793.79	\$ 873.17	Uneconomical to recover and/or untraceable
1041070	08/06/2023	\$ 759.36	\$ 835.30	Uneconomical to recover and/or untraceable
1040764	20/04/2023	\$ 736.03	\$ 809.63	Uneconomical to recover and/or untraceable
1041106	20/04/2023	\$ 722.14	\$ 794.35	Uneconomical to recover and/or untraceable
1040743	20/04/2023	\$ 701.10	\$ 771.21	Uneconomical to recover and/or untraceable
1040801	13/10/2022	\$ 696.09	\$ 765.70	Uneconomical to recover and/or untraceable
4062504	06/10/2022	\$ 652.08	\$ 717.29	Uneconomical to recover and/or untraceable
4051708	13/10/2022	\$ 649.76	\$ 714.74	Uneconomical to recover and/or untraceable
1040422	20/04/2023	\$ 620.69	\$ 682.76	Uneconomical to recover and/or untraceable
1040697	06/10/2022	\$ 564.75	\$ 621.22	Uneconomical to recover and/or untraceable
1040856	16/02/2023	\$ 552.91	\$ 608.20	Uneconomical to recover and/or untraceable
1040778	13/10/2022	\$ 549.05	\$ 603.96	Uneconomical to recover and/or untraceable
4051749	13/10/2022	\$ 508.46	\$ 559.31	Uneconomical to recover and/or untraceable
1052635	13/10/2022	\$ 505.16	\$ 555.68	Uneconomical to recover and/or untraceable
3052332	13/10/2022	\$ 485.90	\$ 534.49	Uneconomical to recover and/or untraceable
1051209	10/08/2023	\$ 465.25	\$ 511.78	Uneconomical to recover and/or untraceable
1040752	15/09/2022	\$ 446.35	\$ 490.99	Uneconomical to recover and/or untraceable
1041171	19/01/2023	\$ 443.56	\$ 487.92	Uneconomical to recover and/or untraceable
1041209	20/04/2023	\$ 405.35	\$ 445.89	Uneconomical to recover and/or untraceable
1040839	20/04/2023	\$ 380.23	\$ 418.25	Uneconomical to recover and/or untraceable
1052163	19/01/2023	\$ 373.95	\$ 411.34	Uneconomical to recover and/or untraceable
1051705	20/04/2023	\$ 366.78	\$ 403.46	Uneconomical to recover and/or untraceable
1040975	03/11/2022	\$ 359.27	\$ 395.20	Uneconomical to recover and/or untraceable
9055610	10/08/2023	\$ 352.25	\$ 387.47	Uneconomical to recover and/or untraceable
5051752	10/08/2023	\$ 349.38	\$ 384.32	Uneconomical to recover and/or untraceable
1040869	05/01/2023	\$ 343.98	\$ 378.38	Uneconomical to recover and/or untraceable
1041231	08/12/2022	\$ 330.90	\$ 363.99	Uneconomical to recover and/or untraceable
1040319	02/03/2023	\$ 328.28	\$ 361.11	Uneconomical to recover and/or untraceable
1041208	25/05/2023	\$ 323.14	\$ 355.45	Uneconomical to recover and/or untraceable
1041160	13/10/2022	\$ 321.55	\$ 353.70	Uneconomical to recover and/or untraceable
1040523	13/10/2022	\$ 321.20	\$ 353.32	Uneconomical to recover and/or untraceable
1041197	18/05/2023	\$ 314.18	\$ 345.60	Uneconomical to recover and/or untraceable
1040562	06/10/2022	\$ 306.41	\$ 337.05	Uneconomical to recover and/or untraceable
1040671	29/06/2023	\$ 303.73	\$ 334.10	Uneconomical to recover and/or untraceable
2054204	13/04/2023	\$ 301.37	\$ 331.51	Uneconomical to recover and/or untraceable
1041064	13/10/2022	\$ 299.29	\$ 329.22	Uneconomical to recover and/or untraceable
1040489	13/04/2023	\$ 280.50	\$ 308.55	Uneconomical to recover and/or untraceable
4052585	15/09/2022	\$ 272.23	\$ 299.45	Uneconomical to recover and/or untraceable
1040235	13/10/2022	\$ 262.34	\$ 288.57	Uneconomical to recover and/or untraceable
2051721	03/11/2022	\$ 225.92	\$ 248.51	Uneconomical to recover and/or untraceable
5050768	13/04/2023	\$ 205.04	\$ 225.54	Uneconomical to recover and/or untraceable
1040891	13/10/2022	\$ 204.80	\$ 225.28	Uneconomical to recover and/or untraceable
5013108	13/04/2023	\$ 181.82	\$ 200.00	Uneconomical to recover and/or untraceable
5052644	15/09/2022	\$ 177.19	\$ 194.91	Uneconomical to recover and/or untraceable
1040045	19/01/2023	\$ 172.49	\$ 189.74	Uneconomical to recover and/or untraceable
1040510	11/08/2022	\$ 170.46	\$ 187.51	Uneconomical to recover and/or untraceable
9040603	15/09/2022	\$ 168.27	\$ 185.10	Uneconomical to recover and/or untraceable
1040135	20/04/2023	\$ 166.65	\$ 183.32	Uneconomical to recover and/or untraceable
1040772	13/04/2023	\$ 163.81	\$ 180.19	Uneconomical to recover and/or untraceable
4052641	03/11/2022	\$ 160.32	\$ 176.35	Uneconomical to recover and/or untraceable
3051517	08/12/2022	\$ 159.68	\$ 175.65	Uneconomical to recover and/or untraceable
6052104	08/06/2023	\$ 159.61	\$ 175.57	Uneconomical to recover and/or untraceable
9064008	21/07/2022	\$ 156.19	\$ 171.81	Uneconomical to recover and/or untraceable

9051113	10/08/2023	\$	150.03	\$	165.03	Uneconomical to recover and/or untraceable
1040685	29/06/2023	\$	142.56	\$	156.82	Uneconomical to recover and/or untraceable
1040416	25/08/2022	\$	125.42	\$	137.96	Uneconomical to recover and/or untraceable
1040855	25/05/2023	\$	121.71	\$	133.88	Uneconomical to recover and/or untraceable
5039608	08/06/2023	\$	119.28	\$	131.21	Uneconomical to recover and/or untraceable
4052451	10/08/2023	\$	118.66	\$	130.53	Uneconomical to recover and/or untraceable
1040395	11/08/2022	\$	109.95	\$	120.95	Uneconomical to recover and/or untraceable
1052261	10/08/2023	\$	109.44	\$	120.38	Uneconomical to recover and/or untraceable
1040780	08/12/2022	\$	105.38	\$	115.92	Uneconomical to recover and/or untraceable
1041055	29/06/2023	\$	103.05	\$	113.35	Uneconomical to recover and/or untraceable
1052593	13/04/2023	\$	99.30	\$	109.23	Uneconomical to recover and/or untraceable
1041025	10/08/2023	\$	91.94	\$	101.13	Uneconomical to recover and/or untraceable
1040962	29/06/2023	\$	88.23	\$	97.05	Uneconomical to recover and/or untraceable
1040996	19/01/2023	\$	84.15	\$	92.57	Uneconomical to recover and/or untraceable
1040905	25/08/2022	\$	82.04	\$	90.24	Uneconomical to recover and/or untraceable
2051356	17/08/2023	\$	81.77	\$	89.95	Uneconomical to recover and/or untraceable
1052430	03/11/2022	\$	78.79	\$	86.67	Uneconomical to recover and/or untraceable
1041163	25/08/2022	\$	76.20	\$	83.82	Uneconomical to recover and/or untraceable
1040878	10/08/2023	\$	65.13	\$	71.64	Uneconomical to recover and/or untraceable
1051714	10/08/2023	\$	54.25	\$	59.67	Uneconomical to recover and/or untraceable
5090104	19/01/2023	\$	52.85	\$	58.14	Uneconomical to recover and/or untraceable
1052411	19/01/2023	\$	44.26	\$	48.69	Uneconomical to recover and/or untraceable
1040225	10/08/2023	\$	44.05	\$	48.46	Uneconomical to recover and/or untraceable
1040916	13/10/2022	\$	42.72	\$	46.99	Uneconomical to recover and/or untraceable
1041233	20/04/2023	\$	41.25	\$	45.37	Uneconomical to recover and/or untraceable
4000900	05/01/2023	\$	41.22	\$	45.34	Uneconomical to recover and/or untraceable
1050466	13/04/2023	\$	38.94	\$	42.83	Uneconomical to recover and/or untraceable
1041315	29/06/2023	\$	32.87	\$	36.16	Uneconomical to recover and/or untraceable
1040831	20/04/2023	\$	31.09	\$	34.20	Uneconomical to recover and/or untraceable
1041437	13/04/2023	\$	20.61	\$	22.67	Uneconomical to recover and/or untraceable
6051461	13/04/2023	\$	20.61	\$	22.67	Uneconomical to recover and/or untraceable
4057801	10/08/2023	\$	7.28	\$	8.01	Uneconomical to recover and/or untraceable
1040750	02/03/2023	\$	6.55	\$	7.20	Uneconomical to recover and/or untraceable
Sub Total		\$	34,487.07	\$	37,935.78	
Total		\$	35,434.05	\$	38,977.46	

Title	Corporate Services Report Communications and Community Engagement Strategy Implementation Update
--------------	---

Date	20 September 2023
-------------	-------------------

Responsible Manager	E. Kendall, COMMUNICATION AND MARKETING MANAGER
----------------------------	---

Summary

The purpose of this report is to update Council on the status of the *Communications and Community Engagement Strategy* implementation.

Link to Corporate Plan

Strategic Priority: Meaningful Communications and Community Engagement

Reporting on the implementation of Council's *Communications and Community Engagement Strategy* enables the organisation to monitor progress and gauge the impact of its engagement and interactions with the community.

Material Personal Interest/Conflict of Interest

This report does not present any matters of personal interest or conflicts of interest.

Officer's Recommendation

That Council resolve to receive the update on the progress of the implementation of its *Communications and Community Engagement Strategy*.

Background Information

At its Ordinary Meeting of 26 October 2022, Council resolved to adopt its *Communications and Community Engagement Strategy*. The strategy recommended several actions to enhance the delivery of meaningful communications and community engagement by Council and is supported by four documents, including a discussion paper, implementation plan, toolkit, and plan on a page.

Meaningful Communications and Community Engagement is a strategic priority under the *2021-2026 Corporate Plan*.

Report

Since the adoption of the *Communications and Community Engagement Strategy* in October 2022, Council has commenced a comprehensive implementation of its recommendations and associated actions. This report will outline the status of the Strategy implementation and its outcomes throughout the past twelve (12) months.

Online Engagement Platform

Council implemented an online engagement platform (known as *Have Your Say*) as part of the initial consultation strategy for the Dalby Cultural Precinct. Following the adoption of the Communications and Community Engagement Strategy which recommended the regular use of an online platform, Council expanded the functionality of *Have Your Say* and utilised its capabilities as part of broader consultation strategy for several Council projects.

Have Your Say gives the community the ability to engage on projects through a variety of interactive tools. This is the first time Western Downs Regional Council has utilised an online engagement tool and the data demonstrates significant community uptake after just 12 months of operation.

Overall site performance from August 2022 to August 2023:

- (1) 11,957 site views (the number of times Have Your Say has been viewed);

- (2) 8,976 site visits (the number of times Have Your Say has been accessed via an external link);
- (3) 5,989 site visitors;
- (4) 1,843 total contributions; and
- (5) 974 contributors.**

Since August 2022 **eight** separate projects have utilised the online engagement platform as part of an integrated approach to consultation:

- (1) Naming of Mary's Place – 161 contributions;
- (2) Aquatic Facilities and Showgrounds Strategies – 562 contributions;
- (3) Commercialisation of Public Art and Sculptures Strategy – fifteen (15) contributions;
- (4) Dalby Cultural Centre Development – 618 contributions;
- (5) Jandowae Central Park Fence – fifty-two (52) contributions;
- (6) Parks and Placemaking Strategies – 284 contributions;
- (7) Regional Wayfinding and Promotional Signage Strategy – thirty-seven (37) contributions; and
- (8) Tourism, Events and Economic Development Strategies – 114 contributions.

While the online engagement tool only offers one avenue of feedback as part of a broader consultation plan for specific projects, providing a new opportunity for the community to have its say on issues that matter to it is contributing to the corporate plan's strategic priority of meaningful communications and community engagement and is ensuring Council strategies and projects are informed by community input.

Corporate Website

Council undertook a comprehensive website replacement project which modernised its website and delivered a range of improvements to enhance the user experience. This involved a significant internal effort to review and condense all content previously featured on the website and the creation of a new management structure which empowers Council's teams to be responsible for their own content as subject matter experts, to ensure more accurate and timely updates.

Since the website go live date of 27 October 2022, the homepage has received the highest number of page visits compared with any other page on the site. Prior to this, the most visited pages varied between 'Current Vacancies' and 'Disaster Dashboard'. This indicates that prior to go-live, customers were accessing the website through direct links seeking specific information, whereas since October 2022, customers are opting to access the homepage and utilise the search function. This was a key enhancement for the new platform, as it allows people to easily search for the information and promotes the Council website as a central source of truth.

The website has also contributed to a reduction in the average view time and number of pages viewed. When comparing Q1 2022 and Q1 2023, there was a reduction in both the average time spent on pages and the total number of page views. This indicates people are finding the information they are looking for more quickly and with fewer false hits (page views):

(1) Q1 (Jan - March) 2022

- (a) Average time on page: 1:51; and
- (b) Total number of page views: 177,686.

(2) Q1 (Jan - March) 2023

- (a) Average Time on page: 1:17 – thirty (30) per cent decrease from Q1 2022; and
- (b) Total number of page views: 143,683 – nineteen (19) per cent decrease from Q1 2022

Email Newsletter

As recommended under the *Communications and Community Engagement Strategy*, Council has revitalised its E-newsletter which involved compiling and condensing multiple internal mailing lists, streamlining content, and converting the newsletter from a weekly to monthly publication.

The revitalised E-news was launched in March 2023 and since that time, has continued to grow its subscriber base and maintain consistently high open and click through rates. Since re-launch, E-news has grown in subscribers from 2019 in March 2023, to 2,956 subscribers in August 2023, demonstrating a forty-six (46) per cent increase in five months.

Open rates and click through rates remain well above the industry average, with a fifty-six (56) per cent open rate for the August 2023 edition, and a click through rate of 8.97 per cent. This is compared with an open rate of thirty-five (35) per cent and click through rate of 4.91 per cent in August 2022.

A print-friendly version of E-News and accompanying promotional posters have also been provided to Council's customer-facing centres, so residents are able to access a printed version of the newsletter should they desire.

Social Media

In July 2023 a revised *Council Social Media - Organisational Policy* was adopted by the organisation. This Policy is accompanied by a revised standard work practice which cites the *Communications and Community Engagement Strategy* as a guiding document for the new policy and procedure and aligns with current best practice and relevance to the Western Downs community.

As recommended under the *Communications and Community Engagement Strategy*, a review of all Council social media accounts will also be undertaken to determine the effectiveness of the platforms and identify further opportunities to contribute to the outcomes of the strategy and revised social media policy.

Works/ Public Notices

Prior notice of planned works is a standard part of Council's Works Department's project delivery and is predominately implemented through direct written communications to households and businesses.

Communications and Marketing has implemented improved processes to ensure operational departments are sharing information about upcoming works which can be communicated via the public notice webpages on the corporate website and through other communications channels managed by Communications and Marketing team where required (such as social media).

Through the proactive and consistent communication of public notices and ongoing promotions, there has been a 162 per cent increase in public notice webpage views from 655 in the first quarter of 2022 to 1,718 in the first quarter of 2023.

This demonstrates the community's appetite for factual updates about works occurring in their community.

Internal Processes

The implementation of the *Communications and Community Engagement Strategy* has led to significant change in the organisation's approach to communications and community engagement. By providing clear actions and tools via an 'engagement hub' on Council's intranet, teams have the support to communicate and engage effectively and know where to go if they have any questions.

The Communications and Marketing team has also moved towards a project-based approach to task delivery, which is delivering significant benefits for project awareness and information sharing across the organisation. As the implementation of the strategy continues, Communications and Marketing continues to proactively engage with Council teams to improve collaboration and information sharing.

Stakeholder engagement training (IAP2) has also been scheduled for September 2023, which will further educate and empower staff to embed meaningful engagement into project planning.

External Publications

As recommended under the strategy, Council regularly leverages community publications to share Council information and news. Local publications such as Window on Wandoan, Murilla News, Western Downs Town and Country, etcetera, are a standard consideration in all communications and engagement plans and are each engaged where applicable.

Engagement Exercise

As recommended, Council will undertake an engagement exercise to evaluate community satisfaction in relation to communications and engagement.

The *2023-2024 Operational Plan* includes the action: 'Our community is informed by proactive and timely communications and given the opportunity to have its say on issues that matter to it'. The measurable outcome for this driver have been highlighted as:

- (1) Community engagement initiatives developed to inform the 2024-2025 Council budget process;
- (2) Increase community engagement satisfaction score from 3.65 to 5.5 (out of ten); and
- (3) Increase communication satisfaction rating from 4.07 to 5.5 (out of ten).

An engagement exercise will be undertaken before the end of 2023-2024 to assess the actions as above.

Consultation (Internal/External)

The Senior Leadership Team has been consulted on several actions under the Communications and Community Engagement. Communications and Marketing has engaged directly with all Senior Leadership Team members to proactively understand the projects and planned works scheduled for the current financial year and subsequently improve communication and engagement outcomes for the community.

Council departments are proactively updated on the outcomes of the *Communications and Community Engagement Strategy* and the online Communications and Engagement Hub has been made available to all staff to access at any time.

Legal/Policy Implications (Justification if applicable)

There are no legal nor policy implications associated with reporting on the progress associated with the implementation of the *Communications and Community Engagement Strategy*.

Budget/Financial Implications

There are no additional budget or financial implications associated with this report.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) requires public entities 'to act and make decisions in a way compatible with human rights'. Consideration has been given to relevant human rights, particularly recognition and equality before the law, cultural rights - generally, cultural rights - Aboriginal peoples and Torres Strait Islander peoples, and fair hearing.

Conclusion

The *Communications and Community Engagement Strategy* has led to numerous improvements which contribute to the strategic priority of meaningful communications and community engagement. As the strategy implementation moves into its second year, it presents new opportunities to build on the outcomes already achieved and offer meaningful ways for the community to engage with Council on a variety of projects and initiatives.

Attachments

1. Communications and Community Engagement Strategy
2. Implementation Plan
3. Toolkit
4. Plan on a Page

Authored by: Emily Kendall, Communications and Marketing Manager



Communications and Community Engagement Strategy

WESTERN DOWNS REGIONAL COUNCIL

CONTENTS

3	About this strategy
5	Strategic approach
5	Goals
5	Communication and engagement strategies
7	Desired outcomes
8	Key messages
9	Communication
9	Communication approach
10	Communication methods
14	Community engagement
14	Engagement approach
14	Applying IAP2
14	Engagement topics
15	Engagement methods
17	Evaluation





ABOUT THIS STRATEGY

This *Communications and Community Engagement Strategy* (hereafter the Strategy) aims to strengthen Council's relationship with community and enhance delivery of Council's corporate plan strategic priorities through meaningful communications and community engagement. The Strategy supports Council's Corporate Plan and is part of Council's commitment to meaningful communication and community engagement.

The Strategy will focus Council's communication and engagement efforts to ensure the community is receiving accurate and timely information where, when and how they want to receive it, as well as implementing best-practice engagement processes to ensure the community's voice is being heard on the topics they see as important.

This strategy is supported by:

- » Community consultation report detailing the outcomes from the April-May 2022 consultation
- » Discussion paper outlining the strategic considerations informing this strategy
- » Communications and community engagement toolkit containing the appendices and tools supporting this strategy.

