



# **ORDINARY MEETING**

## **AGENDA**

**11 APRIL 2017**

*Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 11 April 2017 commencing at 9.00am for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be the initials "CR" followed by a long horizontal stroke.

**CHIEF EXECUTIVE OFFICER**  
6 April 2017

Next Meeting Date: 26.04.17

**Please note:**

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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**1 OPENING**

The opening prayer presented by Reverend Scott Ballment, Rockhampton South Uniting Church.

**2 PRESENT**

Members Present:

The Mayor, Councillor M F Strelow (Chairperson)  
Councillor R A Swadling  
Councillor N K Fisher  
Councillor A P Williams  
Councillor C E Smith  
Councillor C R Rutherford  
Councillor M D Wickerson

In Attendance:

Mr E Pardon – Chief Executive Officer

**3 APOLOGIES AND LEAVE OF ABSENCE**

Leave of Absence previously granted for Councillor Stephen Schwarten from 6 March 2017 to 13 April 2017.

**4 CONFIRMATION OF MINUTES**

Minutes of the Ordinary Meeting held 21 March 2017  
Minutes of the Special Meeting held 3 April 2017

**5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

**6 BUSINESS OUTSTANDING**

Nil

**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

**8 PRESENTATION OF PETITIONS**

Nil



## **9 COMMITTEE REPORTS**

### **9.1 PLANNING AND REGULATORY COMMITTEE MEETING - 4 APRIL 2017**

#### **RECOMMENDATION**

THAT the Minutes of the Planning and Regulatory Committee meeting, held on 4 April 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

**(Note:** The complete minutes are contained in the separate Minutes document)

**Recommendation of the Planning and Regulatory Committee, 4 April 2017****9.1.1 BUSINESS OUTSTANDING TABLE FOR PLANNING AND REGULATORY COMMITTEE**

**File No:** 10097  
**Attachments:** 1. Business Outstanding Table  
**Authorising Officer:** Evan Pardon - Chief Executive Officer  
**Author:** Evan Pardon - Chief Executive Officer

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**SUMMARY**

*The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Planning and Regulatory Committee is presented for Councillors' information.*

**COMMITTEE RECOMMENDATION**

THAT the Business Outstanding Table for the Planning and Regulatory Committee be received.

**Recommendation of the Planning and Regulatory Committee, 4 April 2017****9.1.2 COMMITTEE REPORT DELEGATIONS - FEBRUARY 2017**

**File No:** 7028  
**Attachments:** Nil  
**Authorising Officer:** Steven Gatt - Manager Planning & Regulatory Services  
Michael Rowe - General Manager Community Services  
**Author:** Tarnya Fitzgibbon - Coordinator Development Assessment

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**SUMMARY**

*This report outlines the development applications received in February 2017 and whether they will be decided under delegation or decided by Council.*

**COMMITTEE RECOMMENDATION**

THAT the Committee Report Delegations – February 2017 be received.

**10 COUNCILLOR/DELEGATE REPORTS****10.1 COUNCILLOR DISCRETIONARY FUND - COUNCILLOR SCHWARTEN - PARK AVENUE BROTHERS HOCKEY CLUB INC.**

**File No:** 8295  
**Attachments:** 1. Park Avenue Brothers Hockey Club Inc CDF request to Councillor Schwarten  
**Responsible Officer:** Evan Pardon - Chief Executive Officer  
**Author:** Shane Turner - Strategic Process Officer

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**SUMMARY**

*Approval is sought from Council for a donation from Cr Schwarten's Councillor Discretionary Fund to assist in the running of the Junior Essential Skills & Advanced Coaching Clinics.*

**OFFICER'S RECOMMENDATION**

That approval be granted to donate \$1,500.00 from *Councillor Schwarten's* Councillor Discretionary Fund to assist in the running of the Junior Essential Skills & Advanced Coaching Clinics.

**BACKGROUND**

Councillor Schwarten would like to donate \$1,500.00 from his Councillor Discretionary Fund to assist in the running of the Junior Essential Skills & Advanced Coaching Clinics to be facilitated by the Park Avenue Brothers Hockey Club Inc. The clinics are hoped to promote Hockey as a great all ages sport and raise the skills of the local players and coaches.

**COUNCILLOR DISCRETIONARY FUND  
- COUNCILLOR SCHWARTEN - PARK  
AVENUE BROTHERS HOCKEY CLUB  
INC.**

**Park Avenue Brothers Hockey Club Inc  
CDF request to Councillor Schwarten**

**Meeting Date: 11 April 2017**

**Attachment No: 1**

### Councillor Discretionary Fund Application Form

**Privacy Notice:** Rockhampton Regional Council is collecting the personal information you supply on this form for the purpose of processing your application. Your personal details will not be disclosed to any other person or agency external to Council without your consent unless required or authorised by law.

This form is to be completed when applying for funding from a Councillor's Discretionary Fund. Councillor Discretionary Funds provide financial assistance to eligible community organisations across the Region. Refer to the Community Grants and Minor Sponsorship Policy and Procedure for further information.



P: 07 4932 9000 | E: [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au) | W: [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au) | PO Box 1860 Rockhampton QLD 4700 | ABN: 59 923 523 766

|   |        |
|---|--------|
| <b>Customer Details</b>   |        |
| Organisation name: Park Avenue Brothers Hockey Club   |        |
| Contact name: Marie Sweeney   |        |
| Postal address: <small>Park Avenue Brothers Hockey Club<br/>PO Box 5459<br/>RED HILL QLD 4701</small> |        |
| Preferred contact number: [REDACTED]  | Email: |

**Declaration**

On behalf of the above organisation, I acknowledge that funding is being requested from a Councillor Discretionary Fund in accordance with the Community Grants and Minor Sponsorship Policy and Procedure. I declare that the details are correct to the best of my ability.

Name: *Refer to attached emails.* Position: *[Signature]*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Funding Request Details** *(please select the Councillor Discretionary Fund for contribution)*

|  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> Mayor – Cr Margaret Strelow | <input type="checkbox"/> Div 1 – Cr Rose Swadling     | <input type="checkbox"/> Div 2 – Cr Neil Fisher    | <input type="checkbox"/> Div 3 – Cr Tony Williams                |
| <input type="checkbox"/> Div 4 – Cr Ellen Smith      | <input type="checkbox"/> Div 5 – Cr Cherie Rutherford | <input type="checkbox"/> Div 6 – Cr Drew Wickerson | <input checked="" type="checkbox"/> Div 7 – Cr Stephen Schwarden |

Amount requested: \$ 1500-00


Reason for funding: *(additional supporting documentation may be attached)*  
To assist with cost of Coaching the Community program designed to encourage young people in the community to take up Hockey as a activity

If other funding has been received for this purpose please provide details:

**Payment Details** *(all payments are made electronically - please complete bank details below)*

|   |                                     |
|---|-------------------------------------|
| Account name: <i>PARK AVENUE BROTHERS HOCKEY CLUB INC</i> | Bank name: <i>COMMONWEALTH BANK</i> |
| BSB: [REDACTED]   | Account number: [REDACTED]          |

|                        |  |  |                      |
|------------------------|--|--|----------------------|
| <b>OFFICE USE ONLY</b> | I authorise this request to funding from my Councillor Discretionary Fund, acknowledging the request is eligible in accordance with the Community Grants and Minor Sponsorship Policy and Procedure. |  |                      |
|                        | Councillor name: <i>STEPHEN SCHWARDEN</i>  | Councillor signature: <i>[Signature]</i> | Date:                |
|                        | Is Council approval required: Y / N  | Date approved by Council:                | Responsible officer: |



join us for our school holiday

## JUNIOR ESSENTIAL SKILLS & ADVANCED COACHING CLINICS

Don't miss this fantastic opportunity to learn & advance your skills from renowned qualified coaches Neil Shearer and Kym Ireland

**APRIL** **8am to 4pm**  
**3rd & 4th** Registration from 8.30am

Day 1—Beginners to Intermediate Coaching Clinic (7–13 yrs) - \$20ea  
Day 2—Intermediate to Advanced Coaching Clinic (9-16yrs) - \$30ea

Specialised Goal Keeping sessions with Kym Ireland (ex-Olympian) will also be available.

**KALKA SHADES,  
WATER STREET,  
ROCKHAMPTON**

**Oceania Hockey  
Giveaways**

*Limited positions available so be quick to reserve your spot.*  
For a detailed itinerary and to register go to  
[www.pabhc.com.au](http://www.pabhc.com.au) or  
Email: [secretary@pabhc.com.au](mailto:secretary@pabhc.com.au)  
[www.facebook.com/pabhockey](http://www.facebook.com/pabhockey)

## 11 OFFICERS' REPORTS

### 11.1 RISK REGISTERS - QUARTERLY UPDATE AS AT 3 MARCH 2017

|                             |  |
|-----------------------------|--|
| <b>File No:</b>             | <b>8780</b>  |
| <b>Attachments:</b>         | <ol style="list-style-type: none"><li><b>1. Potential and Current Risk Exposure Profile as at 3 March 2017</b></li><li><b>2. Comparison of Current and Potential Exposure Risk Ratings Broken Down by Level of Consequence as at 3 March 2017</b></li><li><b>3. Corporate Risk Register - Quarterly Update as at 3 March 2017</b></li><li><b>4. Operational Risk Register as at 3 March 2017</b></li></ol> |
| <b>Authorising Officer:</b> | <b>John Wallace - Chief Audit Executive<br/>Evan Pardon - Chief Executive Officer</b>  |
| <b>Author:</b>              | <b>Kisane Ramm - Senior Risk and Assurance Advisor</b>   |

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#### SUMMARY

*Submission of the quarterly risk register updates, as at 3 March 2017, for adoption by Council.*

#### OFFICER'S RECOMMENDATION

THAT the quarterly risk register updates as at 3 March 2017, as presented in the attachments to this report, be adopted by Council.

#### LEGISLATIVE CONTEXT

*The Local Government Regulation 2012, Chapter 5, s164, requires...(1) a local government must keep a written record stating (a) the risks the local government's operations are exposed to...; and (b) the control measures adopted to manage the risks.*

#### BACKGROUND

Council has in place an overarching Enterprise Risk Management Framework, Policy, and Procedure developed in line with the *AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines* standard.

Council's *Enterprise Risk Management Framework*, section 8.5 *Monitor and Review*, requires the following to be presented to Council quarterly:

- all risk with high and very high current risk ratings; as well as
- any risks, regardless of their risk rating, that have been identified as requiring treatment.

To assist and comply with the requirements of the: Legislation; Standard; and Council's own processes the quarterly updates, as attached, are presented for the consideration of Council.

#### CORPORATE/OPERATIONAL PLAN

The 2017-2022 Corporate Plan has been released for public comment in preparation for adoption. This could have an impact on the risk registers. Once adopted management will need to work through the objectives outlined in the plan, identifying and recording the risks to achieving those objectives in the risk registers. Any currently identified objectives will also need to be checked to see if they have become obsolete, resulting in the objective and risk being removed from the register.



**COMMENTARY**

Owing to an organisation restructure resulting in the creation of a new department, Regional Development and Aviation, a number of risks have been reshuffled so that they correctly reflect departmental ownership. This mainly impacted on the risks for: Rockhampton Airport; Economic Development; Regional Promotions & Tourism; and one or two others.

This quarter, management have identified and documented four new risks, three related to capital projects which meet the criteria of: will last more than three months; and have a budget over \$1m; or have been assessed as having a potential exposure of 3. Moderate. These newly identified risks are being presented at the start of attachment number 4.

Besides the changes identified above the following table highlights some additional changes in this quarter's updates:

| <b>RISK NUMBER</b> | <b>CHANGE</b>  | <b>RISK OWNER</b>                         |
|--------------------|--|---|
| 236                | <i>Risk: Incorrect or fraudulent payments made for goods/services...</i><br>This risk has been removed from the Operational Risk Register to now reside in the Fraud and Corruption Checklist under Procurement. | Manager Corporate and Technology Services |
| 112                | Future Control completion date expired 30/10/16  | Manager Regional Promotions & Tourism     |
| 114                | Future Control completion date expired 31/12/16; the control effectiveness has been reassessed from Fully Effective to Substantially Effective; with the Current Risk Rating modified from Low 7 to Moderate 6.  | Chief Audit Executive                     |
| 213                | Future Control completion date extended from 30/10/16 to 31/8/17.  | Manager Corporate and Technology          |
| 223                | Future Control completion date expired 31/12/16  | Manager Corporate and Technology          |
| 244                | Future Control completion date extended from 31/3/17 to 31/7/17.   | Manager Rockhampton Airport               |
| 301                | Future Control completion date extended from 30/12/16 to 30/6/18.  | Manager Civil Operations                  |
| 303                | Future Control completion date extended from 30/06/16 to 31/12/17  | Manager Civil Operations                  |
| 304                | Future Control completion date extended from 31/12/16 to 31/12/18  | Manager Civil Operations                  |
| 310                | Future Control completion date extended from 1/7/16 to 31/12/17  | Manager Engineering Services              |
| 311                | Future Control completion date extended from 31/12/16 to 31/12/17  | Manager Engineering Services              |
| 315                | Future Control completion date extended from 1/7/16 to 1/7/18  | Manager Engineering Services              |
| 325                | Future Control completion date extended from 30/16/16 to 30/6/17   | Manager Fitzroy River Water               |
| 414                | Future Controls have been listed as 100%   | Manager Communities and                   |

| RISK NUMBER | CHANGE  | RISK OWNER                               |
|-------------|---|--|
|             | completed. Next reporting period this risk will be removed from the Further Treatment Summary Table unless it later falls within the reporting parameters.  | Facilities                               |
| 422         | Future Controls have been listed as 100% completed. Next reporting period this risk will be removed from the Further Treatment Summary Table unless it later falls within the reporting parameters. | Manager Communities and Facilities       |
| 429         | Future Control completion date expired 31/1/17.   | Manager Planning and Regulatory Services |
| 431         | Future Control completion date expired 30/11/16.  | Manager Parks                            |
| 440         | Future Control completion date expired 28/2/17.   | Manager Parks                            |
| 2           | Future Control completion date expired 30/6/16.   | CEO                                      |

### CONCLUSION

The risk registers, having undergone their quarterly review conducted by the respective managers and the Leadership Team, are now presented for adoption by Council.

# **RISK REGISTERS - QUARTERLY UPDATE AS AT 3 MARCH 2017**

## **Potential and Current Risk Exposure Profile as at 3 March 2017**

**Meeting Date: 11 April 2017**

**Attachment No: 1**

**POTENTIAL EXPOSURE RISK RATINGS as at 3 MARCH 2017**

(Management's rating considering the maximum plausible level of consequence for a risk, assuming controls fail or there are no controls in place)

|                                 | 1<br>Insignificant | 2<br>Minor | 3<br>Moderate | 4<br>Major | 5<br>Catastrophic | Dept<br>Totals |
|---------------------------------|--------------------|------------|---------------|------------|-------------------|----------------|
| Corporate Risks                 | 0                  | 0          | 2             | 6          | 3                 | 11             |
| Community Services              | 0                  | 6          | 22            | 23         | 1                 | 52             |
| Corporate Services              | 0                  | 6          | 11            | 32         | 1                 | 50             |
| Office of the CEO               | 0                  | 0          | 2             | 6          | 0                 | 8              |
| Regional Development & Aviation | 0                  | 1          | 5             | 6          | 1                 | 13             |
| Regional Services               | 0                  | 0          | 13            | 17         | 3                 | 33             |
|                                 | <b>0</b>           | <b>13</b>  | <b>55</b>     | <b>90</b>  | <b>9</b>          | <b>167</b>     |

| Risk Rating                  | Number of Risks This Period | Number of Risks Last Period | %     |
|------------------------------|-----------------------------|-----------------------------|-------|
| Catastrophic                 | 9                           | 9                           | 5.39  |
| Major                        | 90                          | 90                          | 53.89 |
| Moderate                     | 55                          | 52                          | 32.93 |
| Minor                        | 13                          | 13                          | 7.78  |
| Insignificant                | 0                           | 0                           | 0.00  |
| <b>Total number of risks</b> | <b>167</b>                  | <b>164</b>                  |       |

Note: 4 new risks showing this quarter. Also, Risk 236 showed last quarter as 100% completed & has now been moved to the Fraud & Corruption Checklist.

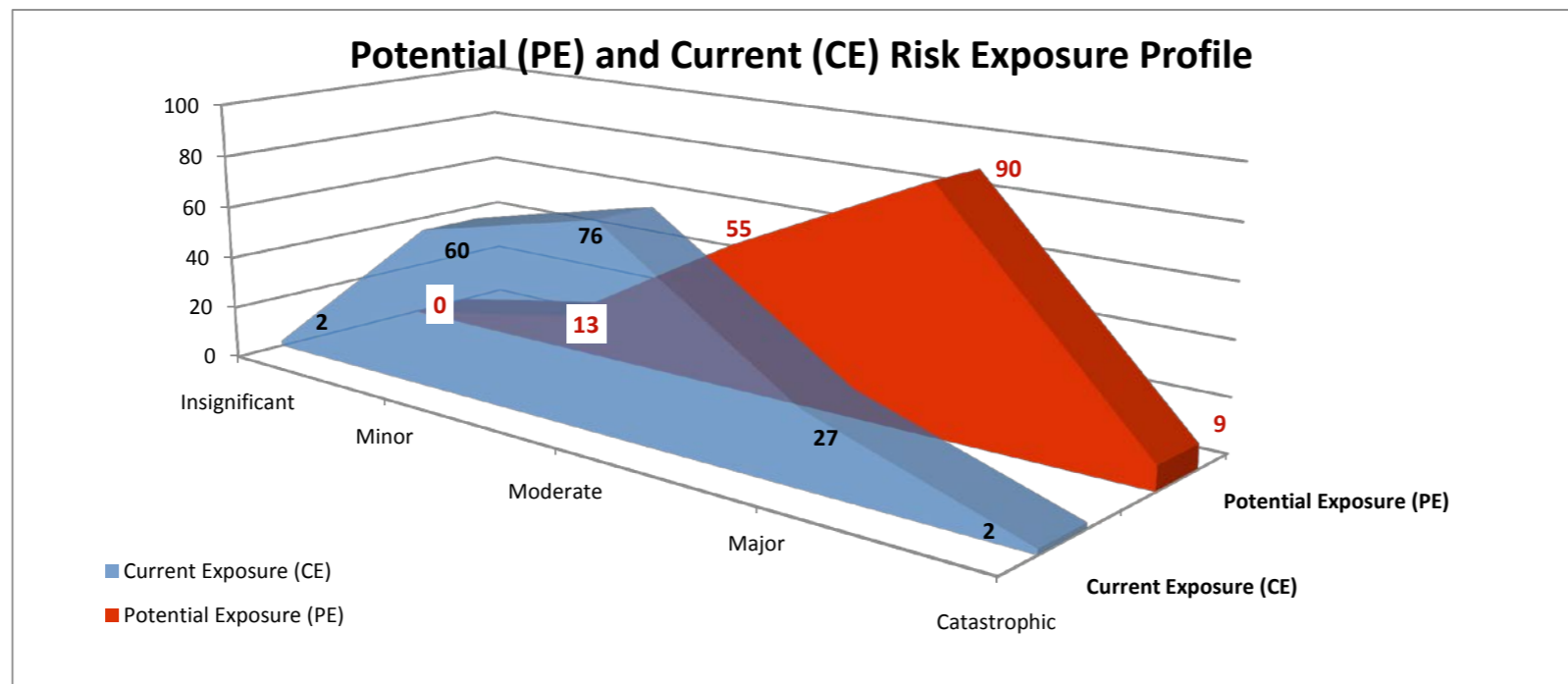
**CURRENT RISK RATINGS as at 3 MARCH 2017**

(Management's rating after considering any Existing Controls and the severity and likelihood of the consequence) \*

|                                 | 1<br>Insignificant | 2<br>Minor | 3<br>Moderate | 4<br>Major | 5<br>Catastrophic | Dept<br>Totals |
|---------------------------------|--------------------|------------|---------------|------------|-------------------|----------------|
| Corporate Risks                 | 0                  | 2          | 5             | 4          | 0                 | 11             |
| Community Services              | 1                  | 21         | 26            | 4          | 0                 | 52             |
| Corporate Services              | 1                  | 28         | 18            | 3          | 0                 | 50             |
| Office of the CEO               | 0                  | 1          | 5             | 2          | 0                 | 8              |
| Regional Development & Aviation | 0                  | 3          | 8             | 2          | 0                 | 13             |
| Regional Services               | 0                  | 5          | 14            | 12         | 2                 | 33             |
|                                 | <b>2</b>           | <b>60</b>  | <b>76</b>     | <b>27</b>  | <b>2</b>          | <b>167</b>     |

| Risk Rating                  | Number of Risks This Period | Number of Risks Last Period | %     |
|------------------------------|-----------------------------|-----------------------------|-------|
| Catastrophic                 | 2                           | 2                           | 1.20  |
| Major                        | 27                          | 27                          | 16.17 |
| Moderate                     | 76                          | 76                          | 45.51 |
| Minor                        | 60                          | 56                          | 35.93 |
| Insignificant                | 2                           | 3                           | 1.20  |
| <b>Total number of risks</b> | <b>167</b>                  | <b>164</b>                  |       |

\* To get a Current Risk Rating the Risk Owner has also considered the effectiveness of the existing controls to mitigate against the consequence and likelihood of the risk event occurring.



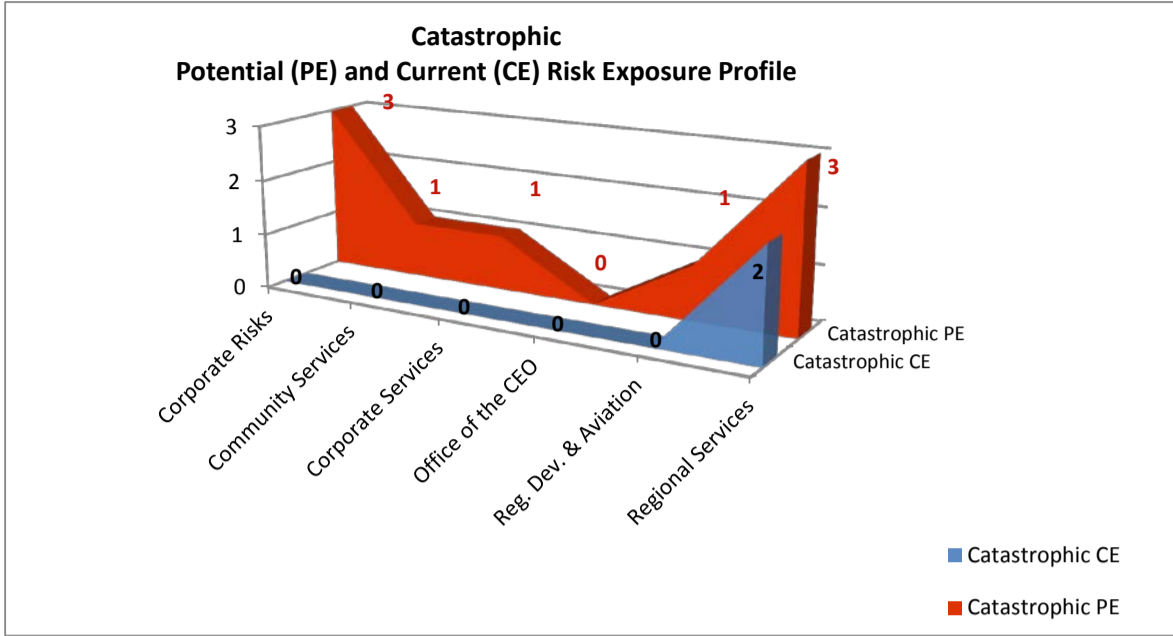
# **RISK REGISTERS - QUARTERLY UPDATE AS AT 3 MARCH 2017**

## **Comparison of Current and Potential Exposure Risk Ratings Broken Down by Level of Consequence as at 3 March 2017**

**Meeting Date: 11 April 2017**

**Attachment No: 2**

COMPARISON OF CURRENT AND POTENTIAL EXPOSURE RISK RATINGS BROKEN DOWN BY CATEGORY as at 3 MARCH 2017



|                | PE | CE |
|----------------|----|----|
| CORP RISK      | 3  | 0  |
| Com Serv       | 1  | 0  |
| Corp Serv      | 1  | 0  |
| Reg Dev & Avi. | 1  | 0  |
| Reg Serv       | 3  | 2  |

|                | Risk # |     |
|----------------|--------|-----|
| CORP RISK      | 3      |     |
|                | 9      |     |
|                | 10     |     |
| Com Serv       | 410    |     |
| Corp Serv      | 214    |     |
| Reg Dev & Avi. | 244    |     |
| Reg Serv       | 304    | 304 |
|                | 308    | 308 |
|                | 321    |     |

**Catastrophic Potential Exposure Risks**

#304 - Failure of operation asset condition (road, drainage, etc) leading to: injury or death of public/staff; damage to property equipment - resulting in legal outcomes, financial impacts and negative publicity for Council.

# 308 - Landslip and/or rocks on road along Pilbeam Drive at Mt Archer - poses as threat to safety of road users resulting in public liability.

# 321 - Failure to document and implement disaster management policy, framework and arrangements...resulting in: a lack of leadership and poor decision making in disaster events; major financial losses; damage to reputation; potential increased effects on a disaster event upon the community; and potential loss of funding opportunity (NDRRA).

# 214 - Loss, theft, corruption of data resulting in failure to deliver services, reduced staff productivity, and negative impact on Council reputation.

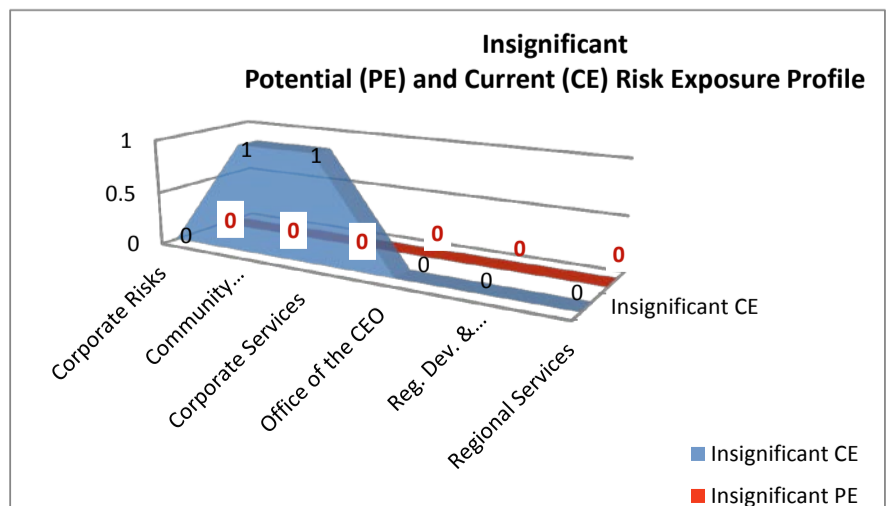
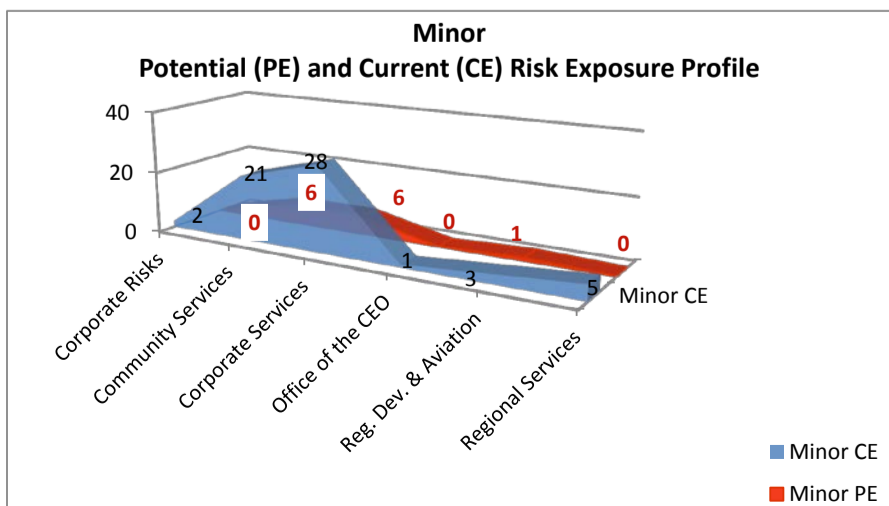
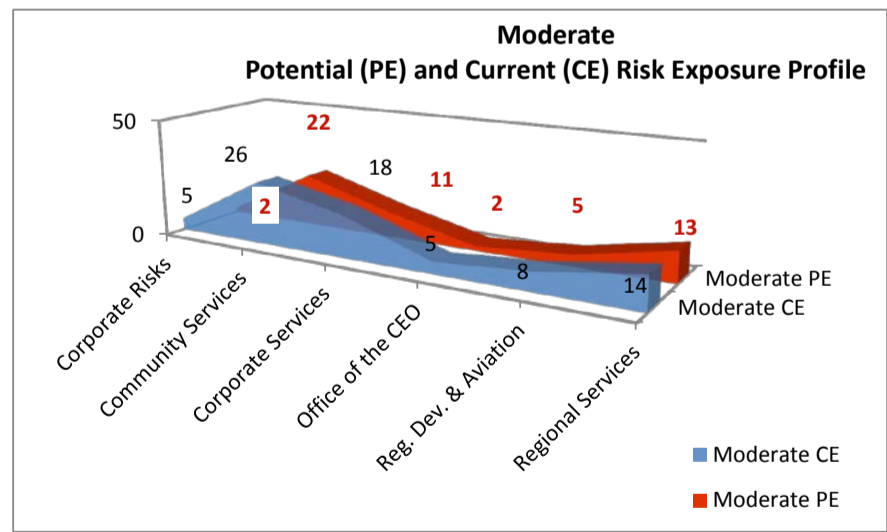
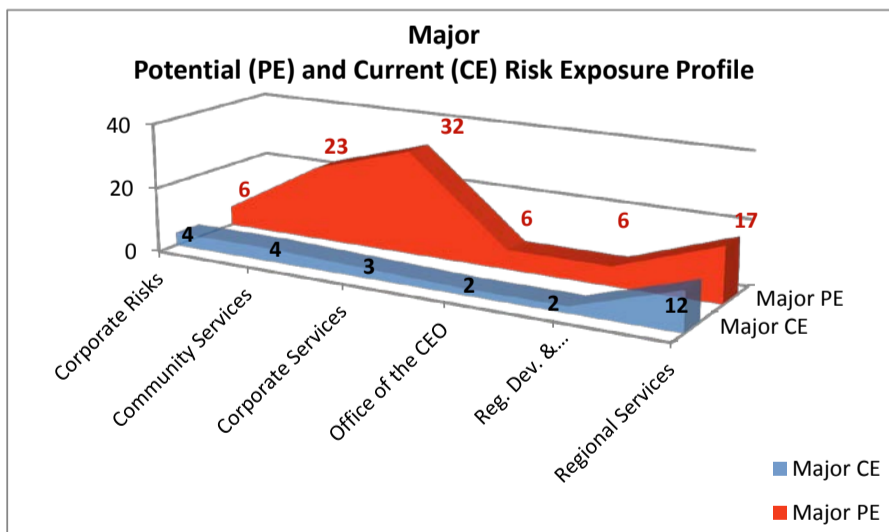
# 244 - Aircraft accident, incident or malfunction occurs within the Rockhampton airport precinct resulting in possible death or injury, financial loss, interruption to airline service delivery, damage to infrastructure and reputation damage to the airport. (3/3/17 - This risk previously showed in Corporate Services but owing to a restructure now is in Regional Development and Aviation).

#410 - Catastrophic rail event resulting in death or serious injury to staff and legal proceeding against Council. (Rail Safety - Heritage Village)

#3 A legislatively compliant SafePlan is not implemented, monitored and reviewed effectively, for the whole of council, its workers and contractors, to achieve the acceptable compliance level with annual WH&S audits resulting in: increased worker injuries, legislative breaches/legal action, reputational damage, reduced service levels, increased costs and non-compliance with a key council objective.

#9 Council's financial operations fail to support and sustain Council's service provision, financial sustainability and the community's expectations resulting in revenue shortfalls, increased debt, reduced service levels, loss of reputation and community discontent.

#10 Actions of Council, Councillors or employees that fail to meet the standards of behaviour outlined in the Local Government Act and other Legislation, Council's Code of Conduct and other associated policies or procedures resulting in damage to Council's reputation, complaints, investigations, financial losses and regulatory breaches against Council or individuals.



# **RISK REGISTERS - QUARTERLY UPDATE AS AT 3 MARCH 2017**

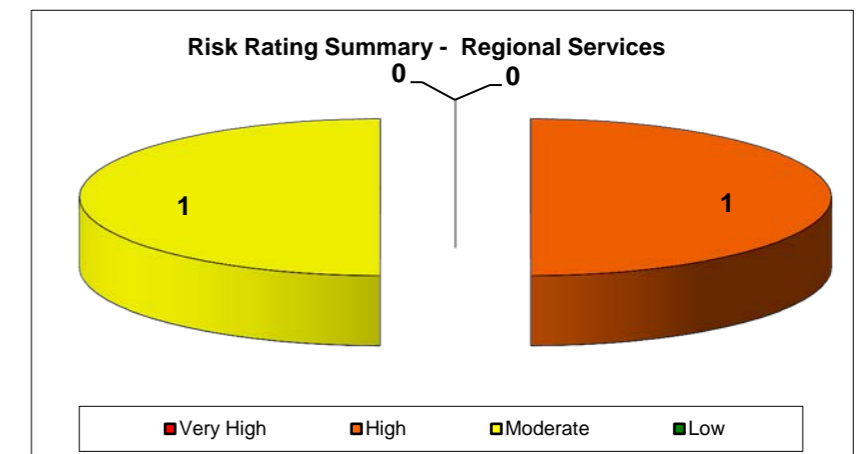
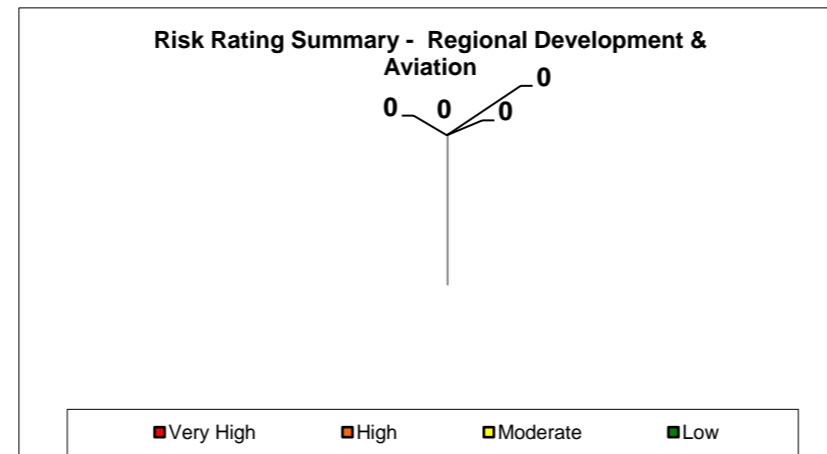
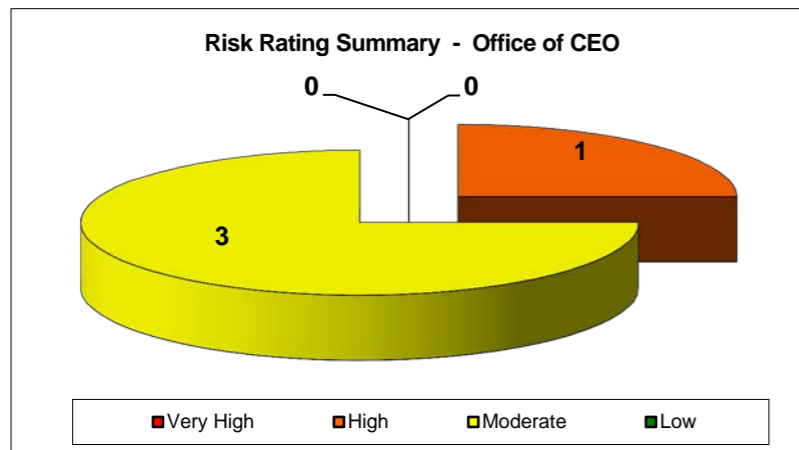
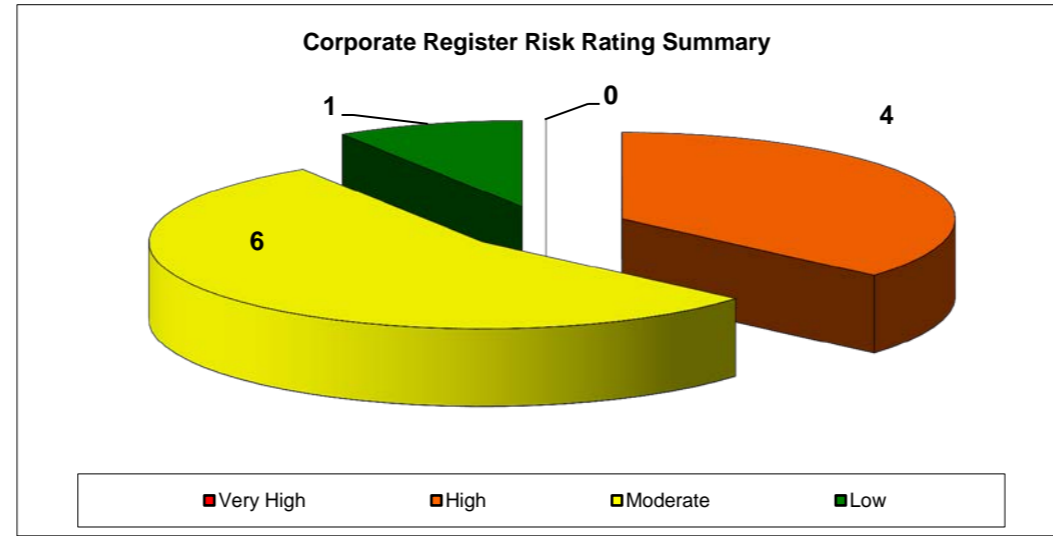
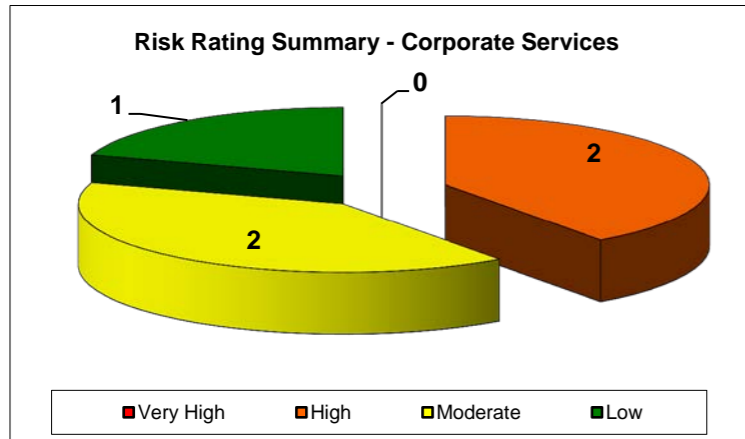
## **Corporate Risk Register - Quarterly Update as at 3 March 2017**

**Meeting Date: 11 April 2017**

**Attachment No: 3**

# ERM RISK SUMMARY REPORT

## Corporate Current Risk Rating Profile as at 3/3/2017





**CORPORATE RISKS**

Very High' and 'High' as at 3/3/17

| Risk No. | Risk  | Current Risk Rating | Current Controls  | Risk Evaluation     |
|----------|---|---------------------|---|---------------------|
| 1        | Council processes and services are provided without due recognition of economy, efficiency and effectiveness (value for money) exposing Council to increased costs, loss in reputation and ratepayer confidence and impacting service delivery.   | High 5              | (1) Established Asset Management plans.<br>(2) Non-priced based selection criteria included in the tender / quote assessment process to assist in the value for money assessment.<br>(3) Tender evaluation plans with weighted selection criteria assessment that does not rely on price as having the highest weighting.<br>(4) Capital Projects evaluation process includes whole of life cycle cost considerations.<br>(4) Fleet asset assessment utilises a whole of life cost model as part of the acquisition and operations process.<br>(5) Long term financial forecasts based around asset management plans adopted.   | Accept Risk (ALARP) |
| 8        | Identified Disaster Mitigation Strategies not actioned resulting in increased impact/effect of disaster events on the community and potential for increased costs to Council in recovery and restoration costs.   | High 5              | (2) Identified disaster mitigation strategies implemented where possible within disaster management budget.<br>(2) Appropriate funding opportunities identified and sourced to implement identified disaster mitigation strategies.<br>19/2/16:<br>(1) Disaster mitigation strategies reviewed and reported on annually.<br>(2) Forward works program for disaster mitigation strategies developed and considered through Council's Capital Project budget evaluation by 1 July each year.<br>(2) Funding is pursued under Natural Disaster Relief, or similar program, if and when State Government make the funding available.  | Accept Risk (ALARP) |
| 9        | Council's financial operations fail to support and sustain Council's service provision, financial sustainability and the community's expectations resulting in revenue shortfalls, increased debt, reduced service levels, loss of reputation and community discontent.   | High 5              | (1) Council's Long Term Financial Forecast includes forecasts from asset management plans.<br>(2) Long Term Financial Forecasts are reviewed annually.<br>(3) Asset Management Plans reviewed regularly.<br>(4) Finance staff are adequately qualified as per the respective Position Descriptions.<br>(5) Council lobbies other levels of government for appropriate grants and subsidies.<br>(5) Council financially operates in a surplus position.<br>(6) Financial controls are monitored. Finance also works closely with Internal and External Audit in regards to internal controls.<br>(7) Project Delivery procedure developed.   | Accept Risk (ALARP) |
| 10       | Actions of Council, Councillors or employees that fail to meet the standards of behaviour outlined in the Local Government Act and other Legislation, Council's Code of Conduct and other associated policies or procedures resulting in damage to Council's reputation, complaints, investigations, financial losses and regulatory breaches against Council or individuals. | High 4              | (1-4) Policy implemented.<br>(3) Controls within Local Government Act and policy.<br>(2-3) Training in obligations undertaken.<br>30/1/15: (4) Management's ongoing review/update of authorisations and delegations (including signing of correspondence)<br>2/10/15: (1) Fraud and Corruption risk assessment undertaken annually by managers.<br>19/2/16:<br>(5) Complaints Management Process adopted by Council.<br>(5) Industrial Relations and Investigations Unit investigate and monitor administrative action complaints.<br>(2, 4, 3) Councillors and staff are regularly reminded of obligations under LGA and Council's Code of Conduct along with other relevant legislation and policies. | Accept Risk (ALARP) |

**CORPORATE RISKS**

**Corporate Risks Requiring Further Treatment as at 3/3/2017**

| Risk No. | Risk  | Current Risk Rating | Future Risk Control(s)   | Resources / Budget             | Performance / Constraints   | % Complete     | Completion Date | Management's Comments |
|----------|---|---------------------|--|--------------------------------|---|----------------|-----------------|-----------------------|
| 2        | Non-existent or inadequate business continuity initiatives leading to prolonged service / process disruptions resulting in adverse community reactions and possible financial loss. | <b>Moderate 5</b>   | 1. Business Continuity Framework to be developed and used to draft standardised Sectional BCPs. 2/10/15 Completed.<br>2. Additional continuity plans to be implemented across the organisation.<br>3. Regular review and testing required. | Additional resources required. | BCP Management policy and procedures adopted August 2015.<br>Responsible areas to draft identified critical function BCPs.<br><br>Constraint - Lack of Resources. | (30/1/15: 80%) | 30/06/2016      | 3/3/17:               |

Office of the CEO

# **RISK REGISTERS - QUARTERLY UPDATE AS AT 3 MARCH 2017**

## **Operational Risk Register as at 3 March 2017**

**Meeting Date: 11 April 2017**

**Attachment No: 4**

ROCKHAMPTON REGIONAL COUNCIL

RISK REGISTER - Operational - 2017 Reporting Copy as at 3/3/17 (To be adopted by Council xx/4/2017)

IDENTIFY RISKS and EXISTING CONTROL EFFECTIVENESS

RISK ANALYSIS

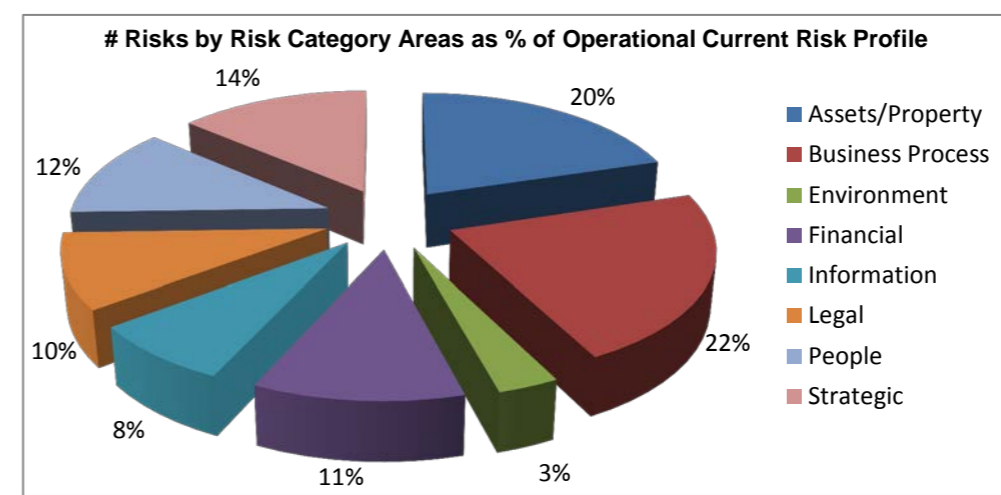
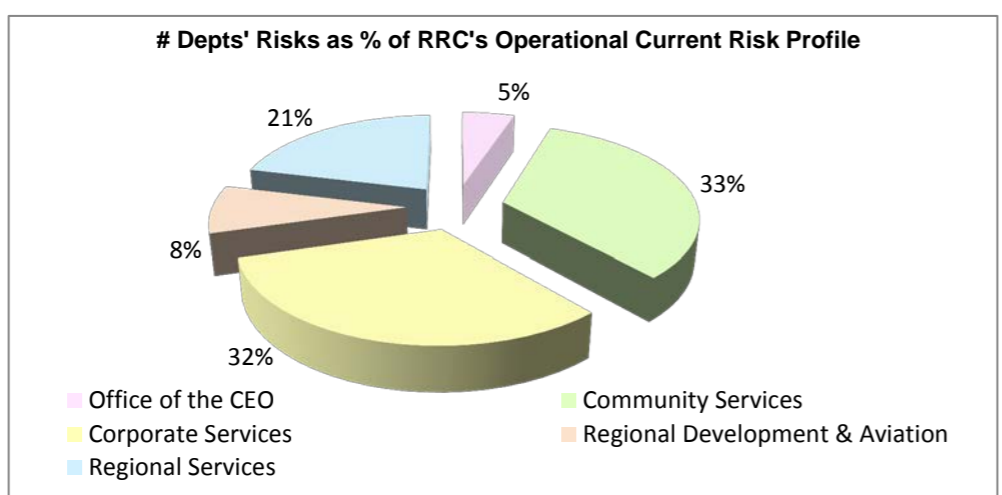
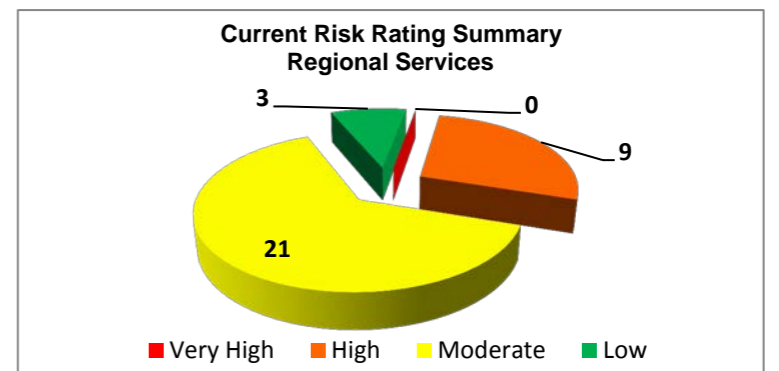
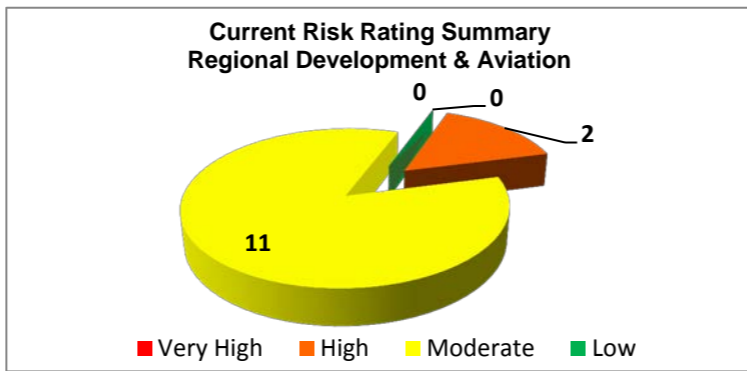
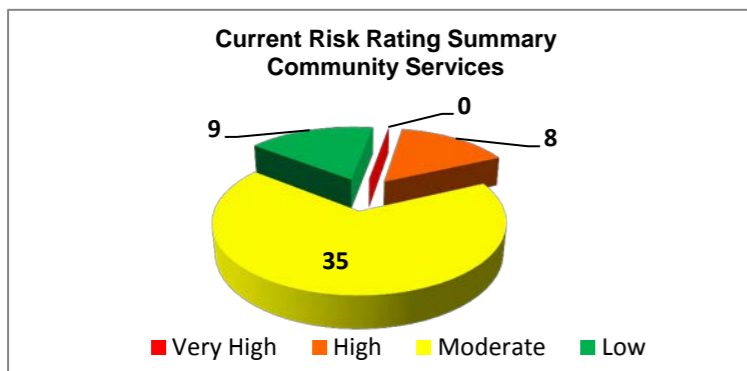
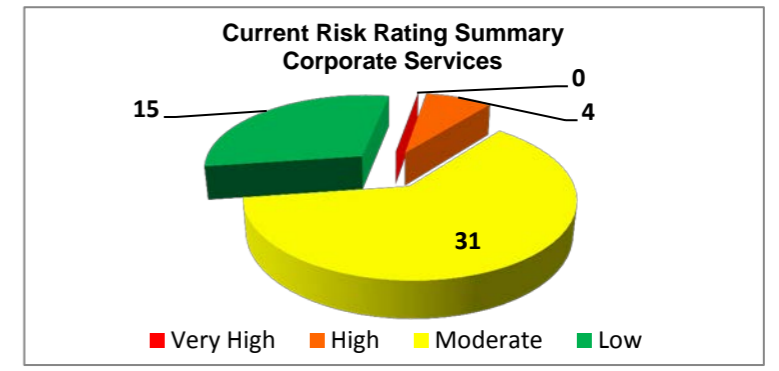
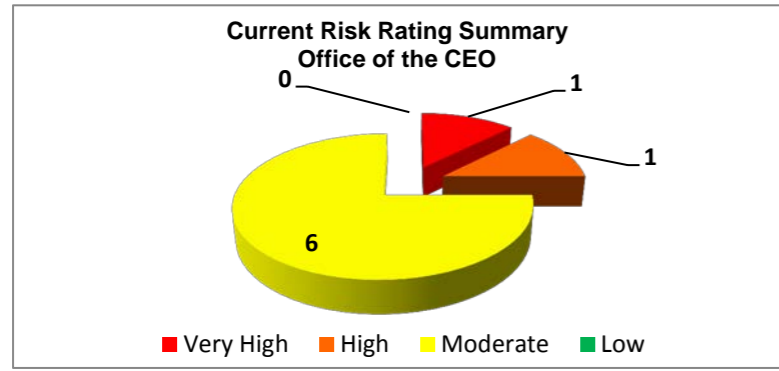
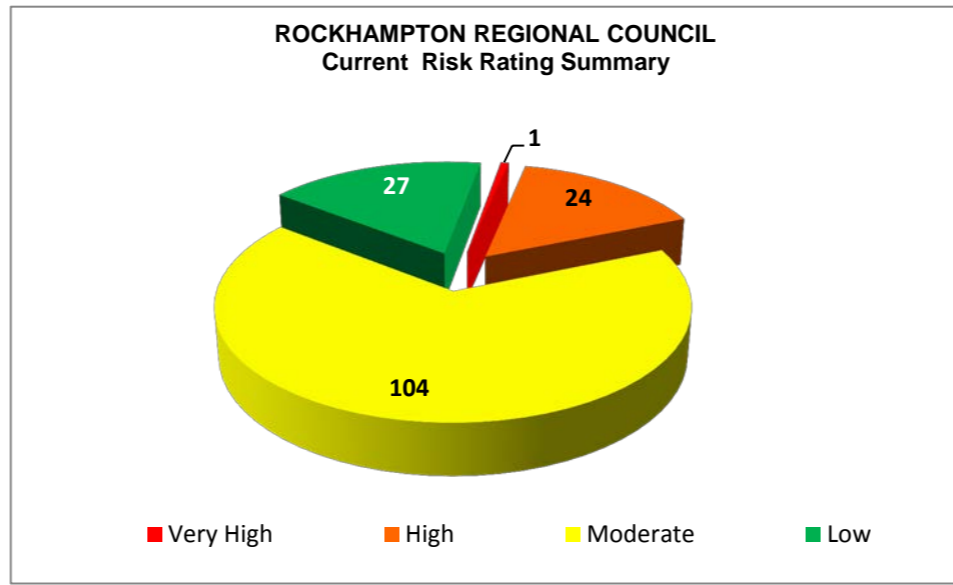
RISK EVALUATION & FURTHER RISK TREATMENT

FUTURE CONTROL & RISK TREATMENT PLANS

| A                                  | B   | C  | D               | E                         | F  | G                         | H  | I                         | J                              | K                    | L                   | M                   | N   | O                     | U                            | V                              | W                  | X                | Y  |
|------------------------------------|---|--|-----------------|---------------------------|--|---------------------------|--|---------------------------|--------------------------------|----------------------|---------------------|---------------------|---|-----------------------|------------------------------|--------------------------------|--------------------|------------------|--|
| Risk Identification                | Links To Planning   | Risk/Failure (including consequence/s)   | Risk Categories | Secondary Risk Categories | Risk Causations  | Potential Exposure Rating | Existing Controls Implemented By Risk Owner  | Control Effectiveness     | Control Owner/s                | Rate the Consequence | Rate the Likelihood | CURRENT RISK RATING | Risk Evaluation (don't proceed to Column N if risk is accepted as per results of ACTION TABLE and/or Cost-Benefit Analysis) | Future Risk Control/s | Section / Unit               | Risk Owner                     | Dept               | VERY HIGH & HIGH | MANAGEMENT'S COMMENTS/NOTES ON ANY CHANGES TO BE MADE TO DETAILS IN COLUMNS B - Q, T and U - W |
| <b>NEW RISKS LISTED BELOW HERE</b> |   |  |                 |                           |  |                           |  |                           |                                |                      |                     |                     |   |                       |                              |                                |                    |                  |  |
| P 448                              | Regional public places that meet the community's need   | Kershaw Gardens restoration and redevelopment project not being fit for purpose and able to fulfil expectations leading to:<br>Council's reputation being tarnished; additional funding required to rectify; and Corporate/ Operational Plan objectives not effectively addressed. | Assets/Property |                           | 1. Ineffective project planning, design not meeting community and council expectations.<br>2. Inappropriate budget/resources.<br>3. Ad hoc decision making without full consideration of impact and adopted processes.                 | 3. Moderate               | 1. Capital Budget & assorted asset policies and processes followed.<br>2. Project Management, Contract and Procurement policies and processes followed and reviewed.<br>3. Third party or peer reviews conducted as required.  | 4.Substantially Effective | Manager Parks                  | 2                    | C                   | Moderate 6          | Accept Risk (ALARP)   |                       | Parks / Sport and Recreation | Manager Parks                  | Community Services | N                |  |
| 340                                | Provide value for money construction, maintenance and community response services for transport and drainage assets.  | Over servicing of roads leading to the Program being :<br>1. behind schedule;<br>2. over budget; and the possibility of 3. a lower quality product if corners are cut to make up the difference;<br>4. increased cost of asset.  | Assets/Property | Financial                 | 1. Poor supervision/lack of direction of staff.<br>2. Lack of proper initial identification and/or documentation of the required work for each road.<br>3. Weak project manager or political interference.<br>4. Poor quality control. | 3. Moderate               | 1. (2) Well developed and documented scope.<br>2. (1) Project management Coordinator and or Supervisor the only people authorised to increase scope.<br>3. (1) Coordinator to discuss variations with Supervisor.<br>4. (2,3) Well developed, documented and implemented change control process.<br>5. (1, 2, 3, 4) Quality assurance control process implemented.   | 4.Substantially Effective | Manager Civil Operations       | 2                    | B                   | Low 7               | Accept Risk (ALARP)   |                       | Civil Operations             | Manager Civil Operations       | Regional Services  | N                |  |
| P 341                              | Delivery of grant funded project through providing value for money construction, maintenance and community response services for transport and drainage assets. | McLeod Park Drainage Scheme (Stage 2A) does not meet the funding criteria or provide flood mitigation for down stream communities.   | Assets/Property | Financial                 | 1. Lack of appropriate project management.<br>2. Lack of quality control.<br>3. Lack of services identification/location.  | 4. Major                  | 1. (1) Well developed and documented scope.<br>2. (1) Project management Coordinator and or Supervisor the only people authorised to increase scope.<br>3. (2) Well developed, documented and implemented change control process.<br>4. (3) Pothole known services prior to digging.<br>5. (3) Ensure spotter is used to identify services.<br>6. (3) Engage service owners to come to site to mark known services.<br>7. (3) Locators on site to help identify conduits.<br>8. (5) Quality assurance control process implemented. | 4.Substantially Effective | Manager Civil Operations       | 3                    | C                   | Moderate 5          | Accept Risk (ALARP)   |                       | Civil Operations             | Manager Civil Operations       | Regional Services  | N                |  |
| P 208                              | Assist industry and developers with business expansion within the Region and advocate associated benefits.  | Failed Smart Hub business operation leading to lost economic and business development opportunities for the community and regional business sector.  | Strategic       |                           | 1. Lack of political, management and community support.<br>2. Ineffective hub operations management and business planning.<br>3. Failure to meet the needs and support the startup community.  | 3. Moderate               | 1. Employed an experienced smart hub business manager.<br>2. Council adopted smart business plan and concept of operation.<br>3. Approved annual operational plan.<br>4. Established Council budget supporting the operation of the hub.   | 4.Substantially Effective | Manager Corporate & Technology | 3                    | B                   | Moderate 6          | Accept Risk (ALARP)   |                       |                              | Manager Corporate & Technology | Corporate Services | N                |  |

# ERM RISK SUMMARY REPORT

## Rockhampton Regional Council's Current Risk Rating Profile based on the Operational Register as at 3/3/17



ROCKHAMPTON REGIONAL COUNCIL

Very High and High Current Risk Ratings as at 3/3/17

| Risk Identification | Links To Planning  | Risk/Failure (including consequence/s)   | Existing Controls Implemented By Risk Owner   | CURRENT RISK RATING | Risk Evaluation (don't proceed to Column N if risk is accepted as per results of ACTION TABLE and/or Cost-Benefit Analysis) | Risk Owner                       |
|---------------------|--|--|---|---------------------|---|----------------------------------|
| 101                 | Provide assurance, consulting and assigned investigation services.   | Service delivery coverage, quality or correct balance of these audit services may not meet the requirements of the organisation, or may conflict.  | (1) & (2) Annual risk based audit planning highlights risks vs the required or appropriate need for internal audit coverage.<br><br>(4) External Consultants<br><br>(4) Audit Committee   | High 4              | Accept Risk (ALARP)   | Chief Audit Executive            |
| 109                 | Assist industry and developers with business expansion within the Region and advocate associated benefits.                           | Failure to take advantage of Rockhampton Region's economic development opportunities which can result in limited growth of Council's rate base.  | 1. Appointment of Manager Economic Development.<br>2. Appointment of Senior Resource Advisor to focus on opportunities arising for the Rockhampton Region from the Central Queensland resource sector.<br>3. Working with the Commonwealth and Queensland Governments and the Rockhampton Region community to maximise economic development opportunities.<br>4. Promotion of regional economic development opportunities in the media and at appropriate conferences and other forums.                       | High 5              | Accept Risk (ALARP)   | Manger Economic Development      |
| 115                 | Provide assurance, consulting and assigned investigation services.   | Gaps in Council's assurance program, are/will lead to: incorrect audit focus; Council reputation damage, missed opportunity to save/redirect \$ and increase efficiency and effectiveness.                         | 1. (2) Audit Planning Process<br>2. (1) Management independently undertaking assurance activities<br>3. (2) Audit Committee oversight of audit process<br>4. Corporate/Operational Plan reporting.  | Very High 3         | Treat Risk  | Chief Audit Executive            |
| 213                 | Deliver fleet and plant asset management in an efficient operating environment.  | Operational degradation or failure of Council's Two-way radio communication system resulting in failed regional communications for daily operations and emergency / disaster response.                             | 1. Vendor support for current technology (due to expire Dec 14).<br>2. Maintenance of adequate spares in-house (limited).<br>3. Some internal system redundancy.<br>4. Use of mobile phones in service areas.   | High 4              | Treat Risk  | Manager Corporate and Technology |
| 223                 | Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter. | Corporate Recordkeeping software (ECM) doesn't meet strategic records management requirements in relation to systematic electronic records archival and disposal resulting in failure to dispose/archive eRecords. | Manual system in place for the disposal of hardcopy documents only (electronic documents continue to grow exponentially)  | High 4              | Treat Risk  | Manager Corporate and Technology |
| 251                 | Provide professional accounting and financial management functions and ensure statutory compliance is met.                           | The loss of revenue impacting on Council's financial position potentially resulting in higher future rate rises, additional borrowings or service level reductions.  | 1. Undertaken training workshops with Council on Financial Sustainability and implications of change.<br>2. Include a lower reliance on grants and subsidies from other levels of government in Council's long term financial forecast.<br>3. Conservative financial forecast estimates.<br>4. Conservative estimates used in conjunction with DA applications.<br>5. Align related capital expenditure directly with developer contributions.<br>6. Using historical forecasts trending with wetter seasons. | High 5              | Accept Risk (ALARP)   | Manager Finance                  |

| Risk Identification | Links To Planning  | Risk/Failure (including consequence/s)   | Existing Controls Implemented By Risk Owner  | CURRENT RISK RATING | Risk Evaluation (don't proceed to Column N if risk is accepted as per results of ACTION TABLE and/or Cost-Benefit Analysis) | Risk Owner                       |
|---------------------|--|--|--|---------------------|---|----------------------------------|
| 237                 | Deliver a range of individual and organisational development services and programs.  | Failure to implement the outcomes of the Smart Way Forward Strategy leading to failure to capitalise on the opportunities presented by the smart/digital economy and loss of reputation.   | 1. Council adopted Smart Way Forward Strategy.<br>2. Smart Way Forward Action Plan developed to implement/commence implementing the outcomes 2016 to 2020.<br>3. Smart Regional Centre budget adopted including human resourcing.<br>4. Council approved the development of the Smart Hub - 212Quay<br>5. Proactive approach to seeking out and submitting relevant funding applications.<br>6. Ongoing engagement with the community, business and government promoting the strategy. | High 5              | Accept Risk (ALARP)   | Manager Corporate and Technology |
| 301                 | Provide value for money construction, maintenance and community response services for transport and drainage assets.                                 | Budget overrun (Capital Projects) resulting in inability to complete project to specification impacting on end user/fit for purpose, seeing corporate/operational plan objectives not being addressed and Council's credibility with the community being impacted.                                     | (1) Oversee and report to General Manager Regional Services:<br>(1a) Review fortnightly expenditure reports.<br>(1b) Close supervision of site activities.<br>(1c) Monitor resource utilisation onsite.<br><br>(2) Funding shortfall on overall program requiring reprioritisation of projects.  | High 4              | Treat Risk  | Manager Civil Operations         |
| 302                 | Provide value for money construction, maintenance and community response services for transport and drainage assets.                                 | Increased input costs not factored in to budgets thus resulting in inability to fully complete stated work programs.   | 1. Anticipate increased input costs when drafting budget.<br>2. When preparing budget for main material and resource components, forecast costs are obtained where possible.   | High 4              | Accept Risk (ALARP)   | Manager Civil Operations         |
| 304                 | Provide value for money construction, maintenance and community response services for transport and drainage assets.                                 | Failure of operation asset condition (roads, drainage, etc.) leading to: injury or death of public/staff; damage to property/equipment - resulting in legal outcomes, financial impacts and negative publicity for Council.  | (1) Routine and reactive inspections to identify defects.<br>(2a) Improved inspection systems and resourcing (previous risk treatment plan)<br>(2b) Safety matters discussed at all Toolbox sessions.  | High 4              | Treat Risk  | Manager Civil Operations         |
| 308                 | Provide value for money construction, maintenance and community response services for transport and drainage assets.                                 | Landslip and/or rocks on road along Pilbeam Drive at Mt Archer - poses a threat to safety of road users resulting in public liability.   | 1. Shut road to traffic in significant rain events.<br>2. Speed restricted to 40 kmh.<br>3. Fallen rocks warning signs installed.<br>4. Inspect road after major rain events and at monthly intervals to remove rocks and check that 40 kmh speed restriction and Fallen rocks warning signs are in place.   | High 5              | Accept Risk (ALARP)   | Manager Civil Operations         |
| 310                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Inability of Engineering Services to provide or maintain adequate levels of service for infrastructure planning, development assessment and infrastructure design resulting in reduced productivity, inadequate infrastructure, risk to the general public and workers and financial loss for Council. | (2.) Production of specific training & development plans for technical & professional staff has commenced for Design Services only at this stage.  | High 4              | Treat Risk  | Manager Engineering Services     |

| Risk Identification | Links To Planning  | Risk/Failure (including consequence/s)  | Existing Controls Implemented By Risk Owner   | CURRENT RISK RATING | Risk Evaluation (don't proceed to Column N if risk is accepted as per results of ACTION TABLE and/or Cost-Benefit Analysis) | Risk Owner                         |
|---------------------|--|---|---|---------------------|---|------------------------------------|
| 311                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Breach of the Professional Engineers Act resulting in installation of unsafe infrastructure or infrastructure that does not meet legislative requirements causing the following possible impacts to Council: Service delivery delays; negative financial impacts; possible serious harm to public/workers; and reputation tarnished.  | 1. Employment of some RPEQ's in required positions.<br>2. Quality Assurance (QA) System implemented in Design Office.<br>3. Professional Indemnity insurance coverage.<br>4. Public Liability Insurance coverage.   | High 4              | Treat Risk  | Manager Engineering Services       |
| 312                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Inadequate Developer Contributions for Infrastructure resulting in a cost impost on ratepayers and reduction in funds available for other projects.   | 1. The Adopted Infrastructure Charges Resolution (AICR) under State Planning Regulatory Provisions (SPRP) has been adopted by Council.<br>2. 28/10/16 - Local Government Infrastructure Plan (LGIP) adopted with new planning scheme, and AICR amended to reflect changes.  | High 5              | Accept Risk (ALARP)   | Manager Engineering Services       |
| 313                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Poor records and information management retrieval and storage capabilities (hardcopy and electronic) resulting in an inability to find and retrieve critical infrastructure planning information resulting in reduced productivity, inadequate infrastructure, risk to the general public and workers and financial loss for Council. | 1. Drawing Register database has been developed.<br>2. Design Office engineering drawings are being electronically stored and made accessible through GIS.<br>3. As-Constructed processes are in place through the operational works process.   | High 4              | Treat Risk  | Manager Engineering Services       |
| 315                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Failure to maintain accuracy and value of the forward works program and adequately provide for the annual capital program resulting in projects nominated for delivery being deferred to accommodate increased costs within annual capital program and the Long Term Financial Strategy (LTFS).                                       | 1. (1.) Corporate capital planning framework currently in place.<br>2. (2.) Pre-project planning and design program initiated to provide early design of known fixed year projects.<br>3. (2.) Project Scoping confirmation process developed and implemented as part of design process.  | High 4              | Treat Risk  | Manager Engineering Services       |
| 330                 | Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character.            | Failure to address general long term planning needs for the community will result in lower quality development, less development overall, continued poor economic and community performance indicators, and lost opportunities in pursuit of achieving elevation of Rockhampton's reputation to an exceptional regional city.         | 1. (1) Have staff employed working in this field.<br>2. (2) Have budget allocated for training.<br>30/1/15:<br>3. (1) Use attrition opportunities to hire new staff with required skill sets.<br>4. (2) Train existing staff to pursue strategic planning functions.<br>5. (3) Reduce time devoted to low risk, low value, tasks to free more time for strategic and placemaking planning.<br>6. (4) Continue to liaise with State Govt officers to ease regulatory burden on RRC's capacity for self determination.<br>7. (5) Pursue all opportunities to educate all sectors of the community on the benefits of quality targeted planning initiatives.<br>8. (5) Develop partnerships with business and community groups to pursue initiatives of joint benefit. | High 4              | Accept Risk (ALARP)   | Coordinator Strategic Planning     |
| 414                 | Deliver a range of individual and organisational development services and programmes.  | Council fails to maintain, train and supervise adequate numbers of volunteers to assist with operations across its sites resulting in inability to deliver some services, or injury to volunteers or public.  | 1. Development and implementation of processes for engagement and training of volunteers.<br>2. Supervision of volunteer work on Council sites.   | High 4              | Treat Risk  | Manager Communities and Facilities |



| Risk Identification | Links To Planning   | Risk/Failure (including consequence/s)  | Existing Controls Implemented By Risk Owner   | CURRENT RISK RATING | Risk Evaluation (don't proceed to Column N if risk is accepted as per results of ACTION TABLE and/or Cost-Benefit Analysis) | Risk Owner   |
|---------------------|---|---|---|---------------------|---|--|
| 417                 | Deliver a range of individual and organisational development services and programmes.             | Grant and sponsorship programs not delivered in accordance with regulations, policy and procedures resulting in loss of reputation for Council with community concerns about disbursement of funds, and withdrawal of matching funding from other levels of government meaning grant is unable to be offered.     | 1. Policy, procedure and funding regulations implemented and reviewed regularly.  | High 4              | Accept Risk (ALARP)   | Manager Communities and Facilities   |
| 422                 | Deliver Facilities maintenance programmes and projects.   | Inability to comply with regulatory obligations and conservation of heritage assets, asbestos inspections and treatment, resulting in facilities being non-compliant and deemed unsafe and unusable, with loss of service to community, possible injury to staff and public, and damage to reputation of Council. | 1. Partial completion of conservation management plan (CMP) program, however not funded in 13-14 and 15-16 budget.<br>2. Identified assets requiring inspection included in planned maintenance subject to funding.<br>19/2/16 - 3. Forward budget submission referencing Risk Register, Corporate Plan and legislative requirement developed.<br>19/2/16 - 4. Conservation and Maintenance plans incorporated into Asset Register and Management Plan. | High 4              | Treat Risk  | Manager Communities and Facilities   |
| 427                 | Provide compliance and regulatory services inline with legislative and community standards.       | Council does not meet its legislative and service delivery responsibilities for Local Laws' community compliance leading to the possibility of legal action, significant damage to Council's reputation with multiple complaints, and general public dissatisfaction.   | 1. Budget submission for appropriate resources to address required compliance service levels.<br>2. Infringement financial management system (Pathways module).   | High 4              | Treat Risk  | 26/8/16: Manager Planning and Regulatory Services<br><del>Manager Community Standards and Compliance</del> |
| 429                 | Plan and deliver Local Laws programmes, partnerships, regulation and education.                   | Inconsistent regulation and enforcement of local laws and legislation resulting in poor service and considerable public dissatisfaction.  | 1. Staff trained.<br>2. Local Law review.<br>3. Process and procedure review.   | High 4              | Treat Risk  | 26/8/16: Manager Planning and Regulatory Services<br><del>Manager Community Standards and Compliance</del> |
| 331                 | Provide regulatory and compliance services in line with statutory requirements and best practice. | Changes to State law that reduce revenues for essential Council services, e.g. Development Assessment will result in less capacity to provide planning services, requiring supplemental funding from other sources, e.g. increased rates.   | Current fees address service level requirements.  | High 4              | Accept Risk (ALARP)   | Manager Planning and Regulatory Services<br><del>Manager Development and Building</del>                    |
| 332                 | Provide regulatory and compliance services in line with statutory requirements and best practice. | Failure to collect revenue results in less funds available and lack of confidence in Council business practices.  | (1) Customer financial management system (Pathway)  | High 5              | Treat Risk  | Manager Planning and Regulatory Services<br><del>Manager Development and Building</del>                    |
| P 447               | Provide compliance and regulatory services in line with legislative and community standards.      | Pound facility not being fit for purpose and able to fulfil expectations leading to: Council's reputation being tarnished; additional funding required to rectify; and Corporate/Operational Plan objectives not effectively addressed.   | 1. (1 & 2) Capital budget and assorted asset policies and processes followed;<br>2. (2) Appropriate planning and development;<br>3. (1) Council informed of budget limitations associated with this project.  | High 4              | Treat Risk  | Manager Planning & Regulatory Services   |