COMMUNICATIONS AND COMMUNITY ENGAGEMENT STRATEGY

GOAL: To strengthen Council's relationship with community and enhance delivery of Council's corporate plan strategic priorities through meaningful communications and community engagement

CONVERSATIONS WITH OUR COMMUNITY HAVE SHAPED OUR STRATEGY



THE COMMUNITY WANTS TO HEAR ABOUT

- » Council decisions
- » Major project information
- » Upcoming events
- » General community updates
- » Disaster updates



THE COMMUNITY WANTS TO TALK ABOUT

- » Local projects and infrastructure developments
- » Council decisions
- » Roads
- » Open space use and maintenance
- » Local events

OUR APPROACH



COMMUNICATIONS ACTIVITIES

- » Monthly eNewsletter to replace all existing newsletters
- » Printed copies of newsletter supplied to key locations throughout the region
- » Regular content provided to community publications
- » Streamlined social media channels
- » Updated website
- » Works notices distributed prior to planned construction activities
- » New customer service processes to improve response times

ENGAGEMENT ACTIVITIES

- » Embed an organisational framework to ensure consistent and ongoing engagement
- » Annual community engagement exercise to understand the community's priorities
- » New online engagement portal
- » Regular engagement opportunities on projects and initiatives of importance to the community
- » Internal training to support community engagement



STRATEGIC APPROACH

Goals

Overarching goal

To strengthen Council's relationship with community and enhance delivery of Council's corporate plan strategic priorities through meaningful communications and community engagement.

Objectives

The objectives of the Strategy are to:

1. Increase awareness and understanding in the community of Council's programs, services and decision-making processes
2. Develop and maintain opportunities for local people and groups to inform policy, service delivery and what happens in their communities
3. Improve responsiveness to existing queries and feedback channels
4. Build the capacity, confidence, and competence within Council to communicate, engage and deliver this Strategy.

Communications and engagement strategies

Council will deliver on the objectives and work to keep the community informed and part of the conversation through the following strategies:

One Council, one region, one voice (Consistent and trusted)

Council must consolidate the number of communications channels, particularly social media and newsletters, to ensure consistency. Using a variety of different channels administered by a range of people can result in a disparate voice from Council. It also divides and diffuses communication efforts. It is important to have a limited number of official channels that the community trusts, as community members do not want to struggle to get the information they are seeking by finding and subscribing to multiple newsletters and social media streams. It is important to make it easy for people to engage with Council and receive information.



Council e-newsletter as flagship channel

A single consolidated monthly e-newsletter will be the flagship communication channel for Council to share news, updates and events information.

It will be important to align communication topics with the strategic priorities within the Corporate Plan; the community feedback also aligned with these strategic priorities. This will be an opportunity for Council to demonstrate how it is delivering on the Corporate Plan.

Communication on all other channels including social media will include a call to action to subscribe to the newsletter. The newsletter stories can also be shared in channel appropriate ways on other channels.

Sustainable and planned program of content

Council will harness a monthly content process to develop a sustainable program of content through multiple channels to reach key stakeholders. This process will involve all teams across Council providing information for the newsletter and social media channels, creating economies of scale where a single story is shared with the community on a range of channels. This content can then be amplified by stakeholders sharing the stories on their channels, therefore placing minimum reliance on Council's budget and resources.

Access to information for all

Focusing on regularly providing the information community wants to receive in a timely manner will allow Council to build trust in their operations and decisions. This multi-channel approach will ensure information reaches the maximum number of community members. This relies on consolidating the number communication streams on each channel to a single trustworthy source from Council. It also includes ensuring critical information is provided in both online and print formats.

Leverage community networks and channels

Existing community communication channels newsletter and periodicals (e.g. Window on Wandoan, Murilla Community News) can be leveraged to reach a wider audience. They may be particularly useful for reaching members of the community who prefer or rely on printed communications. Feedback from the community indicates they want to hear directly from Council and not just through community groups. It is important not to rely entirely on community groups to be the carriers of Council's communication but to use them to amplify Council's communication.

Ongoing and deliberate community engagement

Community engagement works best when it is an ongoing, cumulative process enabling relationships and trust to build and strengthen over time. Individual engagement events should be planned and designed with this in mind and aim to contribute to the overall aims of the engagement process. This Strategy focuses on hosting all engagement activities in a centralised online location and embedding engagement in project processes. It also focuses on Council budgeting and the forward planning cycle.

Training and education

Council has skilled, motivated and creative people with a passion to deliver for their community. This Strategy includes the development of a toolkit and delivery of training to better help staff to deliver for the community, as well as the establishment of an engagement champion network within Council. This is key to strengthening the training program for staff and Councillors to empower them to deliver best practice communication and engagement aligned to our customer service charter.



Desired outcomes

OBJECTIVE 1

Increase awareness and understanding in the community of Council's programs, services and decision-making processes

- » Community has greater clarity around Council budget and decision making and is better informed and aware of Council services and activities
- » Community has higher levels of understanding and greater support for Council initiatives
- » The community understands Council's role as a key driver in liveability, service provision and advocating for regional interests
- » Council delivers planned and effective communications as part of a planned and proactive framework.

OBJECTIVE 2

Develop and maintain opportunities for local people and groups to influence policy, service delivery and what happens in their communities

- » Community members feel involved and valued in key Council decision making
- » Community members feel their voice is heard through well-structured feedback mechanisms
- » Council is in touch with community aspirations and needs through appropriate engagement mechanisms
- » Council uses an engagement approach based on best practice frameworks of community engagement

OBJECTIVE 3

Improve responsiveness of existing feedback channels response timeframes

- » Community members feel Council is responsive to their comments, questions and concerns
- » Call centre staff are equipped with key messages and FAQs for projects, activities and events
- » Council has procedures and mechanisms in place to ensure community queries are responded to in a timely and respectful manner

OBJECTIVE 4

Build the capacity, confidence, and competence within Council to communicate, engage and deliver this strategy

- » Council has a coordinated and consistent approach to communications and community engagement
- » Council teams build communication and engagement considerations into project lifecycles from the beginning
- » Council teams can identify appropriate level of engagement for each project based on a robust framework
- » Community has increased trust in Council resulting in decreased scrutiny and community concerns



Key messages

MESSAGE THEMES

The following message themes have been identified from the Council Corporate Plan as topics of importance to the Council and the region. These themes shape the overall Council narrative. Key messages for each communication and engagement initiative or activities will need to be developed in alignment with these themes and key messages.

- » Strong and diverse economy
- » Active and vibrant community
- » Quality lifestyle
- » Sustainable and responsible Council

In addition, the community wants more communication from Council particularly about the following topics indicated during community consultation:

- » Council decisions
- » Major project information
- » Upcoming events
- » General community updates
- » Disaster updates

TONE

The tone of voice used by Council should be consistent across all audiences and channels.

- » **Helpful** – Council's role is to ensure the community and stakeholders have information they need to be involved and conduct business with Council.
- » **Approachable** – Write in a conversational manner to resonate with the audience and come across as friendly and approachable. For example, use 'make sure' instead of 'ensure'.
- » **Practical** – Provide relevant and useful information in a clear and concise manner.
- » **Regional authority** – When content is of a strategic nature, Council should position itself as the expert or authority on the region and its growth.



COMMUNICATIONS

Communication approach

The communication approach encourages an integrated approach to communication and engagement – combining owned and shared channels to establish credibility and trust in the community. To make the most of existing resources (people and budget), initial methods focus on **owned channels** – making the most of what council controls to streamline communications and maximise reach and influence.

MULTI-CHANNEL APPROACH

Using a multi-channel approach will ensure information reaches the maximum number of community members. This includes providing critical information in both online and print formats.

It is recommended to develop and implement a marketing campaign to build awareness and increase exposure to Council services and projects being delivered across all channels.

CONSOLIDATION FOR SIMPLIFICATION

Community information is spread across a range of newsletters and social media channels. This approach means community members have to work to find channels and subscribe to them all, which causes confusion about authoritative sources of Council information and does not present a unified single Council voice.

Council needs to consolidate the various e-newsletters and social media accounts to create a single official Council presence for each channel. The primary focus is to reduce duplication of effort internally and simplify and streamline communications and engagement for the community to provide a single trusted Council source.

The primary focus of consolidation efforts is for the following owned channels:

- » E-newsletter
- » Social media
- » Engagement portal

Communication methods

E-NEWSLETTER

Opportunities

- » There are several community e-newsletters produced by different teams and divisions across Council. Each has its own list of subscribers. The main Council newsletter, eNews, has a growing database of 2,100 subscribers. Council has an opportunity to create economies of scale and support the approach of one region, one Council one voice by consolidating these newsletters into the eNews newsletter.
- » Community consultation found newsletters were the second most popular way for community to receive information after social media channels.
- » Newsletters provide an opportunity to tell a fuller story or provide more context than social media channels. Being able to tell a more complete story is important, given the scope of the information the community told us they want more communication from Council about, including:
 - » Council decisions
 - » Major project information
 - » Upcoming events
 - » General community updates
 - » Disaster updates
- » Council's Corporate Plan 2021-2026 has clearly defined pillars: a strong diverse economy; an active vibrant community; quality lifestyle; and sustainable organisation. Content for the e-newsletter can be easily aligned to these pillars and ensure alignment between the Corporate Plan and community information needs.
- » E-Newsletters can be designed and laid out in a way that facilitates printing. Community consultation and background investigation for this strategy found a number of community members access information exclusively in printed formats.
- » Content generated for the newsletter can be adapted to be shared on other Council and community channels.
- » Community groups who produce local printed publications, such as the Window on Wandoan and Murilla Community News contacted during the community consultation, indicated they would welcome content from Council.

Actions

- » Relaunch a single e-newsletter as Council's flagship communication channel providing regular detailed information and news to the community. Include a call to action to subscribe to the e-newsletter on all Council communications.
- » Consolidate the various subscriber lists from all existing newsletters into a single subscriber list and send the first issue to the combined list with a clearly identified opt-out opportunity.
- » Design the newsletter to facilitate a limited print run with small bundles placed in centralised locations such as the libraries, customer centres, cafes, and general stores in communities across the region. This should be reviewed after 12 months to determine if this is effective and if the print numbers are appropriate for take up rates.
- » Establish a monthly process to generate a program of content from across Council which can be used in the newsletter, shared on Council's other channels and amplified through community group pages. (See B).
- » Develop a schedule to forward plan content aligned with the corporate pillars. Council must aim for content segments that appear in each newsletter e.g. Message from the Mayor, quick facts, highlights and events, news from the regions, etc.
- » Ensure maximum engagement through creative use of visual and plain language support materials.
- » Establish streamlined content collation, curation and approval processes to simplify development.
- » Provide regular content to local printed publications to assist with getting Council news out to community members who rely on printed information.



SOCIAL MEDIA

Opportunities

- » Council has a range of social media pages on a variety of channels administered by different teams. Each has its own list of 'followers'. There is an opportunity to create economies of scale and support the approach of one region, one Council one voice by consolidating social media efforts across Council.
- » Community consultation found social media channels were the most popular way for community to receive information from Council. However, these channels are limited in their ability to tell a long story or provide detailed context. They are useful in generating engagement and driving traffic to webpages and encourage subscription to e-newsletters where people can get more detail.
- » Engagement can be amplified by increasing the volume of quality posts that align with the topics the community wants to hear more about.
- » According to a Wyzowl's annual state of Video Marketing survey report, 94% of marketers agree that videos help increase user understanding of their products or services. Additionally, 83% of people would consider sharing video content with their friends if it is specific to their interests. These statistics are promising for the goal of getting others to share Council messages and information.
- » Replying to followers who ask questions in a timely manner will increase engagement and in turn, trust, respect and increased word-of-mouth promotion.
- » Sharing content from trusted external sources rather than reproducing the same content will increase the likelihood of shares in return, further boosting engagement.
- » Interacting with others' posts (support partners, local business and industry, and community groups) can also increase the visibility of Council.

Actions

- » Consolidate the various social media pages to create a single official Council presence for each channel.
- » Develop a social media policy, including escalation and response procedures to ensure appropriate and timely responses.
- » Link the forward schedule of posts into the monthly newsletter content cycle. Ensure all teams have the opportunity to provide content.
- » Use videos, creative visuals and plain language as appropriate to the specific channel.
- » Repost and comment on content on key stakeholders' channels.



WORKS NOTICES (IMPACT AND DISRUPTION COMMUNICATIONS)

Council recognises that sometimes its activities impact community members' lives. To maintain a strong relationship with the community, it is important Council proactively and directly informs people who are impacted by construction and other Council activities. Providing accurate and current information is essential to managing community expectations and encouraging an understanding of way the work needs to be undertaken and its benefits.

Opportunities

- » Feedback from community during consultation indicated that residents are often not told when their water is being turned off or the road in front of their house being resurfaced ahead of time.
- » Often these types of impacts are generally contained to a specific area where it is easy to identify who will be impacted.
- » Council has a range of channels available to communicate these impacts. Direct, targeted and personal communication is important where people are impacted.

Actions

- » Establish consistent approach to works notices including minimum requirements.
- » Distribute work notices to all directly impacted properties prior to planned works.
- » Geo-targeted social media posts can be used to supplement this communication.

WEBSITE

Opportunities

- » Ensure content is always current and relevant to increase credibility and trust in Council as the authoritative source of information.
- » Improving user experience through intuitive navigation, page layouts, content (length and tone) will ensure people continue to return to the site when they are seeking Council information.

Actions

- » Use monthly content process to assist with providing rotating and fresh engaging content in home page tiles.



LISTENING AND FEEDBACK CHANNELS

Communication and engagement extend beyond Council asking for community feedback. Council hears from community in person, online, through emails, phone calls, letters and petitions. These tools are part of the engagement process, and they are used to gather community input on Council's activities.

Opportunities

- » During community consultation and investigations, a high number of people reported not receiving responses to queries and comments lodged via Council's feedback channels.
- » Call centre staff reported they often did not hear back within reasonable timeframes if at all when requesting information from other Council teams. There is a need to educate all staff about the importance of adhering to mandated response times for community inquiries, and potentially a need to develop or refresh customer service policy (ensuring specified response timeframe KPIs) and retrain staff.
- » Providing the same key messages for projects and activities to all customer facing staff will ensure consistency of messaging.
- » Equipping customer facing employees with the resources and information they need to respond to questions without referring to other teams will improve communication outcomes and satisfaction.
- » The recent community consultation on communications and engagement has established a baseline for measuring improvement efforts.

Actions

- » Set up a central repository that houses FAQs and key information in a location (e.g. intranet or SharePoint) that is universally accessible to all customer facing staff.
- » Establish guidelines that all project teams are to provide FAQs for inclusion in the central repository before on-the-ground activities, which will impact the community, or any engagement activities begin. This will assist customer facing staff to better assist community members and reduce the load on project teams in responding to call centre team requests.
- » Conduct a communications and engagement survey as part of the annual engagement exercise to better understand community needs and satisfaction levels.



COMMUNITY ENGAGEMENT

Engagement approach

Council uses the International Association for Public Participation (IAP2) spectrum model to guide engagement with the community. The five levels each represent gradual deepening of public participation in decision making.

ABOUT IAP2 – A GLOBAL STANDARD

The International Association for Public Participation (IAP2) aims to promote and improve the practice of public participation. The IAP2 has developed an engagement spectrum which is widely used to determine the appropriate level of engagement to be applied in each situation. The spectrum ranges from a basic level of information through to empowering citizens to make their own decisions.

Applying IAP2

The key aspect of the IAP2 model is whether the community has the opportunity to influence Council's decisions about a particular project or initiative. Often, these are referred to as the 'negotiables' of a project and, by seeking community input, this enables Council to manage expectations about what can and cannot be achieved through the project.

In addition to the proposed annual engagement exercise focused on needs and priorities, there will be local or regional projects that the community feels strongly about and wishes to have a say. A decision-making matrix has been provided in E to assist Council in determining how and when to engage.

It is important Council does not engage on every decision or project; there are times when it is necessary to proceed without consultation and decisions can be explained to the community through the communication channels.

Engagement topics

The community is interested in having a say on a variety of topics including:

- » Major and local projects and infrastructure developments
- » Council decisions
- » Roads
- » Open space use and maintenance
- » Community activities such as local events

While the community provided feedback that they wish to be consulted on these topics, there may not be any negotiable elements on all topics.



Engagement methods

ANNUAL ENGAGEMENT ACTIVITY

Opportunities

- » Engaging regularly with the community to identify priorities to feed into the Council budgeting and forward planning cycle is a tried and tested, practical method to respond to community needs.
- » Using an annual process is also an opportunity to engage the community in the idea that the Council budget is finite and that choices need to be made.

Actions

- » Set up an annual community engagement cycle to identify community priorities and assess satisfaction with communication and engagement activities.
- » The annual engagement activity would involve using the online engagement platform as well as a series of in-person events such as drop-in community sessions. Given the significant effort involved in this type of engagement activity, Council may prefer to run a major activity every two years with a 'check-in' on the alternate years.

PROJECT AND INITIATIVE ENGAGEMENT

Opportunities

- » Currently Council's engagement activities are undertaken in an ad hoc manner with no rationale to support the purpose and desired outcomes of the engagement. Using the IAP2 model and implementing a decision-making matrix will assist in determining how and when to engage the community.
- » A mix of online and in-person engagement activities will be necessary to ensure engagement is accessible to all community members. Increasingly, Councils are moving to online portals to support community engagement activities as these portals make it easy for the community to find information and understand what projects and activities are open for consultation.
- » Establishing a single platform will allow the Council to provide high-quality authorised information and opportunities to ask questions and provide feedback. This will assist Council to further build transparency and trust with the community. It will also create efficiencies by centralising all engagement.

Actions

- » Implement a suite of tools, including checklists for when to engage and how, to guide Council teams in ensuring they are engaging at the right times, and in a way that makes the process of engaging with the community easier.
- » Develop and launch a centralised online engagement portal to provide a one-stop shop with all current engagement opportunities. The portal should be easy to find and navigate and capture all current engagement activities. It will provide community members with a tool where they can review, consider and respond to community engagement related projects.

EMBEDDED ENGAGEMENT

Opportunities

- » Community engagement can add value to project helping projects to avoid delays. It is critical to the success of projects and maintaining community trust.
- » Council currently undertakes engagement in an ad-hoc manner with no consistent approach across the organisation. Creating a culture of engagement across all teams and integrating engagement into organisational systems and processes will assist Council to deliver a structured and consistent approach to engagement.

Actions

- » Write or update the Customer Service Charter to confirm commitment to engagement and feedback channel response timelines.
- » Develop a Community Engagement Framework to provide guidance to staff on when to engage and the step-by-step process. For example, engagement is essential when there are design decisions related to infrastructure such as road and utilities.
- » Establish a network of engagement champions to lead and monitor activity against processes, collaborate on content, and share best practice.
- » Embed consideration of and planning for communications and engagement early in the project lifecycle documentation.
- » The communication team to position themselves as trusted advisors with a member of the team owning the relationship with each division or project team. They will be the key contact and will attend division planning meetings to understand the forward plan of works and advise on communicate and engagement matters.
- » Ensure business unit and project teams involve the communications team in meetings to identify communication needs and provide advice.

TRAINING AND EDUCATION TO BUILD CAPACITY

Opportunities

- » An effective training program for staff and Councillors will empower and equip them to best practice communication and engagement, and strong customer service. It will ensure everyone understands the importance of communications and engagement and provide them with practical tools.

Actions

- » Develop toolkit to support staff with improving communication and engagement.
- » Rollout training to support use of toolkit.
- » Develop and roll out a community engagement awareness and education program that assists staff in understanding how to appropriately determine community engagement requirements on a project-by-project basis.
- » Training for Engagement Champions.



EVALUATION

Evaluating this communications and community engagement strategy will be important in identifying which activities are working and which ones need to be adjusted.

The annual engagement process is also a good opportunity to evaluate the effectiveness of Council's communications and engagement. The questions asked during the April-May 2022 can be used as a baseline for future evaluation. The questions relating to satisfaction with Council's communications and engagement will be particularly useful in creating a short evaluation survey that can be linked into the annual engagement exercise.