ROCKHAMPTON REGIONAL COUNCIL  
Risks Requiring Further Treatment as at 3/3/17

| Risk Identification | Links To Planning   | Risk/Failure (including consequence/s)  | CURRENT RISK RATING | Future Risk Control/s  | Resource / Budget Needed  | Performance / Constraints   | % Complete   | Completion Date  | Risk Owner                            | MANAGEMENT'S COMMENTS/NOTES ON ANY CHANGES TO BE MADE TO DETAILS IN COLUMNS B - Q, T and/or U - W   |
|---------------------|---|---|---------------------|--|---|---|--|--|---------------------------------------|---|
| 112                 | Deliver and facilitate community events and celebrations  | River Festival has low attendance or is cancelled resulting in loss of revenue and reputational damage.   | Moderate 6          | (1) Investigate insurance cost/benefit   | Budget allocation   |   | 0%   | 26/8/16: 30/10/2016<br><del>19/2/16-30/06/2016</del><br>04/08/2015   | Manager Regional Promotions & Tourism | 3/3/17: Owing to a restructure this risk has moved from Office of the CEO to Regional Development and Aviation.   |
| 114                 | Provide assurance, consulting and assigned investigation services.  | Non Conformance with IPPF; Act or Reg.  | Moderate 6          | External Assessment (Mandatory every 5 years)  | Budget allocation \$20,000  | 3/3/17: Budget constraint in 2016-17 and 2017-18 financial years  | 0%   | 31/12/2016   | Chief Audit Executive                 | 3/3/17: Budget constraint in 2016-17 and 2017-18 financial years. Consequence = Change from rating 1 to 2. Current Risk Rating = change Low 7 to Moderate 6. Control Effectiveness = Change from Fully Effective to Substantially Effective.  |
| 115                 | Provide assurance, consulting and assigned investigation services.  | Gaps in Council's assurance program, are/will lead to: incorrect audit focus; Council reputation damage, missed opportunity to save/redirect \$ and increase efficiency and effectiveness.  | Very High 3         | (5) Educating the relevant managers what assurance is and what is required.  |   | Budget  | 0%   | 31/12/2018   | Chief Audit Executive                 | 3/3/17:   |
| 213                 | Deliver fleet and plant asset management in an efficient operating environment.   | Operational degradation or failure of Council's Two-way radio communication system resulting in failed regional communications for daily operations and emergency / disaster response.  | High 4              | Commence planning and implement a replacement RRC regional two-way radio communications system. Two stage plan - 1. Replace the Rockhampton City Two-way system (26/8/16 - Completed) . 2. Integrated regional solution taking in the Gracemere infrastructure.    | 19/2/16: \$855,000  | 3/3/17: Ongoing delay due to resolving land tenure. DNRM gazettal now March 2017. Following final survey, tower design and construction tender will be undertaken. Construction expected to be completed by Aug 2017.   | 19/2/16: 60%<br><del>02/10/15:-15%</del><br>10%                                      | Stage 2 - <del>30/10/2016</del> -<br>(3/3/17: 31/8/2017)<br>Stage 1 completed  | Manager Corporate and Technology      | 3/3/17: Ongoing delay due to resolving land tenure. DNRM gazettal now Mar 17. Following final survey, tower design and construction tender will be undertaken. Construction expected to be completed by Aug 17. Completion Date: Stage 2 - 31/08/2017   |
| 223                 | Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter.                  | Corporate Recordkeeping software (ECM) doesn't meet strategic records management requirements in relation to systematic electronic records archival and disposal resulting in failure to dispose/archive eRecords.  | High 4              | The Records Archiving, Retention and Disposal (RARD) project commenced in 2012 to develop a corporate solution to cover eRecords (including more effective hardcopy disposal recording).   | Resources available. Requirements analysis to be undertaken.  | 3/3/17: File plan completed and scheduled for annual review.<br>19/2/16: ECM 4.03 Live, new draft File Plan 80% complete. Disposal schedule under review in line with State Archives requirements.  | 27/5/16: 90%<br><del>19/2/16:-80%</del><br>30%                                       | 26/08/16: 31/12/16<br><del>27/5/16-30/06/2016</del><br>To be advised   | Manager Corporate and Technology      | 3/3/17: File plan completed and scheduled for annual review.  |
| 235                 | Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community.                       | Failure to have an efficient and effective Enterprise Risk Management system integrated and embedded through the whole of Council resulting in ineffective decision making having strategic, financial, legal, compliance, safety and service delivery impacts. | Moderate 5          | 17/4/15: Research and implement a risk management software application to support ERM functions  | 26/8/16: Budget proposed 2016/17.<br><del>17/4/15:-Budget proposed 2015/16</del>  | 3/3/316: Investigation into Tech1 (Performance Planning software) is continuing.<br>26/8/16: Risk Management Officer has met with Corporate Applications to discuss how to progress this. Corporate Applications to get back to Risk Management Officer week of 29/8/16.<br>02/10/15: ISSG approved as a project to assess the suitability of either the TechnologyOne solution or the RiskWare solution.   |  | 26/8/16: 30/06/2017<br><del>(30/06/2016)</del>   | Manager Corporate and Technology      | 3/3/17: Owing to a restructure this risk has moved from Corporate Services to Office of the CEO. Investigation into Tech1 (Performance Planning software) is continuing.  |
| 244                 | Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return. | Aircraft accident, incident or malfunction occurs within the Rockhampton airport precinct resulting in possible death or injury, financial loss, interruption to airline service delivery, damage to infrastructure and reputation damage to the airport.       | Moderate 6          | Upgrade airport lighting system.   | Budget of \$7.5m over three years has been allocated  | 3/3/17: Failure of contractor to supply required documentation to be submitted to CASA; and decommissioning delays owing to Exercise Wallaby commencement.<br>17/7/2015 - Stage 3 delayed due to military exercise Talisman Sabre. Commissioning now due late September.<br>17/4/15: Cyclone Marcia has delayed works but still tracking for June 30 completion.<br>In order to reduce risk main runway transformers replaced in the interim and circuit reliability improved from 0 megaohms to 0.3 megaohms. Contract awarded for stage 3 and contractors to commence Feb 2015. | 19/2/2016: 90%<br>2/10/2015:- 85%<br><del>17/7/2015:- 80%</del><br>(17/4/2015:- 70%) | 3/03/17: 31/07/2017<br><del>2/12/16: 31/3/2017</del><br><del>26/8/16-30/11/2016</del><br><del>27/5/16-31/07/2016</del><br><del>19/2/16-30/06/2016</del><br><del>17/7/15-31/12/2015</del><br>(Stage 3- 30/6/2016) | Manager Rton Airport                  | 2/12/16: Completion date now expected end of March 2017 due to failure of the contractor to supply the required documentation to submit to CASA and delays to decommissioning with the start of Exercise Wallaby.<br>Owing to a restructure this risk has moved from Corporate Services to Regional Development and Aviation. |
| 245                 | Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return. | Security breach or threat at the airport resulting in possible death or injury, reputation damage to the airport, additional costs, disruption to airline services due to airport closure, infrastructure damage, fines in relation to a regulatory breach.     | Moderate 6          | Replace hard key system on all gates and access points with procard electronic card system so lost cards can have access withdrawn.  | Budget has been provided under Security upgrade   | 3/3/17: A number of locks have failed and a cause needs to be identified by the manufacturer before roll-out of the balance of the locks is done.<br>17/7/2015: Locks acquired however installation of the Hot spot readers to enable update of access cards has been delayed due to technical IT issues experienced by Chubb expected.   | 19/2/2016: 90%<br>2/10/2015:- 85%<br><del>17/7/2015:- 75%</del><br>(17/4/2015:- 60%) | 2/12/16: 31/07/2017<br><del>19/2/16-30/06/2016</del><br><del>17/7/15-31/12/2015</del><br>(17/4/14- 30/06/2015)   | Manager Rton Airport                  | 3/3/17: Unchanged as a number of locks have failed and a cause needs to be identified by the manufacture before the roll-out of the balance of the locks is done. Owing to a restructure this risk has moved from Corporate Services to Regional Development and Aviation.  |
| 248                 | Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return. | Airport assets not maintained, upgraded, inspected or monitored effectively in accordance with regulatory requirements resulting in possible death or injury, reputational damage, compliance failure, reduced service delivery, WH&S fine.                     | Moderate 6          | Facility maintenance and condition assessment inspection schedules are in the process of being completed and detailed in conquest.<br>Consultant engaged to identify critical infrastructure and to load into Conquest to ensure regular maintenance is performed. | Facilities Co-ordinator providing resources.<br>Budget funds are available over next few years for consultant to complete critical infrastructure assets in Conquest. | 3/3/17: Draft AMP completed and is to be worked through by Airport Facilities Team.<br>2/10/15: Apron lighting for Royal Flying Doctor Service and Code B aircraft parking area completed.<br>17/7/15: Additional budget provided for upgrade of Regular Public Transport and General Aviation apron lights in 2016/17.   | 2/12/2016 : 80%<br>2/10/2015:- 80%<br>17/4/2015:- 80%<br>(2/11/15:- 80%)             | 3/03/17: 30/06/2018<br><del>17/07/15-30/06/2017</del><br>(17/11/14- Stage 1- 30/06/2015)   | Manager Rton Airport                  | 3/3/17: Draft AMP completed. To be worked through by Airport Facilities Team. Owing to a restructure this risk has moved from Corporate Services to Regional Development and Aviation.  |

| Risk Identification | Links To Planning  | Risk/Failure (including consequence/s)  | CURRENT RISK RATING | Future Risk Control/s   | Resource / Budget Needed  | Performance / Constraints  | % Complete                                 | Completion Date   | Risk Owner                   | MANAGEMENT'S COMMENTS/NOTES ON ANY CHANGES TO BE MADE TO DETAILS IN COLUMNS B - Q, T and/or U - W   |
|---------------------|--|---|---------------------|---|---|--|--|---|------------------------------|---|
| 301                 | Provide value for money construction, maintenance and community response services for transport and drainage assets.                                 | Budget overrun (Capital Projects) resulting in inability to complete project to specification impacting on end user/fit for purpose, seeing corporate/operational plan objectives not being addressed and Council's credibility with the community being impacted.  | High 4              | 1. (2) Design Services to design high risk projects prior to drafting budget to provide design estimates. Apply cost indexation to design estimates to update estimate to proposed budget period.<br>2. (2) Coordinators Urban and Rural Operations to prepare estimates for new projects and the Manager Civil Operations to review estimates.<br>3. Project management framework including project plans to be implemented. | Additional Design resources required to provide designs and estimates for critical projects prior to drafting budget. | (17/11/14: No additional design staff appointed. Forward planning for 2016/17 Capital Works Budget has not commenced).   | 17/7/15: 90%<br>(17/4/15-40%)              | 3/03/17: 30/06/2018<br>17/4/15-30/12/2016<br>(31/1/15-30/06/2014)               | Manager Civil Operations     | 3/3/17: Civil Operations are receiving designs from Engineering Design Section. On all projects except for run of mill footpath estimates are undertaken by Civil Operations staff and a Project Management Plan is being undertaken. Engineering Section is seeking additional staff which will further improve the design output.   |
| 303                 | Provide value for money construction, maintenance and community response services for transport and drainage assets.                                 | Loss of/damage to office and depot facilities with an impact on ability to coordinate and deliver services.   | Moderate 6          | Obtain generator to provide emergency power to depots - liaise with Facilities to achieve outcome.  | Budget required to provide connection and test run hired generator.   | (17/11/14: Not carried out)  | 0%   | 3/03/17: 31/12/2017<br>19/2/16-30/06/2016<br>30/06/2015                         | Manager Civil Operations     | 3/3/17: Civil Ops will put in a capital budget submission in the 17-18 financial year.  |
| 304                 | Provide value for money construction, maintenance and community response services for transport and drainage assets.                                 | Failure of operation asset condition (roads, drainage, etc.) leading to: injury or death of public/staff; damage to property/equipment - resulting in legal outcomes, financial impacts and negative publicity for Council.   | High 4              | (1) Fine tune and review the ongoing Civil Operation asset condition inspections, which are conducted in conjunction with Council's Asset Management Unit for assets, facilities & major projects. (Note - Civil Operations inspect rural roads but the Asset Management Unit inspect urban roads)  | Staff Resources   | Lack of staff in Assets - Provision of inspection services by Asset Services and reporting of defects identified has not progressed significantly and it is doubtful it will under the current structure. No change to status.   | 17/7/15: 50%<br>(17/4/15-40%)              | 3/03/17: 31/12/2018<br>19/2/16-31/12/2016<br>17/4/15-31/12/2015<br>28/02/2015   | Manager Civil Operations     | 3/3/17: Asset Section is undertaking inspections on roads, bridges and footpaths annually. Items identified in the inspections are then undertaken by Civil Operations subject to budget. Stormwater is under development.  |
| 310                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Inability of Engineering Services to provide or maintain adequate levels of service for infrastructure planning, development assessment and infrastructure design resulting in reduced productivity, inadequate infrastructure, risk to the general public and workers and financial loss for Council.                                | High 4              | 1. (1.) Undertake staffing level review and business planning for Engineering Services.<br>2. (2.) Improve focus on professional development and training (including graduate development program) by management implementing appropriate training and development plans and staff completing them.   | Professional Development Training Budgets required  | Lack of resources and higher priorities impacting on time available for implementation and completion.   | 26/8/16: 70%<br>2/10/15-60%<br>30/4/15-40% | 3/03/17: 31/12/2017<br>17/7/15-1/7/2016<br>(30/4/15-31/12/2016)                 | Manager Engineering Services | 3/3/17: No change other than completion date likely now to be 31 December 2017.   |
| 311                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Breach of the Professional Engineers Act resulting in installation of unsafe infrastructure or infrastructure that does not meet legislative requirements causing the following possible impacts to Council: Service delivery delays; negative financial impacts; possible serious harm to public/workers; and reputation tarnished.  | High 4              | 1. (1.) Make RPEQ qualification mandatory for some positions in the future.<br>2. (2.) Request technical staff to obtain their RPEQ if possible.  | Resources required through the Training Assistance process  | 1. Requires study assistance.<br>2. Lack of incentive to obtain RPEQ qualification - owing to the level of responsibility and potential liability that attaches to the RPEQ rather than the organisation.  | 17/7/15: 50%<br>(30/4/15-40%)              | 3/03/17: 31/12/2017<br>31/12/2016   | Manager Engineering Services | 3/3/17: No change other than completion date likely now to be 31 December 2017.   |
| 313                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Poor records and information management retrieval and storage capabilities (hardcopy and electronic) resulting in an inability to find and retrieve critical infrastructure planning information resulting in reduced productivity, inadequate infrastructure, risk to the general public and workers and financial loss for Council. | High 4              | 1. Plan and implement completion and population of central registry for planning studies.<br>2. (1.) Continued population of drawing register database and scanning and loading of engineering drawings into GIS.<br>3. (2.) Retrieval of historical development plans to be scanned and loaded into GIS.<br>4. Identify and acquire (if necessary) appropriate storage areas for records.                                    | Require dedicated Project Admin/technical librarian support   | Lack of a plan and resources.  | 3/03/17: 60%<br>26/8/16-60%<br>30/4/15-30% | 30/06/2018  | Manager Engineering Services | 3/3/17: Completion is now at 60%. No other changes.   |
| 315                 | Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation. | Failure to maintain accuracy and value of the forward works program and adequately provide for the annual capital program resulting in projects nominated for delivery being deferred to accommodate increased costs within annual capital program and the Long Term Financial Strategy (LTFS).                                       | High 4              | 1. Continued refinement of forward works program.<br>2. (2. & 3.) Development of indicative estimating tool.<br>3. Develop Network specific prioritisation processes.   | Budget, IT Support, Software.   | 3/3/17: Draft 10 year Capital Program has been developed.<br>Availability of personnel to do this work.  | 17/7/15: 75%<br>(50%)                      | 3/03/17: 1/07/2018<br>04/07/2016  | Manager Engineering Services | 3/3/17: Percent complete remains unchanged. Draft 10 year capital program has been developed. Completion date likely to be 1 July 2018.   |
| 322                 | Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable.   | Failure to comply with legislative requirements for water and sewerage services resulting in fines, loss of reputation and environment or health impacts.   | Moderate 5          | 1. Conduct condition assessment and review maintenance strategy for monitoring equipment.<br>2. Alternative power supply to be installed at critical sites.<br>3. Seek Council approval, and implement Sewerage Treatment Plant Strategy.   | (1, 2 & 3) Budget<br>(3) Project delivery staff   | (30/1/15: (1) High level risk condition assessment completed by Assets during financial valuation of water and sewerage assets.<br>(3) STP strategy adopted by Council and projects underway.)<br>17/11/14: (1) Staff availability.<br>(2 & 3) Budget.<br>(3) Staff capacity and capability. | 17/7/15: 20%<br>(30/4/15-45%)              | 31/12/2019  | Manager FRW                  | 3/3/17: All future risk controls currently being developed for implementation by the targeted 2019 date.  |
| 323                 | Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable.   | Failure to adequately maintain process assets resulting in fines, loss of revenue, disruption to services and loss of reputation.   | Moderate 5          | 1. Seek Council approval and implement Sewerage Treatment Plant Strategy.   | 1. Project Delivery Staff<br>2. Budget  | 3/3/17: Construction of rising main, required to decommission West Rockhampton STP, currently commencing; and augmentation of Gracemere STP currently progressing through design phase.  | 17/7/15: 15%<br>(30/4/15-40%)              | 31/12/2019  | Manager FRW                  | 3/3/17: Construction of rising main required to decommission West Rockhampton STP currently commencing and augmentation of Gracemere STP currently progressing through design phase.  |
| 324                 | Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable.   | Inadequate physical security resulting in disruption or loss of critical services and supply, serious injury or death, damage to assets, theft; and damage to reputation.   | Moderate 5          | 1. Conduct audit of Signage to be update and renewed at all sites and update as necessary.<br>2. Finalise and implement FRW Maintenance Strategy to be finalised (note: it is being implemented as components have been developed).   | (1 & 2) Staff<br>(1) Budget   | Staff availability   | 17/7/15: 75%<br>(20%)                      | 2/12/16: 30/06/2017<br>19/2/16-30/06/2016<br>17/7/15-31/12/2015<br>(31/12/2014) | Manager FRW                  | 3/3/17: FRW Maintenance Strategy currently being implemented. Action on site signage currently being planned. Security fencing installation project now complete.   |
| 325                 | Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable.   | Failure of Water Treatment Plant resulting in loss of supply for extended period, financial loss, loss of reputation, public health risk, safety risk; and breach of license conditions.  | Moderate 6          | 1. Security cameras and equipment to be installed and monitored via SCADA software.<br>2. FRW Maintenance Strategy to be finalised (note: it is being implemented as components have been developed).<br>3. Investigate backup power options.   | (1, 2 & 3) Staff<br>(1) Budget  | (1) Awaiting budget approval.<br>(2 & 3) Staff availability.   | 17/7/15: 50%<br>(30/4/15-20%)              | 3/03/17: 30/06/2017<br>2/10/15-30/06/2016<br>17/7/15-31/12/2015<br>(31/12/2014) | Manager FRW                  | 3/3/17:(1) CCTV sites selected and CCTV and communication equipment now being installed by external contractor.<br>(3) Numerous backup generation installation projects underway with completion forecast by 30/6/17. Future risk controls currently being implemented as part of the capital budget program. This work will be ongoing for a number of financial years and should be considered as a work in progress as part of normal core business. |

| Risk Identification | Links To Planning  | Risk/Failure (including consequence/s)   | CURRENT RISK RATING | Future Risk Control/s  | Resource / Budget Needed                                     | Performance / Constraints   | % Complete                                      | Completion Date   | Risk Owner                                       | MANAGEMENT'S COMMENTS/NOTES ON ANY CHANGES TO BE MADE TO DETAILS IN COLUMNS B - Q, T and/or U - W  |
|---------------------|--|--|---------------------|--|--|---|---|---|--|--|
| 326                 | Operate and maintain sewerage network and treatment assets including re-use schemes.   | Failure of Sewerage Treatment Plant resulting in breach of EPA license; serious disruption of services; serious litigation and financial loss; loss of reputation.   | Moderate 5          | 1. Site specific SOPs.<br>2. Investigate backup power options.<br>3. Implement RRC's STP upgrade strategy.   | (1, 2, 3) Staff.<br>(3) Budget.                              | (1, 2) Staff availability.<br>(3) Project staff.<br>(3) Budget.   | 19/2/16: 60%<br>17/7/15: 40%<br>(30/11/15: 35%) | 2/12/16: 30/06/2018<br>19/2/16: 31/12/2016<br>02/10/15: 30/06/2018<br>30/06/2017                                  | Manager FRW                                      | 3/3/17: (3) Construction of rising main required to decommission West Rockhampton STP currently commencing and augmentation of Gracemere STP currently progressing through design phase. (2) Numerous backup generation installation projects underway with completion forecast by 30/6/17. (1) Detailed operating manuals in place for sewerage assets other than West Rockhampton STP (to be decommissioned) and Gracemere STP.<br><br>Future risk controls currently being implemented as part of the capital budget program. This work will be ongoing for a number of financial years and should be considered as a work in progress as part of normal core business. |
| 327                 | Operate and maintain sewerage network and treatment assets including re-use schemes.   | Failure to supply safe drinking water due to contaminated raw water resulting in health related issues; serious disruption to services; financial loss; loss of reputation.  | Moderate 6          | 17/4/15: 1. GM to present report to Council from independent review undertaken of FRW water treatment processes in dealing with high-organic/manganese load in raw water supply.<br>(1) Complete process upgrades to Glenmore Water Treatment Plant.<br><br>2. FRW to prepare all hazards-treatment option report for Council consideration.   |  |   | 02/10/15: 80%<br>17/04/15: 30%                  | 2/12/16: 30/06/2018<br>2/10/15: 30/06/2016<br>30/06/2015  | Manager FRW                                      | 3/3/17: (1) The report has been presented to Council with recommendations used to prepare capital budget allocations for upgrades which are currently being completed. (The recommendations from that report - Complete process upgrades to Glenmore Water Treatment Plant - become the Future Risk Controls). (2) This control has been completed and has moved to the Existing Control columns.<br><br>Future risk controls currently being implemented as part of the capital budget program. This work will be ongoing for a number of financial years and should be considered as a work in progress as part of normal core business.                                 |
| 336                 | Provide waste management facilities and services which meet the community's needs through the development and implementation of a Strategic Waste Management Plan. | Failure to undertake long-term planning for the provision of future landfill airspace and or alternative waste technologies beyond the operational life of the existing facilities-which would result in the community not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused. | Moderate 6          | 1. Education of Councillors and community on need for, and costs associated with, waste management.<br><br>Dependent on site and or technology identified...<br>2. Controls to be decided and put in place within 15 years (current site has a 20 year life - 2035)<br>3. Once site and or technology identified, increased intensity and focus of education of Councillors and community. | TBA  |   |   | 19/2/16:<br>1. Continuous<br><br>2. 2021<br>3. TBA<br><br>26/02/2016  | General Manager Regional Services                | 3/3/17:  |
| 339                 | Provide waste management facilities and services which meet the community's needs through the development and implementation of a Strategic Waste Management Plan. | The objectives, targets and actions plans contained in Council's Waste Reduction and Recycling Plan 2015-2024 (WRRP) [Strategic Waste Management Plan] are not realised affecting Council's reputation through broadening negative publicity with loss of customer confidence in the ability to manage a large facility/process on behalf of the community.  | Moderate 6          | 1. Develop plans and budget to fulfil actions listed in the WRRP   | \$200,000  | Lack of resources   |   | 21/12/2016  | Manager Rockhampton Regional Waste and Recycling | 3/3/17:  |
| 407                 | Develop and deliver targeted arts and heritage programmes.   | Damage to Council facilities and equipment due to non-compliance by Hirers resulting in financial loss and loss of reputation.   | Moderate 6          | (17/11/14 Improved business systems in the Venue Operations Unit)  | (1) Capital budget provided for new venue management system. | Suitability of existing commercial venue management systems.  | 2/12/16: 85%<br>27/5/16: 70%<br>25%             | 2/12/16: 30/03/2017<br>26/8/16: 31/12/2016<br>27/5/16: 30/06/2016<br>30/06/2015                                   | Manager Arts and Heritage                        | 3/3/17:  |
| 411                 | Deliver targeted social programmes relating to child care, youth and aged services.  | Child and youth risk management strategies not in place for regulated businesses, high risk activities and special events in accordance with the requirements of the Children and Young People and Child Guardian Act 2000 resulting in children being exposed to harm, Council being exposed to liability issues and reputational damage.   | Moderate 5          | 1. Implementation of blue card policy and procedure throughout Council;<br>2. Development of child and youth risk management strategy;<br>3. Development and implementation of risk management plan for special events.<br>(17/11/14: 4. Blue Cards needs assessment for individual on expiry of current card.)  | Staff time.  | 1. Managers not updating PDs for Blue Card requirement;<br>2. HRA not supplying information to Senior Admin Officer.    | 17/7/15: 75%<br>17/4/15: 70%                    | 2/12/16: 30/06/2017<br>27/5/16: 30/09/2016<br>17/4/15: 31/12/2015<br>17/4/15: 30/06/2015<br>(30/1/15: 30/06/2014) | General Manager Community Services (30/1/15)     | 3/3/17: Blue Card Policy and Procedure updated and adopted by Council 9 January 2017. Development of Child and Youth Risk Management Strategy in progress and nearing completion. Risk Management Plan for special events incorporated in Risk Management Strategy, Assessment of blue card needs for individuals undertaken in normal process at time of renewal process.   |
| 414                 | Deliver a range of individual and organisational development services and programmes.  | Council fails to maintain, train and supervise adequate numbers of volunteers to assist with operations across its sites resulting in inability to deliver some services, or injury to volunteers or public.   | High 4              | 1. Training procedures for volunteers being updated;-<br>2. Responsibility for volunteers at some sites being transitioned to community-organisations.   | Staff time to deliver training.                              | 1. Ability to provide training at suitable times for volunteers;-<br>2. Staff resource to supervise work at some sites. | 100%  | 02/10/15: 31/12/2016<br>17/7/15: 30/06/2016<br>(30/6/2015)  | Manager Communities and Facilities               | 3/3/17: Training materials developed and distributed to sections . Note from Senior Risk and Assurance Advisor: The Future Controls have been identified as completed and so this risk will no longer appear on the Risks Requiring Further Treatment listing.   |
| 422                 | Deliver Facilities maintenance programmes and projects.  | Inability to comply with regulatory obligations and conservation of heritage assets, asbestos inspections and treatment, resulting in facilities being non-compliant and deemed unsafe and unusable, with loss of service to community, possible injury to staff and public, and damage to reputation of Council.  | High 4              | (2) Develop a 5-10 year maintenance and renewal strategy based on valuations and condition assessments.  | To be determined based on strategy.                          | Insufficient budget resource to complete Conservation Management Plans and undertake required works.                    | 100%  | 02/10/15: 30/06/2017<br>(30/4/15: 30/06/2016)   | Manager Communities and Facilities               | 3/3/17: Renewal schedule within Asset Management Plan, and maintenance planned in accordance with budget allocation Note from Senior Risk and Assurance Advisor: The Future Controls have been identified as completed and so this risk will no longer appear on the Risks Requiring Further Treatment listing.  |
| 424                 | Implement Pest Management Plan actions to control declared pests.  | Council does not have appropriate and implemented pest management planning for pest plants and pest animal management leading to public complaints about service delivery, localised damage to Council's reputation, temporary redirection/addition of staff/resources required.   | Moderate 5          | Advised of major changes to legislation occurring in 2016 -<br>1. Review and realign plan with newly identified changes;<br>2. Review of service level arrangements / requirements (Dependent on 1.)   | Existing.  |   |   | 31/12/2017  | Manager Planning and Regulatory Services         | 3/3/17: Senior Risk and Assurance Advisor was advised that this risk has changed from Accept Risk to Treat Risk as the new legislation is now in place.  |

| Risk Identification | Links To Planning   | Risk/Failure (including consequence/s)   | CURRENT RISK RATING | Future Risk Control/s  | Resource / Budget Needed   | Performance / Constraints   | % Complete            | Completion Date  | Risk Owner                               | MANAGEMENT'S COMMENTS/NOTES ON ANY CHANGES TO BE MADE TO DETAILS IN COLUMNS B - Q, T and/or U - W  |
|---------------------|---|--|---------------------|--|--|---|-----------------------|--|--|--|
| 427                 | Provide compliance and regulatory services inline with legislative and community standards.       | Council does not meet its legislative and service delivery responsibilities for Local Laws' community compliance leading to the possibility of legal action, significant damage to Council's reputation with multiple complaints, and general public dissatisfaction.  | High 4              | 1. Effective Infringement financial management process to be put in place.<br>2. Internal Audit Process Review.  | (1) System update budget.<br><br>(2) Existing staff and resources.   | Available budget  | 17/7/15: 30% (25%)    | 26/8/16: 30/06/2017<br><del>17/4/15-30/06/2016</del><br>(30/06/2015) | Manager Planning and Regulatory Services | 3/3/17:  |
| 429                 | Plan and deliver Local Laws programmes, partnerships, regulation and education.                   | Inconsistent regulation and enforcement of local laws and legislation resulting in poor service and considerable public dissatisfaction.   | High 4              | 1. Reviews to be completed -<br>1a) Internal Audit Process Review;<br><br>1b) Legal review of Local Laws.<br><br>2. Membership subscription to LGAQ's Legislation Compliance Service.<br><br>3. Join SEQ Regional Animal Management group (SEQRAM).  | 1a) Existing staff and resources.<br><br>1b - 3) Review of budget required.  | 19/2/16 : (1a) Review of Council's Animal Management function currently being undertaken scheduled to be completed by May 2016.<br><br>19/2/16: (1b) Additional project officer employed to conduct legal review of Local Laws - to be completed June 2017.<br><br>Constraint: Available budget | 5%                    | 27/5/16: 31/01/2017<br><del>(17/4/15-30/12/2016)</del><br>31/12/2014 | Manager Planning and Regulatory Services | 3/3/17:  |
| 431                 | Provide a well maintained and managed zoological collection.                                      | Animal housing at the Zoo does not meet the required standard (inclusive of: animal husbandry, record keeping, staffing & asset renewal) resulting in: Loss of zoo licences / closure of facility; Injury or death to an animal; Negative public perception; Staff turnover; Injury or death to zookeepers.  | Moderate 6          | 1. Documented procedures rolling review.<br><br>2. <b>Annually review development options, links to budget, to upgrade exhibits as required. Develop, implement, and annually review development plan (linkage to budget required) to upgrade exhibitions and achieve implementation of the approved/ultimate zoo master plan.</b><br><br>3. Staff to monitor and contribute to review/formation of industry guidelines standards. | Annual Budget<br><br>External contractors to be used.<br><br>Staff time and management overview.                                 | (17/11/14 Procedure Manual review / update is continuing.)  | 19/2/16: 20% 40%      | 26/8/16: 30/11/2016<br><del>(30/06/2016)</del>                       | Manager Parks                            | 3/3/17: Amend Future Controls - 2. Annually review development options, links to budget, to upgrade exhibits as required.  |
| 440                 | Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces.                 | Tree falls resulting in: injury/death; damage to property; damage to Council's reputation; negative financial impact.  | Low 7               | 1. Review and update <del>Street-Tree Policy and Procedure</del> to align with adopted policy.<br><br>2. Programmed maintenance works to be implemented to full capacity.<br><br>3. Ergon Service Level Agreement is to be in place and implemented.   | Staff time and management overview, possible external review and update<br><br>Nil<br><br>Nil.                                   | 3/3/17: Tree Management Policy adopted, work proceeding on Procedure to support.  | (3/3/17: 70%)<br>60%  | 2/12/16: 28/02/2017<br><del>19/2/16-30/04/2016</del><br>31/12/2015   | Manager Parks                            | 3/3/17: Tree Management Policy adopted, work proceeding on Procedure to support.<br><br>Amend Future Control - 1. Review Procedure to align with adopted policy. Completed - 70% |
| 443                 | Ensure botanical collections are maintained and developed.  | Loss of significant/ historic/ iconic botanical collections resulting in negative publicity and loss of reputation; region's "green" status; iconic material; and research opportunities.  | Moderate 6          | 1. Review, update and implement existing land- & conservation management & succession plans.<br><br>2. <del>Complete the identification of the current collection as part of the succession plan.</del>  | Staff time and management overview.  |   | 26/8/16: 80% (40%)    | 26/8/16: 30/06/2017<br><del>(30/06/2016)</del>                       | Manager Parks                            | 3/3/17:  |
| 444                 | Plan for appropriate open space within the Region.  | Inadequate/ inappropriate open space does not meet the community's requirements/ expectations resulting in lack of: standardised infrastructure charges; consistency and quality of the asset including land; lack of benchmark for Council/ developer Standards; unwanted contributed assets; leading to reputational damage; social problems and; financial impacts. | Moderate 5          | 1. Develop & implement a Parks Infrastructure Strategy for conditioning of new development.<br><br>2. Develop a local parks contribution policy.<br><br>3. Complete & implement Landscape Guidelines (as part of CMDG).<br><br>4. Open Space Strategy to be reviewed and implemented (inc service levels).   |  | 26/8/16: Sport, Parks, Active Recreation and Community (SPARC) Strategy currently in preparation  | 70%                   | 26/8/16: 30/04/2017<br><del>(31/12/2016)</del>                       | Manager Parks                            | 3/3/17:  |
| 446                 | Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces.                 | Integrity of land-fill caps, where Council is now using the space for public use (eg: parks), is impacted through an event occurring causing exposure of toxins, hazards etc (eg: TC Marcia causing tree fall and erosion) resulting in: public health and safety; financial; and environmental repercussions.   | Moderate 7          | 1. Continuous review and updating of Site Management Plan.<br><br>2. Site remediation priorities to be determined, planned and implemented.  | Yet to be determined (Kershaw remediation is now estimated at \$8.4m. The amount for other sites is hard to assess generically.) | (Note: Remediation Plan for Kershaw Gardens is in effect)<br><br>Public perception<br><br>Funding   | 02/10/2015: 15%<br>2% | 19/2/16: 30/06/2017<br><del>04/12/2015</del>                         | Manager Parks                            | 3/3/17:  |
| 332                 | Provide regulatory and compliance services in line with statutory requirements and best practice. | Failure to collect revenue results in less funds available and lack of confidence in Council business practices.   | High 5              | 1. Develop process and workflow to facilitate collection.<br>2. Review with Council re threshold for collection activity.  | Can be done with existing resources.   | Constraints - age of some overdue payments may make collection difficult.   | (30/1/15: 90%)        | 26/8/16: 30/06/2017<br><del>19/2/16-30/06/2016</del><br>31/12/2015   | Manager Planning and Regulatory Services | 3/3/17:  |
| P 447               | Provide compliance and regulatory services in line with legislative and community standards.      | Pound facility not being fit for purpose and able to fulfil expectations leading to: Council's reputation being tarnished; additional funding required to rectify; and Corporate/Operational Plan objectives not effectively addressed.  | High 4              | (1) Pound constructed and operated in line with Council's and community's expectations.<br>(2) Appropriate budget provided.  | In current budget.   | (1) Appropriate site (2 & 3) Appropriate resourcing<br>(1) Budget   | 5%                    | 2/12/16: 31/12/2017<br><del>30/06/2017</del>                         | Manager Planning & Regulatory Services   | 3/3/17:  |

**11.2 RESIDENT SATISFACTION AND IMPORTANCE SURVEY REPORT**

|                             |   |
|-----------------------------|---|
| <b>File No:</b>             | <b>54</b>   |
| <b>Attachments:</b>         | <b>1. Rockhampton Regional Council Satisfaction and Importance Survey Report 2016</b> |
| <b>Authorising Officer:</b> | <b>Evan Pardon - Chief Executive Officer</b>  |
| <b>Author:</b>              | <b>Wade Clark - Acting Supervisor Media and Engagement</b>                            |

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**SUMMARY**

*The Rockhampton Regional Council undertakes a bi-annual satisfaction survey to understand if Council is meeting the expectations of the community through its delivery of services, facilities and items of infrastructure. From October to November 2016, 891 satisfaction surveys were completed by community members across the Region.*

**OFFICER'S RECOMMENDATION**

THAT the Resident Satisfaction and Importance Survey Report be received.

**COMMENTARY**

The 2016 Rockhampton Regional Council satisfaction and importance survey (*the survey*) was undertaken in October / November 2016 and coincided with the annual Community Conversation meetings.

To ensure a robust sample was collected multiple surveying methods were undertaken, these included: providing paper based surveys at Community Conversation meetings, emailing Regional Voice members an online survey, providing a click through survey via Facebook advertising, mailing a hard copy survey to randomly selected households and promoting the survey through community groups, local networks and schools. The survey was also advertised through local newspapers and radio.

Total response to the survey equaled 891 individual surveys, this represented a 95% confidence level with an interval of +/-3.25 (based on number of regional eligible voters: 49,294 Source: ABS 2011 Census). In terms of representivity there was a good cross section of people from across the region that responded. The gender balance was slightly skewed towards females. Age representivity improved since 2014 with a lift from younger respondents.

**Main Messages from participants**

Overall satisfaction with Council servicing has decreased by 1.4%.

- The overall 2016 community score for all of Council servicing combined (facilities, infrastructure and services) is 2.84 out of 5. In 2014, it was 2.88 and in 2011 it was 2.59.
- To meet community expectations an overall community score of 3 out of 5 is required.
- The main reason for the overall decrease was minor decreases in a variety of Council services, facilities and infrastructure areas.

Twelve services, facilities and infrastructure items are meeting expectations or above.

- In 2016, there were 12 services, facilities and items of infrastructure that have a community score of 3 (or higher) out of five. In 2014, there were 16 and in 2011, there were six. Note that there are a total of 49 Council services, facilities and items of infrastructure.

Most important service areas: Water Supply, Community Safety and Disaster Management.

- On a positive note: Water Supply (3.09) and Disaster Management (3.06) are meeting expectations however Community Safety (2.58) is below expectations.

Community Safety has increased significantly in importance since 2014, up 8%.

- Community Safety highlighted as priorities in North Rockhampton and Mount Morgan.

Infrastructure not meeting expectations but remaining steady compared to 2014.

- Five infrastructure items have a 2.5 community score or lower (Urban Sealed Roads, Footpaths / Cycleways, Rural Sealed Roads, Rural Unsealed Roads, Urban Unsealed Roads).
- In terms of community scores there was minimal movement compared to 2014.

Top performers were: Libraries, Rockhampton Art Gallery and the Pools.

## **BACKGROUND**

The Rockhampton Regional Council satisfaction and importance survey has been undertaken three times since 2011: 2011, 2014 and 2016.

There was a significant increase in satisfaction with Council's overall servicing recorded in the 2014 survey. In this survey, a 2.88 overall community score was achieved, an 11% increase from 2011 (2.59 community score).

The decrease in the overall community score recorded in 2016 to 2.84 is minor and should be viewed by Council with a degree of positivity considering that many of the services, facilities and items of infrastructure retained similar community scores with a select few making gains in satisfaction.

## **BUDGET IMPLICATIONS**

There are no direct budget implications; this information is to be used to assist budget deliberations, business planning and Council decision making.

## **CORPORATE/OPERATIONAL PLAN**

### **Leadership, Partnering & Support**

Outcome – Focus everyone on real community outcomes.

*Provide executing administration, management of Council meetings, and facilitation of communication and engagement.*

## **CONCLUSION**

The 2016 Rockhampton Regional Council satisfaction and importance survey has provided an overall community score of 2.84 (out of five) for Council's overall service provision. There has been a minor decrease (1.4%) in the overall community score since the 2014 survey. The main reason for the overall decrease was minor decreases in a variety of Council services, facilities and infrastructure areas.

# **RESIDENT SATISFACTION AND IMPORTANCE SURVEY REPORT**

## **Rockhampton Regional Council Satisfaction and Importance Survey Report 2016**

**Meeting Date: 11 April 2017**

**Attachment No: 1**





**Rockhampton Regional Council  
Satisfaction and Importance Survey  
Report**

**Date: October-November 2016**

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## **Executive Summary**

The Rockhampton Regional Council satisfaction and importance survey (*the survey*) was completed to understand if Council is meeting the expectations of the community through its delivery of services, infrastructure and facilities. This survey provides the Council with the scope to understand which areas of its delivery may require further focus and/or investment.

The survey requested three main areas to be completed by community members, these were:

- *Thinking of your community, "What are the three highest priorities to improve your community?"*
- *Rate Council's services, infrastructure and facilities, "Have we met your expectations?"*
- *Rate the importance of Council's services, infrastructure and facilities, "How important is it to you?"*

Total response to the survey equalled 891 individual surveys, this represented a 95% confidence level with an interval of +/-3.25 (based on number of regional eligible voters: 49,294 Source: ABS 2011 Census). The period of surveying was from October to November 2016. Engagement methods included providing surveys at Community Conversation meetings, to the Regional Voice membership, through Social Media, via Council's website, through a random mail-out and to community groups and schools. The survey was also advertised through multiple avenues. Note that most respondents completed the priorities question however there was a decreased amount of responses to the other survey questions, this essentially decreased the confidence interval to a range between +/-3.67 to +/-4.12 for these quantitative questions. In terms of representivity there was a good cross section of people from across the region that responded. The gender balance was slightly skewed towards females. Age representivity improved since 2014 with a lift from younger respondents.

### **Main Messages from participants**

#### **Overall satisfaction with Council servicing has decreased by 1.4%.**

- The overall 2016 community score for all of Council servicing combined (facilities, infrastructure and services) is 2.84 out of 5. In 2014, it was 2.88 and in 2011 it was 2.59.
- To meet community expectations a community score of 3 out of 5 is required.
- The main reason for the overall decrease was minor decreases in a variety of Council services, facilities and infrastructure areas.

#### **Twelve services, facilities and infrastructure items are meeting expectations or above.**

- In 2016, there are 12 services, facilities and items of infrastructure that have a community score of 3 (or higher) out of five. In 2014, there were 16 and in 2011, there were six.

#### **Most important services are: Water Supply, Community Safety and Disaster Management.**

- On a positive note: Water Supply (3.09) and Disaster Management (3.06) are meeting expectations however Community Safety (2.58) is below expectations.

#### **Community Safety has increased significantly in importance since 2014, up 8%.**

- Community Safety highlighted as priorities in North Rockhampton and Mount Morgan.

#### **Infrastructure items not meeting expectations but remaining steady compared to 2014 results.**

- Five infrastructure items have a 2.5 community score or lower (Urban Sealed Roads, Footpaths / Cycleways, Rural Sealed Roads, Rural Unsealed Roads, Urban Unsealed Roads).
- In terms of community scores there was minimal movement in these items compared to 2014.

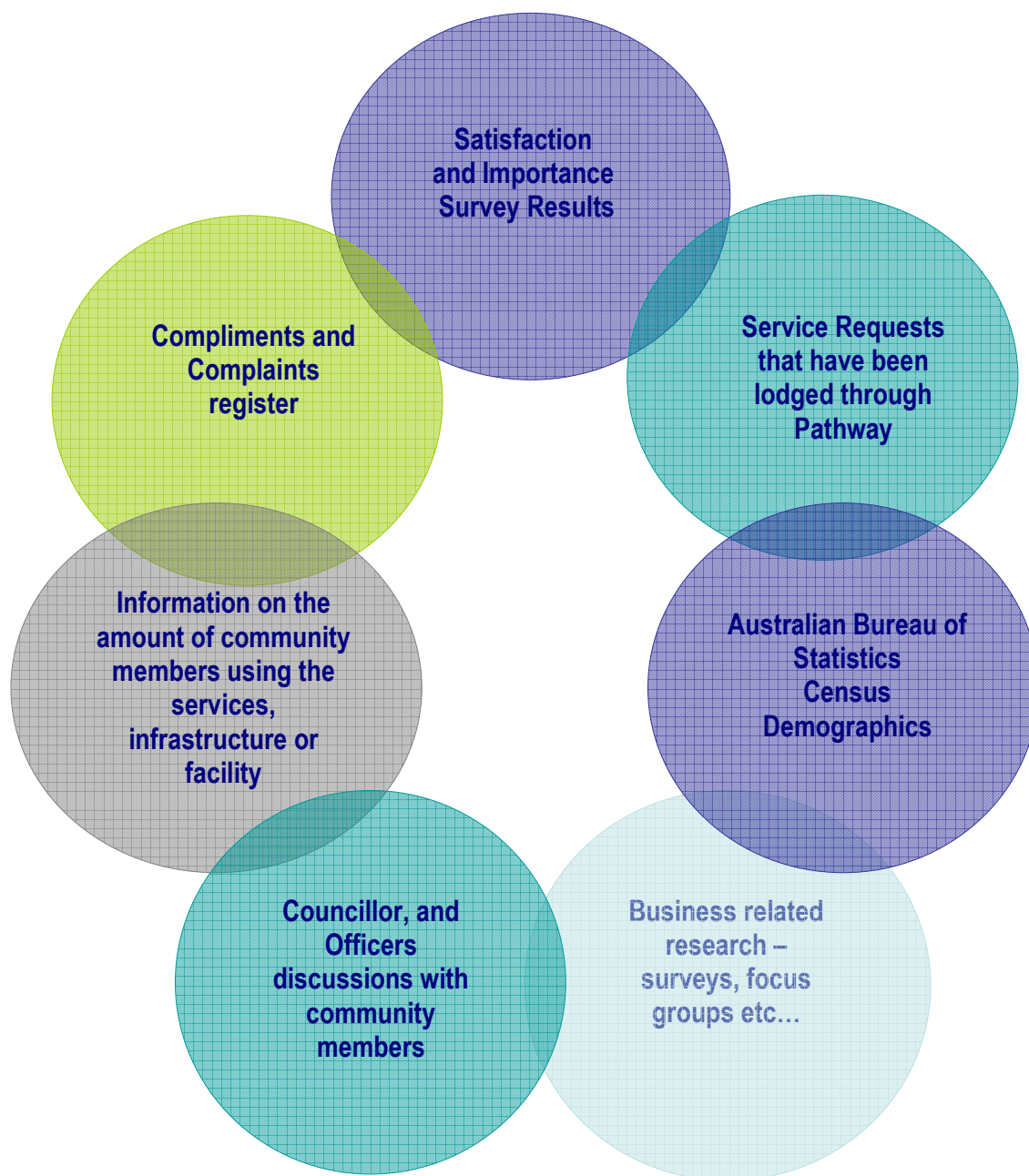
#### **Top performers were: Libraries, Rockhampton Art Gallery and the Pools.**

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## **Telling the whole story**

The results from this survey are only one piece of telling the whole story behind Council's services, infrastructure items and facilities and how they are perceived.

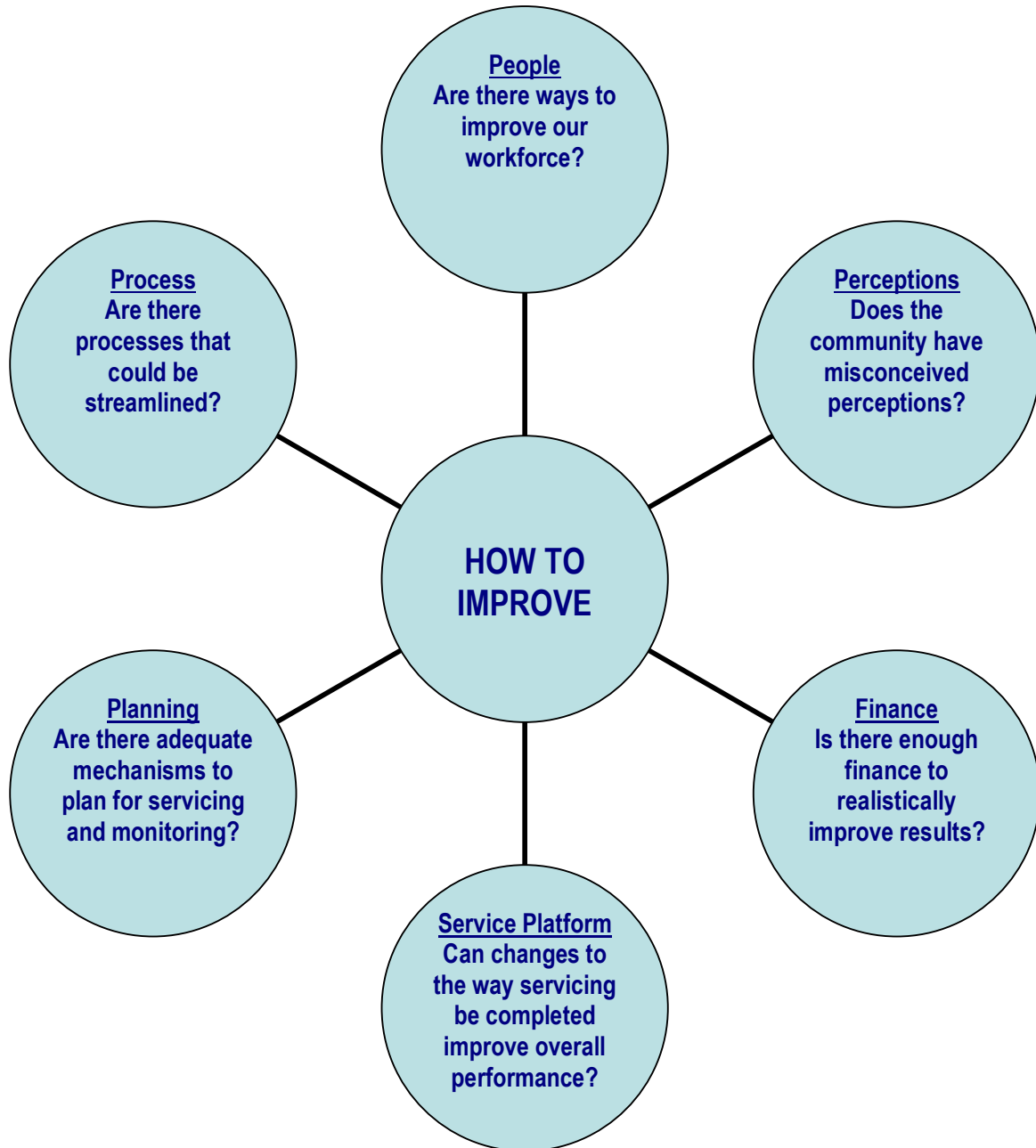
Considering the following information repositories will assist identify and understanding underlying issues and potential areas for improvement for decision making.



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## How to improve?

Considering the following business pillars can assist with creating a plan to improve the services, infrastructure items and facilities benchmark scores taken through the Rockhampton Regional Council Satisfaction and Importance Survey process.



## Community Priorities (from the survey – open ended question)

|                   |   |   |  |
|-------------------|---|---|--|
| North Rockhampton | Roads<br>            | Parks/Walking Paths<br>   | Improve Safety<br><b>PUBLIC SAFETY</b>   |
| South Rockhampton | Footpaths<br>        | Roads<br>                 | More Attractions<br>      |
| Gracemere         | Jobs<br>            | Roads<br>                | Activities/Amenities<br> |
| Mount Morgan      | Tourism / Jobs<br> | Town Beautification<br> | Improve Safety<br><b>PUBLIC SAFETY</b>   |
| Rural South East  | Roads<br>          | The Environment<br>     | Signage<br>             |
| Rural West        | Roads<br>          | Waste<br>               | Weeds / Pests<br>       |

## The Ten Best Performing Council Services, Facilities and Infrastructure according to Community members

**Table 1. Best Performing Services, Facilities and Infrastructure**

| <u>Overall Rank</u> | <u>Area</u> | <u>Actual service, facility or Infrastructure provided</u> | <u>Are we meeting expectations? Score 1 to 5</u> | <u>How important? Score 1 to 5</u> |
|---------------------|-------------|--|--|------------------------------------|
| 1                   | Facilities  | Libraries  | 3.49   | Important (3.77)                   |
| 2                   | Facilities  | Rockhampton Art Gallery                                    | 3.36   | Important (3.17)                   |
| 3                   | Facilities  | Pools  | 3.33   | Important (3.95)                   |
|                     | Facilities  | Rockhampton Heritage Village                               | 3.32   | Important (3.52)                   |
| 5                   | Facilities  | Pilbeam Theatre  | 3.29   | Important (3.65)                   |
| 6                   | Facilities  | Walter Reid Cultural Centre                                | 3.13   | Important (3.01)                   |
| 7                   | Facilities  | Rockhampton Zoo  | 3.12   | Very Important (4.01)              |
|                     | Services    | Sewerage Collection / Disposal                             | 3.12   | Very Important (4.27)              |
| 9                   | Services    | Water Supply   | 3.09   | Very Important (4.44)              |
| 10                  | Services    | Disaster Management  | 3.06   | Very Important (4.35)              |

## The Ten Most Important Council Services, Facilities and Infrastructure according to Community members

The table below is a representation of the ten most important Council related services, facilities and infrastructure. This was created by understanding the overall mean score for each service, facility and infrastructure item – the higher the score the more important it is to the community overall.

**Table 2. Most Important Services, Facilities and Infrastructure**

| <u>Overall Rank</u> | <u>Area</u>    | <u>Actual service, facility or Infrastructure provided</u> | <u>How important? Score 1 to 5</u> | <u>Are we meeting expectations? Score 1 to 5</u> |
|---------------------|----------------|--|------------------------------------|--|
| 1                   | Services       | Water Supply   | 4.44                               | Meeting Expectations (3.09)                      |
| 2                   | Services       | Community Safety   | 4.39                               | Below Expectations (2.58)                        |
| 3                   | Services       | Disaster Management  | 4.35                               | Meeting Expectations (3.06)                      |
| 4                   | Infrastructure | Urban Sealed Roads   | 4.31                               | Below Expectations (2.43)                        |
| 5                   | Services       | Waste Services   | 4.27                               | Meeting Expectations (3.05)                      |
| 6                   | Services       | Parks Maintenance  | 4.23                               | Below expectations (2.84)                        |
| 7                   | Services       | Streetscape cleanliness                                    | 4.23                               | Meeting expectations (2.78)                      |
| 8                   | Facilities     | Botanic & Kershaw  | 4.18                               | Below Expectations (2.95)                        |
| 9                   | Facilities     | Parks (Local)  | 4.18                               | Below expectations (2.84)                        |
| 10                  | Infrastructure | Footpaths / Cycleways                                      | 4.17                               | Below expectations (2.38)                        |

*Please note: that Rockhampton Regional Council has 49 services, facilities and infrastructure items.*

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## **Communities Overall Expectation Rating vs Importance Rating**

The chart on page 8 outlines how respondents collectively rated all of Council services, infrastructure items and also facilities. The following are general rules to apply when considering the chart:

- Services and facilities that inspire our community should aim to be above expectations.
- Infrastructure such as roads, pathways, cycleways etc should aim to meet expectations.
- The services, facilities and infrastructure items identified by a larger circle represents a larger community response from the survey.
- Some services cross over into other organisations and are not totally reflective of Council's performance.
- Each Quadrant has different considerations from a decision making perspective and a business improvement perspective. For example:
  - Quadrant 1 – Manage  
If the Council service, infrastructure item or facility is in this quadrant *"it is important to the community and we are not meeting expectations"*, this provides a direction for management to explore actions to improve delivery.
  - Quadrant 2 – Maintain  
If the Council service, infrastructure item or facility is in this quadrant *"it is important to the community and we are above expectations"*, this provides a direction for management to maintain current delivery.
  - Quadrant 3 – Consider delivery  
If the Council service, infrastructure item or facility is in this quadrant *"it is not as important to the community and we are not meeting expectations"*, this provides a direction to explore if this should be delivered by Council.
  - Quadrant 4 – Review  
If the Council service, infrastructure item or facility is in this quadrant *"it is not as important to the community and we are above expectations"*, this provides a direction to review the scope of the delivery.



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Quadrant 1

*Manage*

Quadrant 2

*Maintain*

Quadrant 3

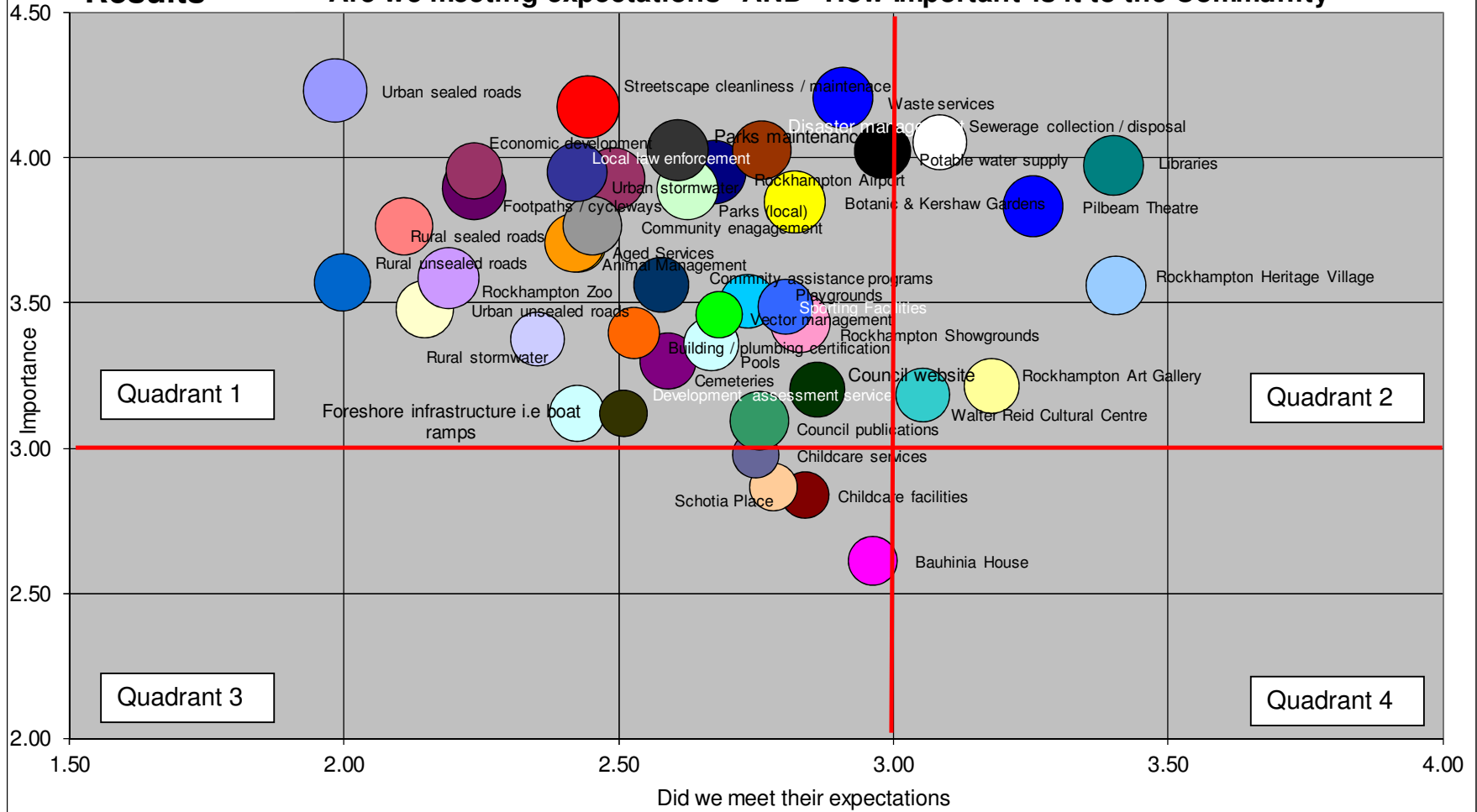
*Consider Delivery*

Quadrant 4

*Review*

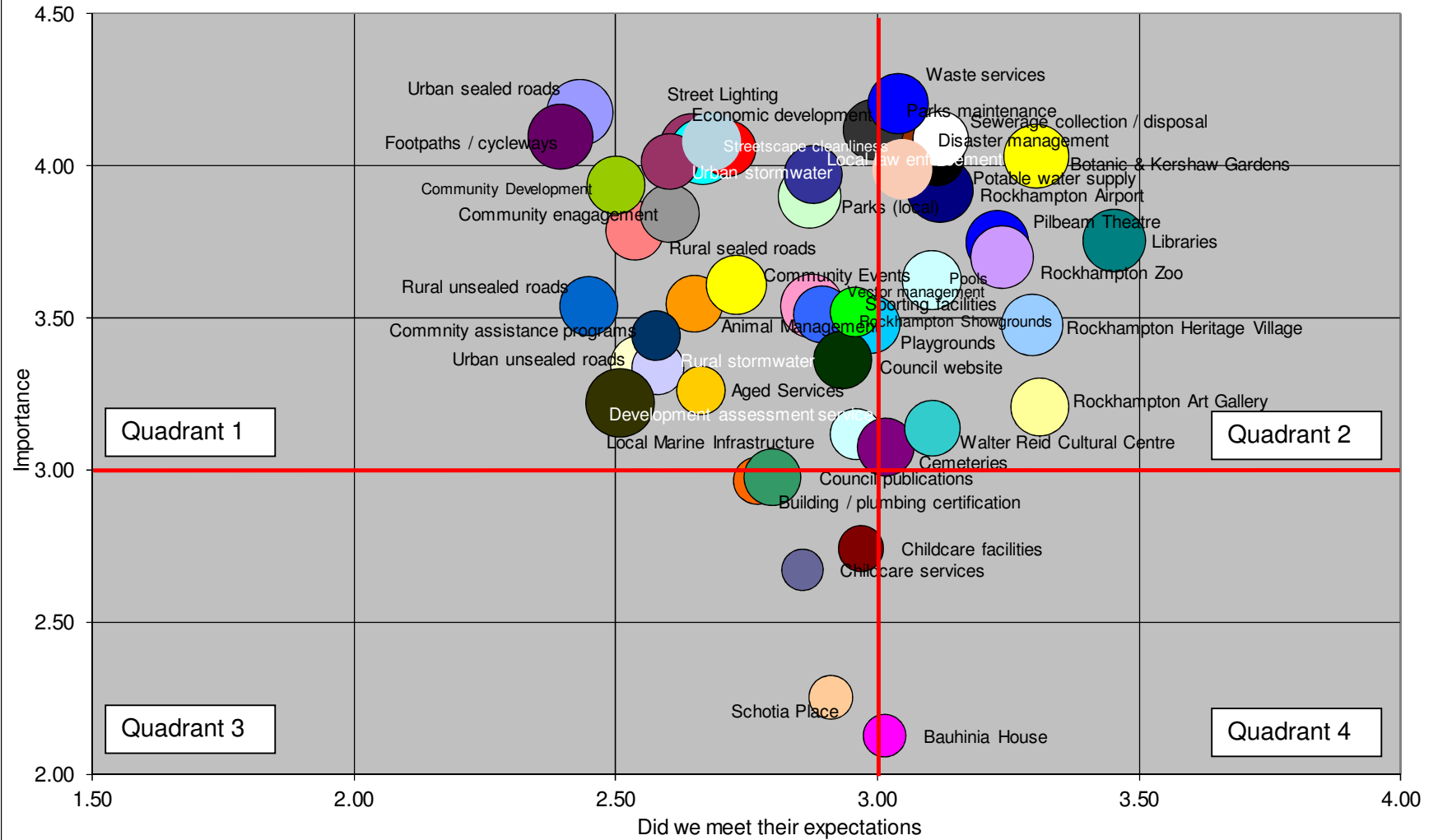
**2011 Results**

**Rockhampton Regional Council Infrastructure, Facilities and Services**  
**Are we meeting expectations "AND" How Important is it to the Community**



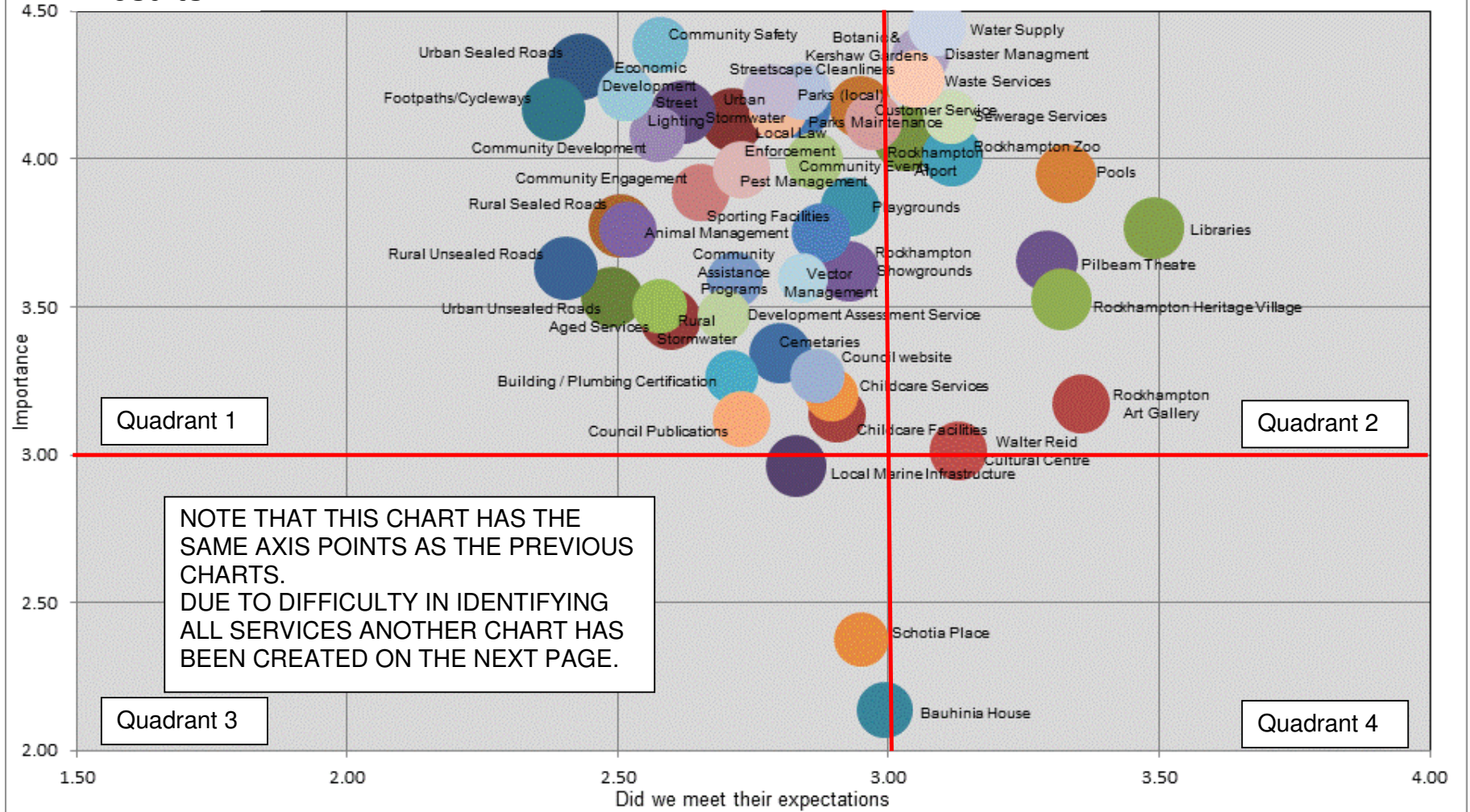
# 2014 Results

## Rockhampton Regional Council Infrastructure, Facilities and Services Are we meeting expectations "AND" How Important is it to the Community



# 2016 Results

## Rockhampton Regional Council Infrastructure, Facilities and Services Are we meeting expectations "AND" How Important is it to the Community



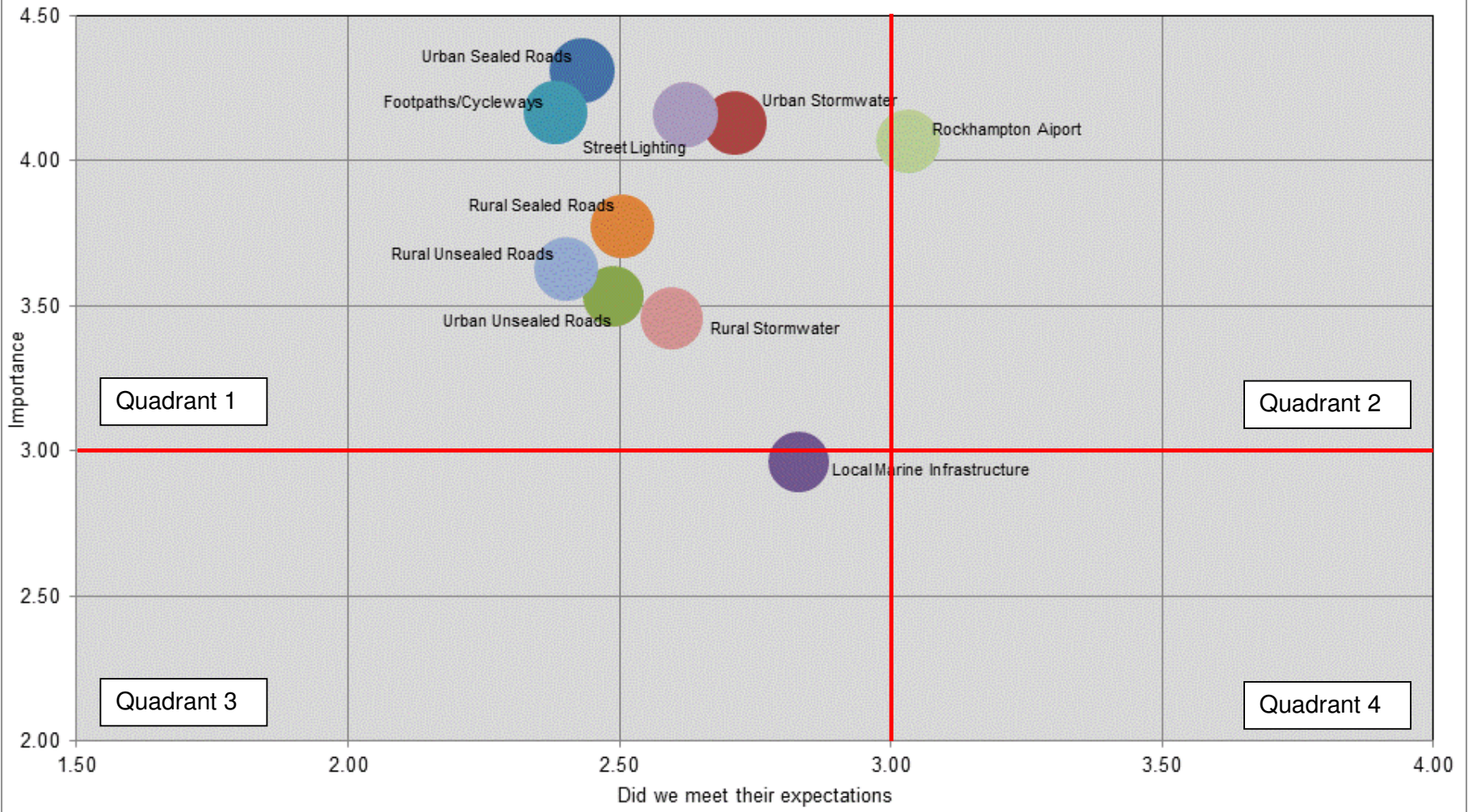
# 2016 Results

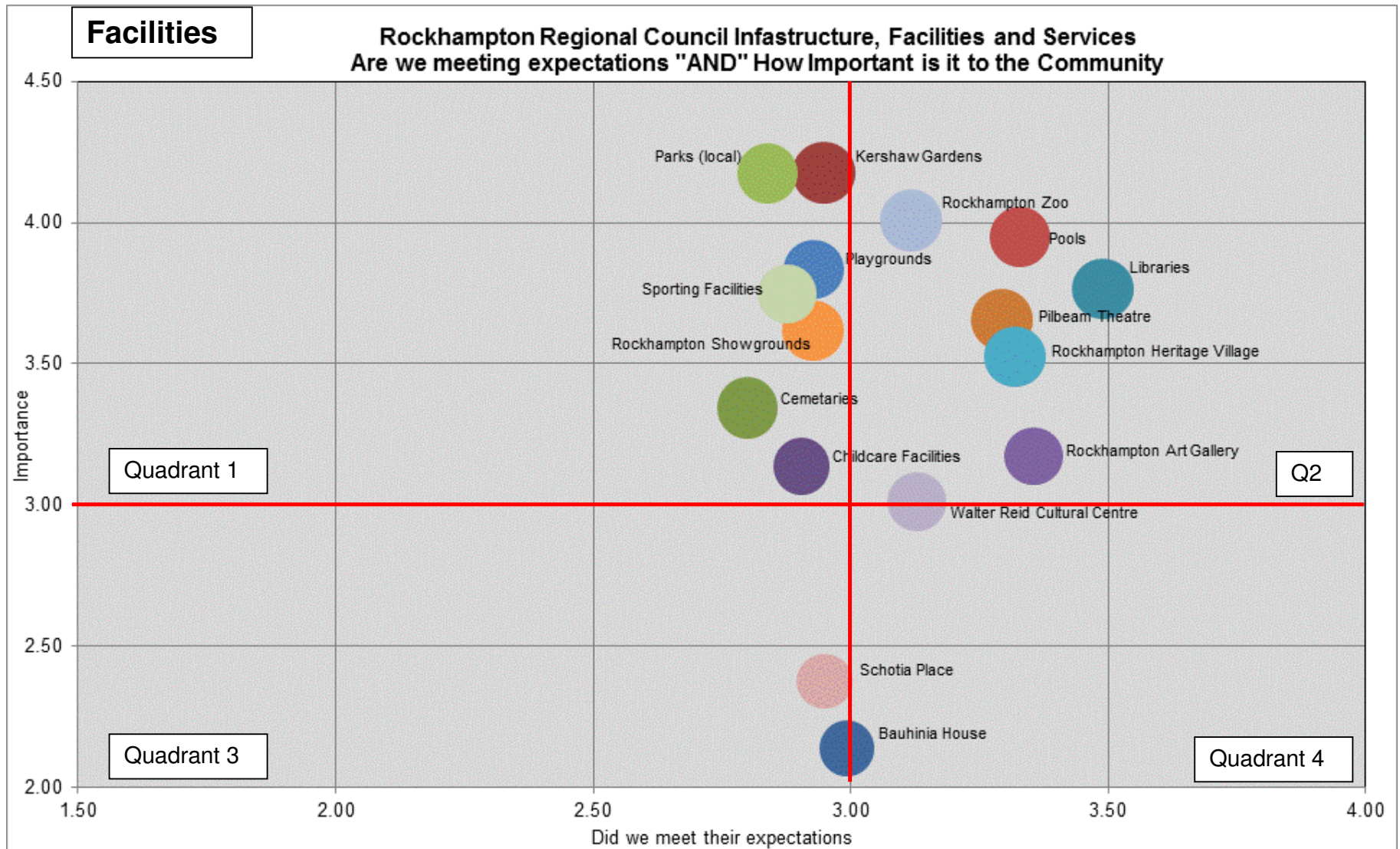
## Rockhampton Regional Council Infrastructure, Facilities and Services Are we meeting expectations "AND" How Important is it to the Community



# Infrastructure

## Rockhampton Regional Council Infrastructure, Facilities and Services Are we meeting expectations "AND" How Important is it to the Commu





**Services**

**Rockhampton Regional Council Infrastructure, Facilities and Services  
Are we meeting expectations "AND" How Important is it to the Commu**





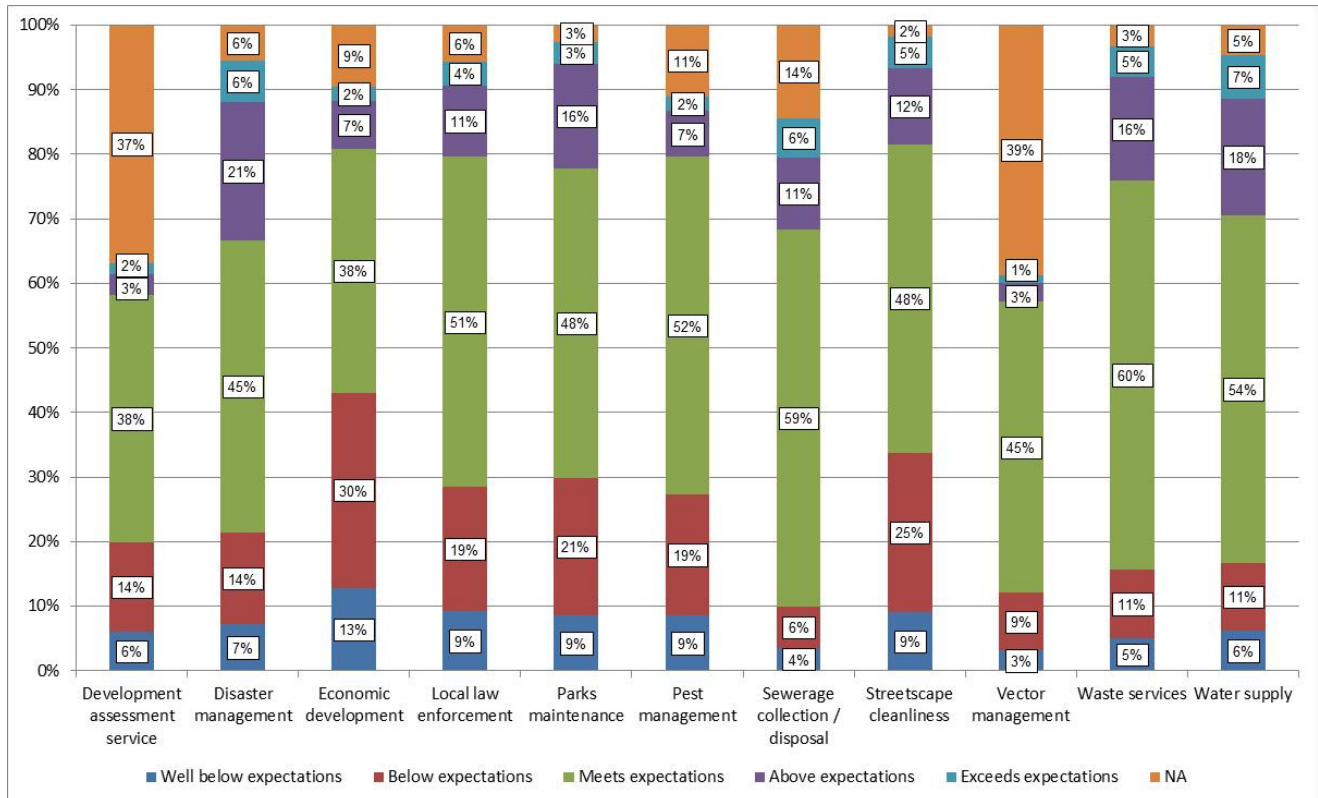
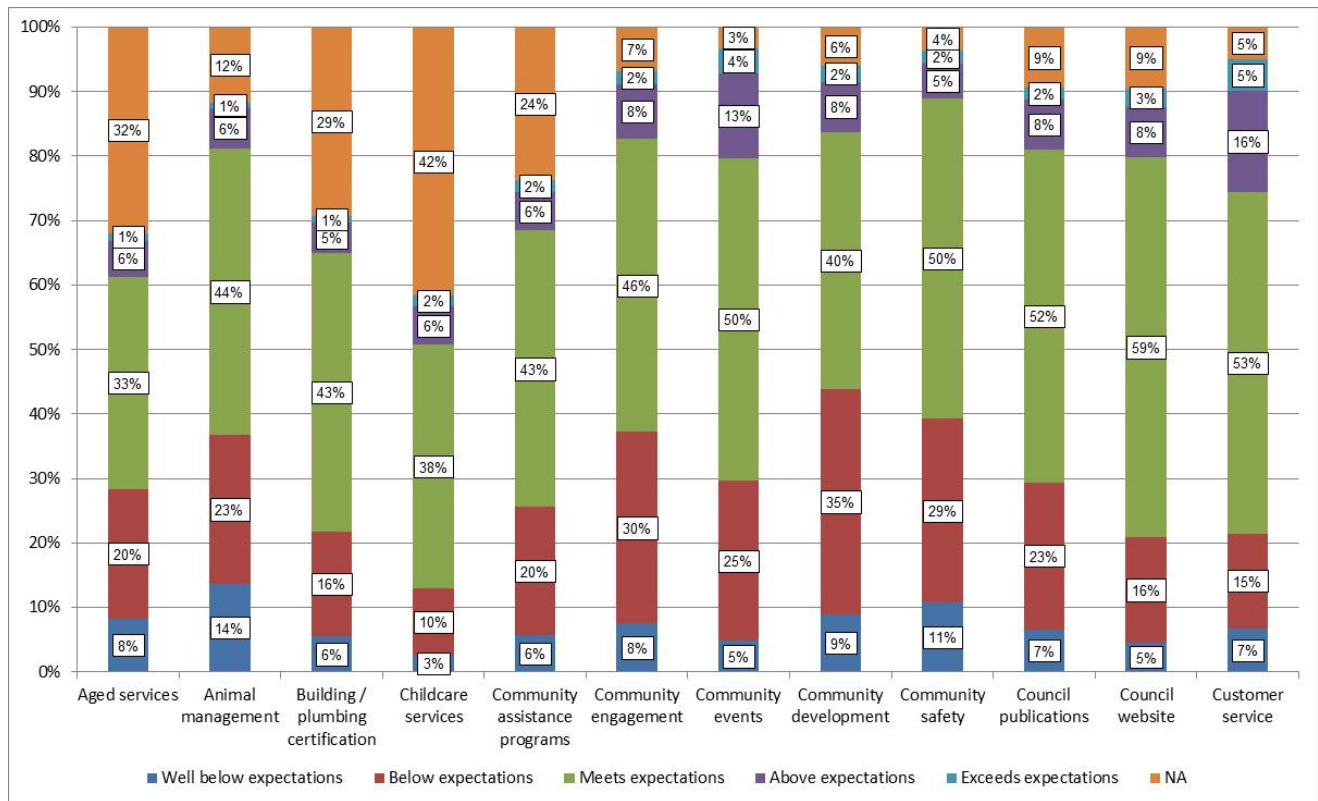
## Council Related Services