OBJECTIVE	EVALUATION APPROACH
1. Increase awareness and understanding in the community of Council's programs, services and decision-making processes	<p>Quarterly report on: eNewsletter subscribers and open rate; social media metrics (posts and engagement); website statistics (visitors, time on site, pages visited)</p> <p>Annual engagement exercise, proposed survey questions:</p> <ul style="list-style-type: none"> • What information do you receive from Council and how often? (content and frequency) • How do you receive information from Council? (channel usage) • How satisfied are you with the way Council communicates with you? (0 to 10 scale) • What Council decisions have you had a say on? (engagement opportunities) • How have you had your say? (participation activities) • How satisfied are you with the way Council engages with you? (0 to 10 scale)
2. Develop and maintain opportunities for local people and groups to influence policy, service delivery and what happens in their communities	<p>Annual analysis: number of engagement opportunities; number of people that participated; outcomes of engagement.</p>
3. Improve responsiveness to existing queries and feedback channels	<p>Quarterly evaluation of KPIs: response time from Council teams to the call centre; response time to the community; use of FAQs to respond to enquiries.</p>
4. Build the capacity, confidence, and competence within Council to communicate, engage and deliver this Strategy.	<p>Quarterly evaluation: number of training hours for engagement champions; timely contribution of content for the monthly e-newsletter</p>





Communications and community engagement strategy

Implementation plan

WESTERN DOWNS REGIONAL COUNCIL



IMPLEMENTATION

Methodology

The plan will be delivered using a three-phased methodology:



The current phase – phase 1 – is already underway. In this phase, the frameworks – including this Strategy – will be put in place to set WDRC up for ongoing success. The primary purpose of this phase is to ensure the one region one Council one voice

Toolkit and training development is underway to equip primary internal stakeholders with the tools and confidence they need to champion communications and engagement within their teams.

A critical component of phase 1 – and for the success of all communication endeavours – is the consolidation of newsletter and social media channels. This is explored in greater details in the strategy methods from pages 14-16. In summary, the consolidation of the newsletter and social media channels is a paramount priority for the success of this plan as it will:

- » Create a single touch point with a unified voice
- » Provide simplification and consistency for community
- » Build trust
- » Streamline efforts and reduce duplication
- » Assist the communications team to have oversight of messages going out to ensure consistency, quality and alignment for overarching plan and goals

The newsletter will become the primary information source. Other communication channels and collateral will encourage people to subscribe for more information. Call the action on all will be sign up to newsletter.

OUTLINE OF STRATEGY PHASES

PHASE	TIMING		
	0-6 MONTHS	FIRST YEAR	2-3 YEARS
COMMUNICATIONS			
Planning	» Develop Communications and Community Engagement Strategy	» Continue delivery of Strategy	» Review Strategy every 2 years
	» Develop and implement a marketing campaign to build awareness and create exposure to Council services and projects to be delivered across all channels	» Develop library of key messages for Council priorities and service areas to demonstrate purpose and value » Seek executive level agreement for roles and responsibilities matrix and rollout	» Provide timely updates on council meetings and decisions through news channels, social media and monthly meeting summary (so people don't have to read full minutes) » Develop an annual communications and content plan to increase awareness about programs, services, achievements and progress on Council Plan
	» Relaunch a single e-newsletter as Council's flagship communication channel » Consolidate the various subscriber lists from existing newsletters into single subscriber list » Design the newsletter to facilitate printing and place copies in central community locations	» Establish a monthly cycle to generate a sustainable program of content » Develop a schedule to forward plan content » Provide regular content to local printed publications to assist with getting Council new out to community members who rely on printed information.	» Review newsletter printing after 12 months to determine if this is effective and if the print numbers appropriate. » Set-up streamlined content collation, curation and approval processes to simplify development.
	» Consolidate the various social media pages to create a single official Council presence for each channel	» Link the forward schedule of posts into the monthly newsletter content cycle » Develop a social media policy » Develop a schedule to forward plan content	» Ensure maximum engagement through creative use of videos and multi-media content » Leverage stakeholder channels and active two-way engagement
Listening to the community	» Set up a central repository of information and resources for customer facing employees	» Introduce a policy that all project teams to provide FAQs for inclusion in the central repository before on the ground works » Establish realistic agreed response times for each channel and publicise	» Conduct a communications and engagement survey every two years

CONT. OUTLINE OF STRATEGY PHASES

PHASE	CONSOLIDATE One region, one Council, one voice	STANDARDISE AND SYSTEMISE Build and embed processes and tools	EXPAND AND CONTINUOUSLY IMPROVE Step up activities
TIMING	0-6 MONTHS	FIRST YEAR	2-3 YEARS
COMMUNICATIONS			
Works notices	» Distribute works notices through door-knocking or letterbox drops to all impacted households are undertaken at least one week prior to planned work in residential and business areas.	» Use geo-targeted social media posts to supplement works notices	» Explore technologies and alternative options for delivery of work notices.
Website	» Review the website and refresh if necessary	» Use monthly content process to keep home page tiles fresh and engaging	» Keep website up to date, refresh if required
COMMUNITY ENGAGEMENT			
Ongoing engagement	» Set up a centralised online engagement portal	» Establish an annual community engagement cycle	» Consider establishing an ongoing community reference group
Embedded engagement	» Establish a network of Engagement Champions	» Update the Customer Service Charter to highlight communications and engagement (or create if doesn't yet exist)	» Embed consideration of and planning for communications and engagement in the project lifecycle documentation
	» Assign communication team member as the relationship owner for each division or project team	» Develop a Community Engagement Framework	
Training and education		» Communications team member builds productive working relationship with division or project team	
	» Develop communication and engagement toolkit	» Annual cycle of training for Engagement Champions	» Annual cycle of training for Engagement Champions
	» Rollout training to support use of toolkit		





Communications and Community engagement Toolkit

WESTERN DOWNS REGIONAL COUNCIL

September 2022

APPENDIX A - CHANNEL AND AUDIENCE MATRIX

This tool matches each key audience within the Western Downs region against the suggested communications channels. This will ensure Council's communications will reach specific target audiences.

Stakeholder \ Tools	General Communications		Social media				Websites		Newsletters				Other communications		Community publications		
	Post	Email	Facebook	Instagram	LinkedIn	YouTube	WDRC website	Western Downs Libraries	eNews	Libraries Newsletters	Economic Development Newsletter	Community Activation Newsletter	Public Notices	Media Releases	Window on Wandoan	Murilla Community News	School newsletters
All residents	✓	✓	✓	✓			✓	✓	✓	✓			✓		✓	✓	
Older people 65+	✓	✓	✓				✓	✓	✓	✓			✓		✓	✓	
Families	✓	✓	✓	✓			✓	✓	✓	✓			✓				✓
Youth (12-24)			✓	✓		✓	✓										✓
Chambers of Commerce	✓	✓	✓		✓				✓		✓	✓	✓	✓			
Community and Recreational Organisations/Groups	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓			
Businesses	✓	✓	✓		✓		✓		✓		✓		✓				
Rural property owners	✓						✓		✓						✓	✓	
Visitors/Tourist			✓	✓													

APPENDIX B - MONTHLY CONTENT PROCESS

To support the whole of Council in creating a more transparent and informative environment for the community, each team within Council must have the opportunity to publish program information relevant to their work area. By doing this, we allow for community to have a better understanding of Council and its varied work, as well as ensuring all messages from all teams within Council are disseminated.

Which Teams? These teams must be given the opportunity to provide the information.	What content? This is the information, details and content that the teams will need to provide to the Marketing and Communications Team.
Facilities	» A brief overview of the purpose of the post/distribution
Technical Services	» Who needs to hear the information (the target audience) including demographics and/or geographics
Customer & Information Management	» An appropriate timeframe for publishing/releasing the information, with AT LEAST 7 business days notice to the Marketing and Communications team
Planning and Environment	» Provide up to a single A4 page of dot points about what the content is e.g. Recycling contamination is on the rise in x towns, here is what you can and cannot put in recycling; There is an upcoming grant opportunity for x businesses to receive \$x funding; Next DD of MM, road x will be diverted from x AM to x PM, motorists will need to use alternate routes; DEPT wants the community to provide their feedback on x, visit LINK for more information and to have a say
Information Services	
Utilities	» If you want a graphically designed element, provide as much detail as possible of what you would like the graphic to show
Economic Development	» Up to 3 pictures relating to the content; if community members are DIRECTLY photographed, also attach any relevant signed photo consent forms
Parks and Open Spaces	
Works	Note: Once this is established, consider streamlining the process using a content submission template to a centralised Marketing Communications team mailbox.


APPENDIX C - SOCIAL CHANNELS INFORMATION AND USAGE

There are several Western Downs communications channels currently in operation. This tool outlines the current usage and audience of the channel, as well as the suggested purpose and frequency of use for each. Key considerations and notes for each should also guide the use of this tool, including the strategic direction of their use.

CHANNEL	CURRENT STATE		FUTURE STATE		
	CHANNEL DESCRIPTION	AUDIENCE	CHANNEL PURPOSE	FREQUENCY	PLATFORM CONSIDERATIONS / NOTES
Facebook - Western Downs Regional Council	Parent page - general information, events, disaster information, all other Council info	12k followers	Community facing awareness raising of relevant Council initiatives etc.	Daily (minimum)	Western Downs Regional Council is to have one Facebook/Instagram page (exc. tourism); consolidate other pages such as Libraries etc into this page.
Instagram - Western Downs Regional Council	Parent page - visual representation of the region	2.2k followers	To share and engage with residents and community	> Twice a day	
LinkedIn	Corporate and organisational interactions	2.8k followers	Promote Council as a place to work (job vacancies, staff profiles) Training and apprenticeship opportunities Promote work/projects	Twice a week	Should not be a duplication of Instagram or Facebook channels, must be tailored to a professional / networking focus.
YouTube	Predominantly to host videos for use on other platforms/for	15 subscribers	To host video content for sharing on other platforms	As required	Goal is not to gain followers/engagement here; purely for video hosting purposes; suggest closing comments section permanently
Newsletters - eNews Western Downs	General Council information, local news, infrastructure updates, events, job vacancies, Council initiatives etc	Community, stakeholder, organisations facing - all encompassing	Communicate with all residents or users of Council services about all Council business and initiatives	Monthly	This encompasses libraries, arts/galleries, events and rural environment services, which are currently separate newsletters.
Newsletters - Community Activation	To maintain and manage stakeholder relationships and provide timely information around grants and sponsorship opportunities		Community Activation officer stakeholders - community organisations	Monthly	One newsletter per team with specific sections for each region of Western Downs (i.e. the separate WDRC Flagship e-news that are currently being published).

APPENDIX D - IAP2 SPECTRUM OF ENGAGEMENT

In line with the IAP2 spectrum of engagement, it is important for Council to determine which level of engagement - inform, consult, involve, collaborate or empower - is appropriate when a new initiative is in its early stage of development. The IAP2 spectrum of engagement is defined below.

INCREASE PUBLIC IMPACT 					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

APPENDIX E - ENGAGEMENT DECISION MAKING FRAMEWORK

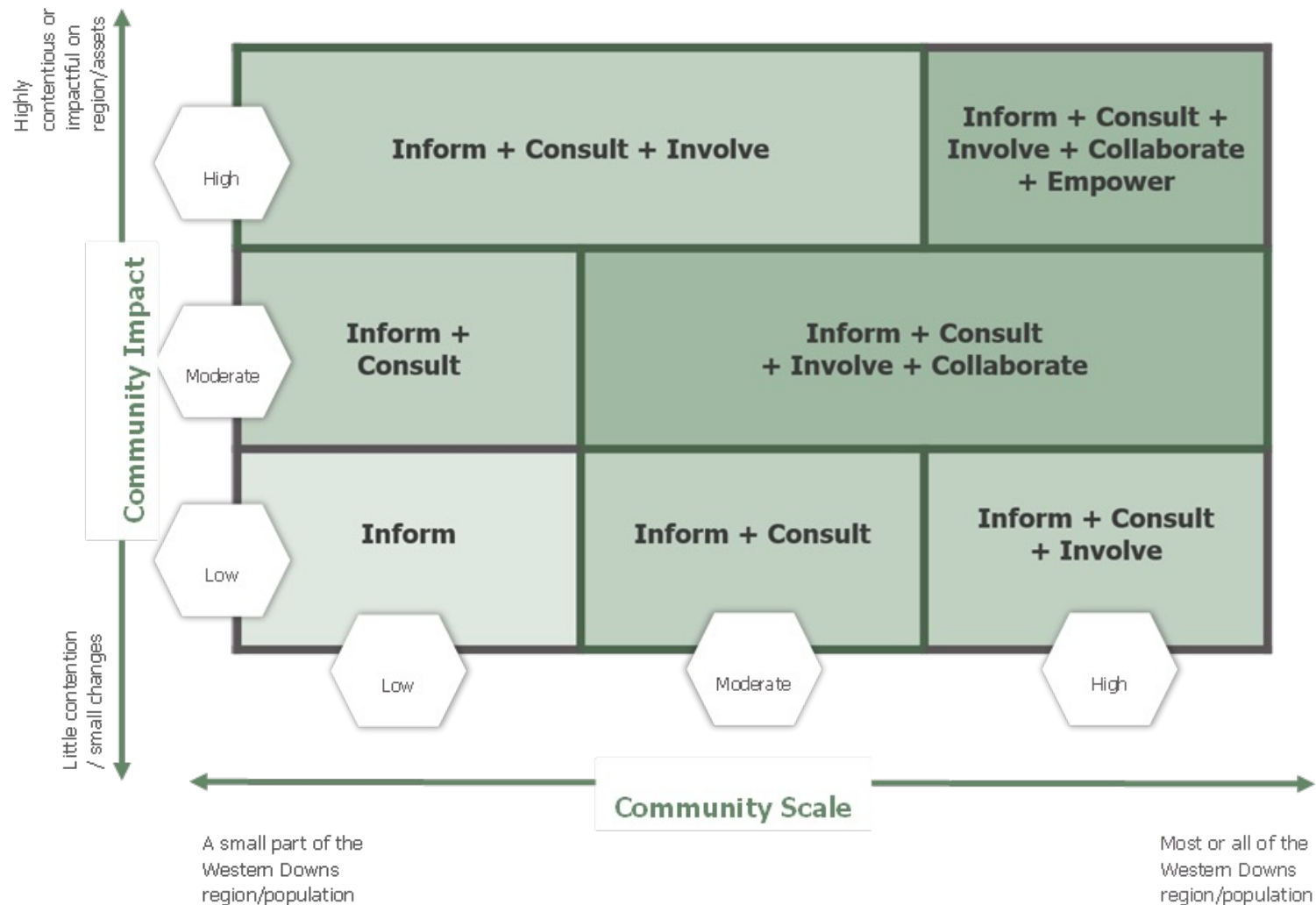
The following is a decision making tool, based on the IAP2 framework to support Council employees in engaging with community members.

This includes:

- » an engagement decision matrix to further support the process of engaging with community
- » a summary of what the different engagement activities are, and how to use them
- » an engagement guide to support employees in determining when engagement is needed or not.

Level of engagement

This matrix assists in determining which level of the spectrum to use when engaging the community and stakeholders. The levels related to community impact and community scale are in the tables on the following page.



This criteria below relate to the matrix on the previous page and will assist in determining which level of the IAP2 spectrum to apply when engaging with the community.

COMMUNITY SCALE	
Activity	Community level
<ul style="list-style-type: none"> » The greater majority or entire population of Western Downs is affected » Project is relevant to a large geographical area of the Western Downs region » High complexity including multiple stakeholders and community groups 	HIGH
<ul style="list-style-type: none"> » A significant proportion of the Western Downs population is affected » Project is relevant to a region, town or large special group or user of a facility or service » Moderate complexity including multiple stakeholders and community groups 	MODERATE
<ul style="list-style-type: none"> » A small component of the Western Downs population is affected » Project is relevant to a street, or small specific group or users of a facility of service » Low complexity including only several stakeholders and community groups 	LOW

COMMUNITY IMPACT LEVEL	
Activity	Community level
<ul style="list-style-type: none"> » Potential for high risk of controversy or conflict with community values » Significant impacts to natural environment, water supply, land use or heritage » Potential large impact on government strategies and directions » Any potential culturally sensitive impact on Aboriginal cultural heritage 	HIGH
<ul style="list-style-type: none"> » Potential for some risk of controversy or conflict with local community values » The loss or change to any facility or service to the locality » Potential moderate impact on government strategies and directions 	MODERATE
<ul style="list-style-type: none"> » Low or no risk of controversy or conflict with local community value » A small change to any facility or service » Low impact on government strategies and directions 	LOW

Project engagement methods and techniques

Table 3 provides methods and techniques that may be applied for the differing levels of engagement. The level of engagement will have been determined by the tools above. Depending on the stage of the project the level of engagement may change.

LEVEL OF ENGAGEMENT	EXAMPLES OF METHODS AND TECHNIQUES THAT MAY BE USED BY COUNCIL
Inform To provide information about the problem or project to be addressed This is a communication tool.	» Information in the monthly eNews » Social media posts » Information in community publications
Consult To seek an opinion or input to inform a decision	» Councillors in the Community sessions » Council listening posts » Council 'Have your Say' page » Surveys » Community conversations/consultation
Involve To engage with stakeholder to understand and consider their input and feedback	» Community discussion groups (focus groups) » Project reference groups » Stakeholder forums
Collaborate To work in partnership to come to a decision	» Committees of Council » Advisory groups » Community Project Proposals
Empower To give the decision-making role entirely to the stakeholders	» Polls or referendums » Deliberative democracy models » Community projects and programs

Project engagement decision matrix

The following two tables provide a question and answer format to further support Council employees in deciding when it is required or suggested to engage with community in relation to an initiative or project. Each question has a yes, no or unsure response, and the guidance relating to that response. Employees should use the outcomes/decision box to document this process.

QUESTION	ANSWER	DIRECTION	OUTCOME / DECISION
Are there people who need to be informed or will be impacted by the project/works about to be completed? (E.g. Roadworks that will impact traffic and/or pedestrian movement; an event is going to be held in the next month; the project will impact the way community engages with a Council team or process)	Yes	You must communicate with impacted residents/community/ stakeholders	
	No	You may choose to communicate	
	Unsure	Review Council decisions Check previous project documentation Escalate to your line manager to discuss	
Do you know how you are going to communicate to these stakeholders? (Depending on the stakeholders, project, timing, and available/required notice periods, different communication channels will be required. E.g. if urgent but highly impactful roadworks are going to commence, door knocking is required; if announcing an event or street closures, mailing, phone calls and/or social media are appropriate)	Yes	Contact the Communications and Marketing manager Draft communications materials and provide all relevant communications to Communications and Marketing team if social media is required	
	No	Contact the Communications and Marketing manager to discuss potential options and approach	
	Unsure	Review Council decisions Check previous project documentation Escalate to your line manager to discuss	

QUESTION	ANSWER	DIRECTION	OUTCOME / DECISION
Have there been any prior commitments made to stakeholders to undertake engagement? (e.g. a political representative may have stated that a Council officer will speak to the community; Community has been part of a previous decision related to the project)	Yes	You must engage	
	No	You may choose to engage	
	Unsure	Review Council decisions Check previous project documentation Escalate to your line manager to discuss	
Are you aware of any issues stakeholders may have with this project? (e.g. road access is going to be impacted; access to a public space will be restricted during the project; community has strong historical sentiment towards the topic or the project itself)	Yes	You may choose to engage, however detail in your project plan/documentation anticipated stakeholder issues and potential mitigations Escalate this documentation to your line manager Contact the Communications and Marketing manager	
	No	You may choose to engage	
	Unsure	If you are unsure, you may still choose to engage, however you should escalate to your line manager to discuss identification of potential stakeholder issues	

APPENDIX F - ANNUAL COUNCIL ENGAGEMENT CYCLE

An annual engagement activity is an opportunity for all community members to provide feedback to Council on a range of decisions, initiatives and projects. This engagement exercise can be used to inform budget deliberations and then to frame up the budget narrative to the community. A proposed timeframe for this exercise is outlined below.