**Table 3. How the Community rated the Importance of the Service and if Council Met the Communities Expectations**

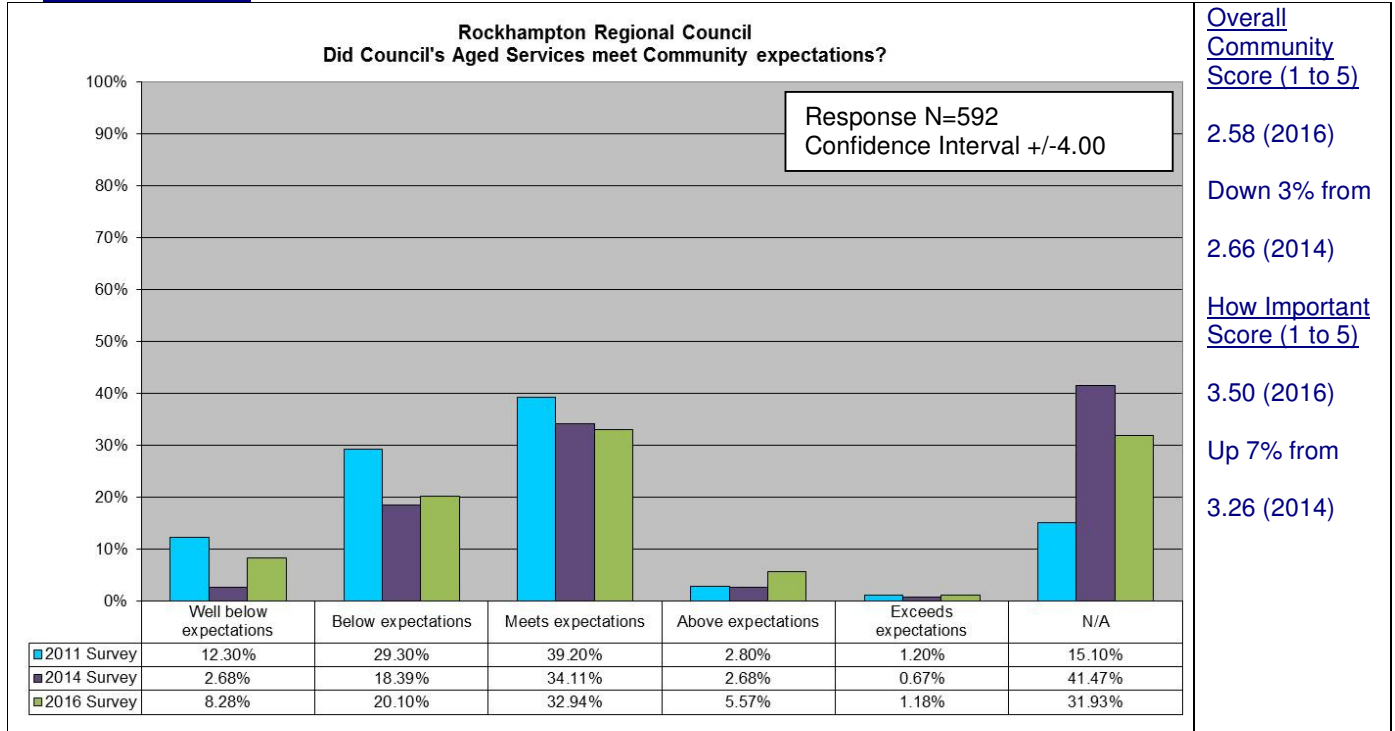
**In order of importance... A rating of “4 or more – Very Important”, A rating of “between 3 and 4 – Important”, A rating lower than “3 – Not as Important”.**

| <b>Item</b>                       | <b>Importance Score (1 to 5) 2014</b> | <b>Importance Score (1 to 5) 2016</b> | <b>Expectations Score (1 to 5) 2014</b> | <b>Expectations Score (1 to 5) 2016</b> | <b>Are we meeting Expectations ?</b> |
|-----------------------------------|---------------------------------------|---------------------------------------|---|---|--------------------------------------|
| Water Supply                      | 4.02                                  | 4.44                                  | 3.11                                    | 3.09                                    | Meeting Expectations                 |
| Community Safety                  | 4.08                                  | 4.39                                  | 2.65                                    | 2.58                                    | Below Expectations                   |
| Disaster Management               | 4.03                                  | 4.35                                  | 3.07                                    | 3.06                                    | Meeting Expectations                 |
| Waste Services                    | 4.17                                  | 4.27                                  | 3.04                                    | 3.05                                    | Meeting Expectations                 |
| Streetscape Cleanliness           | 4.06                                  | 4.23                                  | 2.71                                    | 2.78                                    | Below Expectations                   |
| Parks Maintenance                 | 4.12                                  | 4.23                                  | 2.99                                    | 2.84                                    | Below Expectations                   |
| Economic Development              | 4.01                                  | 4.22                                  | 2.60                                    | 2.51                                    | Below Expectations                   |
| Local Law Enforcement             | 3.97                                  | 4.16                                  | 2.88                                    | 2.80                                    | Below Expectations                   |
| Sewerage Collection/ Disposal     | 4.09                                  | 4.14                                  | 3.12                                    | 3.12                                    | Meeting Expectations                 |
| Customer Service                  | 3.99                                  | 4.13                                  | 3.05                                    | 2.97                                    | Below Expectations                   |
| Community Development             | 3.94                                  | 4.08                                  | 2.50                                    | 2.57                                    | Below Expectations                   |
| Community Events                  | 3.82                                  | 4.00                                  | 2.73                                    | 2.86                                    | Below Expectations                   |
| Community Engagement              | 3.84                                  | 3.89                                  | 2.60                                    | 2.65                                    | Below Expectations                   |
| Animal Management                 | 3.55                                  | 3.76                                  | 2.65                                    | 2.52                                    | Below Expectations                   |
| Vector Management                 | 3.52                                  | 3.60                                  | 2.96                                    | 2.84                                    | Below Expectations                   |
| Community Assistance Programs     | 3.44                                  | 3.59                                  | 2.68                                    | 2.72                                    | Below Expectations                   |
| Aged Services                     | 3.26                                  | 3.50                                  | 2.66                                    | 2.58                                    | Below Expectations                   |
| Development Assessment Service    | 3.22                                  | 3.47                                  | 2.63                                    | 2.70                                    | Below Expectations                   |
| Council Website                   | 3.36                                  | 3.27                                  | 2.93                                    | 2.87                                    | Below Expectations                   |
| Building / Plumbing Certification | 2.96                                  | 3.26                                  | 2.77                                    | 2.71                                    | Below Expectations                   |
| Childcare Services                | 2.67                                  | 3.20                                  | 2.86                                    | 2.90                                    | Below Expectations                   |
| Council Publications              | 2.97                                  | 3.12                                  | 2.80                                    | 2.73                                    | Below Expectations                   |

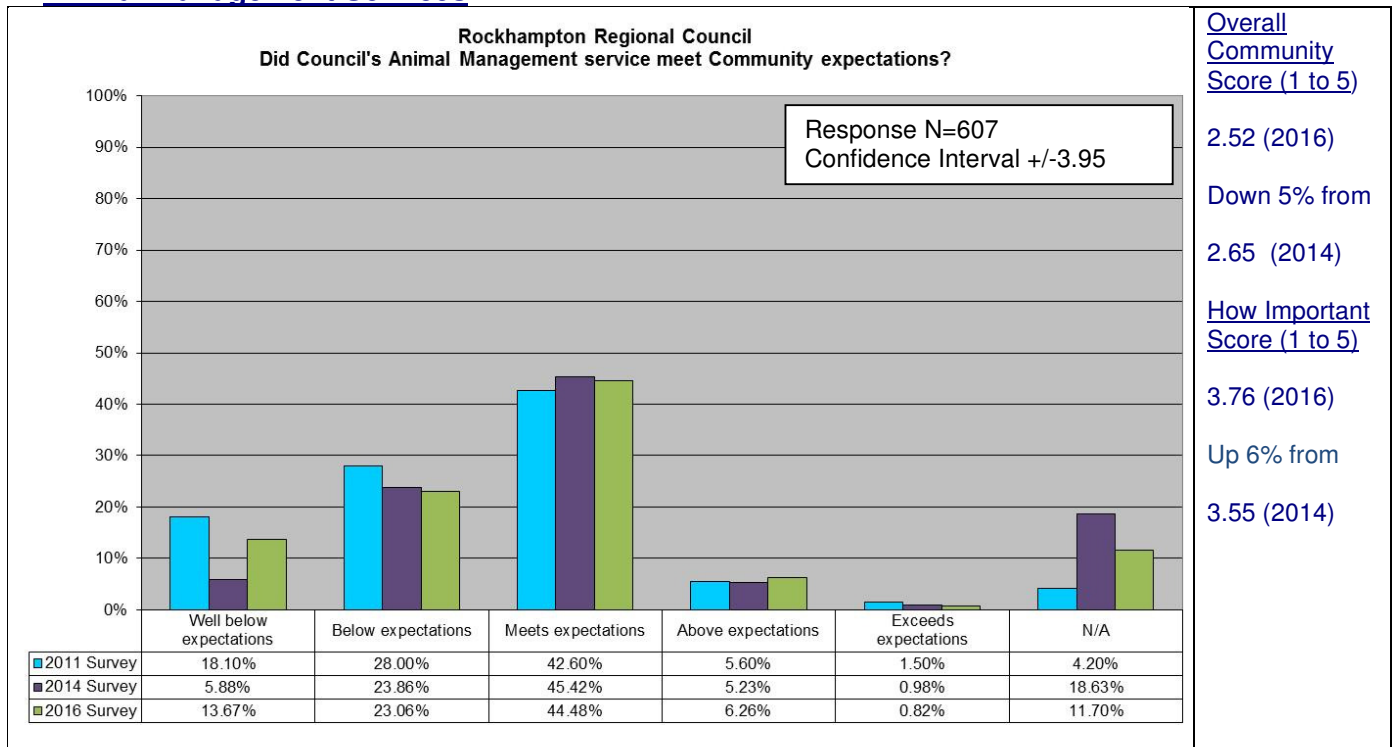
## Council Related Services Comparative Charts