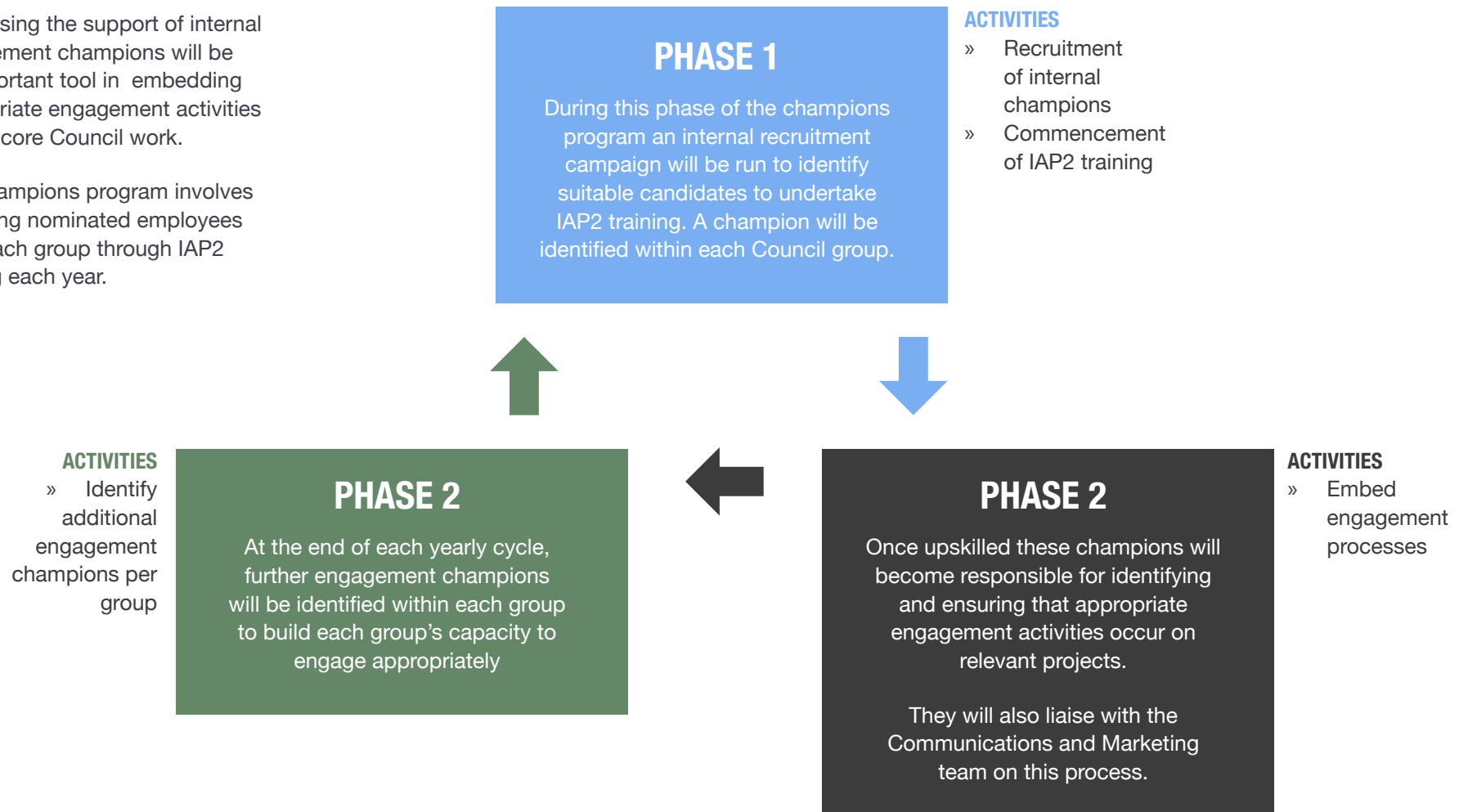
WHEN?	SEPTEMBER – NOVEMBER	NOVEMBER – FEBRUARY	FEBRUARY – JUNE	JUNE - OCTOBER
WHAT?	<p>Run Community Engagement across recommended platforms (online survey, online engagement platform and in-person sessions) where community members can identify their priority areas for the next 12 months</p> <p>EXAMPLE QUESTIONS:</p> <ul style="list-style-type: none"> » Please rank the following areas from MOST to LEAST important to you <i>during the next 12 months</i> (provide a list of council areas e.g. events, libraries, community centres, road upgrades, animal control etc.) » How satisfied are you with the way Council currently communicates with you? (0 is not at all, 10 is extremely) » How satisfied are you with the way Council currently engages with you? (0 is not at all, 10 is extremely) 	<p>Collate feedback into the Budget:</p> <p>Match priorities from community to upcoming projects</p> <p>Identify gaps between the two and prepare responses for why these are not included in this budget (e.g. are they a possibility in a future budget? Are they not something possible within Council's remit?)</p>	<p>Budget announcement to community; opportunity to close the loop on engagement by highlighting the projects aligned to Community's priorities</p> <p>Have a prepared response for non-prioritised projects</p>	<p>Review the past budget engagement process:</p> <ul style="list-style-type: none"> » Were there key gaps from the previous year? » What was the engagement rate? (e.g. how many people participated across each channel?) » Can new questions be added/can questions be updated? » Planning for engagement to commence (e.g. booking of venues etc.) » During October, promote the upcoming engagement, particularly locations of face to face events, and important details such as contact numbers and/or emails
WHO?	<p>Marketing and Communications team – question design, facilitation of in-person events, development and monitoring of online survey/ platform</p>	<p>Marketing and Communications team – collate feedback</p> <p>Executive team– review and align summary feedback against budget to feed into MarComms team</p>	<p>Marketing and Communications team – develop and deliver budget communications materials</p>	<p>Marketing and Communications teams – promote engagement activities</p> <p>All teams – identify areas for inclusion in the engagement activity</p>

APPENDIX G - ENGAGEMENT CHAMPIONS

The diagram shows how the engagement champion process will work in a yearly cycle, with each phase repeated on a yearly basis to grow Council's ability to conduct robust engagement across the teams.

Harnessing the support of internal engagement champions will be an important tool in embedding appropriate engagement activities across core Council work.

The champions program involves upskilling nominated employees from each group through IAP2 training each year.



APPENDIX H - ROLES AND RESPONSIBILITIES

The following identifies how each council area/division connects into this Strategy, including how they can support it's delivery and what a successful implementation would look like for each division

Communications and Community Engagement Roles and Responsibilities

Pillars	Council area	What we need of them	What will success look like
Communications	Infrastructure Services Division	<p>Inform community of works, urgent and planned, in a timely and informative manner</p> <p>Ensure that the community is engaged appropriately to have their say on developments where appropriate and that these findings are incorporated into project outcomes</p> <p>Community enquires responded to within or ahead of timeframes</p> <p>Identify employees that will become engagement champions and undergo IAP2 training</p>	<p>Community has a lead time on information about works, particularly planned works. Where possible, urgent works are communicated broadly across channels to ensure that as many relevant residents as possible are informed</p> <p>Engagement becomes part of regular works planning, and appropriate findings inform project outcomes</p> <p>Community enquiry response rates improve, with none falling outside of the 10 day timeframe</p> <p>Each team has at least one champion within the first 12 months of the Strategy</p>
	Community and Liveability Division	<p>Communicate with all stakeholders with an efficient and tailored approach</p> <p>Ensure the correct level of community engagement activities are developed and hosted with the findings appropriately incorporated into outcomes</p> <p>Identify employees that will become engagement champions and undergo IAP2 training</p>	<p>Communication channels are streamlined to reduce dilution of community messages</p> <p>Engagement activities are conducted on a regular basis, particularly with key community projects identified from the budgeting activity</p> <p>Each team has at least one champion within the first 12 months of the Strategy</p>
Engagement	Corporate Services Division	<p>To ensure social media channels are appropriately reduced and managed so that messages are not diluted</p> <p>To develop and manage the use of consistent tone and style when Council is communicating with community</p> <p>To ensure the community is regularly informed of council activities by coordinating the input of council information to local publications</p> <p>Ensure that the community is provided with timely and informative responses</p>	<p>Social Media pages are reduced as aligned with the recommendations of this Strategy</p> <p>A tone and style guide is developed in collaboration across Council teams and implemented across all channels</p> <p>Council consistently provides a column/page in publications like the Window on Wandoan and Murilla Community News that details upcoming events, and closes the loop on previous events</p> <p>Response rates to the contact centre improve across the board, with no responses falling outside of the 10 business day timeframe</p>
Listening	Executive Services Division	<p>For Councillors and the CEOs office to listen to the community at every appropriate opportunity</p> <p>Advocate for and ensure that appropriate engagement activities occur within the community</p>	<p>Councillors and the Executive team are regularly attending sessions where community can provide feedback on projects</p> <p>Community feels that they 'know' the Councillors and Executive Branch better</p> <p>Communications activities and/or community engagement activities are conducted on a regular basis across all Council divisions and teams</p>

COMMUNICATIONS AND COMMUNITY ENGAGEMENT STRATEGY

GOAL: To strengthen Council's relationship with community and enhance delivery of Council's corporate plan strategic priorities through meaningful communications and community engagement

CONVERSATIONS WITH OUR COMMUNITY HAVE SHAPED OUR STRATEGY



THE COMMUNITY WANTS TO HEAR ABOUT

- » Council decisions
- » Major project information
- » Upcoming events
- » General community updates
- » Disaster updates



THE COMMUNITY WANTS TO TALK ABOUT

- » Local projects and infrastructure developments
- » Council decisions
- » Roads
- » Open space use and maintenance
- » Local events

OUR APPROACH



COMMUNICATIONS ACTIVITIES

- » Monthly eNewsletter to replace all existing newsletters
- » Printed copies of newsletter supplied to key locations throughout the region
- » Regular content provided to community publications
- » Streamlined social media channels
- » Updated website
- » Works notices distributed prior to planned construction activities
- » New customer service processes to improve response times

ENGAGEMENT ACTIVITIES

- » Embed an organisational framework to ensure consistent and ongoing engagement
- » Annual community engagement exercise to understand the community's priorities
- » New online engagement portal
- » Regular engagement opportunities on projects and initiatives of importance to the community
- » Internal training to support community engagement

Title	Corporate Services Report Rescind Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy
--------------	---

Date	31 August 2023
-------------	----------------

Responsible Manager	P. Greet, CUSTOMER SUPPORT AND GOVERNANCE MANAGER
----------------------------	---

Summary

The purpose of this report is to seek Council's resolution to rescind the *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy*.

Link to Corporate Plan

Strategic Priority: Sustainable Organisation

- *We are recognised as a financially intelligent and responsible Council.*
- *Our people are skilled and values driven to make a real difference.*

The integrity of public officials and processes is fundamental to the rule of law, with a community expectation that those who serve the public, perform their duties in a fair and impartial way. Council therefore must ensure that there is an appropriate, accountable, and transparent policy and process for employees to identify, declare, and manage conflicts of interest.

Material Personal Interest/Conflict of Interest

There are no material personal interests nor conflicts of interest associated with this report.

Officer's Recommendation

That Council resolves to rescind the *Disclosure (Conflicts of Interest and Prescribed Personal Interests) - Council Policy*, noting it will be replaced by the *Conflicts of Interest for Employees - Organisational Policy* and *Conflicts of Interest for Employees Guideline* approved by the Executive Leadership Team.

Background Information

The *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy* was adopted by Council at its Ordinary Meeting held 17 August 2016. The policy has been reviewed to ensure legislative compliance and organisational relativity in accordance with Council's adopted Policy Framework.

Report

The transparent and proper management of employee conflicts of interest requires not only the disclosure of conflicts of interest but the overall management (being the identification, disclosure, and transparent management) of conflicts of interest to meet integrity and legislative obligations.

A review of *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy* has identified the Policy is focussed on employee's disclosure obligations for conflicts of interest and prescribed personal interests as the title suggests. The existing *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy* does not apply to Councillors, as the *Local Government Act 2009* and *Local Government Regulation 2012* set out specific legislative obligations for the identification, disclosure, and management of Councillors' conflicts of interest and registers of interests.

It is therefore proposed that the *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy* be rescinded and replaced with a new *Conflicts of Interest for Employees - Organisational Policy*. It is intended that the *Conflicts of Interest for Employees - Organisational Policy* will form part of an employee conflict of interest framework, which includes the new policy, a *Conflicts of Interest for Employees Guideline* and the disclosure and management form. The proposed *Conflicts of Interest for Employees - Organisational Policy* and

Conflicts of Interest for Employees Guideline have been provisionally approved by the Executive Leadership Team pending Council's approved rescission of the existing *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy*.

The proposed *Conflicts of Interest for Employees - Organisational Policy* includes:

- (1) a title that more accurately reflects the policy;
- (2) a purpose and introduction which outline the objectives of the policy to reflect the overall management of conflicts of interest from identification to resolution, including recognition of Council's and employees' responsibility to mitigate corruption risks associated with conflicts of interest;
- (3) detail about how conflicts of interest should be dealt with, including identification, disclosure, and management considerations;
- (4) succinct references to the additional obligations of the Chief Executive Officer and Senior Executive Employees in relation to the keeping of registers of interest as required by the *Local Government Regulation 2012*;
- (5) the inclusion of the requirement for employees acting in these positions for greater than three months to be subject to the same legislative obligations for keeping registers of interest, in the interests of transparency and risk mitigation; and
- (6) the inclusion of a statement regarding Council's zero-tolerance towards corrupt conduct.

Consultation (Internal/External)

The *Conflicts of Interest for Employees - Organisational Policy* and *Conflicts of Interest for Employees Guideline* were endorsed by the Senior Leadership Team on 19 July 2023 and provisionally approved by the Executive Leadership Team on 25 July 2023, pending rescission of the *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy*.

Legal/Policy Implications (Justification if applicable)

There is no legislative requirement for Council to adopt a policy regarding the management of conflicts of interest. The local government principles as provided in section 4(2) of the *Local Government Act 2009*, specifically 'transparent and effective processes and decision-making in the public interest', 'good governance of, and by, local government' and 'ethical and legal behaviour of councillors, local government employees and councillor advisors', require anyone performing a responsibility under the act to do so in accordance with the principles.

Non-existent or underdeveloped governance practices pose a potential reputational and corruption risk to Council.

Budget/Financial Implications

There are no budget nor financial implications in respect to this report.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) requires public entities 'to act and make decisions in a way compatible with human rights'. It is considered that the proposed *Conflicts of Interest for Employees - Organisational Policy* and *Conflicts of Interest for Employees Guideline*, engages the following human rights:

- (1) the right to freedom of thought, conscience, religion and belief as embodied in section 20 of the *Human Rights Act 2009*;
- (2) the right to peaceful assembly and freedom of association as embodied in section 22 of the *Human Rights Act 2009*; and
- (3) the right to privacy and reputation as embodied in section 25 of the *Human Rights Act 2009*.

In accordance with the *Human Rights Act 2009* it would be unlawful for Council to make a decision or take an action that is not compatible with human rights or to make a decision and fail to give proper consideration to relevant human rights. There are exceptions which include where Council could not reasonably have acted differently or made a different decision because of another law. Human rights may also be limited where that limit is justifiable and reasonable.

Requesting an employee to disclose their personal information, which may include religious affiliations or membership of a group or association and/or other personal information where they themselves have identified a real, perceived, or potential conflict associated with their association et cetera, is considered reasonable and justifiable to the extent that it is only for the purpose of properly managing the conflict to ensure the public interest is paramount.

Conclusion

The *Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy* is not required to be adopted by Council and, as it deals only with the management of employees, is considered operational in nature and is therefore recommended for rescission.

Attachments

1. Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy

Authored by: K. Gillespie, GOVERNANCE COORDINATOR

Disclosures (Conflicts of Interest and Prescribed Personal Interests) - Council Policy

Effective Date	17 August 2016 - Ordinary Meeting of Council
Policy Owner	Customer Support and Governance Manager
Link to Corporate Plan	Strategic Theme 1: Effective and Inclusive Governance
Review Date	June 2020
Related Legislation	<i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> <i>Public Sector Ethics Act 1994</i> <i>Crime and Corruption Act 2001</i> <i>Crime and Corruption Regulation 2015</i>
Related Documents	SWP - Keeping and Maintenance of Registers of Interest. Employee Code of Conduct. Procurement - Council Policy. Crime and Corruption Commission - Managing Conflicts of Interest in the Public Sector.

Policy Version	Approval Date	Adopted/Approved
1	17/08/2016	Ordinary Meeting of Council

This policy may not be current as Council regularly reviews and updates its policies. The latest controlled version can be found in the policies section of Council's intranet or Website. **A hard copy of this electronic document is uncontrolled.**



1. PURPOSE

The purpose of this policy is to set out Western Downs Regional Council Officers' obligations in relation to disclosures of conflicts of interest and prescribed personal interests.

2. SCOPE

This policy applies to all employees (including contractors) of Western Downs Regional Council and will assist Officers in complying with their obligations under the Code of Conduct and *Local Government Act 2009*.

This policy applies to the disclosure of information relating to:-

- a) actual, perceived and potential conflicts of interests; and
- b) prescribed personal interests.

This policy does not apply to Councillors. Arrangements for Councillors are set out in other legislative instruments.

3. POLICY

3.1 Introduction

All Council Officers have an obligation to avoid conflicts between their private interests and the public interest.

Consistent with the five local government principles, the *Local Government Act 2009* (the Act) and the *Local Government Regulation 2012* (the Regulation) provide that there is:-

- a) a general obligation for all employees to make disclosures about conflicts of interest; and
- b) a specific requirement for the *disclosure* of prescribed personal interests by senior executive employees.

All Officers are further obliged to comply with the ethics principles set out in the *Public Sector Ethics Act 1994* and Council's Employee Code of Conduct.

3.2 Principles

Council Officers should be guided by the following principles relating to disclosures of interest:-

- a) disclosures of conflicts of interests and prescribed personal interests is expected;
- b) disclosures of interests and conflicts of interest, should be made by anyone where there could be a perception of undue influence or compromised ethical behaviour;
- c) applying disclosure requirements that enhance transparency and decision making in the public interest is fundamental to good governance.

3.3 General Disclosure Requirements

3.3.1 Employees

All employees should make disclosures about any actual, perceived or potential conflict of interest between their personal interest, and their public duties, as they arise during the course of their employment with Council.

The Executive team and other employees nominated by the Chief Executive Officer, are required to make disclosures about 'prescribed' personal interests pursuant to their obligations set out in the *Local Government Regulation 2012*.

3.3.2 Employee's Related Persons

The requirement for the related persons of the Chief Executive Officer and other senior executive employees to make disclosures is set out in the *Local Government Regulation 2012*.



3.4 Conflicts of Interest

A 'conflict of interest' involves a conflict between the public duty and the private interests of an employee, where the employee has private interests which could improperly influence the performance of their official duties and responsibilities.

Conflicts of interest can be actual, perceived or potential:-

- a) an actual conflict of interest involves a direct conflict between an employee's current duties and responsibilities and existing private interests;
- b) a perceived conflict of interest can exist where it could be perceived, or appears, that an employee's private interests could improperly influence the performance of their duties – whether or not this is in fact the case; and
- c) a potential conflict of interest arises where an employee has private interests that could conflict with their official duties in the future.

3.4.1 Disclosure Requirements

All employees are required to make disclosures about any conflict of interest that arises during the course of their employment.

3.4.2 Timeframe for Making a Disclosure

As soon as an employee is of the view that a conflict may appear to exist, the employee should notify their manager and complete a disclosure form.

The initial disclosure should be made on the appropriate form within 30 days of the employee commencing in the position or being nominated to complete a form. . Any changes to the details provided in the initial form should be provided within 30 days of the change.

3.4.3 Managing Disclosures

The Mayor, Chief Executive Officer, General Manager or Manager (as appropriate) will examine the details of the case and determine which strategy to apply consistent with the Crime and Corruption Commission's toolkit for managing conflicts of interest.

3.5 Prescribed Personal Interests

Council Officers are required to make disclosures about prescribed personal interests pursuant to Schedule 5 of the *Local Government Regulation 2012*.

3.5.1 Information to be Disclosed

The information required to be disclosed is set out in Schedule 5 of the *Local Government Regulation 2012*. (as varied from time to time). The disclosure requirements for gifts and personal benefits are provided in the Disclosures Gifts and Personal Benefits Policy - Council Policy.

3.5.2 Disclosure Process

The disclosure process is in accordance with Council's Standard Work Practice for the Keeping and Maintenance of Registers of Interest. Registers will be kept in accordance with the *Local Government Regulation 2012*.

3.6 Non-Compliance and Disciplinary Action

Failure to provide known information could constitute a breach of the Code of Conduct and may lead to disciplinary action.

An employee who is required to provide information about prescribed personal interests must provide all the information of which they are aware. Failure to provide known information may lead to disciplinary action.



Title **Corporate Services Report Rescind Policy Framework - Council Policy**

Date 24 August 2023

Responsible Manager P. Greet, CUSTOMER SUPPORT AND GOVERNANCE MANAGER

Summary

The purpose of this report is to seek Council's resolution to rescind the *Policy Framework - Council Policy*.

Link to Corporate Plan

Strategic Priority: Sustainable Organisation

- *Our agile and responsive business model enables us to align our capacity with service delivery.*

Policies, guidelines, and procedures are an integral part of governance and control mechanisms identified in Council's *Governance Framework*, linked to the principle of *Good governance of, and by local government* provided in *Local Government Act 2009*.

Material Personal Interest/Conflict of Interest

There are no material personal interests nor conflicts of interest associated with this report.

Officer's Recommendation

That Council resolves to rescind the *Policy Framework - Council Policy*, noting it will be replaced by the *Policy Framework and Policy Framework Guidelines* approved by the Executive Leadership Team.

Background Information

The *Policy Framework - Council Policy* was adopted by Council at its Ordinary Meeting held 4 November 2015, with subsequent amendment in December 2021. The policy has been reviewed to ensure legislative compliance and organisational relativity.

Report

A policy is a high-level strategic directive that establishes a principle-based approach to an issue and can be adopted for any area of Council operations where direction or purpose need to be set in order to conduct Council business or where legislation requires that Council adopt a policy. A policy is operationalised through procedures or guidelines which provide instruction and set out processes to manage the implementation of a policy effectively and efficiently.

The *Policy Framework* establishes a framework for the management of policies, procedures, and supporting documents at Western Downs Regional Council. The Framework includes a hierarchy and categories of policies and procedures which set out the requirements and standards for each step of the development and approval process. All policies and procedures must be developed, deployed, monitored, and revised in accordance with the *Policy Framework*. As such, upon review of the *Policy Framework - Council Policy*, it was identified that the current definitions for policies and supporting documents required review to ensure that policies were being properly categorised, with appropriate endorsement and approval authorities commensurate with the strategic intent of the document.

It was identified that a policy framework is operational in nature and as such it is considered that the *Policy Framework - Council Policy* be rescinded and replaced by the proposed *Policy Framework* and associated *Policy Framework Guidelines* which have been provisionally approved by the Executive Leadership Team, pending rescission of the Council policy.

The new *Policy Framework* proposes the following significant changes to the framework for policies and procedures:

- (1) the categorisation of former 'Council' policies as 'Statutory' or 'Community' policies; a statutory policy being one which Council is required to have by legislation and a community policy which is outward focused, providing the community with direction on matters which are related to interactions with Council;
- (2) the reinforcement that a policy is focussed on the outcome and a procedure and/or a guideline are focussed on the process;
- (3) introduction and explanation of the terms 'editorial', 'minor', and 'major' amendment, with associated endorsement and approval authorities;
- (4) amended endorsement and approval authorities and the inclusion of the Senior Leadership Team in the endorsement of all policies and procedures; and
- (5) the introduction of a *Policy Framework Guideline* to provide further guidance and governance process for staff.

Consultation (Internal/External)

The *Policy Framework* and *Policy Framework Guidelines* were endorsed by the Senior Leadership Team on 19 July 2023 and provisionally approved by the Executive Leadership Team on 25 July 2023, pending rescission of the *Policy Framework - Council Policy*.

Legal/Policy Implications (Justification if applicable)

Section 12 of the *Local Government Act 2009* provides that all Councillors have responsibility for participating in Council meetings, statutory and community policy development, and decision-making, for the benefit of the local government area.

Section 13(2)(a) of the *Local Government Act 2009* provides that employees have responsibility for implementing the policies and priorities of the local government in a way which promotes:

- (i) *the effective, efficient and economical management of public resources;*
- (ii) *excellence in service delivery; and*
- (iii) *continual improvement.*

Council is also required to adopt certain policies under the *Local Government Act 2019* and *Local Government Regulation 2012*, for example, Advertising Spending; Community Grants; Entertainment; Investigation; Investment; Procurement; Revenue; and Reimbursement of Councillor Expenses policies. Other policies are adopted or approved to guide the decision making of the organisation.

All policies, procedures, and guidelines remain in force unless formally rescinded or repealed by the relevant approval authority or superseded by another policy, procedure, or guideline.

Budget/Financial Implications

There are no budget nor financial implications in respect to this report.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) requires public entities '*to act and make decisions in a way compatible with human rights*'.

In developing the *Policy Framework* and supporting documentation, the subject matter has been considered in accordance with the requirements of the *Human Rights Act 2019*. It is considered that the subject matter does not conflict with any human rights and supports a human rights approach to decision-making by Council. As such, Council representatives will endeavour to act and make decisions under this framework in a manner that is compatible with human rights.

Conclusion

The *Policy Framework - Council Policy* does not meet the definition of a statutory or community policy and is therefore recommended for rescission. The policy document will be subsequently replaced by the *Policy Framework* and *Policy Framework Guidelines*, which were developed as part of a general review of Council's systems and processes for managing policy development and implementation.

Attachments

1. Policy Framework - Council Policy

Authored by: K. Gillespie, GOVERNANCE COORDINATOR

Policy Framework - Council Policy

Effective Date	<i>4 November 2015</i>
Policy Owner	<i>Customer Support and Governance</i>
Link to Corporate Plan	<i>Sustainable Organisation</i>
Review Date	<i>August 2024</i>
Related Legislation	<i>Local Government Act 2009 Human Rights Act 2019</i>
Related Documents	<i>Human Rights - Council Policy Human Rights Guideline</i>

Policy Version	Approval Date	Adopted/Approved
<i>1</i>	<i>04/11/2015</i>	<i>Ordinary Meeting of Council</i>
<i>2</i>	<i>08/12/2021</i>	<i>Ordinary Meeting of Council</i>

*This policy may not be current as Council regularly reviews and updates its policies. The latest controlled version can be found in the policies section of Council's intranet or Website. **A hard copy of this electronic document is uncontrolled.***

Policy Framework - Council Policy

1. PURPOSE

This policy establishes the framework for the management of policies, procedures and supporting documents at Western Downs Regional Council (Council). A policy should be adopted for any matter where direction or purpose needs to be set in order to conduct Council business.

This Framework establishes a hierarchy and categories of policies and procedures which set out the requirements and standards for each step of the development and improvement process. All policies and procedures must be developed, deployed, monitored and revised in accordance with this Policy.

2. SCOPE

This Framework applies to the development, implementation and review of all policy categories at Council:-

- Council Policies;
- Organisational Policies;
- Organisational Procedures/Guidelines; and
- Standard Work Procedures (SWP).

Note: The use of the term 'procedure/guideline' in the title shows that it is a policy with an operational focus.

3. PRINCIPLES

3.1 Applicability of Policy and Procedure

A policy or procedure will remain in force unless formally repealed by the relevant approval authority or superseded by another policy or procedure.

Where organisational structure change results in a different approval authority or other role referenced in a particular policy or procedure, the existing responsibilities and accountabilities will remain in force until the policy or procedure is amended to reflect the new or amended position title, authority or role that takes its place.

The General Manager (Corporate Services) has the authority to approve immaterial changes to policies or procedures (outside the standard review period) without the need for undertaking the full review process.

Policy and procedure compliance is mandatory for all employees, affiliates and where applicable, Councillors. The Chief Executive Officer (CEO) may commence disciplinary action or seek other penalties if a person or entity breaches policy or any of its related procedures.

Policies and procedures must be applied fairly and consistently and be compatible with the human rights protected by the *Human Rights Act 2019*.

3.2 Characteristics

This section specifies the essential characteristics of acceptable policy and procedure at Council. All policies and procedures within the Policy Framework must uphold the local government principles and Council's Corporate Plan priorities in a balanced and integrated manner in order to be approved.

Council Policy

- Significant public interest
- External / community focus and/or impact
- Statutory requirement

Organisational Policy

- Internal focus
- Affect whole or majority of organisation



Policy Framework - Council Policy

Organisational Procedure / Guideline

- Linked to policy
- Provides practical guidance on implementation of policy
- Internal focus
- Affects whole or majority of organisation

Standard Work Procedure (SWP)

- Internal focus
- Applies to specific functional area
- May provide practical guidance on implementation of policy or procedure

3.2.1 Content

The content of policies and procedures will:-

- uphold the local government principles and Council's Corporate Plan priorities, the 'Code of Conduct for Employees' and core values;
- be consistent with Council's practices;
- clearly articulate expectations, accountability and clearly assign responsibility;
- show due consideration of risk mitigation and consider the precautionary principle in order to minimise potential harm;
- provide a clear and discernible separation between governance and management responsibilities;
- ensure compliance with legislative and industrial requirements.

3.2.2 Process

The process of development, deployment and review of policies and procedures will:-

- be appropriately consultative;
- be directed by the principles of continuous improvement;
- not be unnecessarily burdensome;
- be informed by prevailing legislative requirements, sector best practise and Council's Corporate Plan;
- actively consider and take into account human rights;
- be appropriately communicated.

3.2.3 Procedures

Procedures will:-

- where relevant align with applicable policies;
- be open to continuous review and improvement;
- clearly articulate roles and responsibilities;
- where practical include a diagrammatic workflow reflecting the procedures.

3.2.4 Presentation

All documentation will be:

- consistent with approved organisational templates and writing style guides;
- centrally registered and accessible;
- clear and comprehensible
- retained according to the prevailing standard;
- current and accurate.



Policy Framework - Council Policy

4. CONTENT

Policies are developed in order to provide parameters and guidelines for the achievement of Council's strategic and operational objectives, giving consideration to statutory, best practice and quality management requirements.

The Policy Framework requires that each of the policy categories are written in clear concise English; conform to adopted guidelines; are approved at an appropriate level of the organisation and are regularly reviewed by the Policy Owner.

4.1 Compliance

Policies must comply with the relevant principles set out in all relevant legislation, Council resolutions and other strategic documents and priorities.

4.2 Policy Currency and Access

The public will have access to relevant policies through Council's external website. Printed copies of these Policies will be made available on request. The electronic version of each policy will be verifiable as the current version whilst printed versions will contain a disclaimer advising that the version may be superseded.

4.3 Policy Review

All policies will have specified time frames for review. Unless specified otherwise in legislation or budget related, policies will be reviewed on **4 yearly** intervals, depending on the updated risk assessment of the policy.

5. ENDORSEMENT AND APPROVAL AUTHORITIES

All Policies and Procedures are to be endorsed and approved in accordance with the following table:-

ENDORSE/ APPROVAL MATRIX	Endorse	Approve New	Review Recommendation			
				Approve Change on Review	Approve No Change on Review	Approve Rescission on Review
Council Policy	CEO/EMT	Council		Council	Council	Council
Organisational Policy	EMT	CEO		CEO	CEO	CEO
Operational Procedure/ Guideline	General Manager	General Manager		General Manager	General Manager	General Manager
Standard Work Procedure (SWP)	Manager	Manager		Manager	Manager	Manager

*NB The General Manager (Corporate Services) has the authority to approve immaterial changes to policies or procedures (outside the standard review period) without the need for undertaking the full review process

Title **Corporate Services Financial Report August**

Date 4 September 2023

Responsible Manager T. Skillington, CHIEF FINANCIAL OFFICER

Summary

The purpose of this Report is to provide Council with the Financial Report for the period ending 31 August 2023.

Link to Corporate Plan

Strategic Priority: Sustainable Organisation

- *We are recognised as a financially intelligent and responsible Council.*
- *We focus on proactive, sustainable planning for the future.*

The monthly financial report provides an overview of Council's progress for the 2023-24 financial year and assists the organisation to manage its immediate budget, whilst being cognisant of its long-term financial goals.

Material Personal Interest/Conflict of Interest

There are no personal interests nor conflicts of interest associated with the consideration of this matter.

Officer's Recommendation

That Council resolves to receive the August 2023 Financial Report.

Background Information

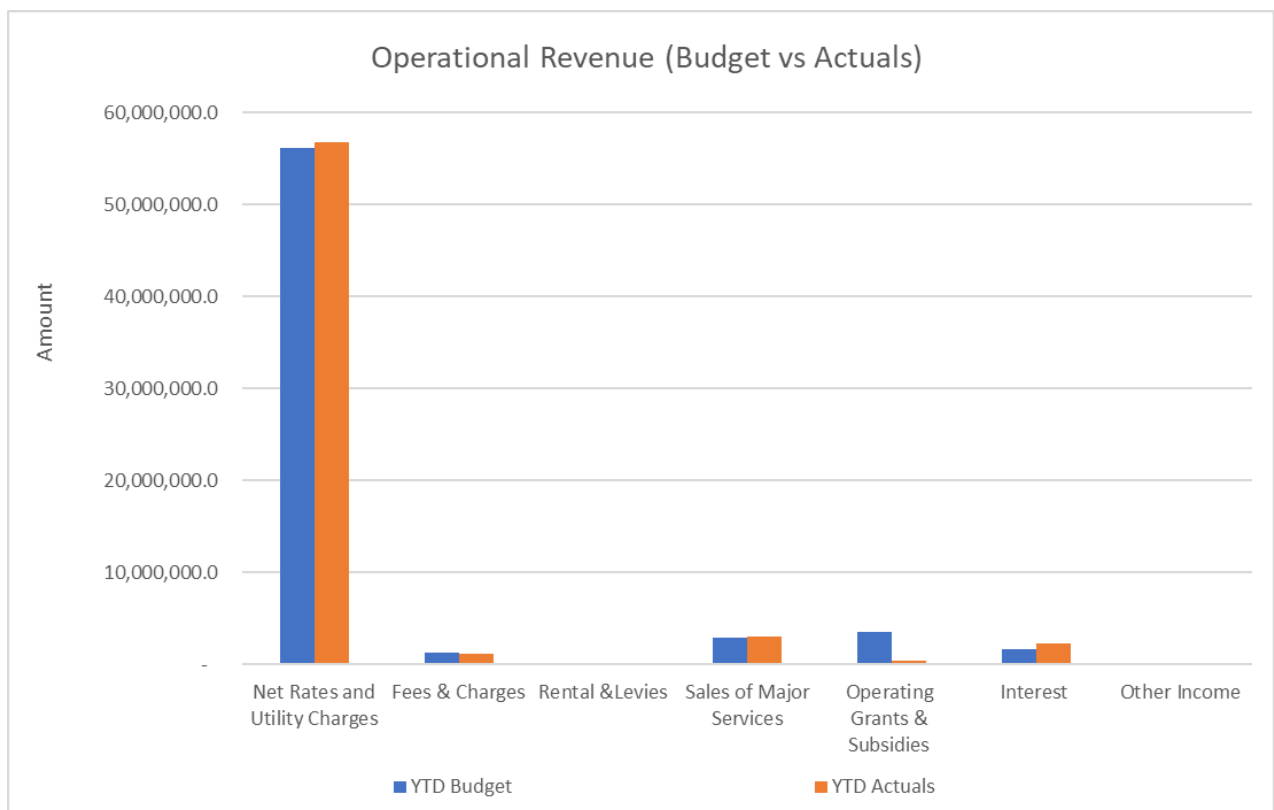
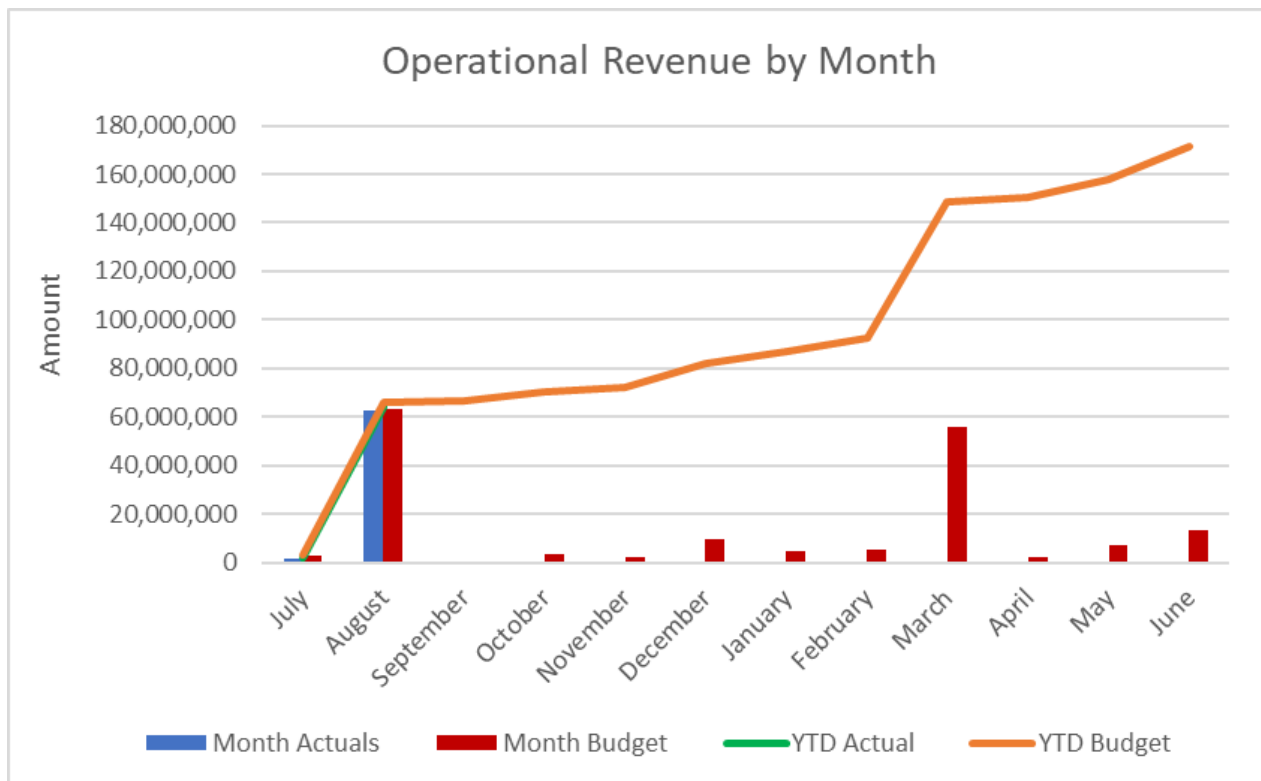
The Chief Executive Officer is required by Section 204(2) of the *Local Government Regulation 2012* to present the Financial Report once a month or at each meeting if the local government meets less frequently than monthly. The Financial Report must state the progress that has been made in relation to the local government's budget for the period of the financial year up to a day as near as practicable to the end of the month before the meeting is held.