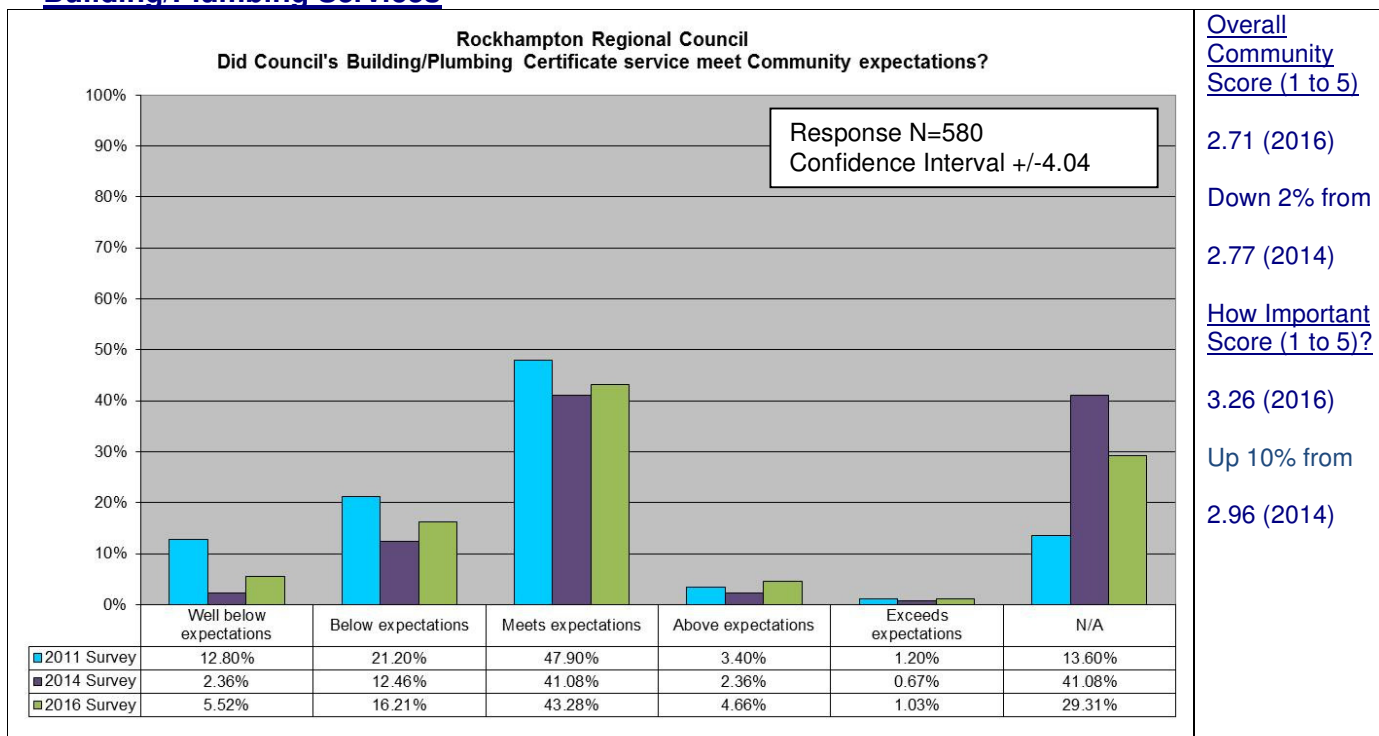
## Aged Services



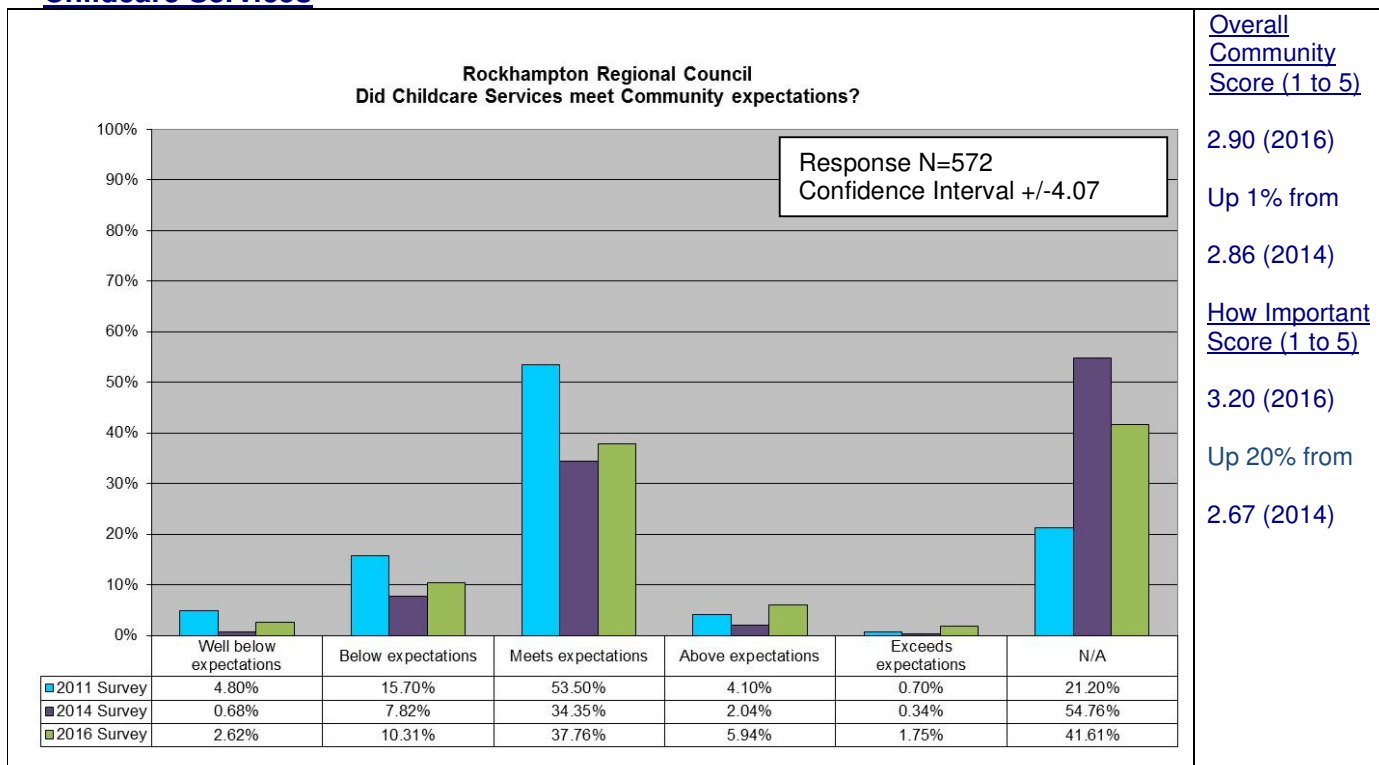
## Animal Management Services



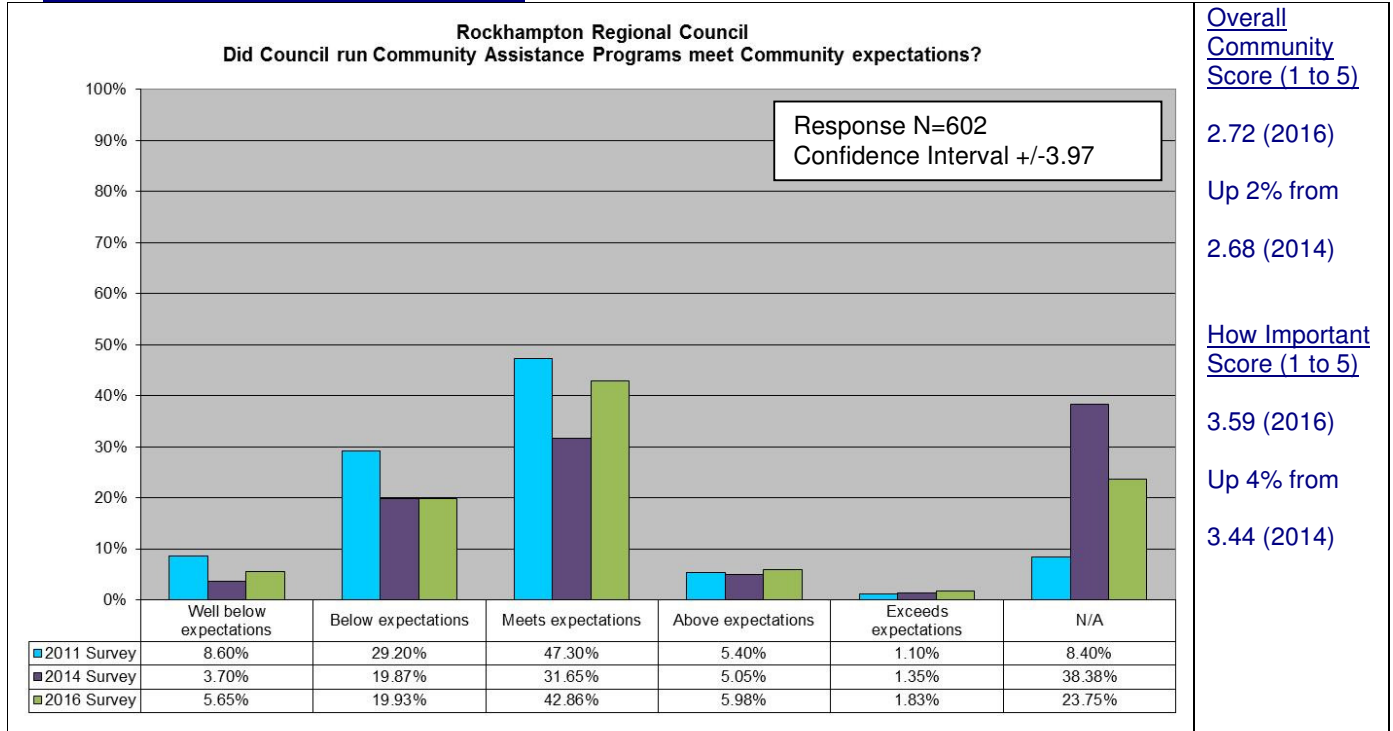
## Building/Plumbing Services



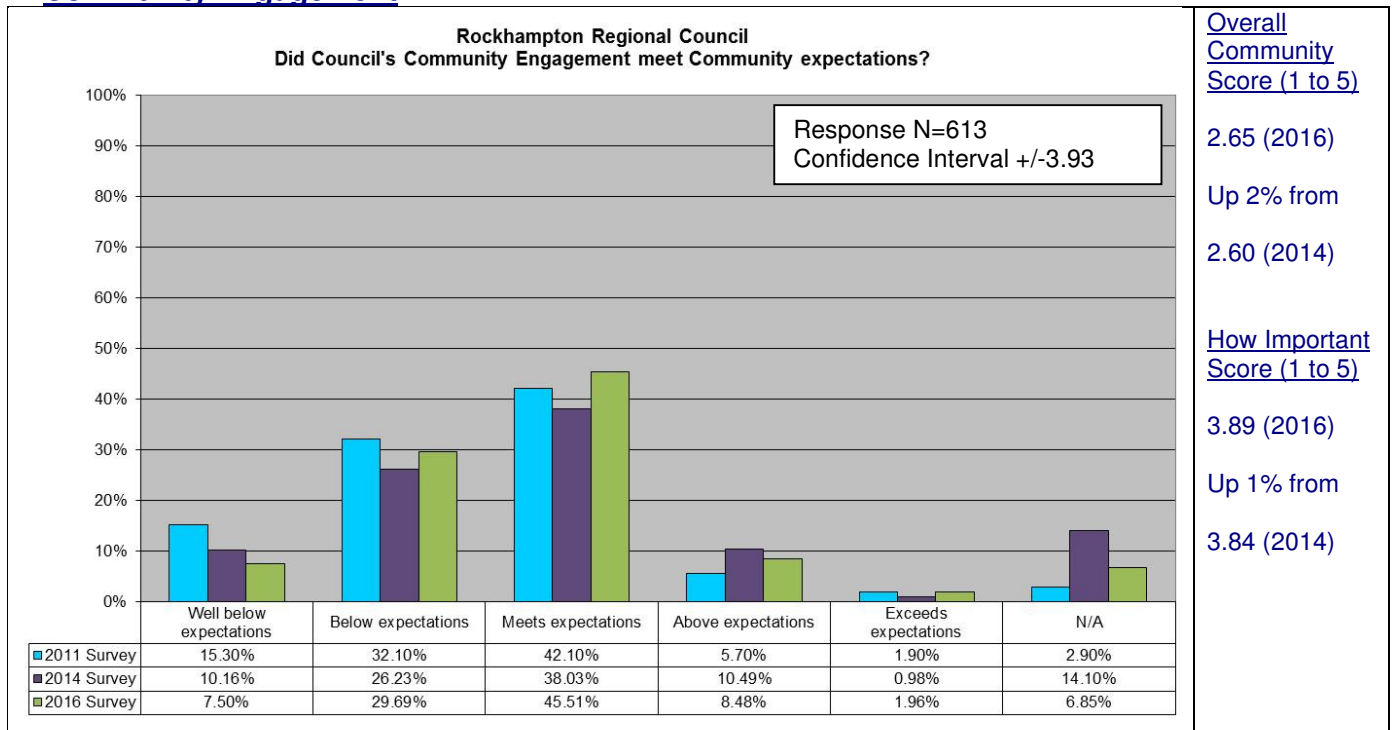
## Childcare Services



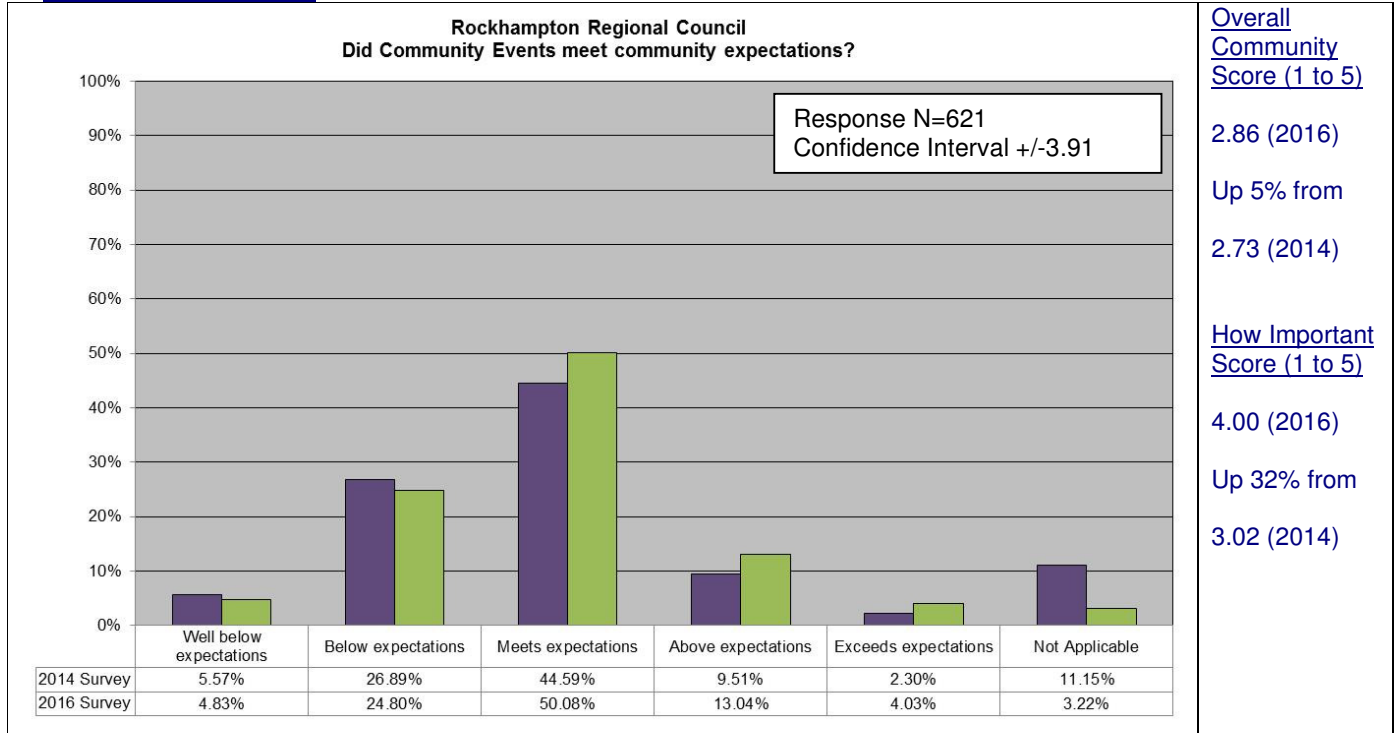
## Community Assistance Programs



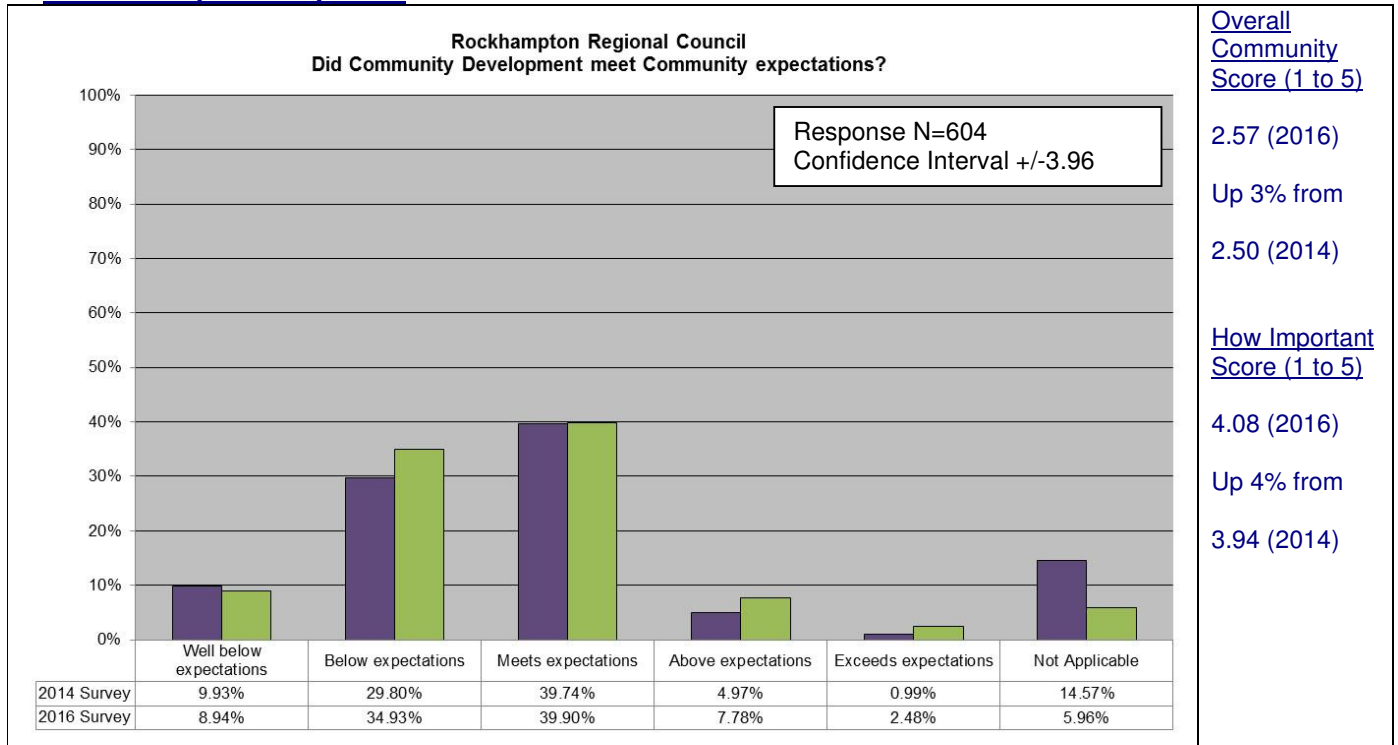
## Community Engagement



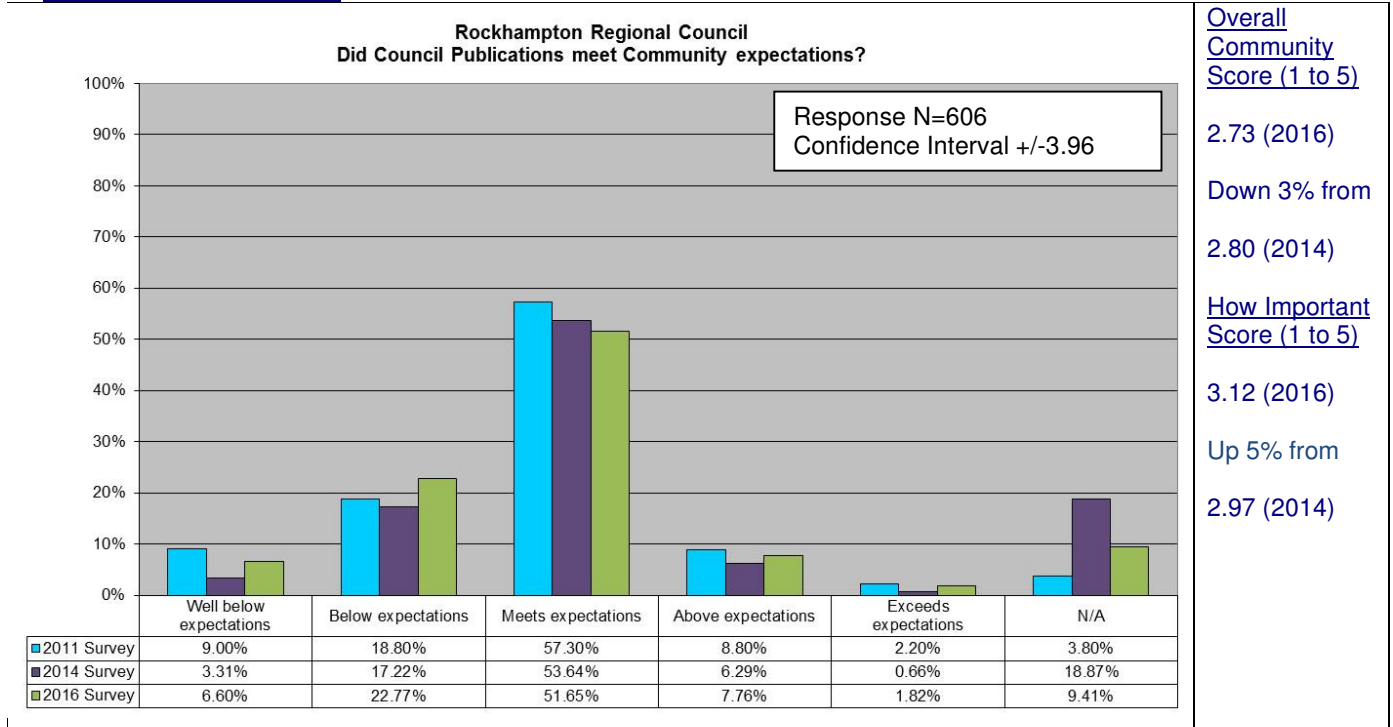
## Community Events



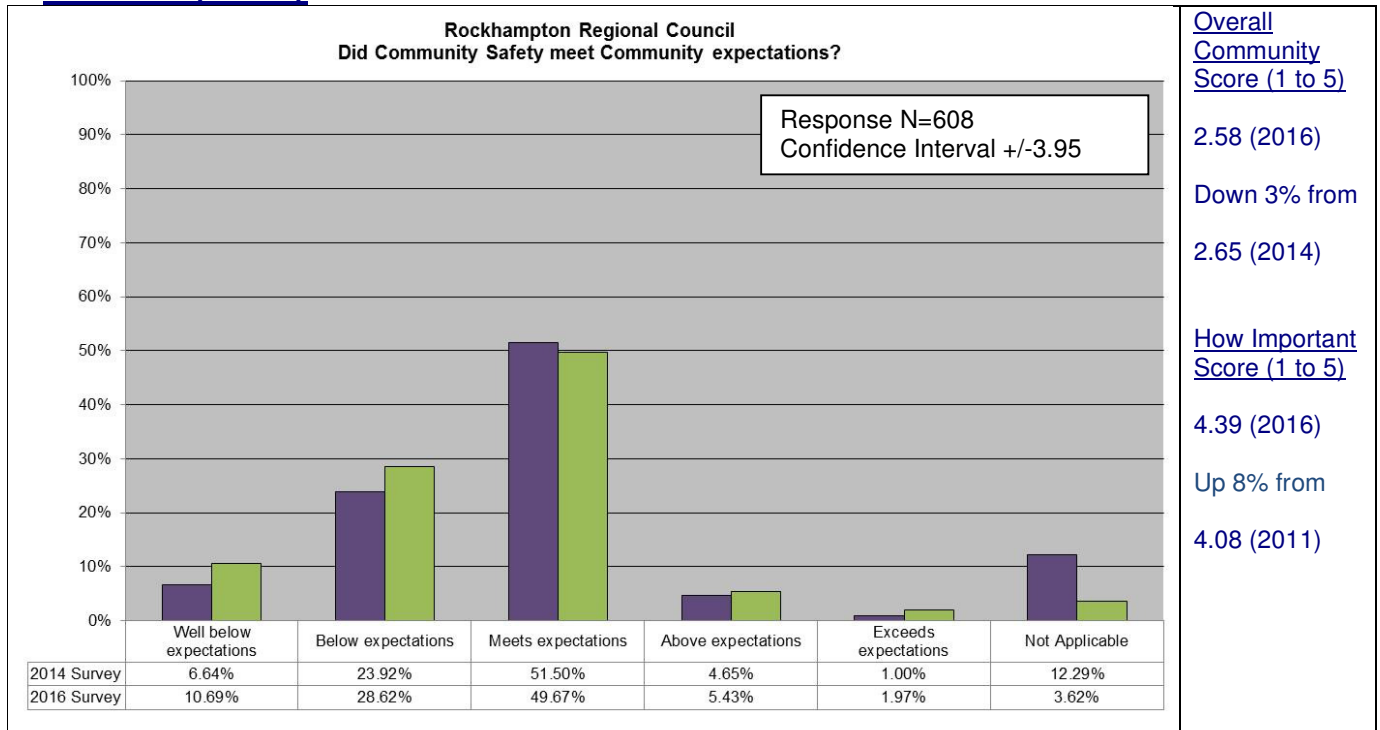
## Community Development



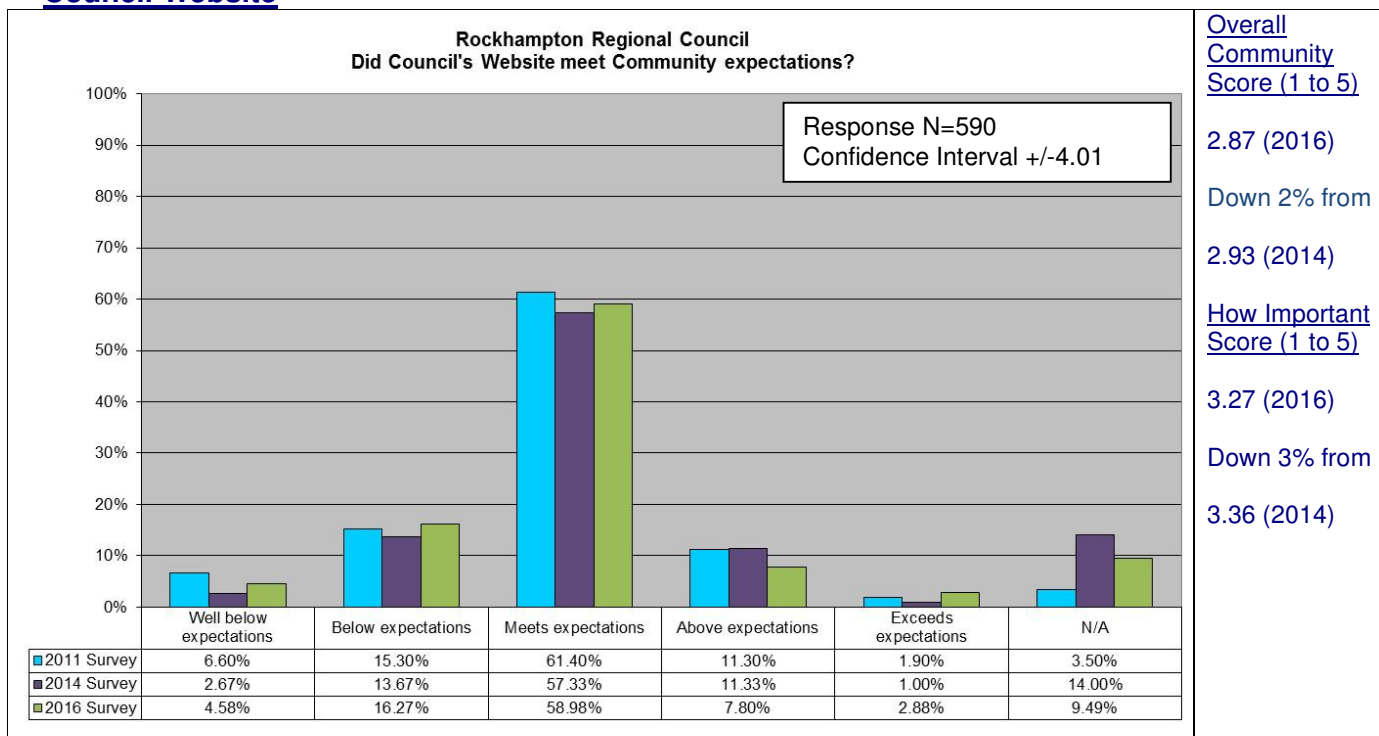
## Council Publications



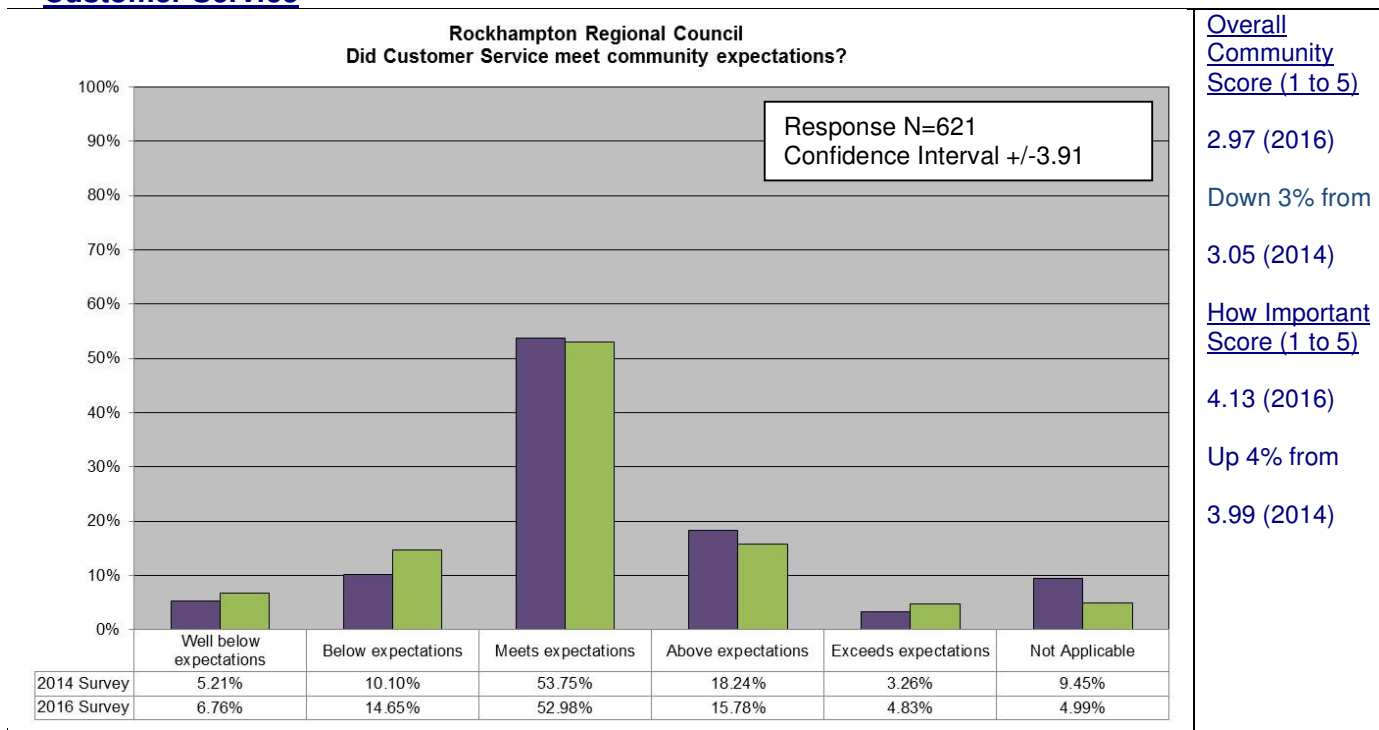
## Community Safety



## Council Website

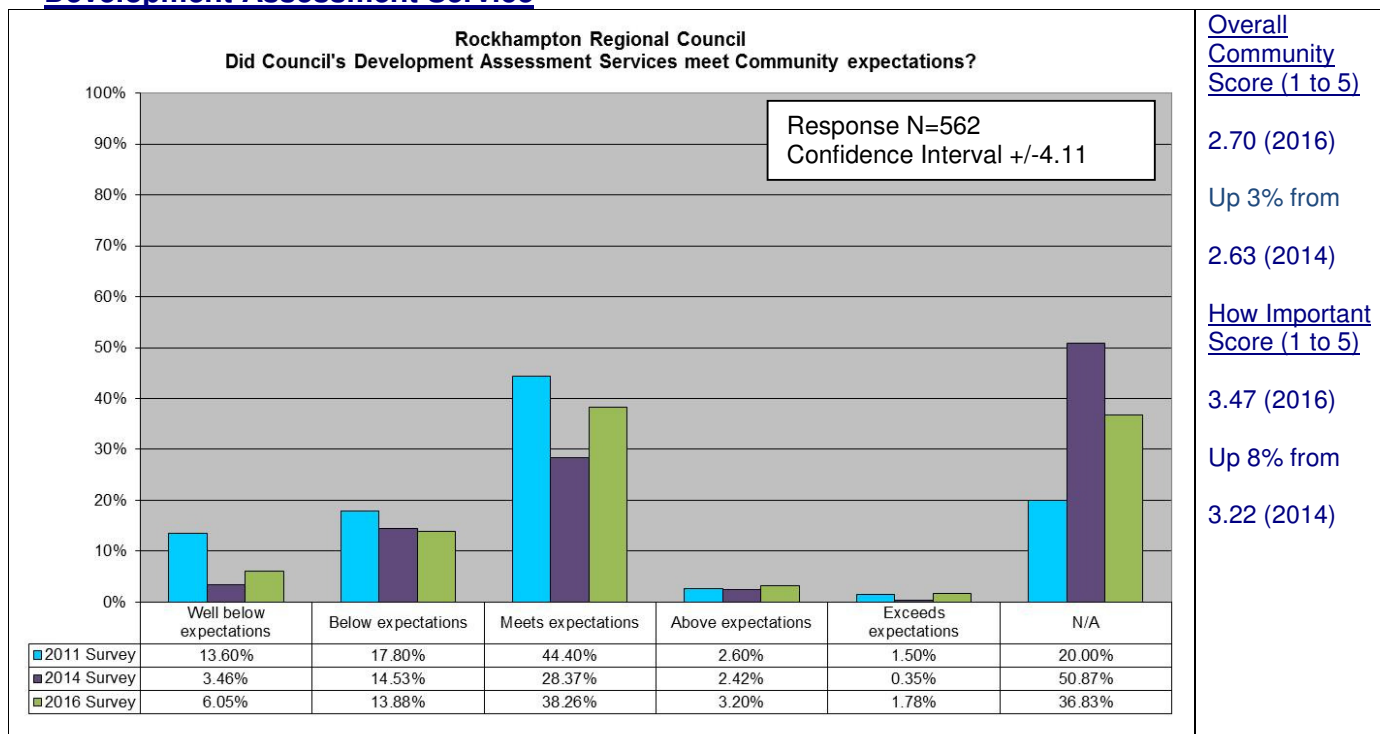


## Customer Service

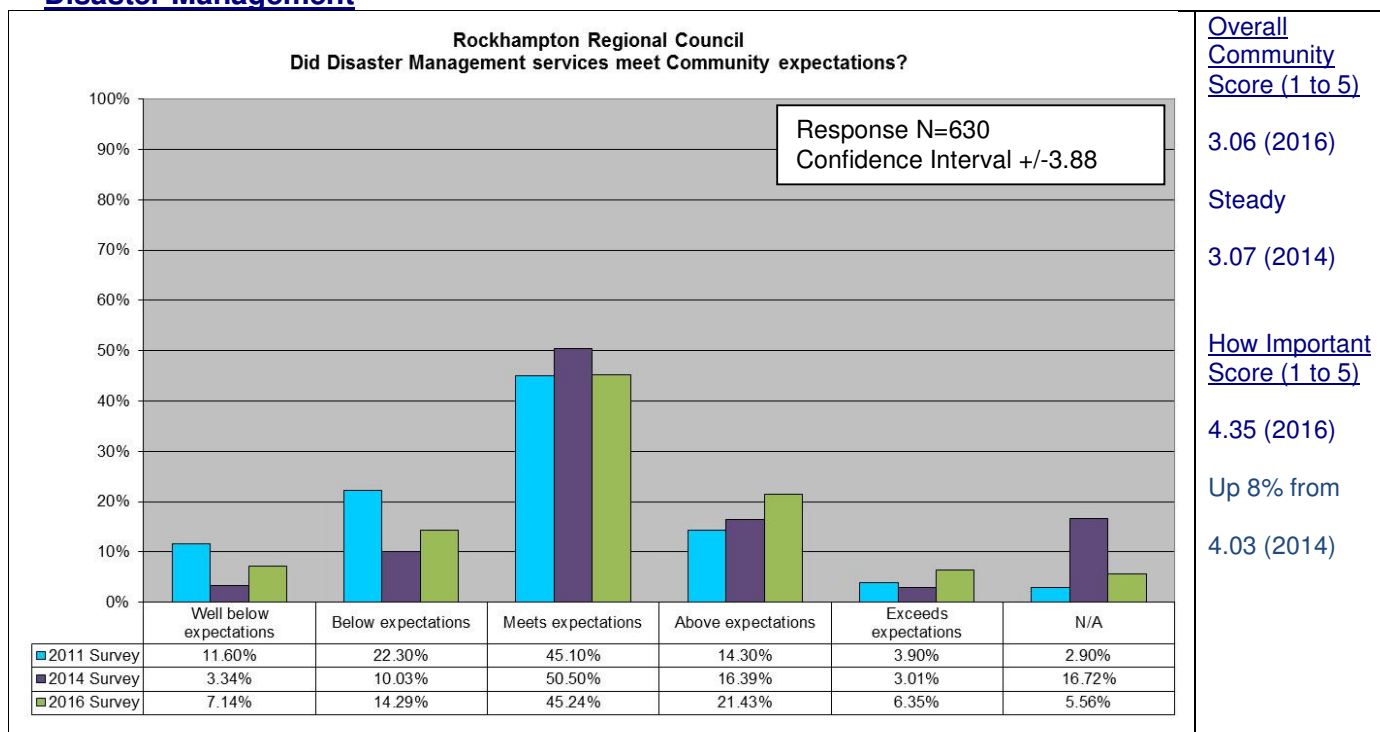




## Development Assessment Service

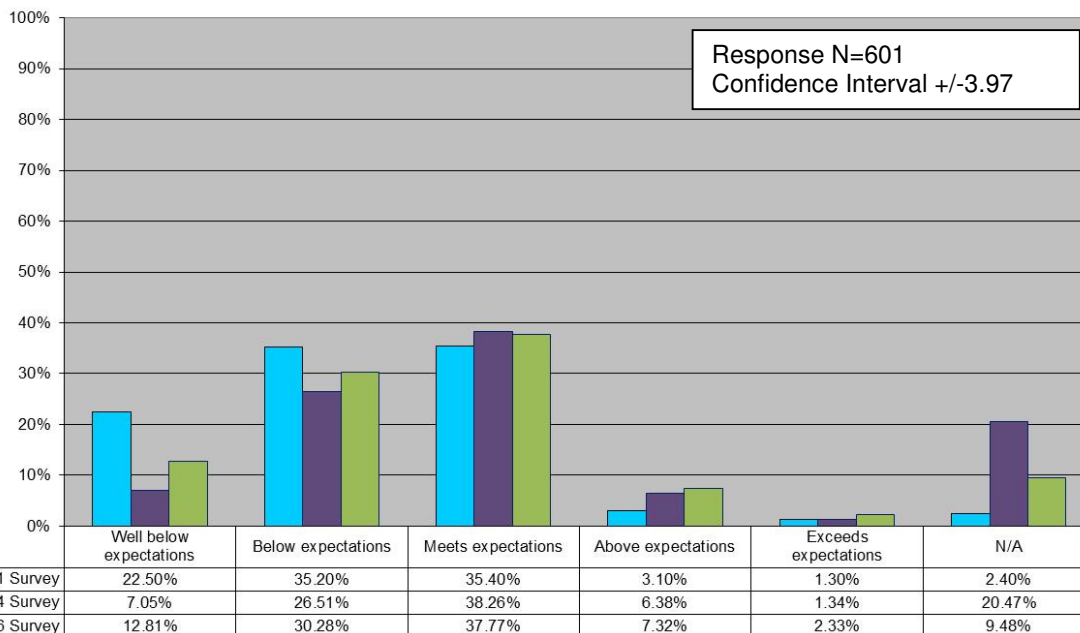


## Disaster Management



## Economic Development

Rockhampton Regional Council  
Did Economic Development meet Community expectations?



Overall Community Score (1 to 5)

2.51 (2016)

Down 3% from

2.60 (2014)

How Important Score (1 to 5)

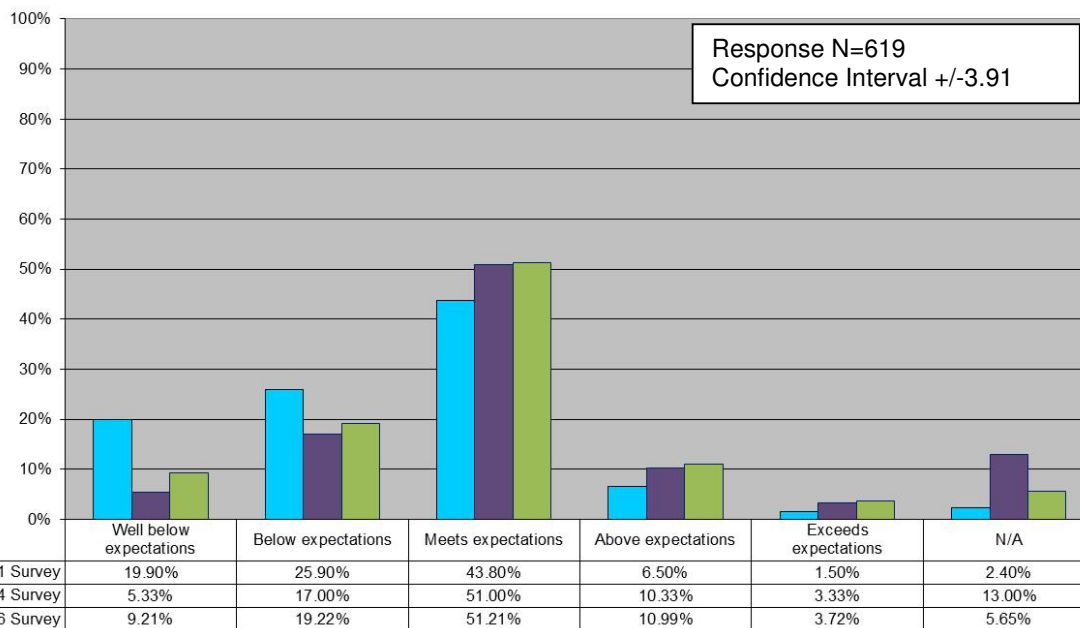
4.22 (2016)

Up 5% from

4.01 (2014)

## Local Law Enforcement

Rockhampton Regional Council  
Did Local Law Enforcement meet Community expectations?



Overall Community Score (1 to 5)

2.80 (2016)

Down 3% from

2.88 (2014)

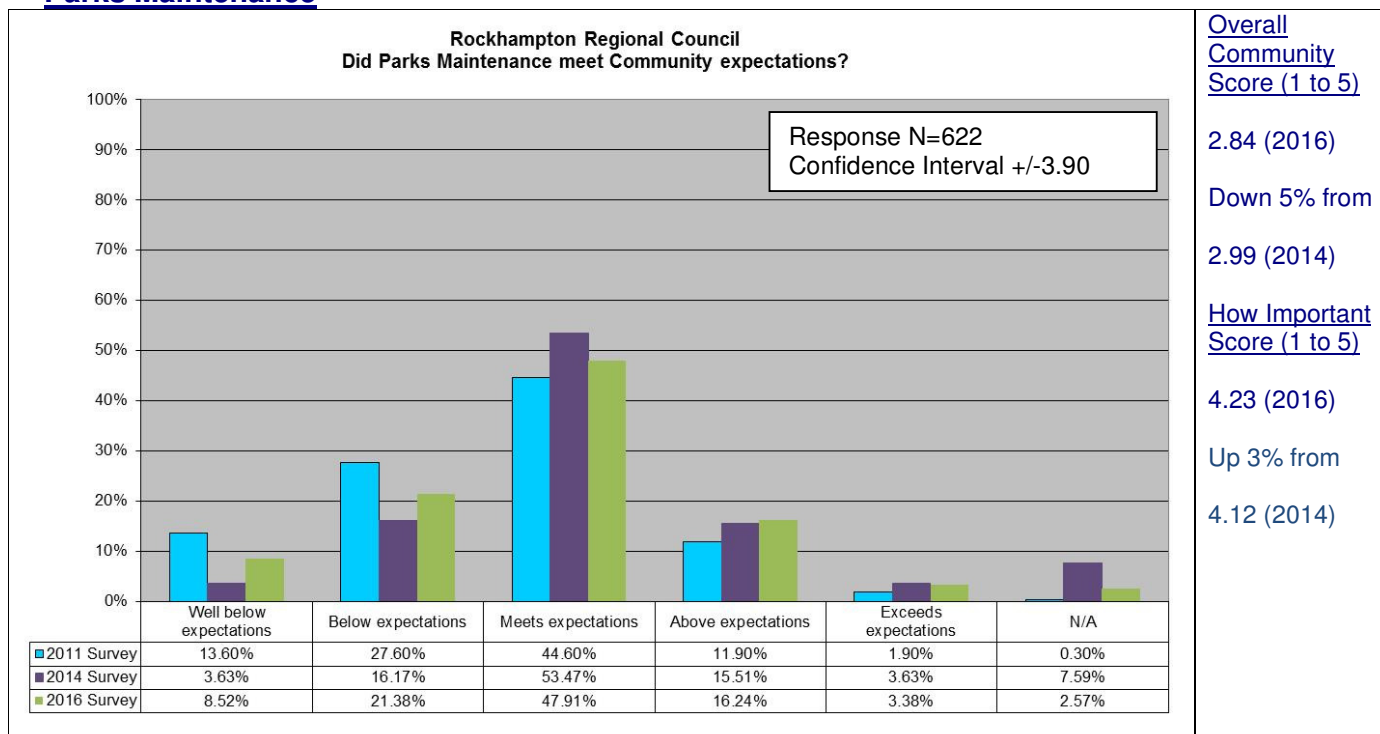
How Important Score (1 to 5)

4.16 (2016)

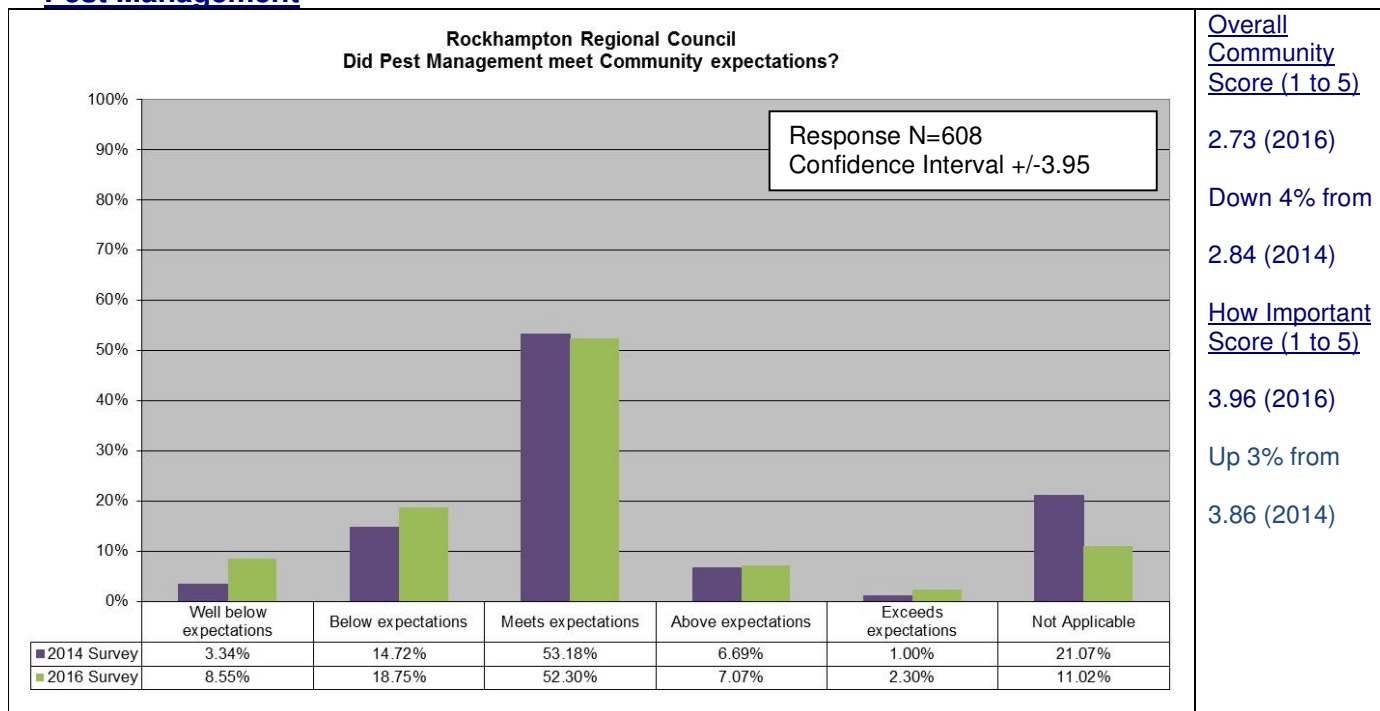
Up 5% from

3.97 (2014)

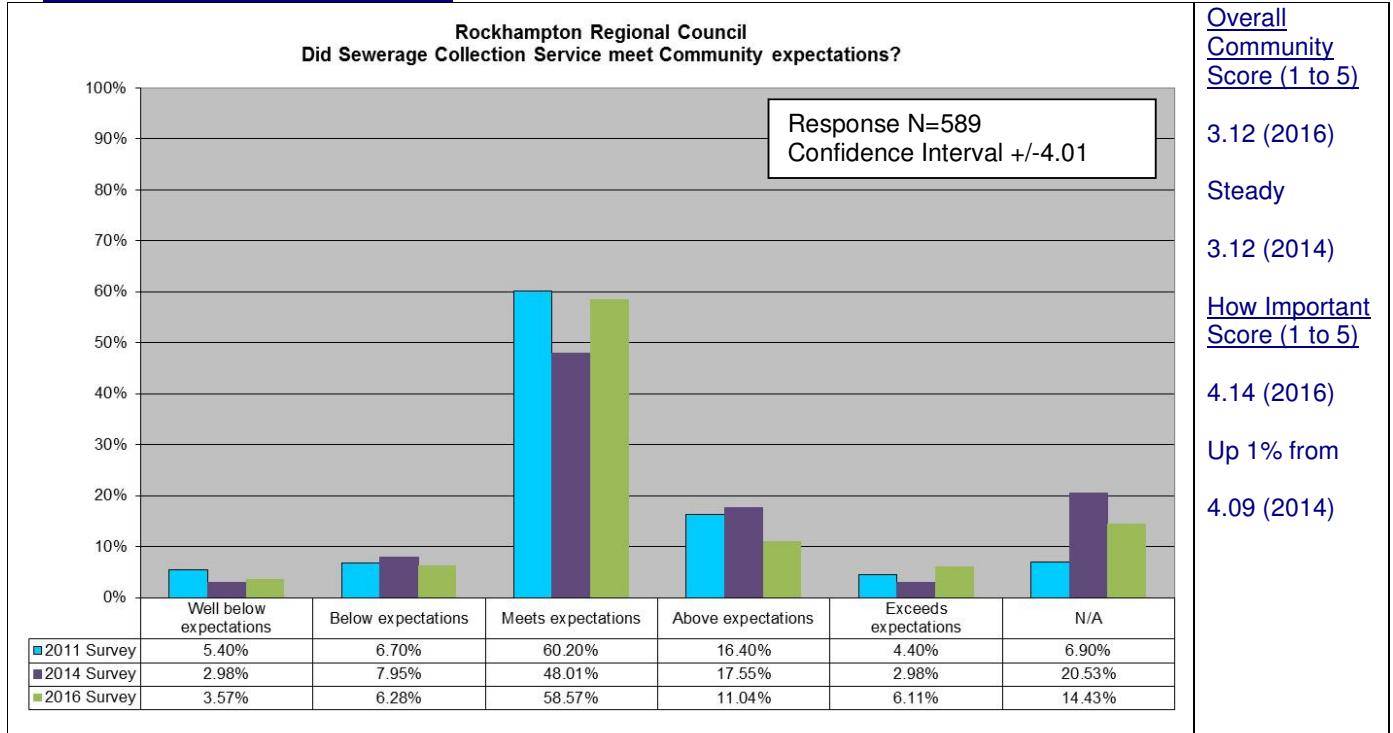
## Parks Maintenance



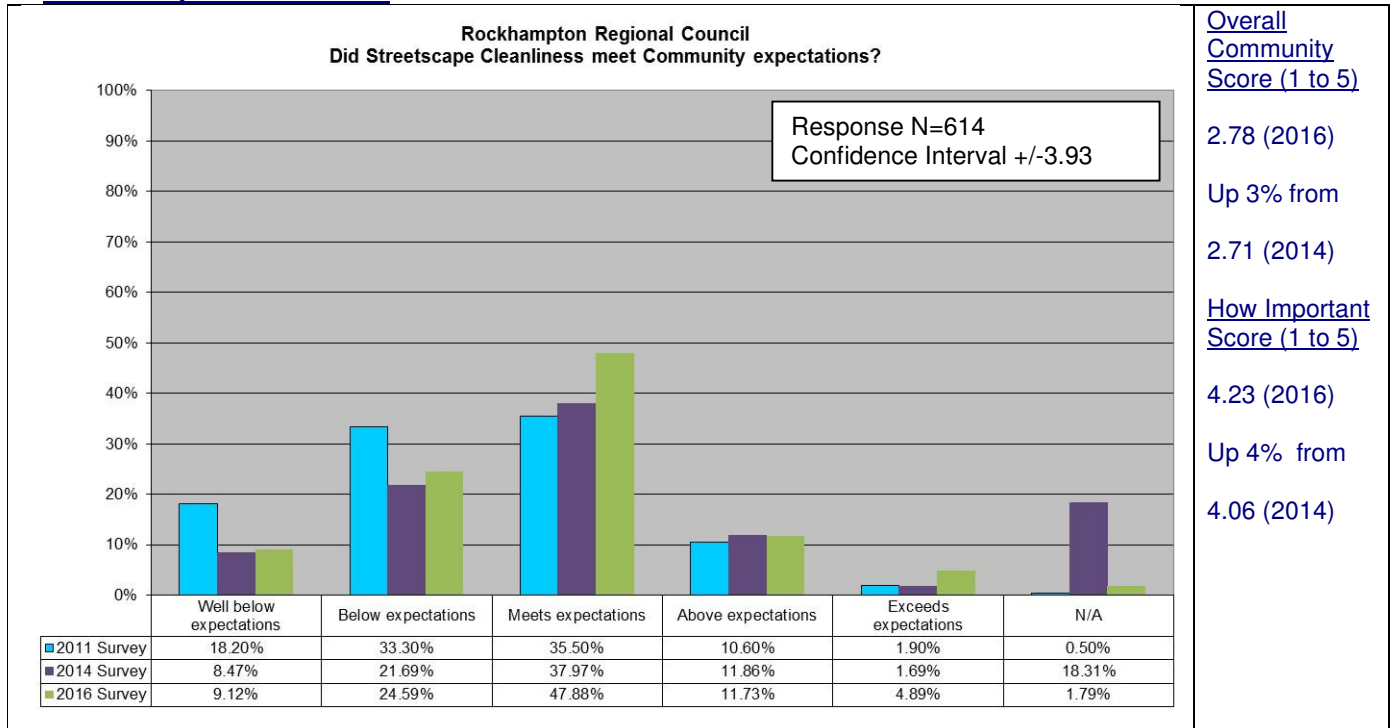
## Pest Management



## Sewerage Collection Service

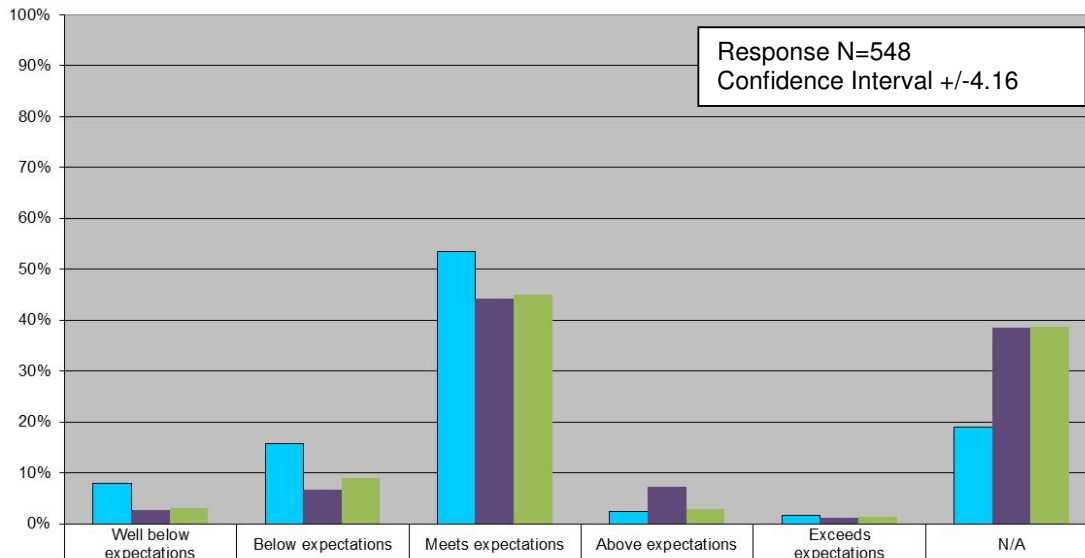


## Streetscape Cleanliness



## Vector Management

Rockhampton Regional Council  
Did Vector Management meet Community expectations?



Overall Community Score (1 to 5)

2.84 (2016)

Down 4% from

2.96 (2014)

How Important Score (1 to 5)

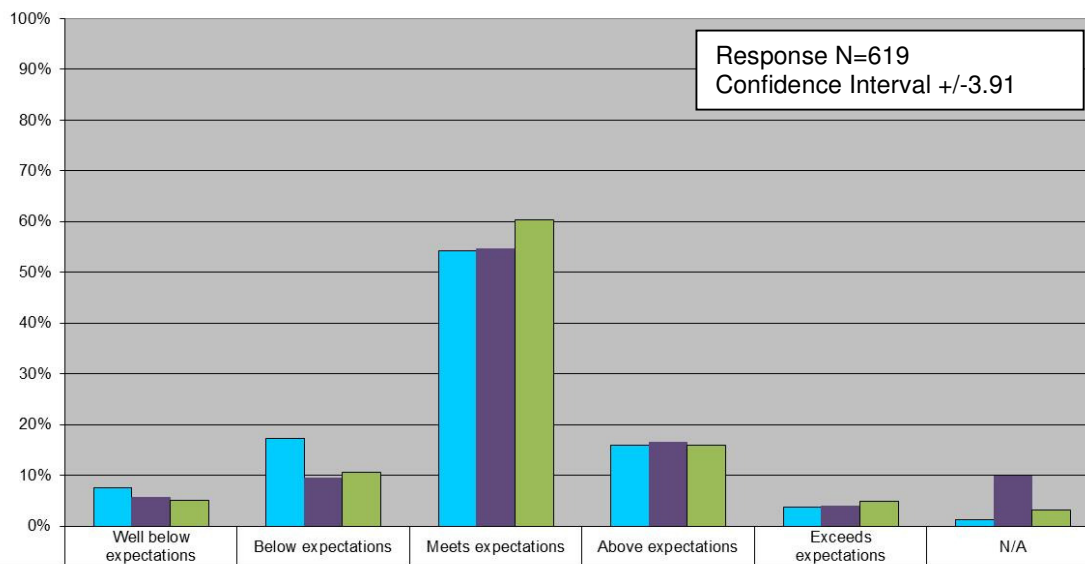
3.60 (2016)

Up 2% from

3.52 (2014)

## Waste Services

Rockhampton Regional Council  
Did Waste Services meet Community expectations?



Overall Community Score (1 to 5)

3.05 (2016)

Steady

3.04 (2014)

How Important Score (1 to 5)

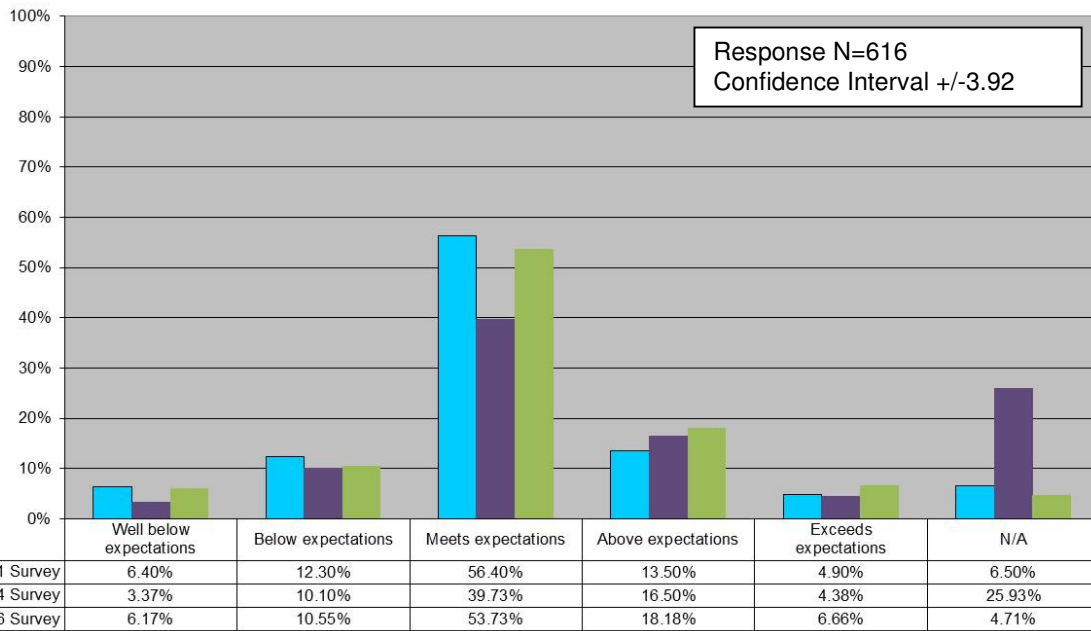
4.27 (2016)

Up 2% from

4.17 (2014)

## Water Supply

Rockhampton Regional Council  
Did Water Supply meet Community expectations?



Overall  
Community  
Score (1 to 5)

3.09 (2016)

Down 1% from

3.11 (2014)

How Important  
Score (1 to 5)

4.44 (2016)

Up 10% from

4.02 (2014)

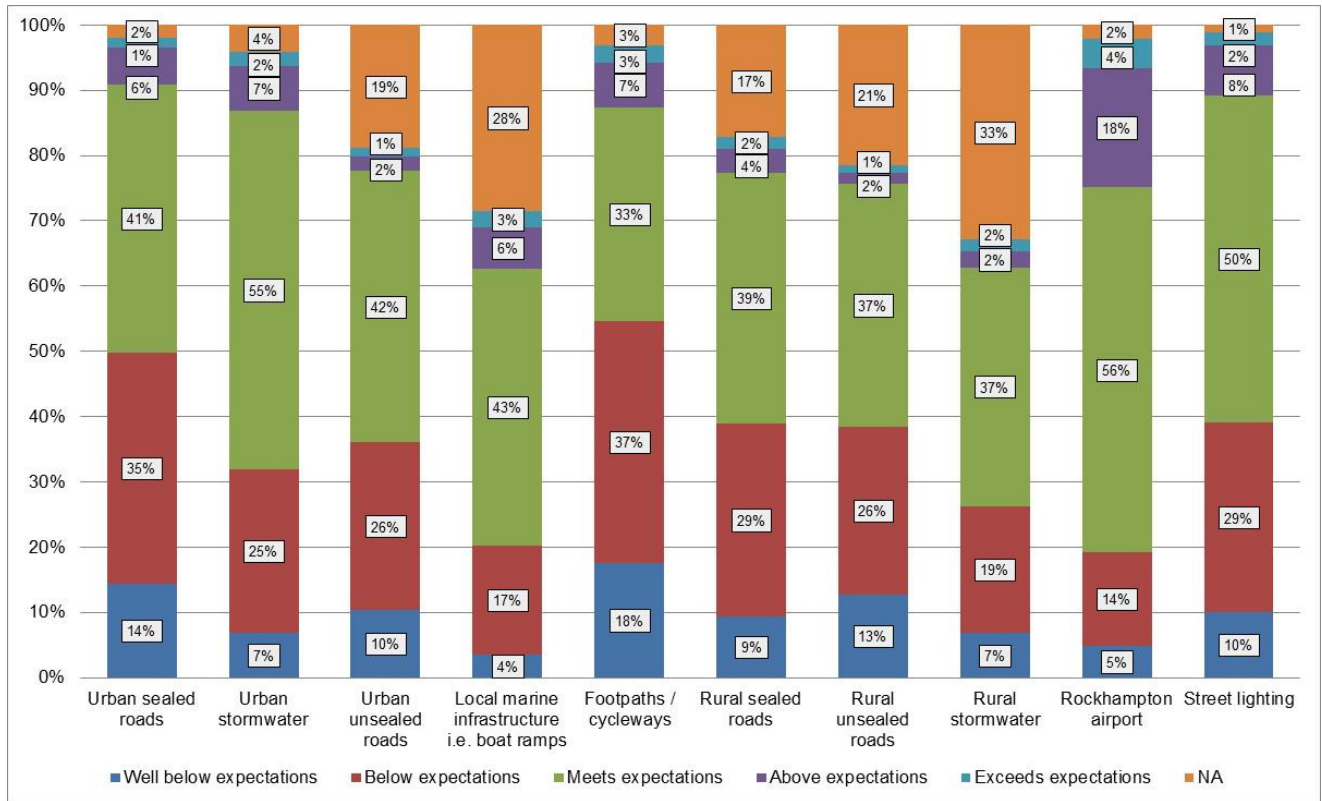
## **Council Related Infrastructure**

As can be seen on Table 4 all of Council's related infrastructure is current below expectations.