Report

1. Operating Result

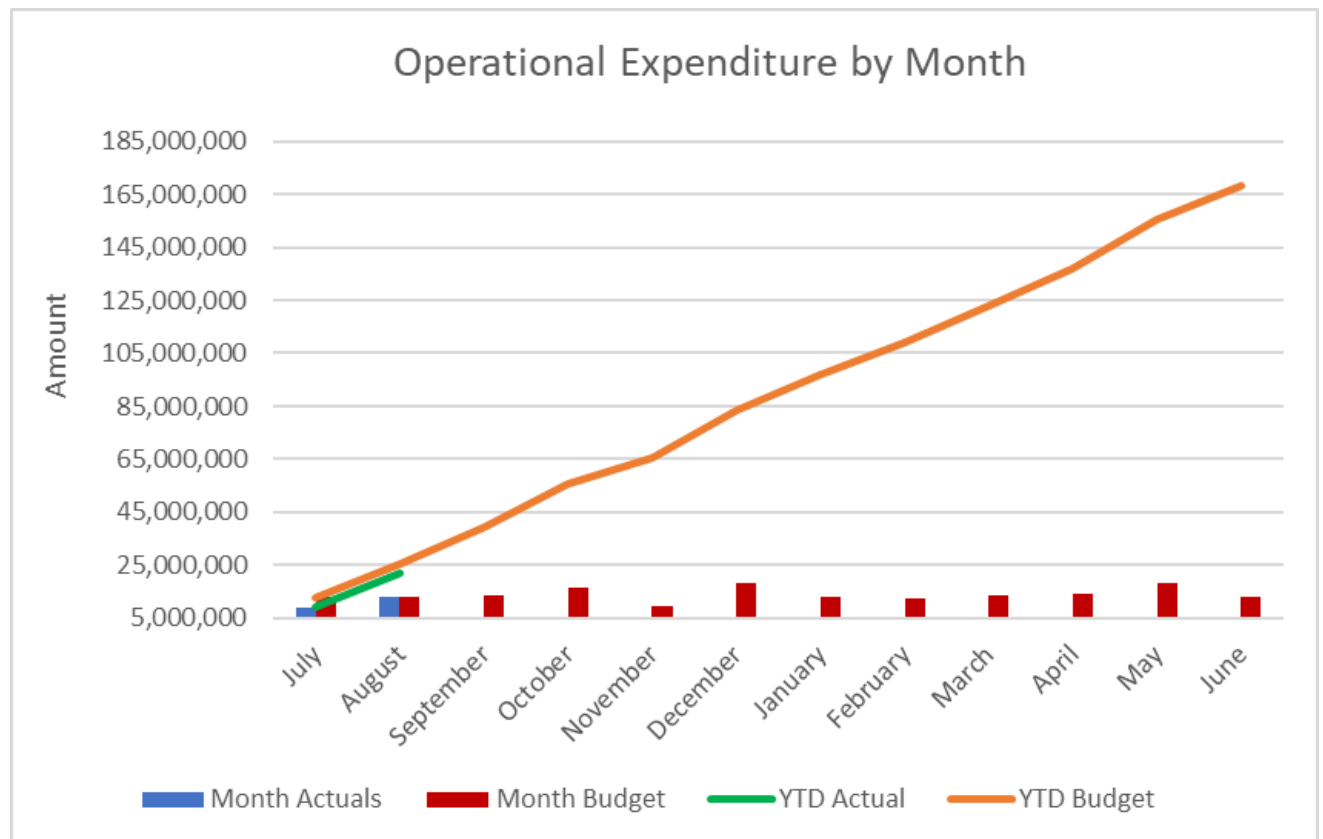
The operating profit as of 31 August 2023 is \$42,385,855 compared to a budgeted profit of \$40,242,705 which is \$2,143,150 better than budget. This better than budgeted position is due mainly to an underspend in Materials and Services. The Operating Surplus ratio as of 31 August 2023 is 66.0 per cent which is well above Council's target of 1.0 per cent. The Operating Surplus ratio has exceeded target due to revenue well exceeding expenditure due to the first rates levy being issued (Councils major revenue stream) and only two months of expenditure being expensed.

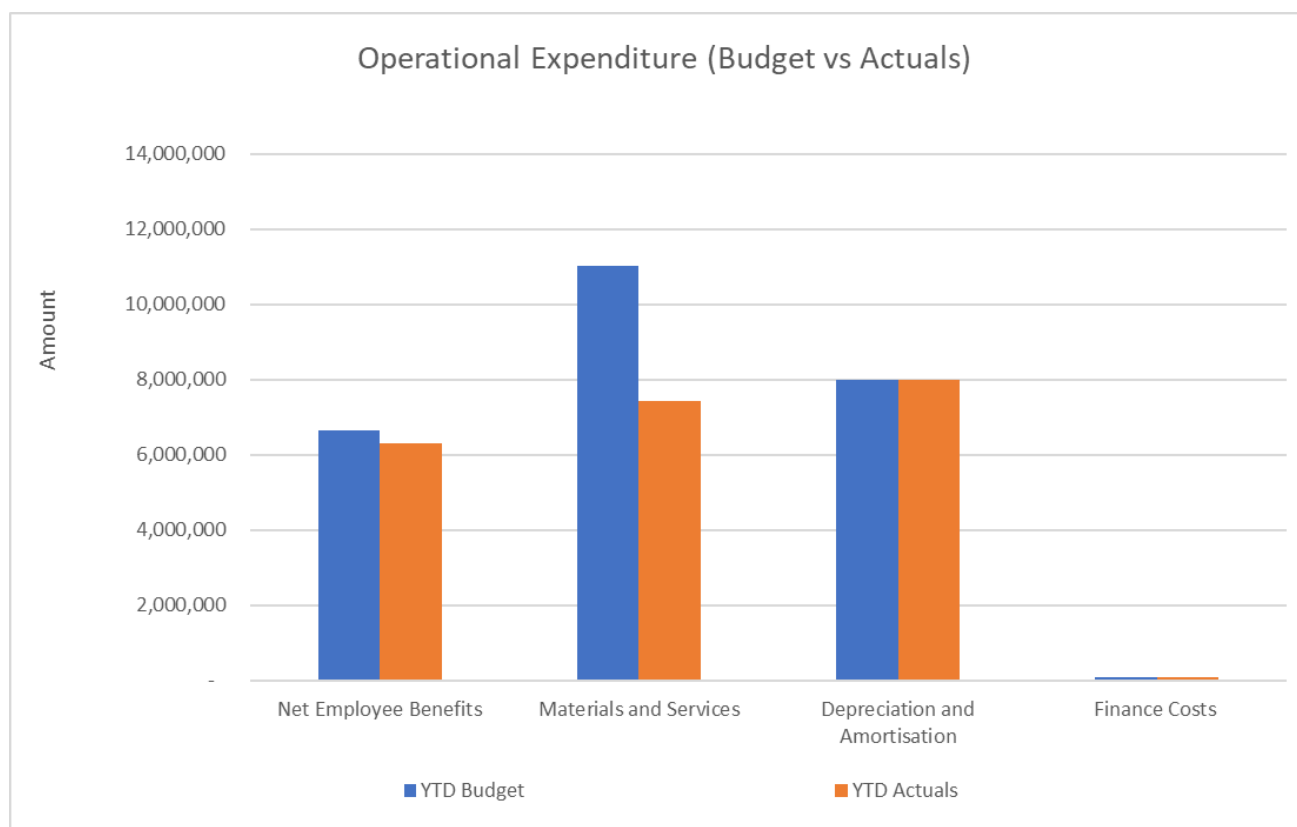
Graphs and a summary of major variances for revenue and expenses are listed below.



Operational Revenue is \$1,793,977 behind budget as of 31 August 2023, due to:

- ↑ \$699,103 ahead of budget for Net Rates and Charges revenue due to QVAS (Queensland Valuation and Sales) adjustments (new leases and properties coming on the books and amalgamations);
- ↓ \$89,546 behind budget for Fees and Charges due to accruals for the Washdown Bays, Waste Disposal, and Aerodromes not being unwound. Accruals for this income is based on outstanding amounts. This is a timing difference and will correct when revenue is received;
- ↑ Rental and Levies in inline with budget;
- ↑ \$102,114 ahead of budget for Sales of Major Services primarily due to Commercial Works (phasing issue) and Saleyards income being ahead of budget due to the dry seasonal conditions. Dry conditions are causing more producers to lighten off their stocking rates;
- ↓ \$3,124,456 behind budget for Operating Grants and Subsidies due to no payment being received for the financial assistance grant. Almost all of the 2023-24 grant was paid into the 2022-23 financial year. \$731,486 payments will be made in 2023-24 with no further income expected this financial year unless the 2024-25 grant is prepaid to 2023-24;
- ↑ \$569,603 ahead of budget for Interest Revenue due to a high cash balance and receiving a higher interest rate when compared to budget. As of 31 August, the interest rate received was 5.02 per cent. 4.0 per cent was budgeted; and
- ↑ Other Income is in line with budget.





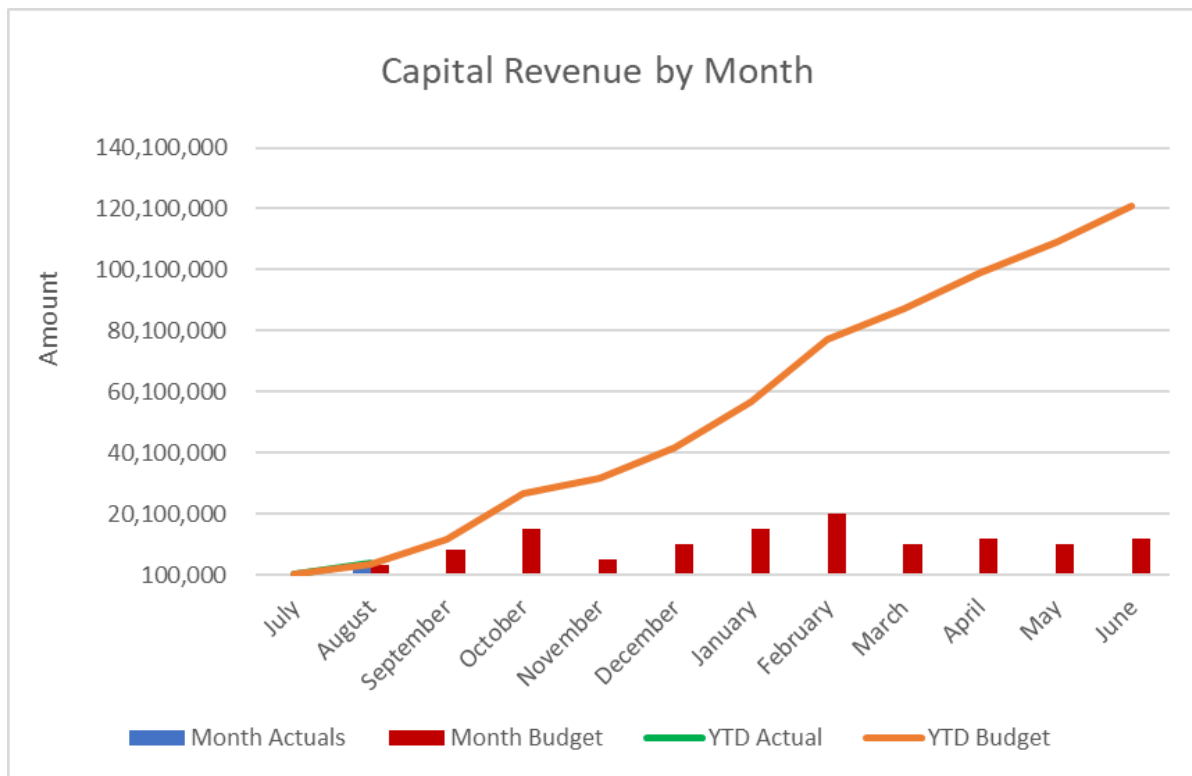
Operational Expenditure is \$3,937,127 behind budget as of 31 August 2023, due to:

- ↓ \$336,739 under budget for Net Employee Benefits due to a lower full time equivalent count when compared to budget and the enterprise bargaining agreement not being finalised;
- ↓ \$3,597,219 under budget for Materials and Services due to outstanding invoices not being accrued at the end of the month (in particular the Waste contract invoices);
- ← Depreciation and Amortisation is in line with budget; and
- ↓ Finance costs are in line with budget.

2. Capital Revenue and Expenditure

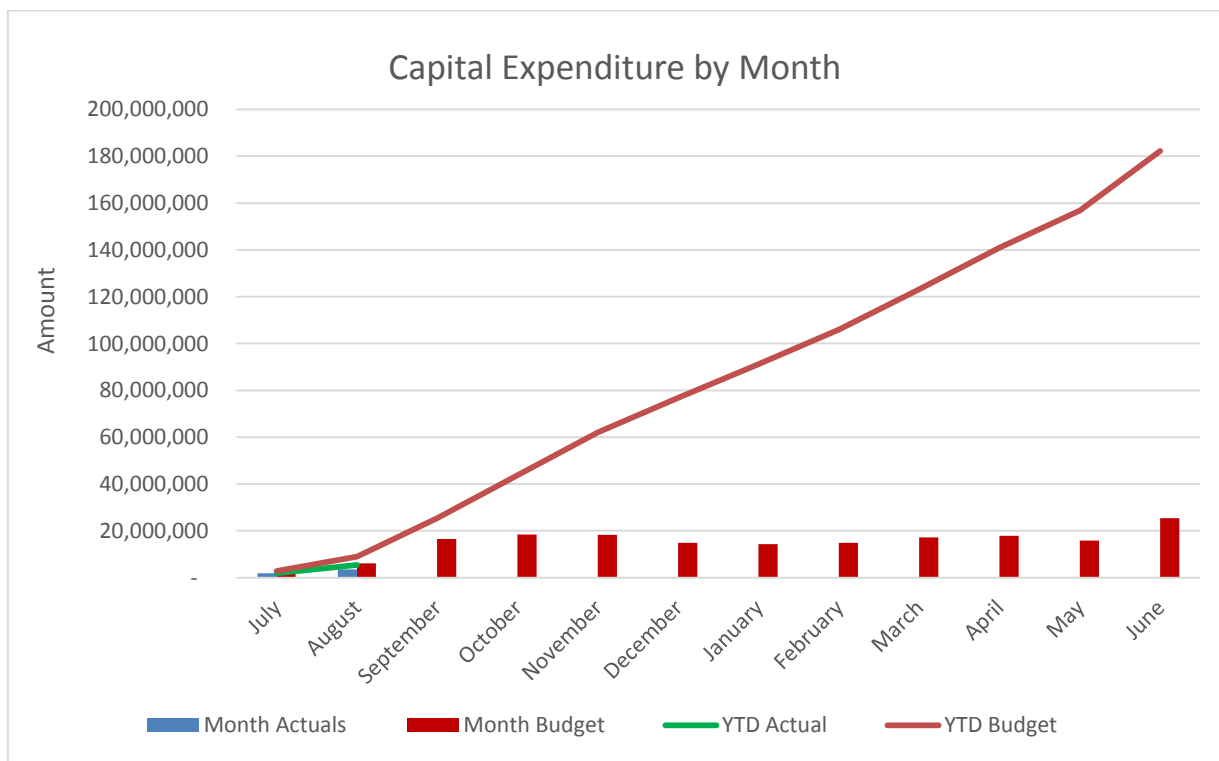
Capital Revenue

Capital Revenue is essentially inline with budget.



Capital Expenditure

Capital Expenditure is behind budget by \$3,522,893 as at the end of August 2023.



Below is a summary of the capital works programme broken up by budget type.

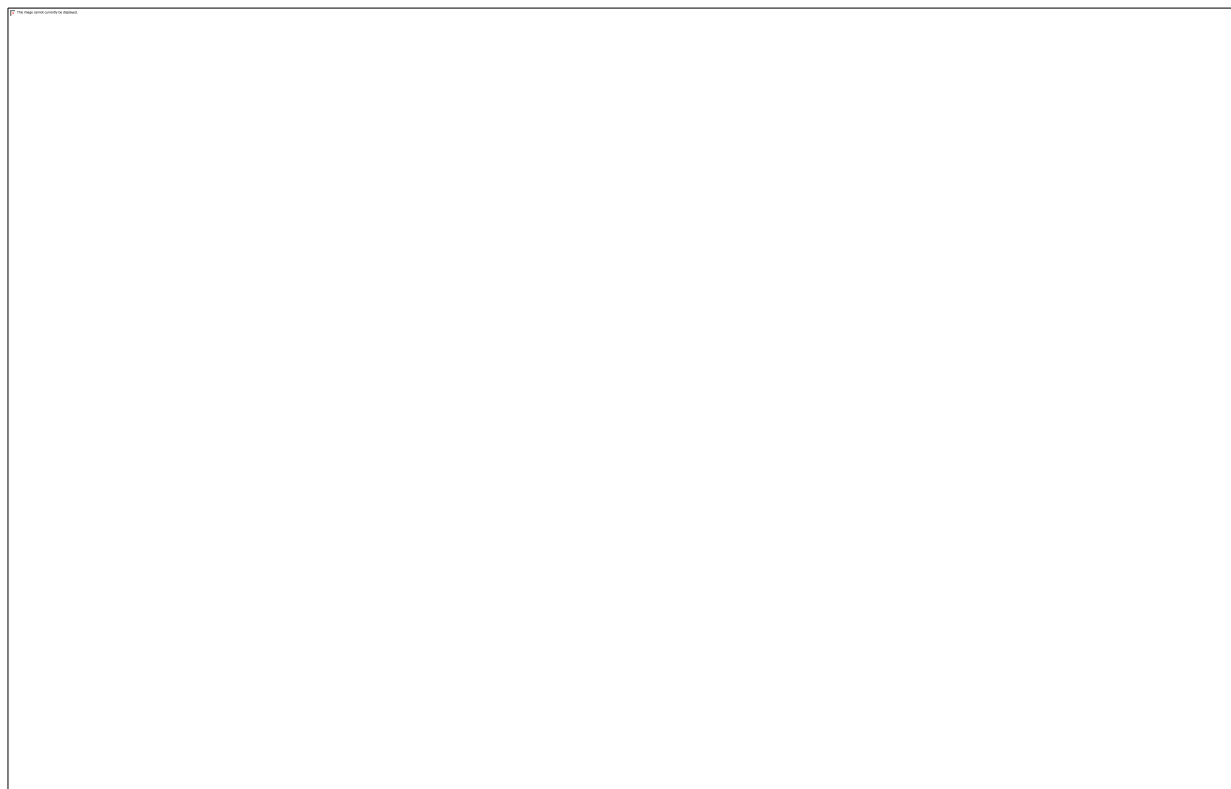
By Budget Type				
Division	Total Approved Budget	YTD Budget	YTD Actuals	Variance (YTD Budget less YTD Actuals)
Total Council	182,196,102	8,921,746	5,398,853	3,522,893
General	57,611,796	4,709,070	2,710,963	1,998,107
Flood	124,584,306	4,212,676	2,687,890	1,524,786

- (a) Council's general programme is behind budget \$1,998,107. This is due to a timing difference of works complete and invoicing.
- (b) Council's flood programme is behind budget \$1,524,786. The budget for flood works is based on approved works however Council will only get paid for actual cost. At this point Council's costs are lower than the approved value

A list of 2022-23 carryovers will be presented to Council at the October meeting.

3. Cash and Investments

Council's Cash and Investments as of 31 August 2023 totalled \$266,928,296 (\$38,187,000 of this is considered restricted in nature). The unrestricted cash balance is \$228,741,296, which represents 16.28 months of operating expenses, including depreciation, in which Council could sustain itself without receiving any forms of income. This position well exceeds Council's target of four months. The unrestricted balance as of 30 June 2023 was \$244,090,012. Council's cash balance will significantly increase over the next month with the first half year rates levy due in October 2023.



Consultation (Internal/External)

There has been consultation with managers and co-ordinators in the preparation of the monthly financial report.

Legal/Policy Implications (Justification if applicable)

There are no legal nor policy implications associated with the consideration of the monthly financial report.

Budget/Financial Implications

Council adopted the 2024 Financial Year Original Budget on 21 June 2023. The attached one-page report details the progress made against Year-To-Date budget for the period ending 31 August 2023. A budget point to be noted is the risk of not receiving the 2024-25 prepayment of the Financial Assistance Grant this financial year due to the 2023-24 prepayment being paid into the 2022-23 year. The likelihood is difficult to predict, as historically it has always been prepaid but the Australian Government is advising that it will not be prepaying the 2024-25 grant. At this juncture, Council should not be placing any reliance on receiving a prepayment.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) requires public entities '*to act and make decisions in a way compatible with human rights*'. There are no human rights implications associated with this report.

Conclusion

Council is currently ahead of budget by \$2,143,150 due to expenditure being behind budget. At this stage there are no budget concerns.