**Table 4. How the Community rated the Importance of the Infrastructure items and if Council Met the Communities Expectations**

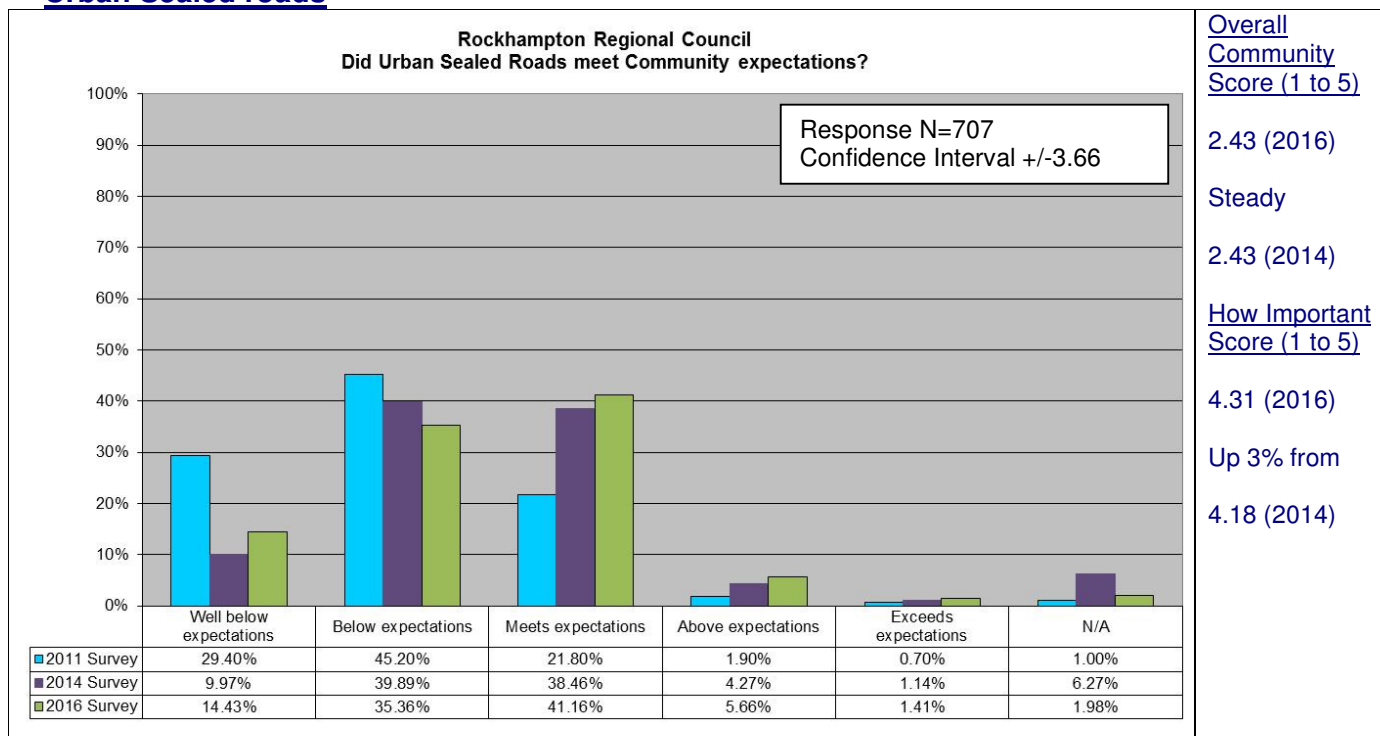
| <b>Item</b>                                 | <b>Importance Score (1 to 5) 2014</b> | <b>Importance Score (1 to 5) 2016</b> | <b>Expectations Score (1 to 5) 2014</b> | <b>Expectations Score (1 to 5) 2016</b> | <b>Are we meeting Expectations?</b> |
|---|---------------------------------------|---------------------------------------|---|---|-------------------------------------|
| Urban Sealed Roads                          | 4.18                                  | 4.31                                  | 2.43                                    | 2.43                                    | <b>Below Expectations</b>           |
| Footpaths / Cycleways                       | 4.10                                  | 4.17                                  | 2.39                                    | 2.38                                    | <b>Below Expectations</b>           |
| Street Lighting                             | 4.05                                  | 4.16                                  | 2.67                                    | 2.62                                    | <b>Below Expectations</b>           |
| Urban Stormwater                            | 4.07                                  | 4.13                                  | 2.65                                    | 2.71                                    | <b>Below Expectations</b>           |
| Rockhampton Airport                         | 3.92                                  | 4.07                                  | 3.12                                    | 3.03                                    | <b>Meeting Expectations</b>         |
| Rural Sealed Roads                          | 3.79                                  | 3.77                                  | 2.54                                    | 2.50                                    | <b>Below Expectations</b>           |
| Rural Unsealed Roads                        | 3.54                                  | 3.63                                  | 2.45                                    | 2.40                                    | <b>Below Expectations</b>           |
| Urban Unsealed Roads                        | 3.35                                  | 3.53                                  | 2.55                                    | 2.49                                    | <b>Below Expectations</b>           |
| Rural Stormwater                            | 3.33                                  | 3.46                                  | 2.58                                    | 2.60                                    | <b>Below Expectations</b>           |
| Local Marine Infrastructure i.e. Boat Ramps | 3.12                                  | 2.96                                  | 2.96                                    | 2.83                                    | <b>Below Expectations</b>           |

## Council Related Infrastructure Comparative Charts

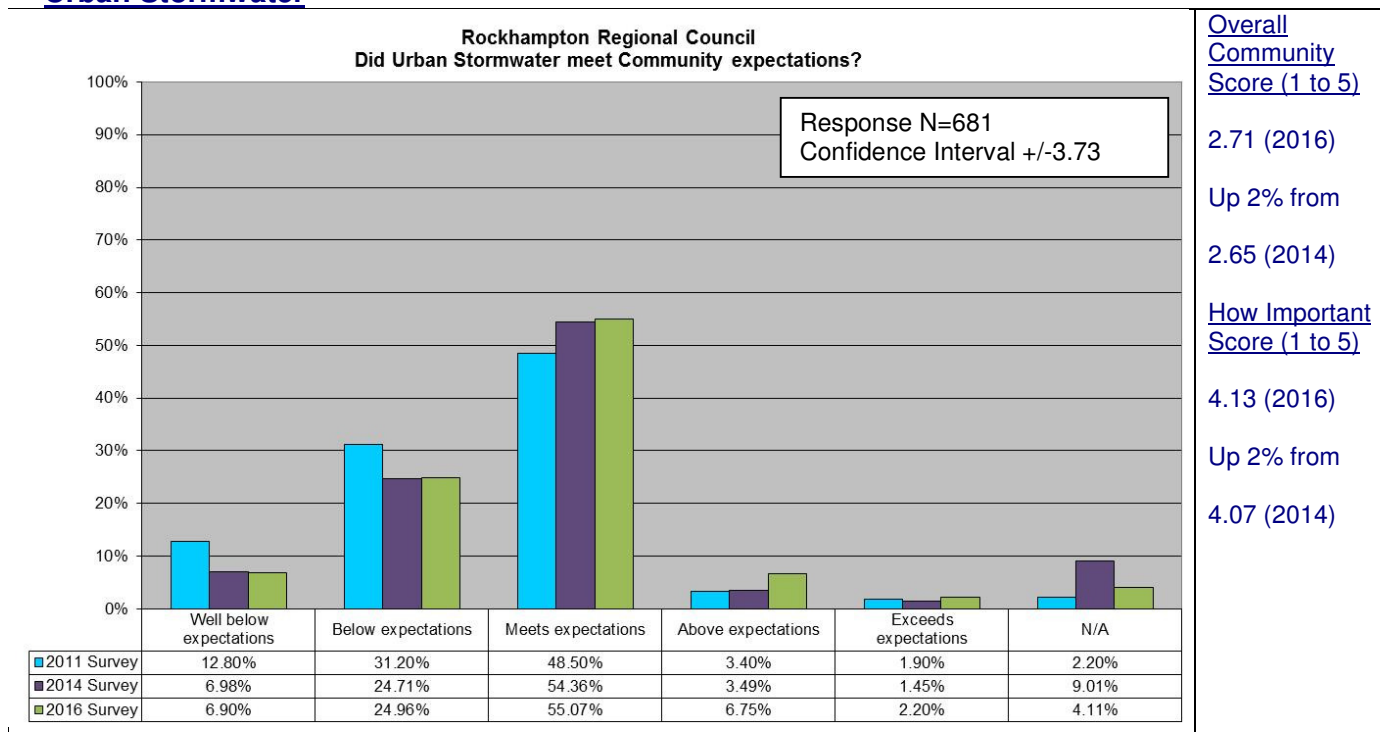




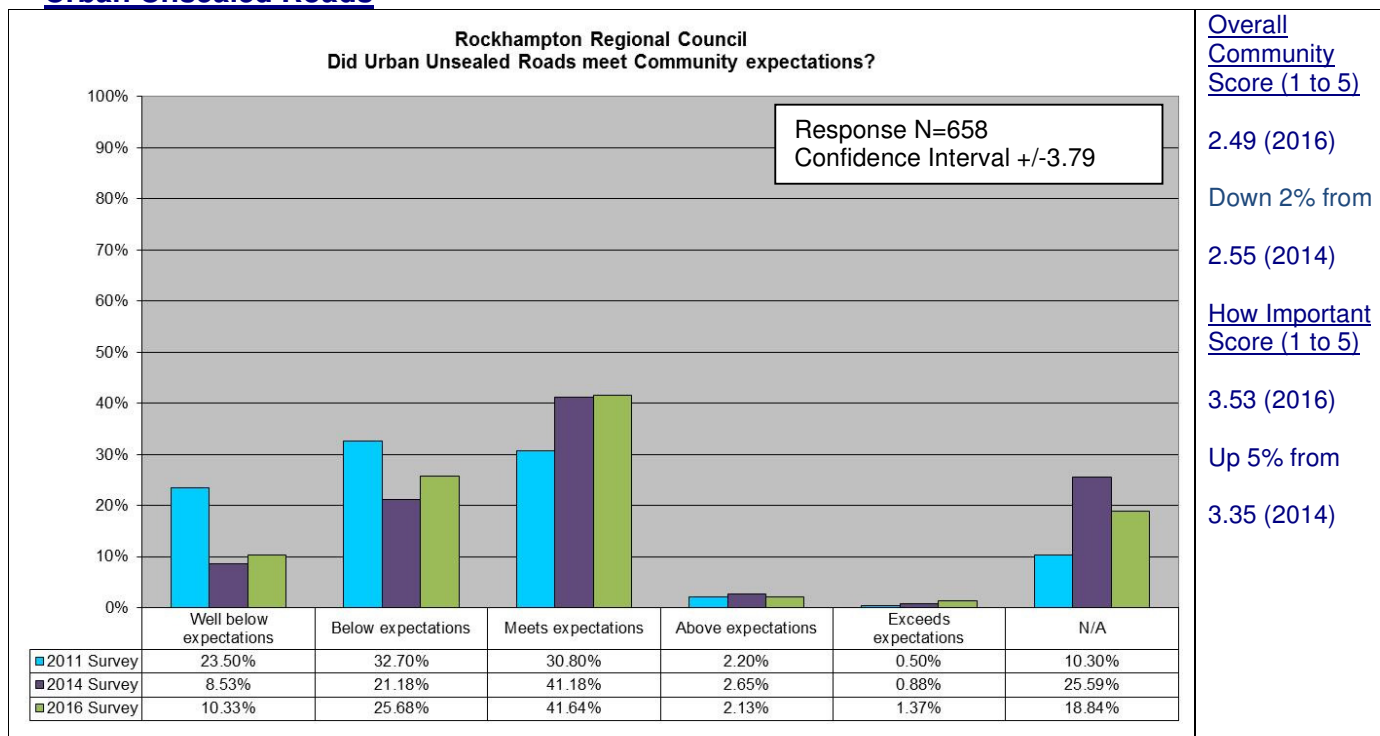
## Urban Sealed roads



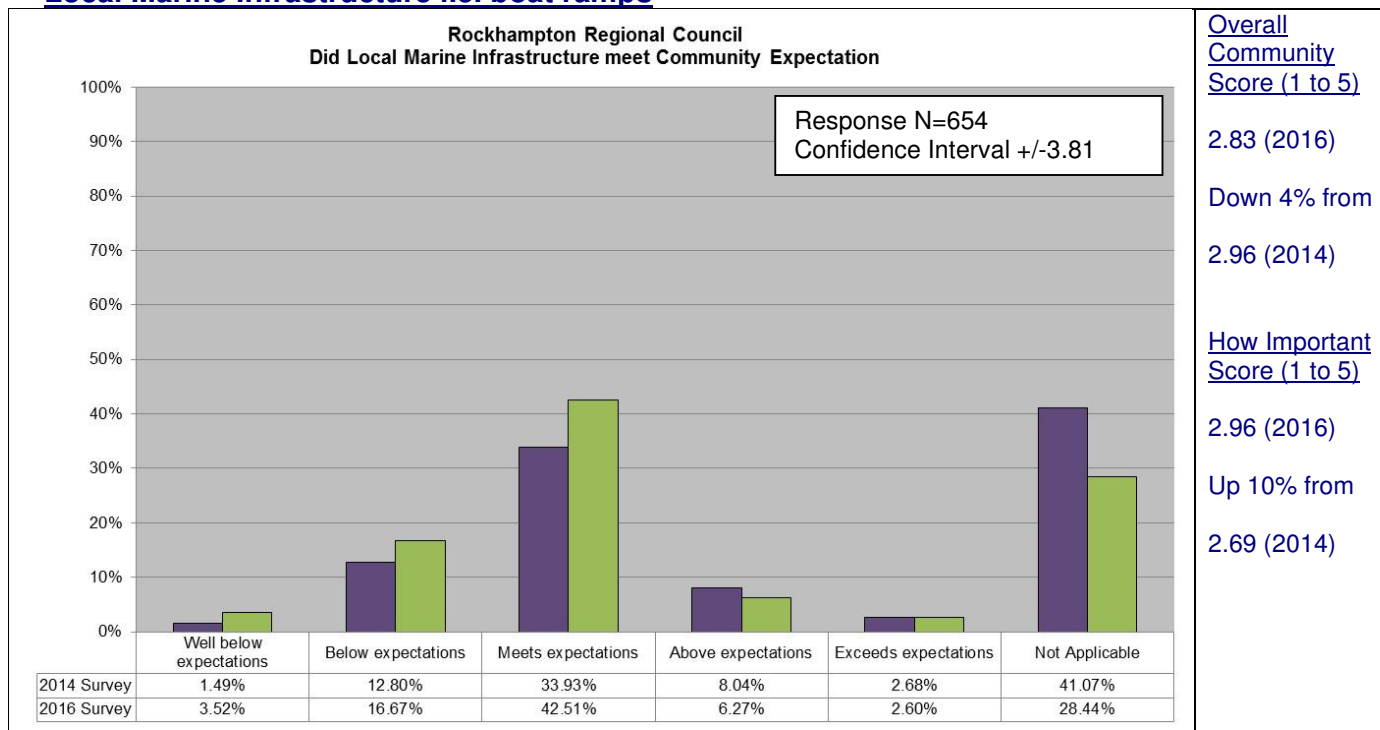
## Urban Stormwater



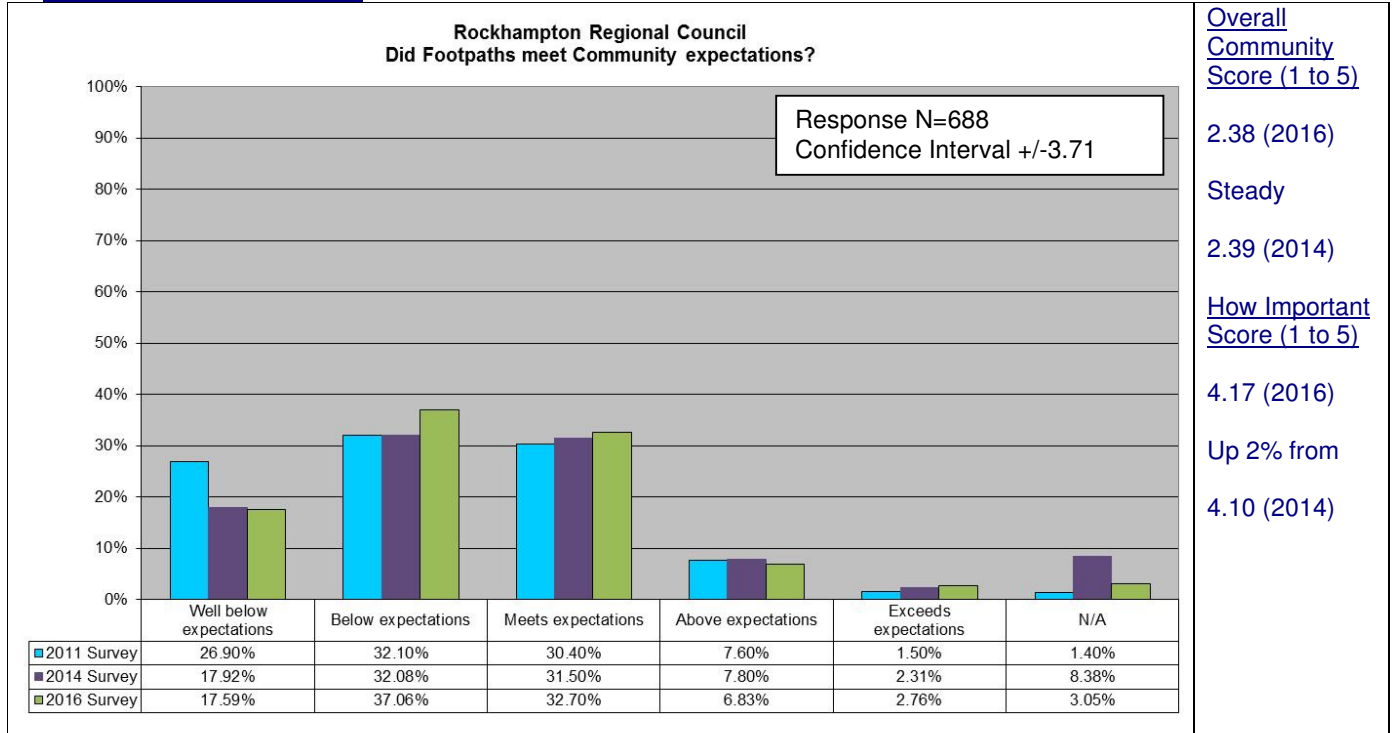
## Urban Unsealed Roads



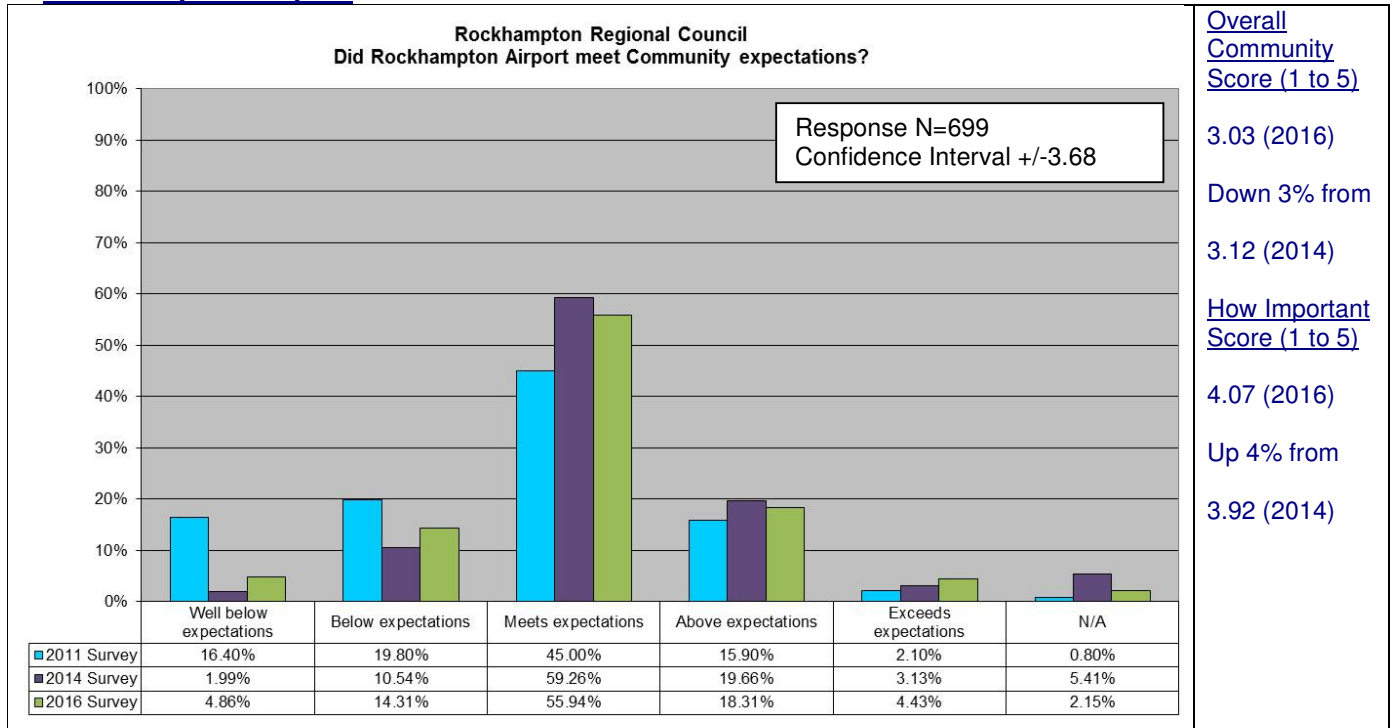
## Local Marine Infrastructure i.e. boat ramps



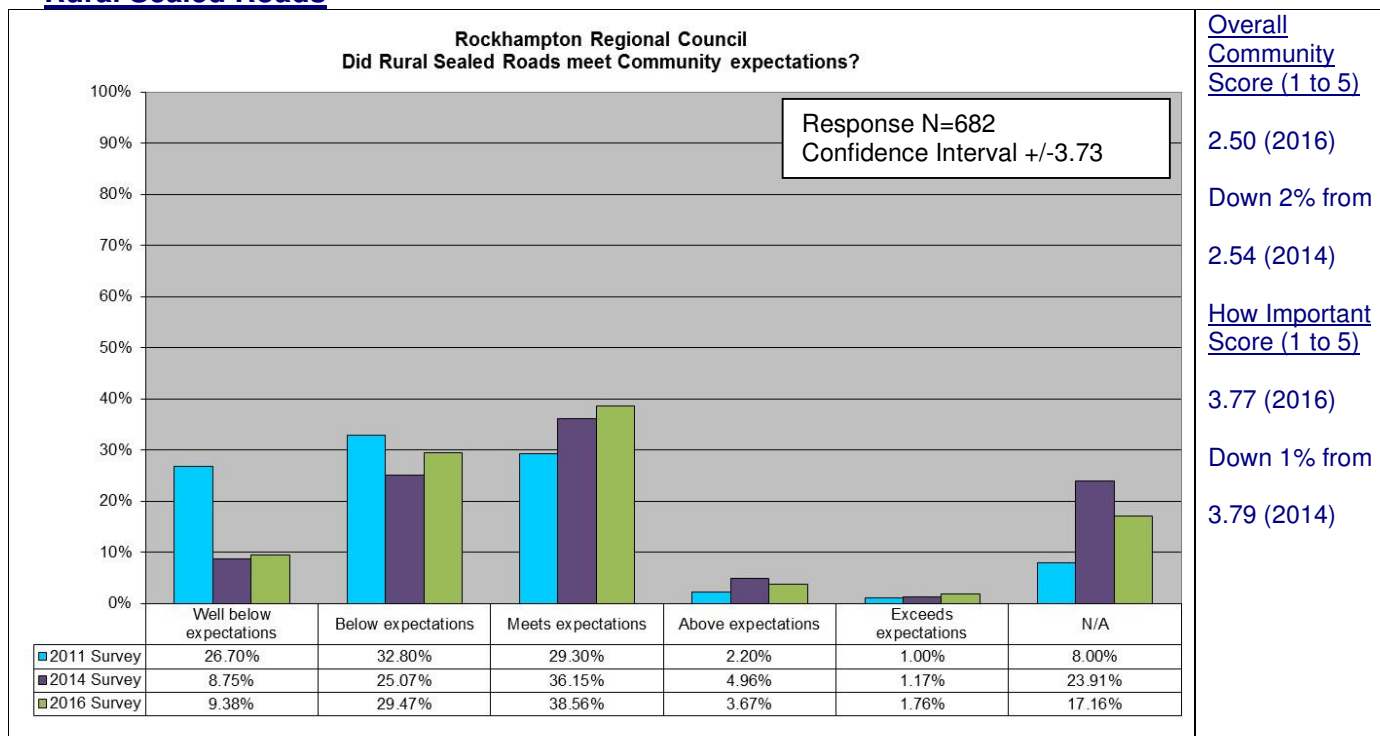
## Footpaths / cycleways



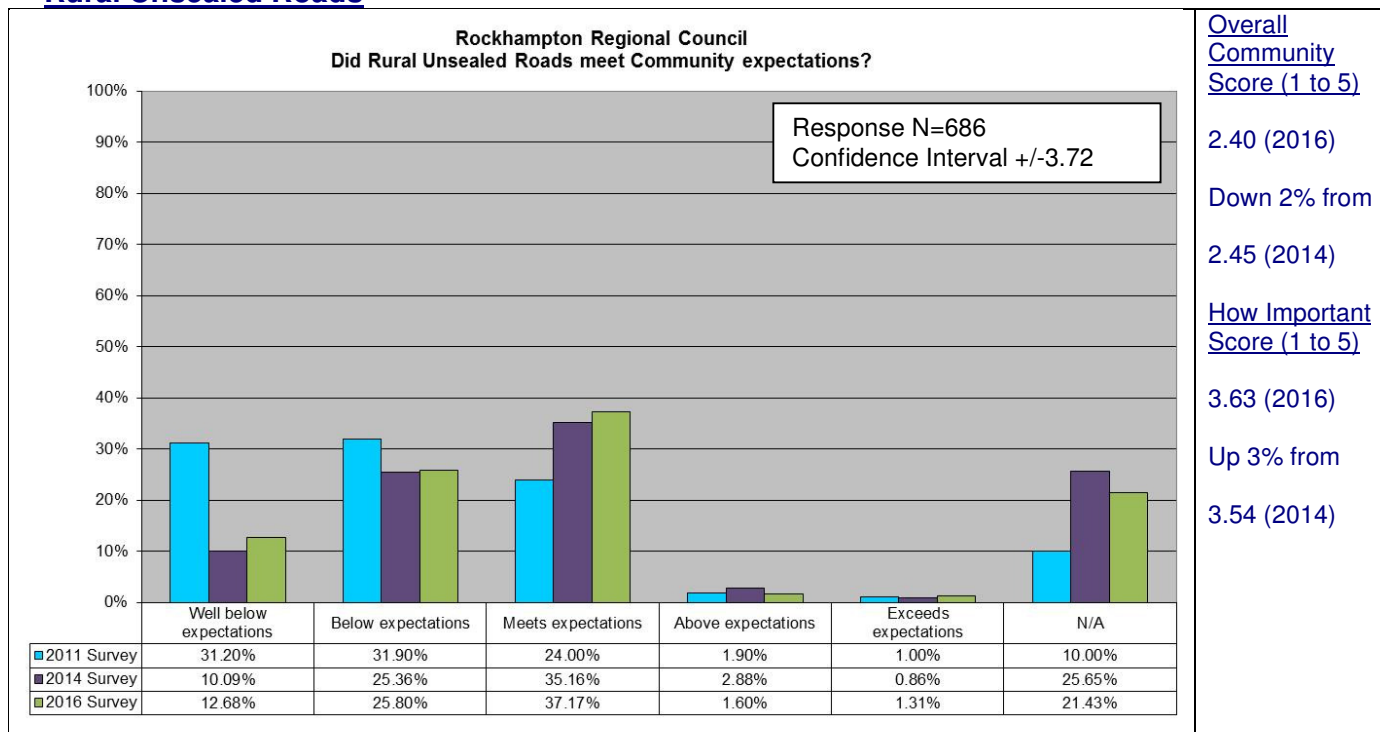
## Rockhampton Airport



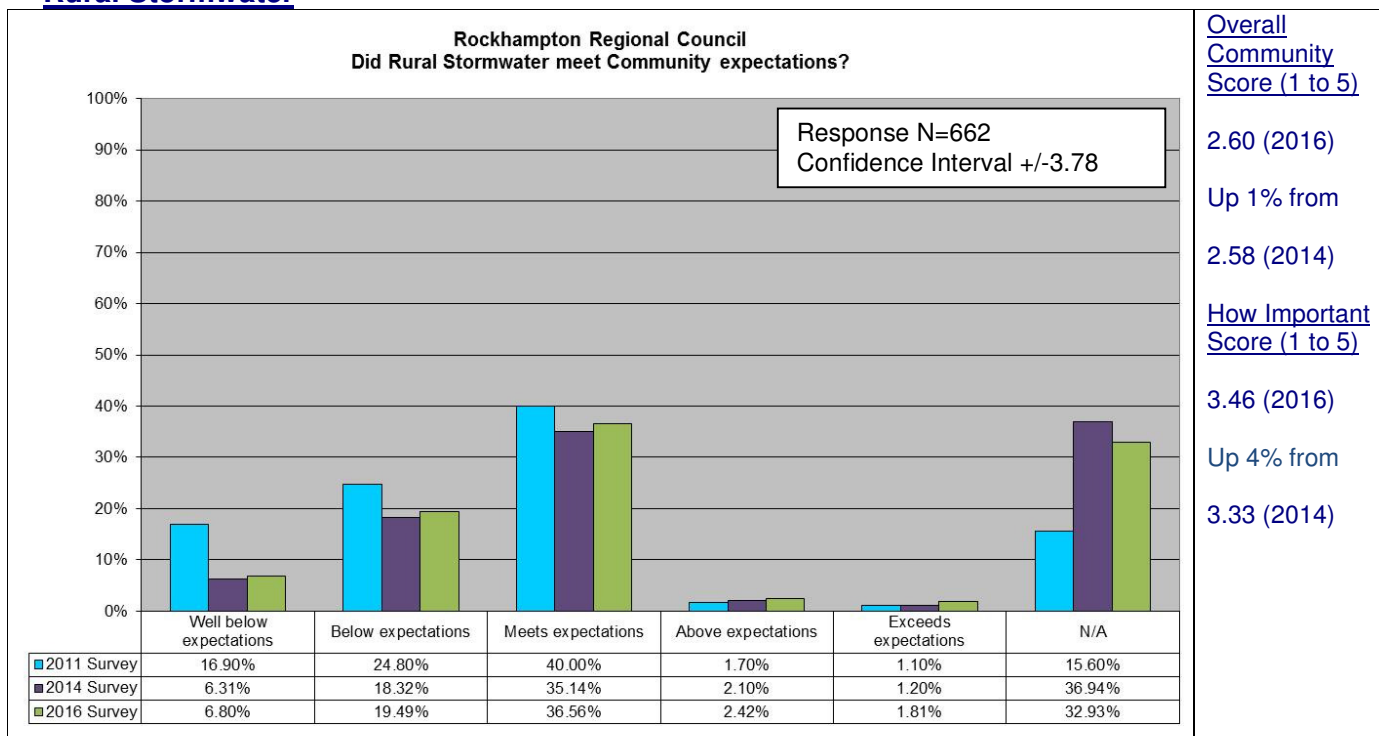
## Rural Sealed Roads



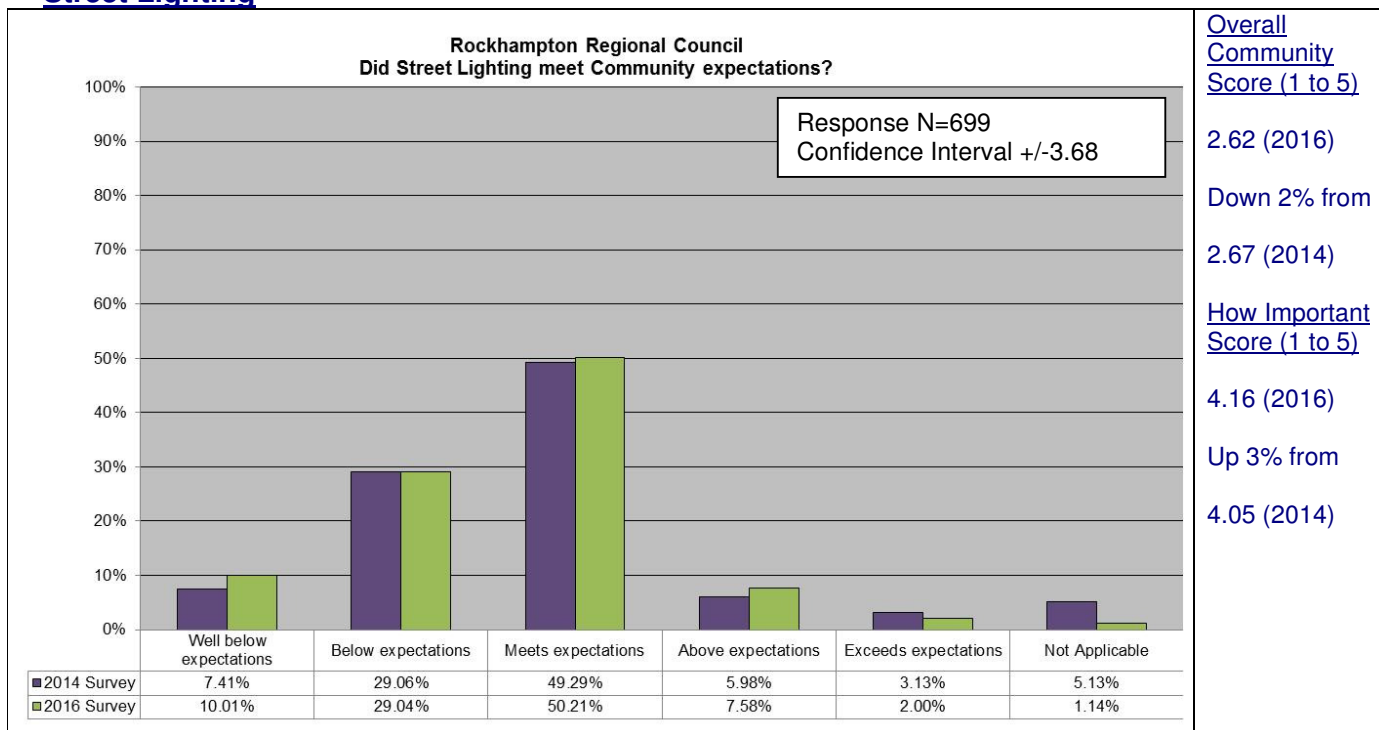
## Rural Unsealed Roads



## Rural Stormwater



## Street Lighting



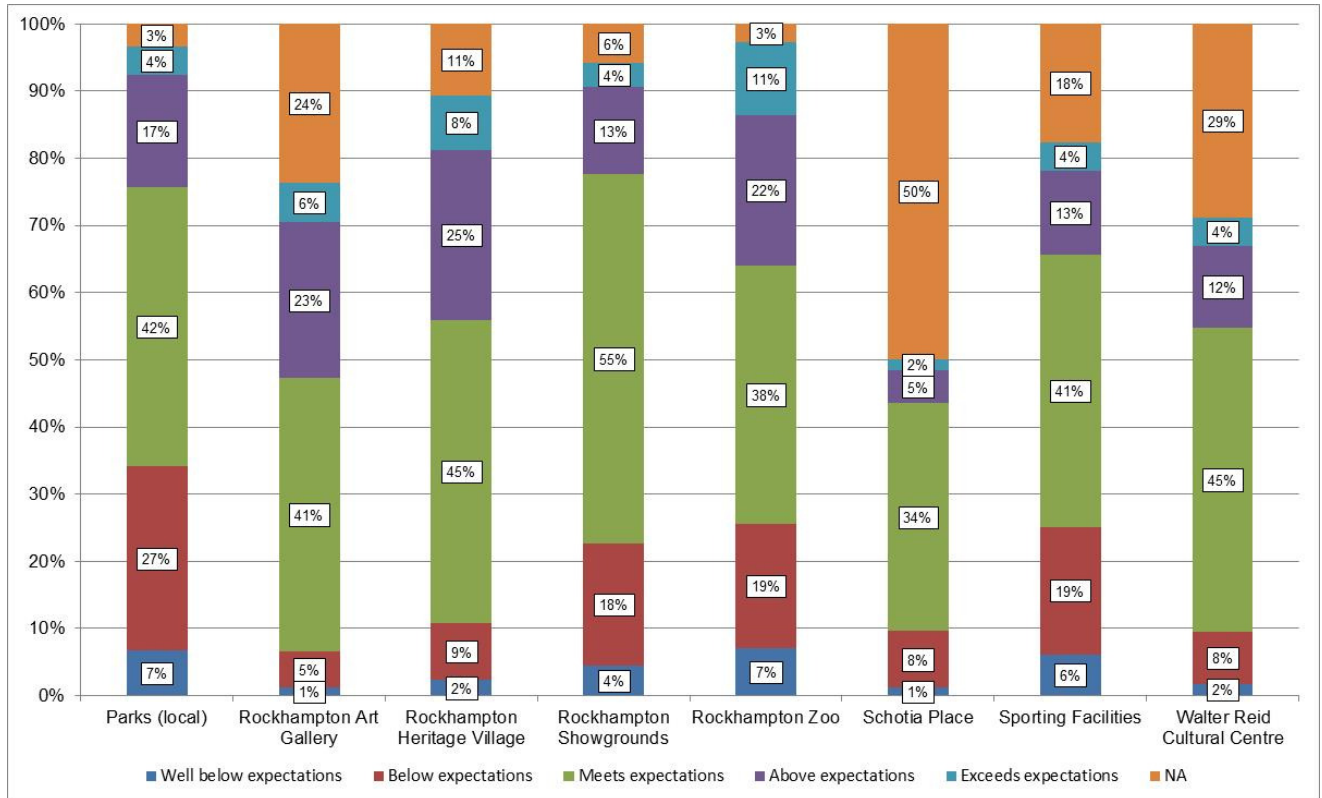
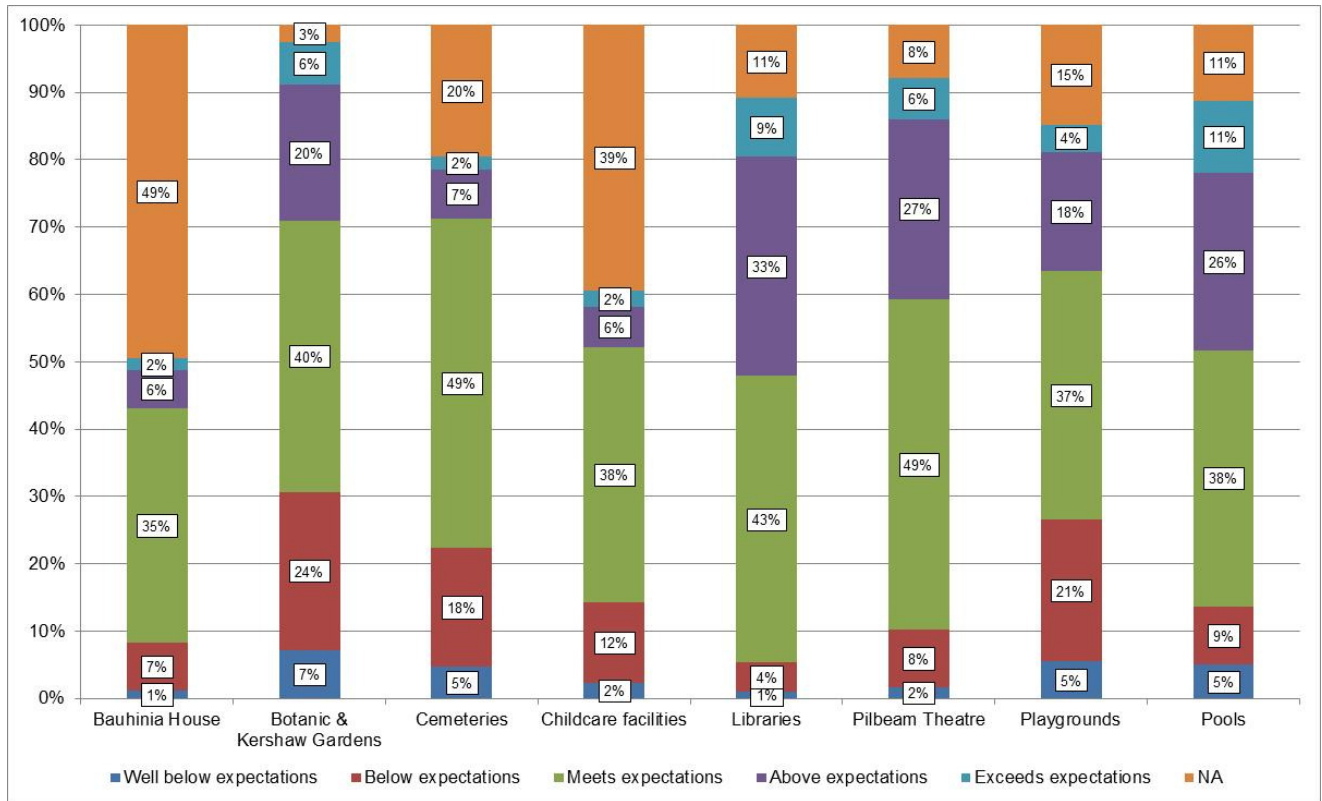
## **Council Related Facilities**

As can be seen by Table 5 there is various facilities that are above expectations.