Attachments

1. One Page Report August 2023

Authored by: C. Prain, FINANCIAL PLANNING & ANALYSIS SUPERVISOR



Western Downs Regional Council
One Page Result
Period Ending: 31 August 2023

	Council Consolidated				Council Net				Commercial Works			
	Original Budget	YTD Budget	YTD Actuals	YTD Variance	Original Budget	YTD Budget	YTD Actuals	YTD Variance	Original Budget	YTD Budget	YTD Actuals	YTD Variance
Operating Revenue												
Rates and Utility Charges	(109,322,166)	(56,561,307)	(57,249,095)	(687,788)	(86,284,379)	(45,042,413)	(45,727,812)	(685,399)	-	-	-	-
Volumetric	(6,091,872)	-	3,005	3,005	-	-	-	-	-	-	-	-
Less: Discounts & Pensioner Remissions	5,836,378	400,000	385,680	(14,320)	4,447,460	400,000	391,022	(8,978)	-	-	-	-
Net Rates and Utility Charges	(109,577,660)	(56,161,307)	(56,860,410)	(699,103)	(81,836,918)	(44,642,413)	(45,336,790)	(694,377)	-	-	-	-
Fees and Charges	(7,792,477)	(1,259,425)	(1,169,879)	89,546	(3,884,383)	(597,076)	(829,442)	(232,366)	-	-	-	-
Rental and Levies	(860,111)	(127,519)	(175,542)	(48,024)	(765,111)	(127,519)	(156,788)	(29,270)	-	-	-	-
Sales of Major Services	(23,737,567)	(2,979,547)	(3,081,661)	(102,114)	-	-	-	-	(9,129,313)	(821,872)	(1,000,490)	(178,618)
Operating Grants & Subsidies	(17,558,322)	(3,501,561)	(377,105)	3,124,456	(17,558,322)	(3,501,561)	(377,105)	3,124,456	-	-	-	-
Interest	(10,313,000)	(1,718,833)	(2,288,436)	(569,603)	(10,213,000)	(1,702,167)	(2,267,469)	(565,302)	-	-	-	-
Other Income	(1,389,401)	(230,493)	(231,675)	(1,182)	(1,204,401)	(199,660)	(231,675)	(32,015)	-	-	-	-
Total Operating Revenue	(171,228,537)	(65,978,685)	(64,184,708)	1,793,977	(115,462,135)	(50,770,396)	(49,199,269)	1,571,127	(9,129,313)	(821,872)	(1,000,490)	(178,618)
Operating Expenses												
Employee Benefits	60,612,828	7,669,598	6,931,264	(738,334)	48,531,567	5,915,545	5,526,290	(389,255)	1,725,572	265,473	260,478	(4,995)
Less Capitalised Employee Benefits	(6,682,328)	(1,028,050)	(626,455)	401,595	(6,002,412)	(923,448)	(584,022)	339,426	-	-	-	-
Net Employee Benefits	53,930,500	6,641,548	6,304,809	(336,739)	42,529,155	4,992,097	4,942,268	(49,829)	1,725,572	265,473	260,478	(4,995)
Materials and Services	66,012,972	11,018,362	7,421,143	(3,597,219)	36,042,858	6,384,373	4,436,035	(1,948,338)	6,316,964	1,127,987	785,754	(342,233)
Depreciation and Amortisation	47,976,424	7,996,070	7,996,070	-	38,154,080	6,359,013	6,359,013	-	-	-	-	-
Finance Costs	603,000	80,000	76,831	(3,169)	603,000	80,000	76,831	(3,169)	-	-	-	-
Corporate Overhead	-	-	-	-	(3,800,946)	(633,491)	(633,491)	-	427,164	71,194	71,194	-
Total Operating Expenses	168,522,896	25,735,980	21,798,853	(3,937,127)	113,528,147	17,181,992	15,180,656	(2,001,336)	8,469,700	1,464,654	1,117,426	(347,228)
Operating (surplus)/deficit	(2,705,641)	(40,242,705)	(42,385,855)	(2,143,150)	(1,933,988)	(33,588,404)	(34,018,613)	(430,210)	(659,613)	642,782	116,936	(525,846)
Capital Revenue												
Capital Grants & Subsidies	(116,920,640)	(3,438,842)	(3,180,156)	258,686	(116,920,640)	(3,438,842)	(3,180,156)	258,686	-	-	-	-
Contributions	(2,585,000)	-	-	-	(2,585,000)	-	-	-	-	-	-	-
Contributions - Contributed Assets	(100,000)	-	-	-	(100,000)	-	-	-	-	-	-	-
Contributions from Developers - Cash	(300,000)	(50,000)	(76,281)	(26,281)	(300,000)	(50,000)	(62,092)	(12,092)	-	-	-	-
Disposal of Non-Current Assets	(1,240,000)	-	(527,273)	(527,273)	(1,240,000)	-	(527,273)	(527,273)	-	-	-	-
Total Capital Revenue	(121,145,640)	(3,488,842)	(3,783,710)	(294,868)	(121,145,640)	(3,488,842)	(3,769,521)	(280,679)	-	-	-	-
Capital Expenses												
Loss of Revaluation of Inventory	-	-	-	-	-	-	-	-	-	-	-	-
Restoration of Land Provision	-	-	-	-	-	-	-	-	-	-	-	-
Capital Expense Write-Off	10,000,000	-	-	-	10,000,000	-	-	-	-	-	-	-
Total Capital Expenses	10,000,000	-	-	-	10,000,000	-	-	-	-	-	-	-
Net Result (surplus)/deficit	(113,851,281)	(43,731,547)	(46,169,565)	(2,438,018)	(113,079,628)	(37,077,246)	(37,788,134)	(710,888)	(659,613)	642,782	116,936	(525,846)
Capital Funding Applications												
Capital Expenditure - New Assets	8,513,888	585,242	211,180	(374,062)	3,722,163	361,022	170,667	(190,355)	-	-	-	-
Capital Expenditure - Upgrade Assets	5,558,910	523,977	187,071	(336,906)	5,382,910	523,977	186,695	(337,282)	-	-	-	-
Capital Expenditure - Replacement Assets	168,123,304	7,812,527	5,000,602	(2,811,925)	157,536,564	6,899,679	4,922,485	(1,977,194)	-	-	-	-
Loan Principal	-	-	-	-	-	-	-	-	-	-	-	-
Land Rehab	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Funding Applications	182,196,102	8,921,746	5,398,853	(3,522,893)	166,641,637	7,784,678	5,279,847	(2,504,831)	-	-	-	-



Western Downs Regional Council
One Page Result
Period Ending: 31 August 2023

	Gas				Water				Sewerage			
	Original Budget	YTD Budget	YTD Actuals	YTD Variance	Original Budget	YTD Budget	YTD Actuals	YTD Variance	Original Budget	YTD Budget	YTD Actuals	YTD Variance
Operating Revenue												
Rates and Utility Charges	-	-	-	-	(6,608,052)	(3,304,026)	(3,310,943)	(6,917)	(10,168,601)	(5,084,300)	(5,058,722)	25,578
Volumetric	-	-	-	-	(6,091,872)	-	3,005	3,005	-	-	-	-
Less: Discounts & Pensioner Remissions	-	-	1,929	1,929	616,721	-	(24,769)	(24,769)	477,924	-	9,097	9,097
Net Rates and Utility Charges	-	-	1,929	1,929	(12,083,203)	(3,304,026)	(3,332,707)	(28,681)	(9,690,677)	(5,084,300)	(5,049,625)	34,675
Fees and Charges	(34,000)	(16,667)	(8,199)	8,468	(1,073,000)	(178,833)	(104,288)	74,545	-	-	-	-
Rental and Levies	-	-	-	-	(95,000)	-	(18,754)	(18,754)	-	-	-	-
Sales of Major Services	(3,647,662)	(414,507)	(382,294)	32,213	(35,000)	(1,500)	(890)	610	(11,000)	(800)	(287)	513
Operating Grants & Subsidies	-	-	-	-	-	-	-	-	-	-	-	-
Interest	-	-	-	-	(45,000)	(7,500)	(8,867)	(1,367)	(35,000)	(5,833)	(8,051)	(2,218)
Other Income	-	-	-	-	-	-	-	-	-	-	-	-
Total Operating Revenue	(3,681,662)	(431,174)	(388,564)	42,610	(13,331,203)	(3,491,859)	(3,465,506)	26,353	(9,736,677)	(5,090,933)	(5,057,963)	32,970
Operating Expenses												
Employee Benefits	389,658	59,947	36,335	(23,612)	4,988,745	745,821	540,341	(205,480)	2,257,485	347,305	196,892	(150,413)
Less Capitalised Employee Benefits	-	-	-	-	(140,912)	(21,679)	(6,600)	15,079	-	-	(1,112)	(1,112)
Net Employee Benefits	389,658	59,947	36,335	(23,612)	4,847,833	724,142	533,741	(190,401)	2,257,485	347,305	195,780	(151,525)
Materials and Services	1,529,774	249,517	162,889	(86,628)	4,180,793	471,580	544,474	72,894	1,817,427	200,739	217,373	16,634
Depreciation and Amortisation	316,693	52,782	52,782	-	5,515,919	919,320	919,320	-	2,868,939	478,157	478,157	-
Finance Costs	-	-	-	-	-	-	-	-	-	-	-	-
Corporate Overhead	246,410	41,068	41,068	-	1,469,983	244,997	244,997	-	823,983	137,331	137,331	-
Total Operating Expenses	2,482,535	403,314	293,074	(110,240)	16,014,528	2,360,039	2,242,532	(117,507)	7,767,834	1,163,532	1,028,641	(134,891)
Operating (surplus)/deficit	(1,199,127)	(27,860)	(95,490)	(67,630)	2,683,324	(1,131,820)	(1,222,974)	(91,154)	(1,968,842)	(3,927,401)	(4,029,322)	(101,921)
Capital Revenue												
Capital Grants & Subsidies	-	-	-	-	-	-	-	-	-	-	-	-
Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Contributions - Contributed Assets	-	-	-	-	-	-	-	-	-	-	-	-
Contributions from Developers - Cash	-	-	-	-	-	-	(13,316)	(13,316)	-	-	(873)	(873)
Disposal of Non-Current Assets	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Revenue	-	-	-	-	-	-	(13,316)	(13,316)	-	-	(873)	(873)
Capital Expenses												
Loss of Revaluation of Inventory	-	-	-	-	-	-	-	-	-	-	-	-
Restoration of Land Provision	-	-	-	-	-	-	-	-	-	-	-	-
Capital Expense Write-Off	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Net Result (surplus)/deficit	(1,199,127)	(27,860)	(95,490)	(67,630)	2,683,324	(1,131,820)	(1,236,290)	(104,470)	(1,968,842)	(3,927,401)	(4,030,195)	(102,794)
Capital Funding Applications												
Capital Expenditure - New Assets	-	-	-	-	3,237,500	164,220	40,371	(123,849)	-	-	-	-
Capital Expenditure - Upgrade Assets	-	-	-	-	-	-	-	-	-	-	-	-
Capital Expenditure - Replacement Assets	-	-	-	-	7,737,500	519,848	69,737	(450,111)	1,700,000	305,000	4,594	(300,406)
Loan Principal	-	-	-	-	-	-	-	-	-	-	-	-
Land Rehab	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Funding Applications	-	-	-	-	10,975,000	684,068	110,108	(573,960)	1,700,000	305,000	4,594	(300,406)



Western Downs Regional Council
One Page Result
Period Ending: 31 August 2023

	Quarry				Waste				Saleyards				Washdown Bays			
	Original Budget	YTD Budget	YTD Actuals	YTD Variance	Original Budget	YTD Budget	YTD Actuals	YTD Variance	Original Budget	YTD Budget	YTD Actuals	YTD Variance	Original Budget	YTD Budget	YTD Actuals	YTD Variance
Operating Revenue																
Rates and Utility Charges	-	-	-	-	(6,261,135)	(3,130,567)	(3,151,618)	(21,051)	-	-	-	-	-	-	-	-
Volumetric	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less: Discounts & Pensioner Remissions	-	-	-	-	294,273	-	8,401	8,401	-	-	-	-	-	-	-	-
Net Rates and Utility Charges	-	-	-	-	(5,966,861)	(3,130,567)	(3,143,217)	(12,650)	-	-	-	-	-	-	-	-
Fees and Charges	-	-	-	-	(1,901,094)	(316,849)	(156,221)	160,628	-	-	-	-	(900,000)	(150,000)	(71,729)	78,271
Rental and Levies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sales of Major Services	(8,036,810)	(1,261,238)	(1,002,381)	258,857	-	-	-	-	(2,877,782)	(479,630)	(695,319)	(215,689)	-	-	-	-
Operating Grants & Subsidies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Interest	-	-	-	-	(20,000)	(3,333)	(4,049)	(716)	-	-	-	-	-	-	-	-
Other Income	-	-	-	-	(185,000)	(30,833)	-	30,833	-	-	-	-	-	-	-	-
Total Operating Revenue	(8,036,810)	(1,261,238)	(1,002,381)	258,857	(8,072,955)	(3,481,582)	(3,303,487)	178,095	(2,877,782)	(479,630)	(695,319)	(215,689)	(900,000)	(150,000)	(71,729)	78,271
Operating Expenses																
Employee Benefits	1,216,815	114,457	167,710	53,253	629,012	96,771	99,253	2,482	740,645	103,767	83,019	(20,748)	133,329	20,512	20,946	434
Less Capitalised Employee Benefits	(472,842)	(72,745)	(30,744)	42,001	-	-	-	-	(66,162)	(10,179)	(3,977)	6,202	-	-	-	-
Net Employee Benefits	743,973	41,712	136,966	95,254	629,012	96,771	99,253	2,482	674,483	93,588	79,042	(14,546)	133,329	20,512	20,946	434
Materials and Services	5,495,484	833,710	421,941	(411,769)	8,878,912	1,482,577	665,632	(816,945)	1,090,638	181,895	155,163	(26,732)	660,122	85,984	31,882	(54,102)
Depreciation and Amortisation	23,713	3,952	3,952	-	557,131	92,855	92,855	-	489,439	81,573	81,573	-	50,510	8,418	8,418	-
Finance Costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Corporate Overhead	325,509	54,252	54,252	-	270,530	45,088	45,088	-	183,194	30,532	30,532	-	54,173	9,029	9,029	-
Total Operating Expenses	6,588,679	933,626	617,111	(316,515)	10,335,585	1,717,291	902,828	(814,463)	2,437,754	387,588	346,310	(41,278)	898,134	123,943	70,275	(53,668)
Operating (surplus)/deficit	(1,448,131)	(327,612)	(385,270)	(57,658)	2,262,630	(1,764,291)	(2,400,659)	(636,368)	(440,028)	(92,042)	(349,009)	(256,967)	(1,866)	(26,057)	(1,454)	24,603
Capital Revenue																
Capital Grants & Subsidies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Contributions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Contributions - Contributed Assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Contributions from Developers - Cash	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Disposal of Non-Current Assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Capital Expenses																
Loss of Revaluation of Inventory	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Restoration of Land Provision	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Capital Expense Write-Off	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net Result (surplus)/deficit	(1,448,131)	(327,612)	(385,270)	(57,658)	2,262,630	(1,764,291)	(2,400,659)	(636,368)	(440,028)	(92,042)	(349,009)	(256,967)	(1,866)	(26,057)	(1,454)	24,603
Capital Funding Applications																
Capital Expenditure - New Assets	-	-	-	-	1,144,545	50,000	-	(50,000)	319,680	10,000	142	(9,858)	90,000	-	-	-
Capital Expenditure - Upgrade Assets	-	-	-	-	-	-	-	-	176,000	-	376	376	-	-	-	-
Capital Expenditure - Replacement Assets	-	-	-	-	316,769	-	-	-	443,600	88,000	3,786	(84,214)	388,871	-	-	-
Loan Principal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Land Rehab	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Funding Applications	-	-	-	-	1,461,314	50,000	-	(50,000)	939,280	98,000	4,304	(93,696)	478,871	-	-	-

Title **Infrastructure Services Works August 2023/24 Capital Works Progress Update**

Date 5 September 2023

Responsible Manager D. Dibley, WORKS MANAGER CONSTRUCTION

Summary

The purpose of this Report is for the Works Department to provide an update to Council regarding the 2023/24 Capital Works Program for the month of August 2023.

Link to Corporate Plan

Strategic Priority: Strong Diverse Economy

- Our business and industry actively live and buy local.

Strategic Priority: Quality Lifestyle

- Our residents are provided with modern infrastructure and quality essential services across our region.
- Our recreational spaces and community facilities are attractive, safe, and accessible.
- We invest in safe, well maintained road networks to connect our region and support economic activities.

Strategic Priority: Sustainable Organisation

- We are recognised as a financially intelligent and responsible Council.
- Our agile and responsive business model enables us to align our capacity with service delivery.
- Our effective asset management ensures that we responsibly maintain our community assets.

Material Personal Interest/Conflict of Interest

Nil

Officer's Recommendation

That this Report be received.

Background Information

On 21st June 2023, Council adopted the 2023/24 Budget including Council's Capital Works Program.

Report

To ensure Council are well informed with key infrastructure projects, monthly reports will be presented outlining recently completed projects, projects in progress and upcoming projects.

RECENTLY COMPLETED PROJECTS

1. Dan Street, Dalby Ch: 0.00 - 0.412 - Reconstruction with upgrade to kerb and channel infrastructure;
2. Windemere Road, Glenmorgan - Gravel resheet and flood damage restoration;
3. Annie Street, Dalby - Ch: 0.00 - 0.431 - Reconstruction with upgrade to kerb and channel infrastructure;
4. Moonie Highway/Gulera Road - Intersection upgrade;
5. Duncans Road, St Ruth - Flood damage restoration and gravel resheet;
6. Vacy Plains Road, St Ruth - Flood damage and gravel resheet;
7. The Peak Road, Chinchilla - Flood damage restoration;
8. Lesbanfts Road, Chinchilla - Flood damage restoration and gravel resheet;

9. Royalty Road, Chinchilla - Flood damage restoration;
10. Winfields Road, Jandowae Ch: 13.27 - 13.47 - bitumen dust suppression;
11. Market Street, Jandowae Ch: 0.93 - 1.012 - Road upgrade from gravel pavement to bitumen seal; and
12. Kupunn Road, Kupunn Ch: 2.3 - 2.8 - Reconstruction project .

PROJECTS IN PROGRESS

1. Bell Court, Dalby - Reconstruction project;
2. Hogan Street, Dalby - Reconstruction with upgrade to kerb and channel infrastructure;
3. Prenzlars Road, St Ruth - Flood damage restoration and gravel resheet;
4. Riverglen Road, Glenmorgan Ch: 0.00 - 4.6 - Road widening;
5. Southwood Road, Hannaford Ch: 12.77 - 17.0 - Road reconstruction and widening;
6. Burke Lane, Drillham Ch: 0.00 - 0.230 - Road upgrade from gravel pavement to bitumen seal;
7. Wills Street, Drillham Ch: 0.00 - 0.230 - Road upgrade from gravel pavement to bitumen seal;
8. Kleinschmidts Road, Jimbour East - Floodway upgrade with under road culvert upgrade;
9. Haslops Road, Bogandilla Ch: 3.37 - 3.57 - Bitumen dust suppression;
10. Stiller Brothers Road, Guluguba Ch: 14.07 - 14.29 Bitumen dust suppression;
11. Walshs Road, Roche Creek - Flood damage restoration and gravel resheet;
12. Dulacca South Road, Dulacca Ch: 23.5 - 26.6 - Road widening;
13. 2023/24 Reseal Program and Prior Works.

UPCOMING PROJECTS

1. Macalister Wilkie Creek Road, Macalister Ch: 0.00-4.3 - Reconstruction project;
2. Zeller Street, Chinchilla Ch: 0.049 - 0.454 - Road widening; and
3. Cambridge Crossing Road, Cambridge Crossing Ch: 15.53 - 21.55 - Reconstruction and widening;

COMMERCIAL WORKS

PROJECTS IN PROGRESS

1. 2023/24 RMPC

UPCOMING PROJECTS

1. 2023/24 Main Road Reseal Prior Works

FLOOD DAMAGE RESTORATION

RECENTLY COMPLETED PROJECTS

1. QRA REPA Flood Damage Restoration 2021/22 Package 5 (Glenmorgan);
2. QRA REPA Flood Damage Restoration 2021/22 Package 8 (Durah, Burra Burri and Darr Creek);
3. QRA REPA Flood Damage Restoration 2021/22 Package 9 (Roche Creek and Wandoan);
4. QRA REPA Flood Damage Restoration 2021/22 Package 10 (Bogandilla, Glenaubyn and Dulacca);

PROJECTS IN PROGRESS

1. QRA REPA Flood Damage Restoration 2019/20 Package 12 (Woleebee, Guluguba, Glenaubyn and Dalwogan);
2. QRA REPA Flood Damage Restoration 2021/22 Package 13 (Brigalow, Warra, Kogan, Macalister and Ranges Bridge);
3. QRA REPA Flood Damage Restoration 2021/22 Package 14 (Flinton and Westmar) ;
4. QRA REPA Flood Damage Restoration 2021/22 Package 15 (Meandarra, Hannaford, Inglestone, Southwood and Moonie);

UPCOMING PROJECTS

1. QRA REPA Flood Damage Restoration 2021/22 Package 11 (Waikola);
2. QRA REPA Flood Damage Restoration 2021/22 Packages 16 (Sujeewong and Auburn);
3. QRA REPA Flood Damage Restoration 2021/22 Packages 17 (Tara);
4. QRA REPA Flood Damage Restoration 2021/22 Packages 18 (Inglestone, Southwood, Westmar and Flinton);
5. QRA REPA Flood Damage Restoration 2021/22 Seal Package 01 (Kumbarilla and Ducklo);

2022/23 PROJECTS DESIGN STATUS UPDATE

Technical Services' Design Department has one 2022/23 project outstanding and awaiting DTMR approval – Arubial Road / Roma-Condamine Road intersection.

2023/24 PROJECTS DESIGN STATUS UPDATE

Technical Services' Design Department have completed the following number of civil designs for the 2023/24 Capital Works Program:-

1. Design Program is 78% completed (32/41)
 - 68% - Roadworks Design Program (17/25) projects Issued for Construction (IFC)
 - 85% - Footpath Design Program (6/7) projects Issued for Construction
 - 100% - DustSuppressions (9/9)
2. Projects progressing - 8 in total
 - 2 under final review
 - 1 > 90% complete
 - 1 preliminary stage
 - 2 awaiting hydraulic review
 - 1 awaiting survey
 - 1 requiring water main upgrade
3. Flood Damage Restoration- 1 complete, 2 progressing
4. Supplementary (extra) jobs - 8 complete of 15 projects

Consultation (Internal/External)

Following Council's resolution to receive the report, updates will be posted on Council's social media platforms to inform Western Downs Regional Council's community.

Legal/Policy Implications (Justification if applicable)

Nil

Budget/Financial Implications

Works in progress with a majority of carry over projects either in progress or completed.

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) (the Human Rights Act) requires public entities 'to act and make decisions in a way compatible with human rights'.

All activities will be undertaken in accordance with Council's human rights obligations.

Conclusion

The 2023/24 Capital Works Program is underway with projects progressing on time and on budget.

Attachments

Nil

Authored by: D. Dibley, **WORKS MANAGER CONSTRUCTION**

Title	Community and Liveability Report Dalby Cultural Centre
--------------	---

Date	20 September 2023
-------------	-------------------

Responsible Manager	C. Barnard, COMMUNITIES MANAGER
----------------------------	---------------------------------

Summary

The purpose of this report is to provide a detailed update on the development of the Dalby Cultural Centre (DCC). Further, the report seeks Council approval of the preferred location of Thomas Jack Park for the future DCC.

Link to Corporate Plan

Strategic Priority: Strong Diverse Economy

- We proactively advance our region as a tourism destination.
- Our business and industry actively live and buy local.

Strategic Priority: Active Vibrant Community

- We are a happy, inclusive community, proud of where we live.
- Our parks, open spaces, and community facilities are alive with activities and connect our communities.
- We empower communities to develop local initiatives and events.

Strategic Priority: Quality Lifestyle

- Our residents are provided with modern infrastructure and quality essential services across our region.
- Our recreational spaces and community facilities are attractive, safe, and accessible.
- We attract families to live, work, prosper, and play in our region.

Strategic Priority: Sustainable Organisation

- Our effective asset management ensures that we responsibly maintain our community assets.

Material Personal Interest/Conflict of Interest

Nil

Officer's Recommendation

That the report be received and that Council:

1. approve Thomas Jack Park as the preferred location for the future Dalby Cultural Centre; and
2. resolves to maintain the former Myall 107 site, located at 107 Drayton Street, Dalby, for ongoing deliberation regarding its optimal future utilisation, ensuring that all possibilities are thoroughly assessed.

Background Information

The DCC, previously known as Myall 107, was originally situated at 107 Drayton Street. This multifaceted facility encompassed Gallery 107, the Dalby Library, Radio 4DDD (the local community radio station), and the Dalby Cinema.

In 2021, the building underwent substantial renovations resulting from grant funding, during which it was discovered that the structure suffered from severe structural deficiencies. Following comprehensive engineering assessments, the Council made the pivotal decision in February 2022 to proceed with the demolition of the building, prioritising the safety of the site.

Consequently, the future of Myall 107 remained uncertain at that juncture. In response to this challenge, the Council called for a more extensive community engagement initiative, designed to glean valuable insights that would inform the future direction of Myall 107. The ensuing community outreach efforts have since laid the foundation for the emergence of the DCC. This transformational process is already well underway.

Report

Review of progress, 1 February 2023

Subsequent to an Information Session with Councillors on 1 February 2023, a series of strategic decisions were made to advance the Dalby Cultural Centre project. These pivotal steps include:

1. Enlisting the expertise of a futurist to provide valuable insights and guidance as we explore diverse potential futures for a cultural centre in our community.
2. Establishing a Community Advisory Panel (CAP) comprised of prominent local figures from the community. This panel would serve as a vital resource, offering counsel to the Council on all matters pertaining to the future DCC.
3. Engaging an independent facilitator to collaborate closely with the CAP, ensuring a structured and productive approach to addressing DCC related matters.
4. Initiating a second round of community consultation, with a specific focus on gathering input concerning the DCC's potential locations.

Four prospective sites have been identified for consideration:

- The original Myall 107 site
- Thomas Jack Park
- The Sisters of Mercy site, a privately-owned parcel of land in proximity to the Dalby Central Business District
- A distributed model, featuring components of the cultural centre strategically dispersed throughout the Dalby Central Business District on privately-owned and developed land.

These developments mark significant progress in our journey towards a vibrant Dalby Cultural Centre that aligns with the desires and aspirations of our community.

Consultation (Internal/External)

Community Consultation Round One, 2022

The initial phase of community consultation in 2022 took place following the demolition of the DCC. This comprehensive engagement endeavour featured a diverse array of community stalls, providing residents with opportunities to either complete paper surveys or engage online via the Council's "Have Your Say" platform. Importantly, this phase did not stipulate a specific location for the future DCC. These consultations spanned the period from August to September 2022.

The community's input in 2022 played a pivotal role in discerning the needs and aspirations of Dalby's residents concerning the forthcoming facility. A total of 423 contributions were received through the "Have Your Say" platform, with a resounding 92% originating from individuals within the Dalby postcode area. Among the top 50 items featured on the community's collective "wish list," the following preferences emerged, in descending order: Cinema, Library, Art Gallery, Performing Arts Theatre, and Café, reflecting the high-priority areas identified by our residents.



Consultation outcome

The outcomes following workshops with CAP, and Community Consultation Round Two were presented to Council during a Councillors Information session led by Fourfold Studio on 14 August 2023.

Dalby's identity

The consultation identified that there is uncertainty around Dalby's identity

Workshop with Metafuture

On April 6, 2023, Dr. Sohail Inayatullah, the futurist from Metafuture, led a workshop where he, along with Councillors and the Executive Leadership Team (ELT), envisioned potential futures for the Dalby Cultural Centre (DCC). This collaborative exercise resulted in the identification of a preferred future for the DCC, characterised by the following key attributes:

- "The DCC is integrated, we have gone beyond co-location
- It is green, personalized, welcoming, and educational
- There is extensive use of digital and other cutting-edge technologies
- The Centre focuses on wellness."

The discussion surrounding the preferred future emphasised that the DCC would offer:

"Opportunities for people, they want to be there. The Centre is a place of belonging where people integrate new (social media, new technologies) and traditional (physical) socializing. People can express their curiosity and emotionally connect. In sum it is about "opportunity, identity, community, and learning."

Following the identification of the preferred future, the Councillors and ELT were guided through a visualisation exercise to integrate the rational with the emotional, subconscious. Common elements that were identified included:

- "Something attractive and grand
- Lots of greenery
- Lots of people of all ages – intergenerational
- A place where youth can drop in and enjoy themselves
- A place of belonging, enhancing mental health and wellness
- Lots of social interaction
- Technology is there but not overtaking nature and people
- Mixed areas – a village precinct or high rise or multiple buildings interconnected

- *Places for fun, art, music, learning, sport activities, playgrounds*
- *"A casino experience" – fun and inviting*
- *Safe, peaceful, and connected place – creating happy and welcoming feeling*
- *Presence of images that show what makes the Western Downs great – images unique to the region."*

The workshop then engaged in back casting, with a starting point in the future of 2033, back to the present, 2023:

- *"Year 2023*
Public participation to create the desired vision is solicited. The location was picked and the staged, step by step approach commenced. A group of professionals such as architects, urban designers and planners were involved. A grant from the Queensland government (~20 million grant) was secured.
- *Year 2025*
The first section was built. It is a place where everyone could meet.
- *Year 2028-2029*
The Cultural Centre was completed. It became a place to have amazing experiences now and into the future."

Formation of CAP, and Community Consultation Round Two, 2023

Fourfold Studios, renowned specialists in community consultation, were appointed to facilitate both the CAP and Round Two of community engagement. The CAP was thoughtfully composed of ten community members from diverse backgrounds in business and the cultural sphere, ensuring that the consultation process would encompass all pertinent considerations relevant to various cultural elements.

The engagement process involved a series of three workshops with the CAP, one of which featured a session with Metafuture, and a series of one-on-one interviews. These interactions were skilfully conducted by Fourfold Studio in collaboration with the Council's Communities, Parks, and Recreation Managers.

Round Two of the Community Consultation was seamlessly facilitated through the Council's user-friendly "Have Your Say" online platform, spanning a duration of six weeks. To ensure that this phase of the consultation reached the intended audience, promotional efforts were carried out through the Council's online channels and targeted individuals who had previously participated in Round One.

Throughout this period, a total of 45 residents actively engaged in the consultation process, providing valuable insights and perspectives.

Notably, the timing of this consultation effort coincided with the community consultation for the new Parks, Recreation, and Placemaking Strategy. This synchronicity presented a unique opportunity for the CAP and the broader community to further contribute to shaping the future DCC. The Dalby and district-specific consultation featured an additional emphasis on the DCC, enriching the dialogue surrounding its development.

Consultation outcome

The outcomes following workshops with CAP, and Community Consultation Round Two were presented to Council during a Councillors Information session led by Fourfold Studio on 14 August 2023.

Dalby's identity

The consultation identified that there is uncertainty around Dalby's identity:



Community aspirations for a future DCC

Aspirations for the Dalby Cultural Centre

- Space for **teens & youth**
- Supporting **learning & education**
- Diversity of activity
- **Multipurpose** facility (a mix of big & small spaces)
- Needs good **Accessibility**
- **Future proof**
- **Iconic building design**
- Integrated **greenspace**
- **Central Hub** / a 'central area' to gather
- Reinstating and improving **library services** / **maker spaces**
- Provides access to state-of-the-art **technology**
- Provides a **visitor attraction**
- **Services onsite:** Art Gallery/Cinema

"Our biggest challenge is thinking ahead for what we'll need in the next 30 years."
CAMP Participant Interview

33 Saxon Street, Moreland City Council
(Kennedy Nolan Architects)

Pamela Coyne Library
(Branch Architects)

Seamless Market, Albuquerque, USA

Community Values for a future DCC

Values for the Dalby Cultural Centre

 <p>Community focused – provides clear benefits for the community and gives them space to learn, play, create and grow.</p>	 <p>Inclusive, safe & social – Provides an equal use and safe space for all people of all ages, abilities, and cultural backgrounds and encourages people to gather, socialise, collide, and form strong bonds and community connection.</p>
 <p>Shapes identity – provides a platform to build and express Dalby's distinct identity to the world, strengthening its profile and attractiveness as a place to live, work and visit.</p>	 <p>Gateway to the Western Downs – provides connection to the rest of the Western Downs region and creates a place to learn about the entire area, its unique people, towns, cultures, and rich history.</p>
 <p>Expands horizons – gives the people of Dalby an opportunity to learn, discover new ideas, build skills, engage with technology, participate in activities, and be inspired.</p>	 <p>Embedded in nature – provides an indoor / outdoor environment with greenery integrated with built structures.</p>

Community identified activities - in order of importance

1. Activities for teens,
2. Seeing live music and performances,
3. Activities for kids,
4. Watching movies,
5. Sharing places and activities with visitors,
6. Looking at art,
7. Learning and sharing knowledge, and
8. Being creative, making things, and expressing themselves.

Community identified facilities - in order of importance

1. Library,
2. Cinema,
3. Art Gallery,
4. Live music / theatre, and
5. Café/restaurant.

The least important facilities are

1. Dance Hall,
2. Computer/3D printing labs,
3. Music/video/ podcast production, and
4. Gaming spaces.

The need and desire for a Cinema

Both the CAP, and Round Two consultation highlighted the community's desire for a cinema.



The ideal / preferred location for the future DCC

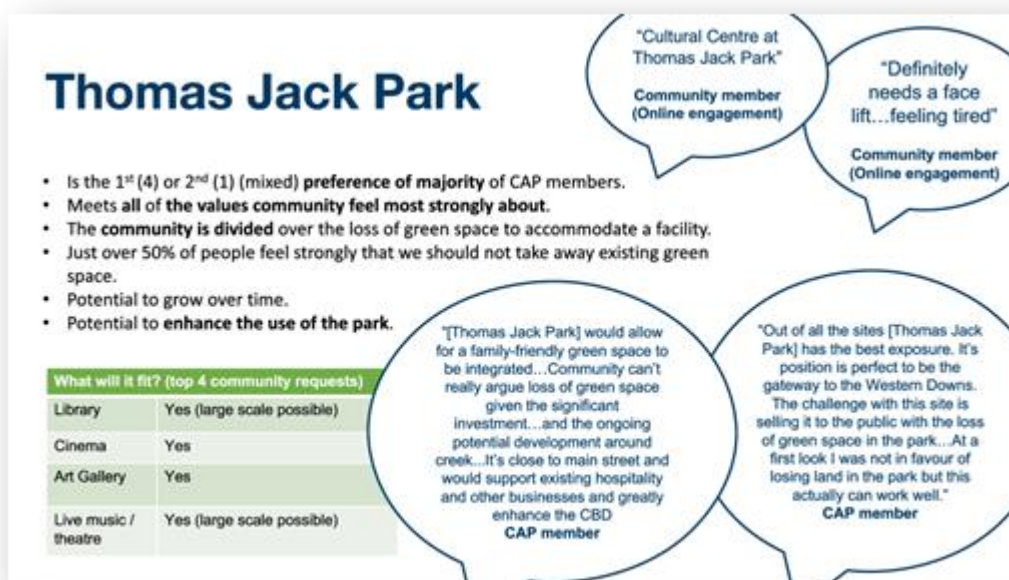
To assist the CAP in thoroughly evaluating each potential site and ultimately determining a preferred location, the Council enlisted the expertise of two highly regarded architects and urban designers renowned for their experience in civic building and cultural centre design, Phil Smith and Grant Calder. Together, they spearheaded a comprehensive "location and site design" analysis, meticulously examining the distinctive attributes and challenges posed by each site. Several key criteria guided this assessment, including:

- Proximity to the Dalby Central Business District (CBD)

- The potential to create a distinctive and welcoming "entry statement"
- Convenient accessibility for residents, encompassing walking, cycling, and vehicular transportation
- Resilience to flooding
- Preferably under Council ownership

The location and site design exploration played a pivotal role in aiding CAP members in their decision-making process. After a thorough evaluation, the CAP arrived at a collective consensus, designating the south-eastern section of Thomas Jack Park, specifically the area housing the Dalby Visitor Information Centre, as the preferred site. The second option selected was the former Myall 107 site, followed by the Sisters of Mercy site, with the distributed model throughout the CBD ranking last in preference.

This meticulous site selection process reflects a commitment to aligning the future Dalby Cultural Centre with the needs and expectations of our community while considering practical and logistical considerations for its implementation.



The culmination of insights gleaned from the CAP and the broader community engagement process was presented to Councillors during an *Information Session* held on 14 August 2023. This presentation, facilitated by the appointed experts, encompassed the outcomes of the comprehensive "location and site design" analysis, which meticulously assessed the four identified sites.

Important elements discussed by the CAP included, but was not limited to:

- Proximity to residential areas
- The Visitor Information Centre looking a little tired and benefiting from being incorporated into the DCC
- Prominence from the Warrego Highway

In the aftermath of this presentation, Councillors acknowledged Thomas Jack Park as a suitable location for the Dalby Cultural Centre. This consensus underscores the thoughtful consideration and alignment with community input that underpins the decision-making process, paving the way for the realisation of a dynamic and community-centric Dalby Cultural Centre.



Image: Thomas Jack Park

Consideration will be given to the best location throughout the entire parklands.

Legal/Policy Implications (Justification if applicable)

Nil

Budget/Financial Implications

Nil

Human Rights Considerations

Section 4(b) of the *Human Rights Act 2019* (Qld) (the Human Rights Act) requires public entities 'to act and make decisions in a way compatible with human rights'.

Conclusion

As we chart the course ahead for the DCC project, several key steps have been outlined to ensure its successful realisation:

1. **Confirmation of Preferred Location:** Should the Council endorse Thomas Jack Park, specifically Lot 2 on SP294272 and Lot 3 on SP294272, as the preferred site for the DCC, to safeguard the future of Thomas Jack Park, a comprehensive Master Plan will be incorporated as an integral component of the DCC development.
2. **Architectural and Design Selection:** The Council has initiated a call for Expressions of Interest from Queensland-based architects and urban designers, marking the beginning of a competitive concept design process. Following the confirmation of the location/site for the DCC, the selected design consultants will present their concept designs to Council.

3. **Design Finalisation:** Subsequently, either a single proposal or a specific combination of design proposals will be chosen and awarded, paving the way for the detailed design phase.
4. **Planning and Land Management:** All pertinent planning and land management matters will be formalised through the established planning process, ensuring the project adheres to all regulatory requirements and environmental considerations.
5. **Grant and Funding Acquisition:** The Council is committed to securing all relevant grants and funding opportunities to facilitate the successful delivery of the DCC project, ensuring its viability and sustainability.

The above steps underscores our commitment to diligently move forward, guided by a clear vision and a methodical approach, to bring the Dalby Cultural Centre to life in alignment with the aspirations of our community.

Attachments

Authored by: Cecil Barnard, Communities Manager

Title	Cr. O. G. Moore Notice of Motion Request Review of the Existing Councillor Portfolios
Date	<i>8 September 2023</i>
Prepared by	<i>Cr. O. G. Moore - Spokesperson for Works and Technical Services</i>

Purpose

The purpose of this report is to consider a notice of motion from Councillor O.G. Moore, requesting a review of Councillor Portfolios and Committee structures in local government governance.

Proposed Recommendation

That council undertake a strategic workshop to:

1. review existing Councillor Portfolios
2. Give consideration and compare the effectiveness of portfolios and committee structures in local government governance.
3. Provide recommendations to the next Council on effectiveness and suggested changes.

Background

The following context has been provided by Councillor Moore in support of his proposed motion:

Effective governance is crucial for ensuring the smooth functioning of local government authorities. Councils are responsible for making decisions that impact the lives of their constituents. Therefore, it is essential to periodically assess the effectiveness of council portfolios to enhance decision-making processes and improve service delivery.

The purpose of this paper is to propose an existing council portfolio review process that generates recommendations for the next council. By evaluating the performance and impact of existing portfolios, the council can identify strengths, weaknesses, and potential areas for improvement.

The review process should enhance governance practices, facilitate better decision-making, and ensure continuous improvement in the council's operations. By systematically assessing the performance and impact of portfolios, the council can identify areas of improvement, optimize resource allocation, and align strategic objectives with community needs.

The review will also compare the effectiveness of portfolios and committee structures in local government governance. By evaluating their impact on decision-making, accountability, and overall performance. The review aims to shed light on the strengths and weaknesses of each approach