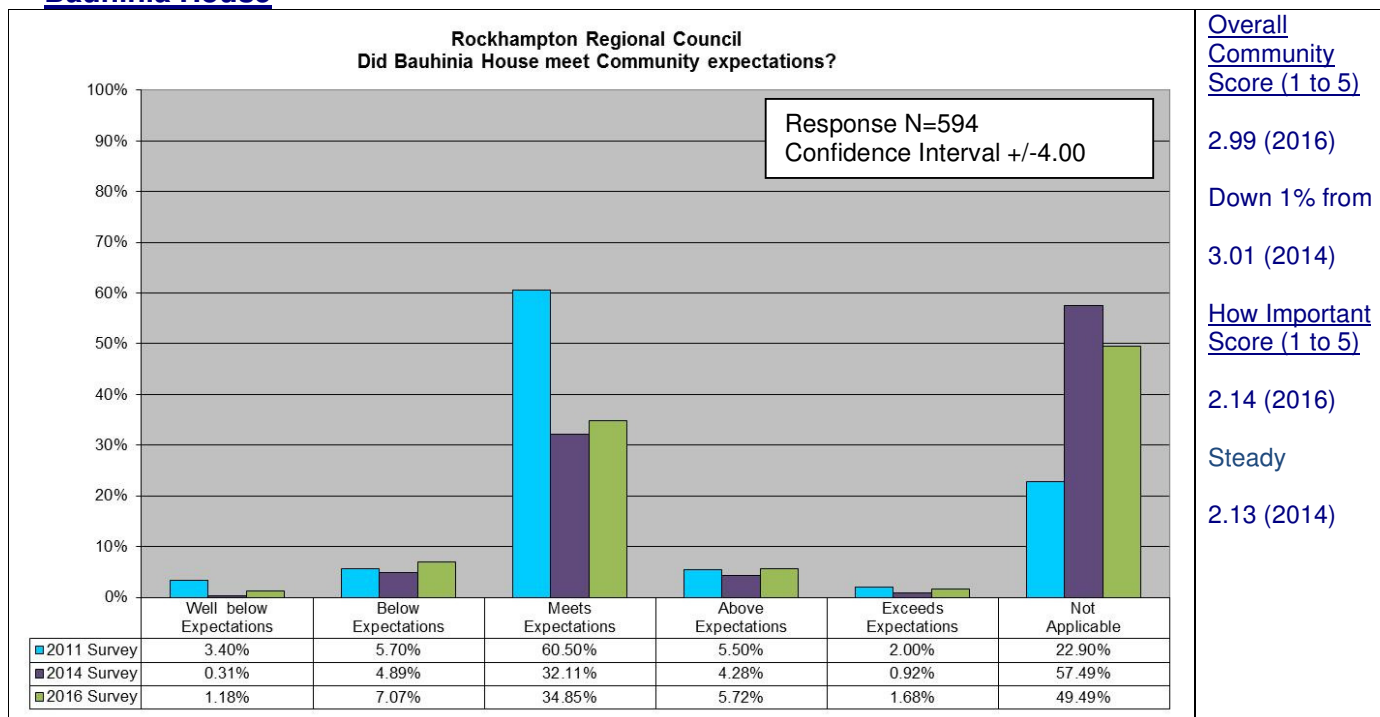
**Table 5. How the Community rated the Importance of the Facility items and if Council Met the Communities Expectations**

| <b>Item</b>                  | <b>Importance Score (1 to 5) 2014</b> | <b>Importance Score (1 to 5) 2016</b> | <b>Expectations Score (1 to 5) 2014</b> | <b>Expectations Score (1 to 5) 2016</b> | <b>Are we meeting Expectations?</b> |
|------------------------------|---------------------------------------|---------------------------------------|---|---|-------------------------------------|
| Botanic & Kershaw Gardens    | 4.03                                  | 4.18                                  | 3.30                                    | 2.95                                    | <b>Below Expectations</b>           |
| Parks (local)                | 3.90                                  | 4.18                                  | 2.87                                    | 2.84                                    | <b>Below Expectations</b>           |
| Libraries                    | 3.75                                  | 3.77                                  | 3.45                                    | 3.49                                    | <b>Meeting Expectations</b>         |
| Pilbeam Theatre              | 3.75                                  | 3.65                                  | 3.23                                    | 3.29                                    | <b>Meeting Expectations</b>         |
| Rockhampton Zoo              | 3.70                                  | 4.01                                  | 3.24                                    | 3.12                                    | <b>Meeting Expectations</b>         |
| Pools                        | 3.63                                  | 3.95                                  | 3.10                                    | 3.33                                    | <b>Meeting Expectations</b>         |
| Rockhampton Showgrounds      | 3.54                                  | 3.62                                  | 2.88                                    | 2.93                                    | <b>Below Expectations</b>           |
| Sporting Facilities          | 3.51                                  | 3.75                                  | 2.89                                    | 2.88                                    | <b>Below Expectations</b>           |
| Rockhampton Heritage Village | 3.48                                  | 3.52                                  | 3.30                                    | 3.32                                    | <b>Meeting Expectations</b>         |
| Playgrounds                  | 3.48                                  | 3.84                                  | 2.99                                    | 2.93                                    | <b>Below Expectations</b>           |
| Rockhampton Art Gallery      | 3.21                                  | 3.17                                  | 3.31                                    | 3.36                                    | <b>Meeting Expectations</b>         |
| Walter Reid Cultural Centre  | 3.14                                  | 3.01                                  | 3.10                                    | 3.13                                    | <b>Meeting Expectations</b>         |
| Cemeteries                   | 3.07                                  | 3.34                                  | 3.02                                    | 2.80                                    | <b>Below Expectations</b>           |
| Childcare Facilities         | 2.74                                  | 3.14                                  | 2.97                                    | 2.91                                    | <b>Below Expectations</b>           |
| Schotia Place                | 2.25                                  | 2.38                                  | 2.91                                    | 2.95                                    | <b>Below Expectations</b>           |
| Bauhinia House               | 2.13                                  | 2.14                                  | 3.01                                    | 2.99                                    | <b>Below Expectations</b>           |

## Council Related Facilities Comparative Charts



## Bauhinia House



Overall Community Score (1 to 5)

2.99 (2016)

Down 1% from

3.01 (2014)

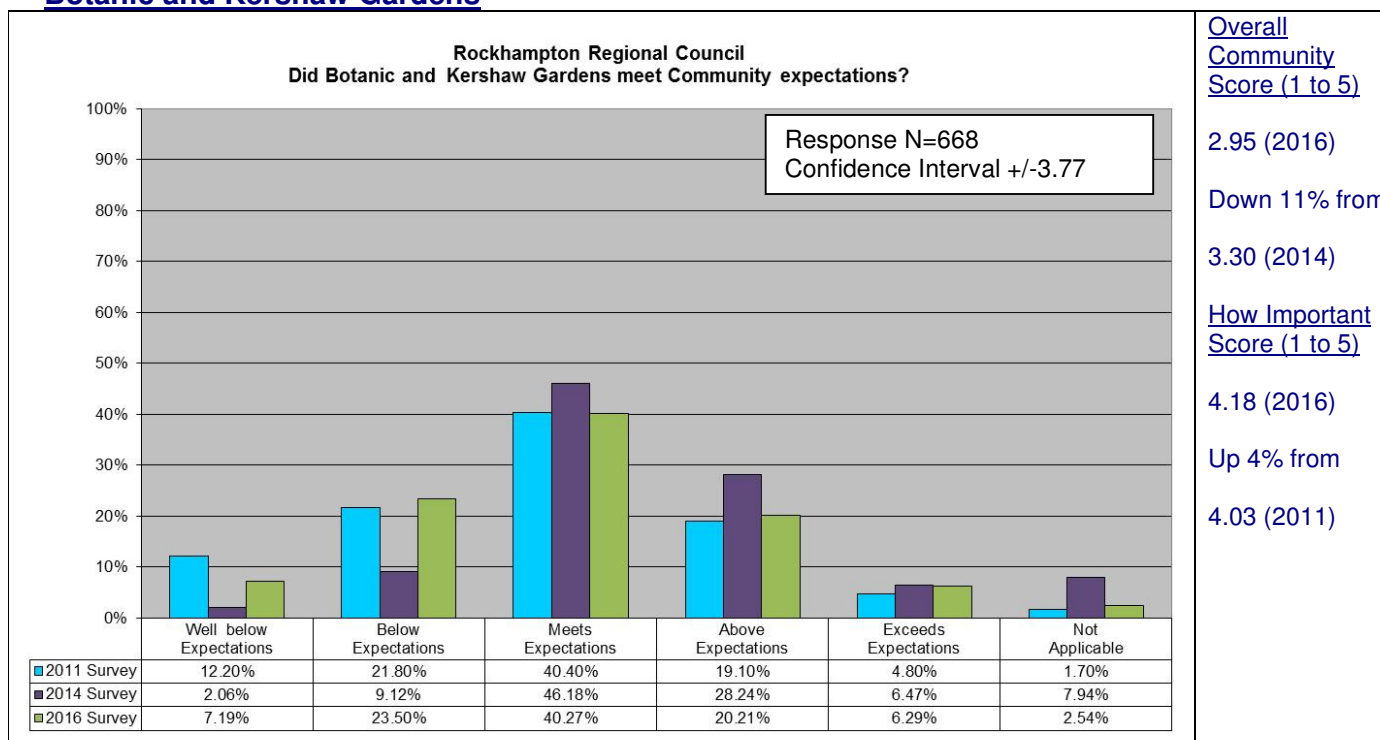
How Important Score (1 to 5)

2.14 (2016)

Steady

2.13 (2014)

## Botanic and Kershaw Gardens



Overall Community Score (1 to 5)

2.95 (2016)

Down 11% from

3.30 (2014)

How Important Score (1 to 5)

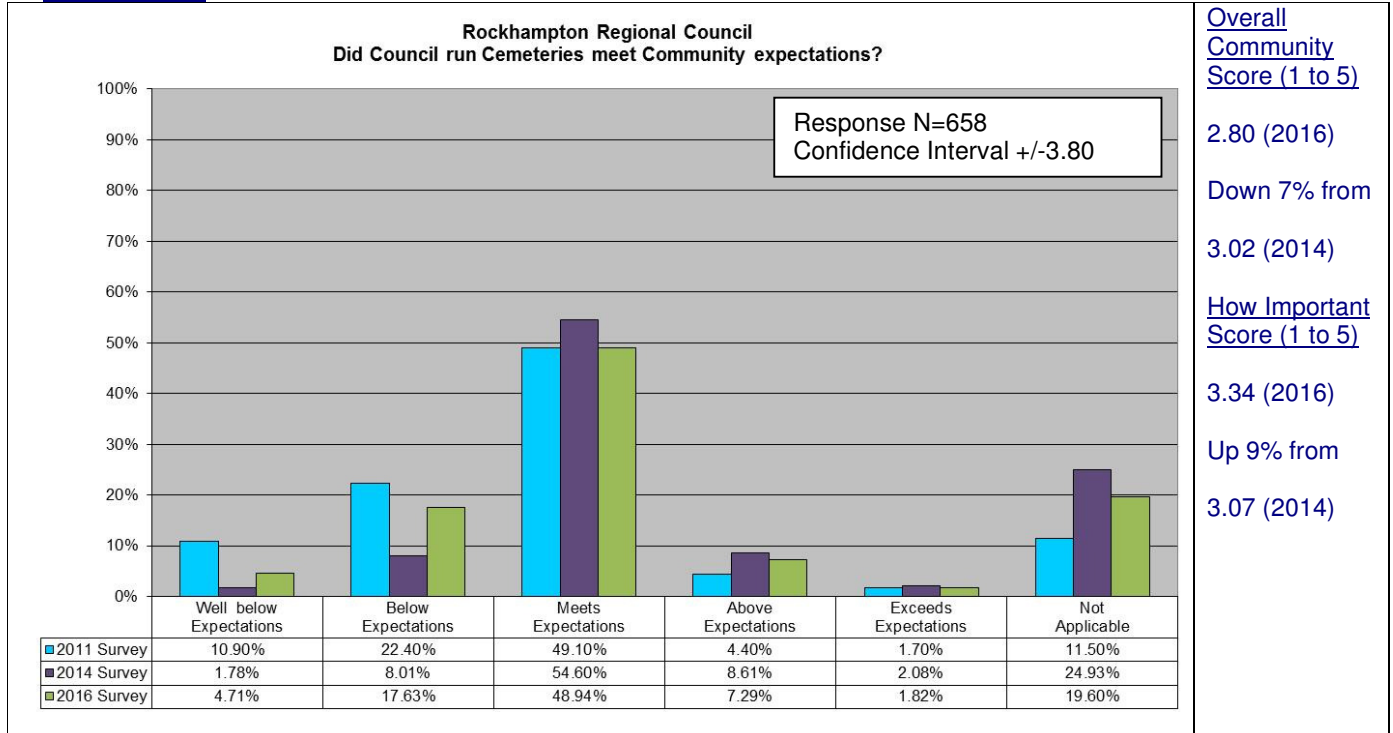
4.18 (2016)

Up 4% from

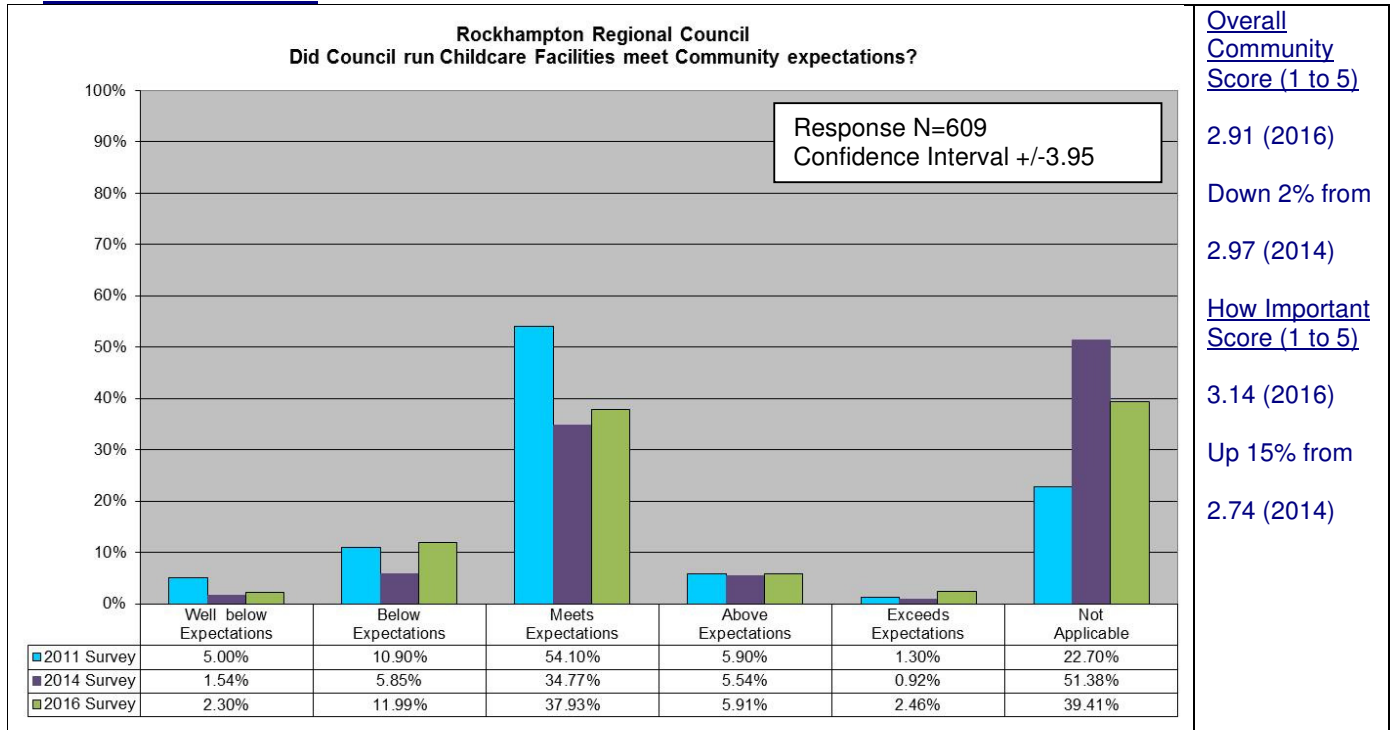
4.03 (2011)



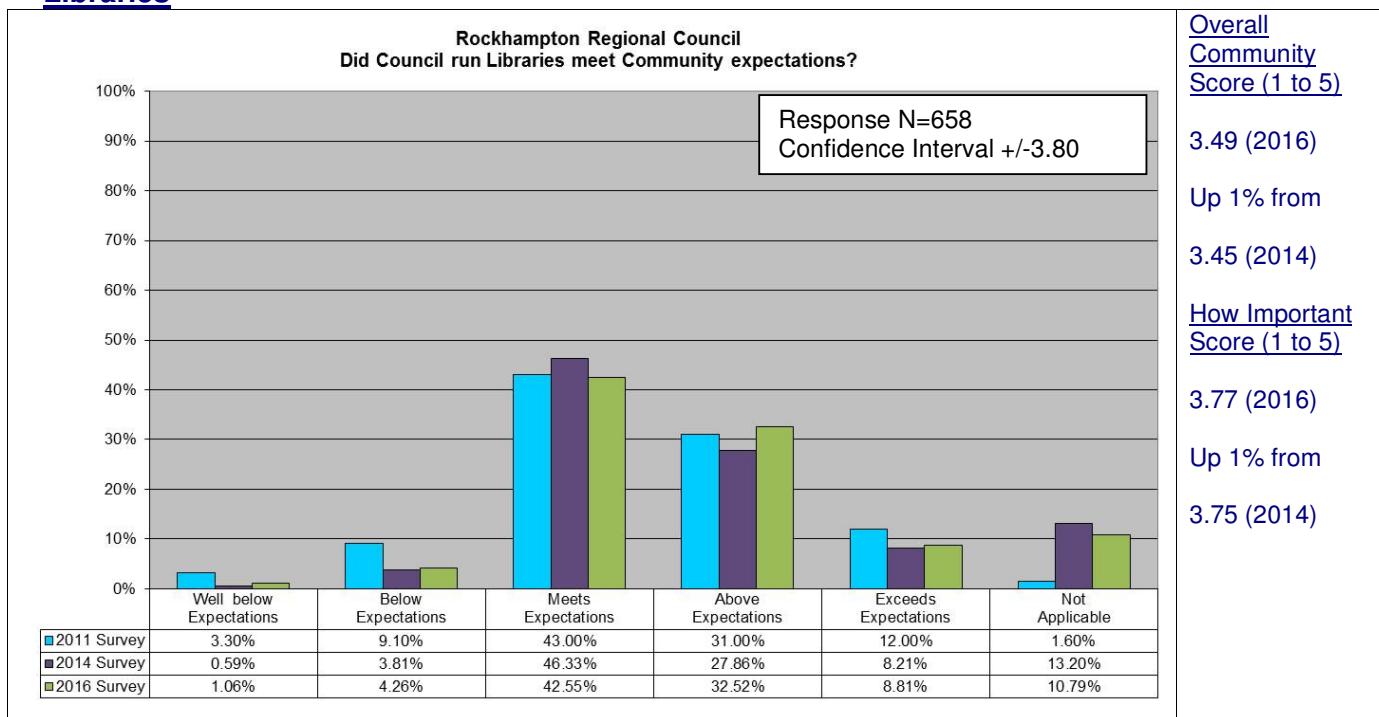
## Cemeteries



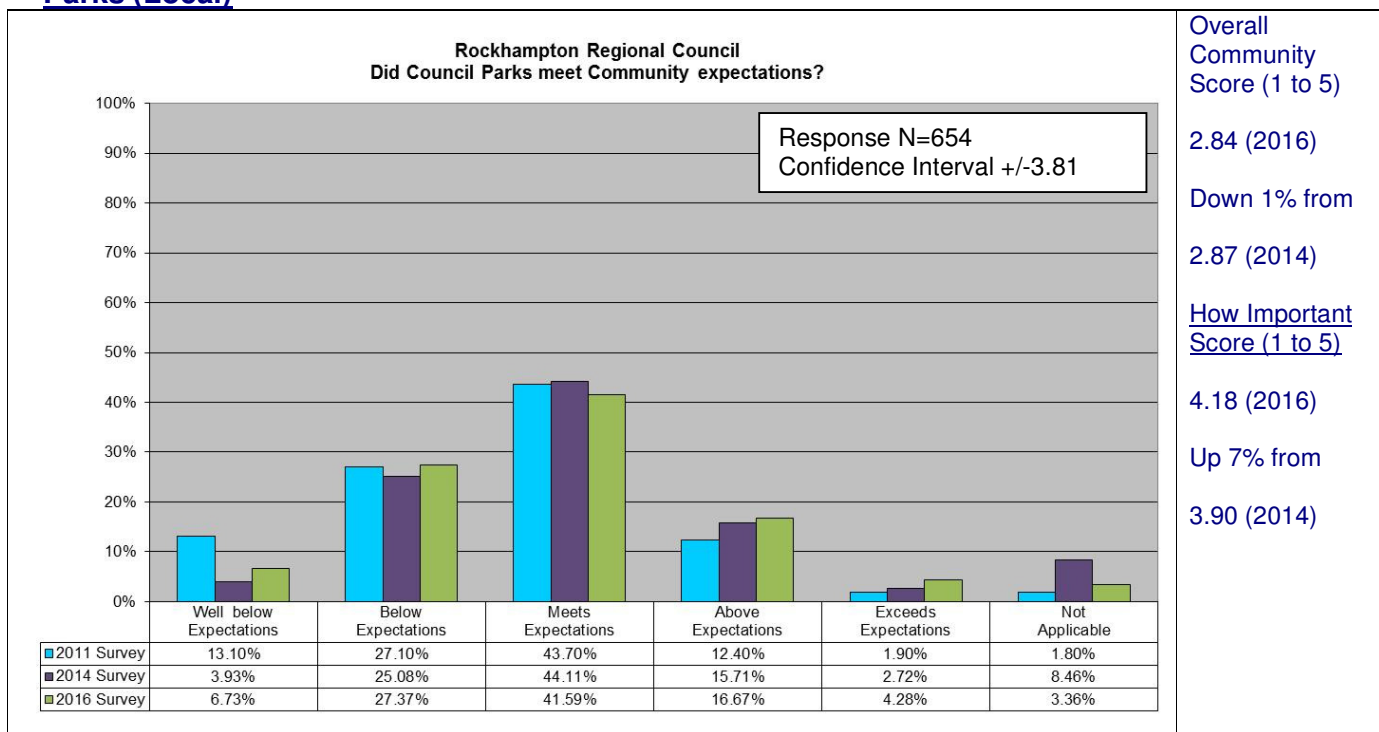
## Childcare Facilities



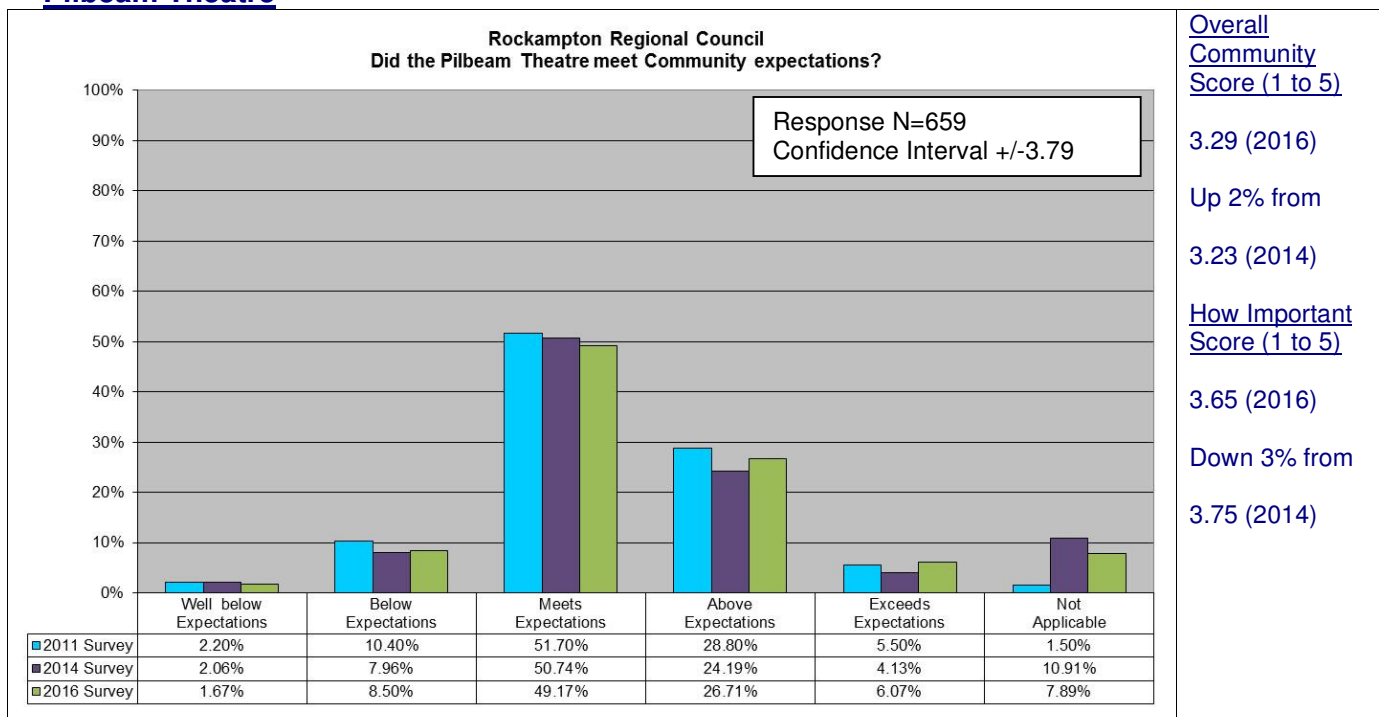
## Libraries



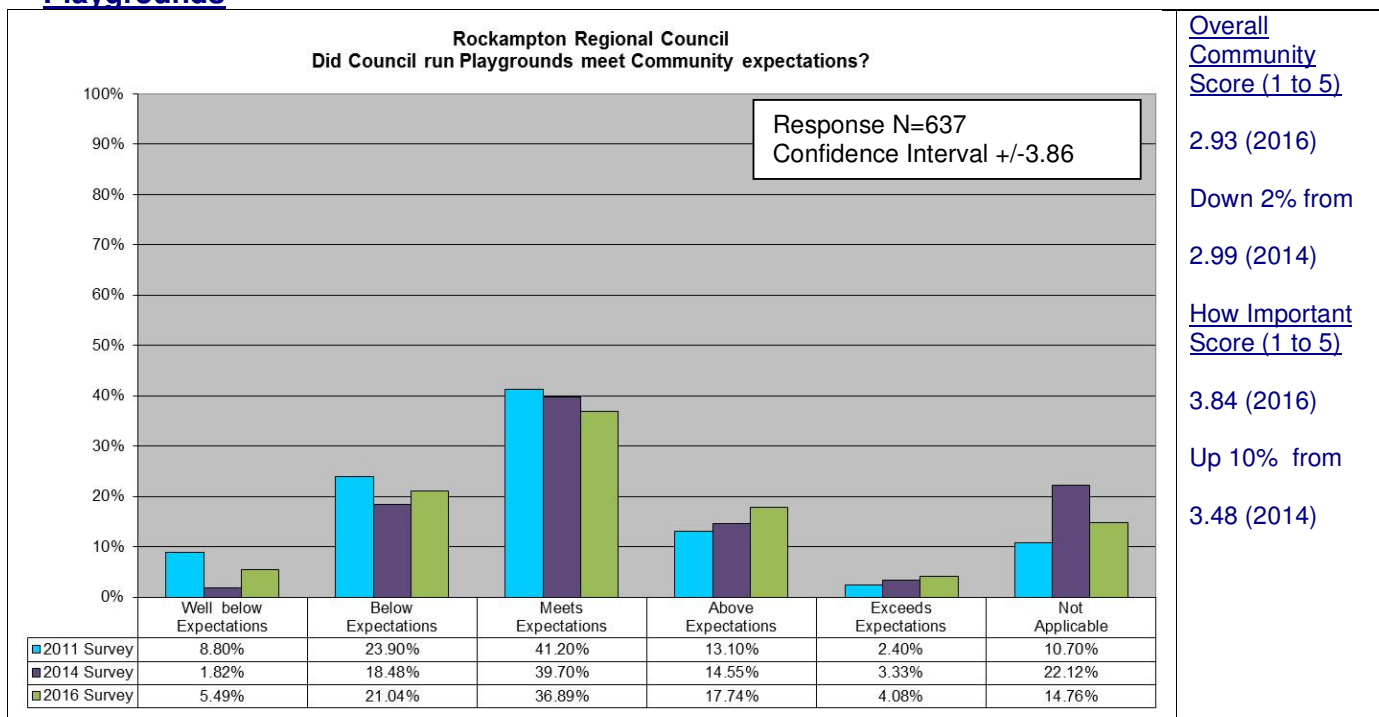
## Parks (Local)



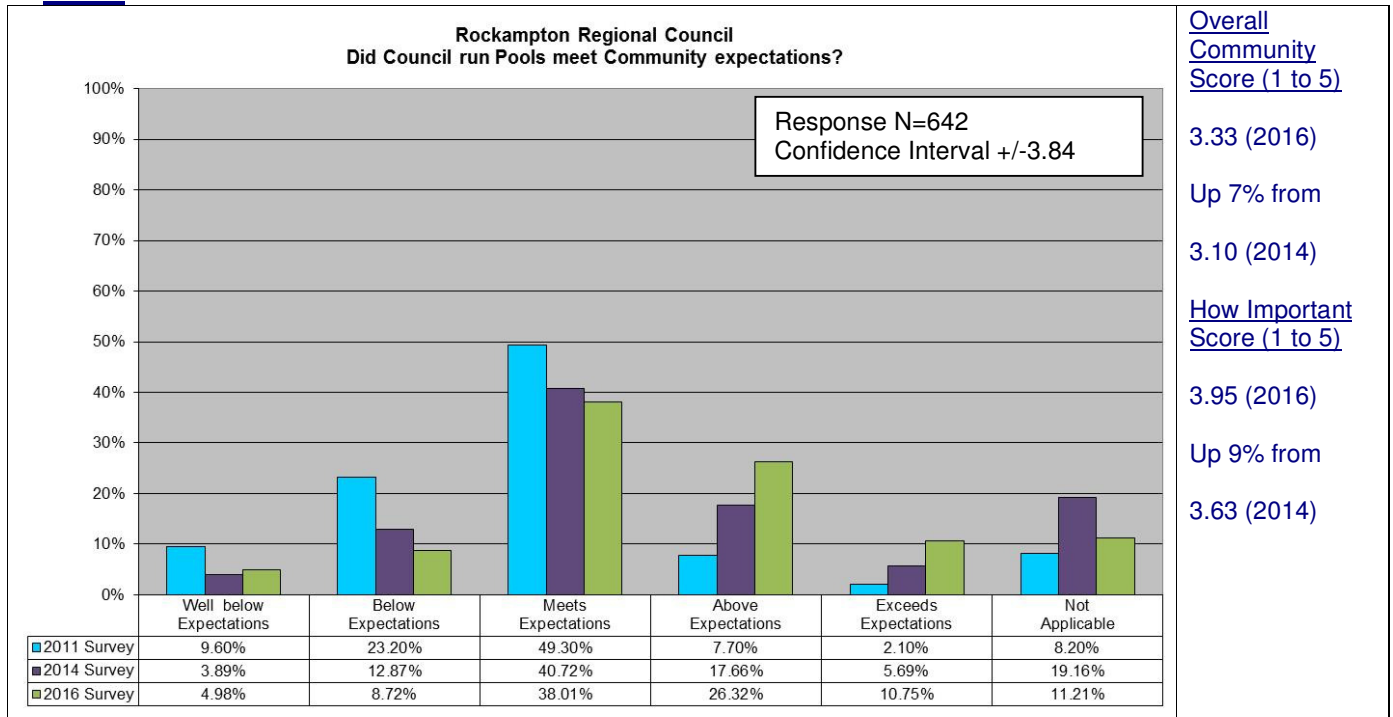
## Pilbeam Theatre



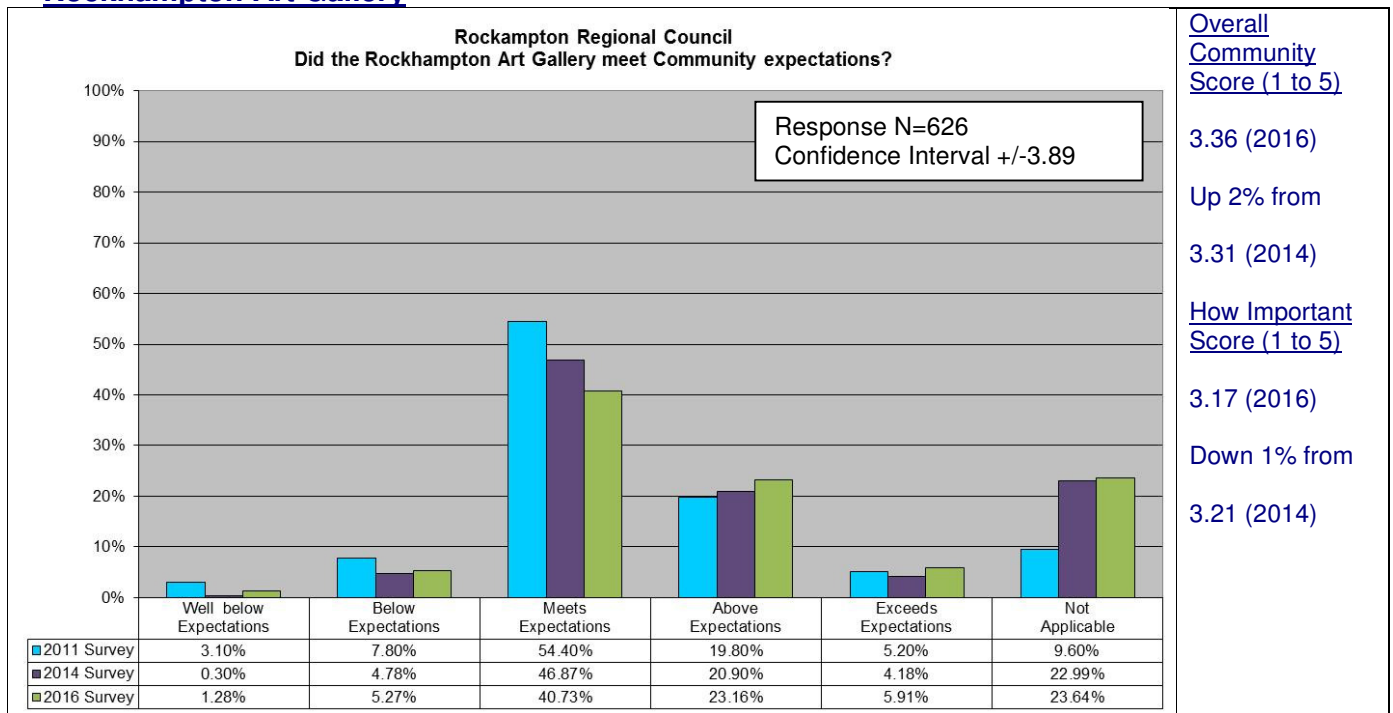
## Playgrounds



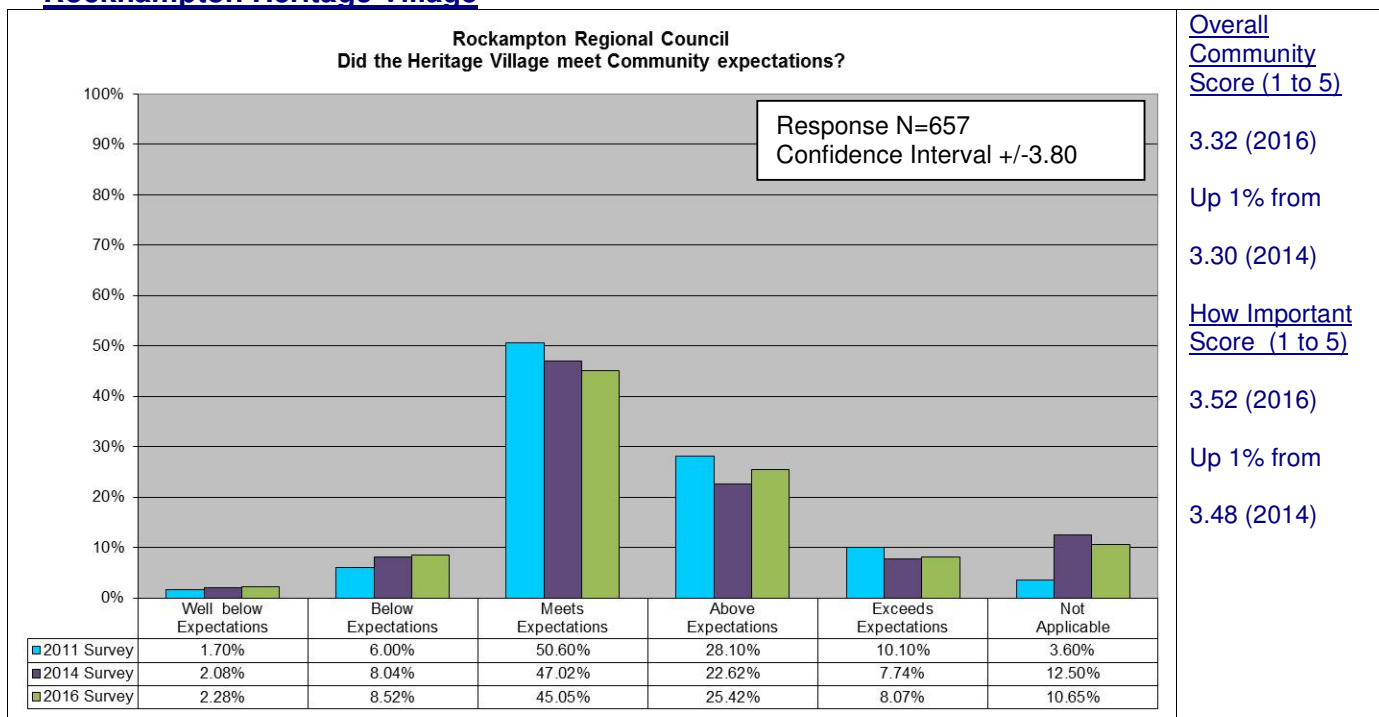
## Pools



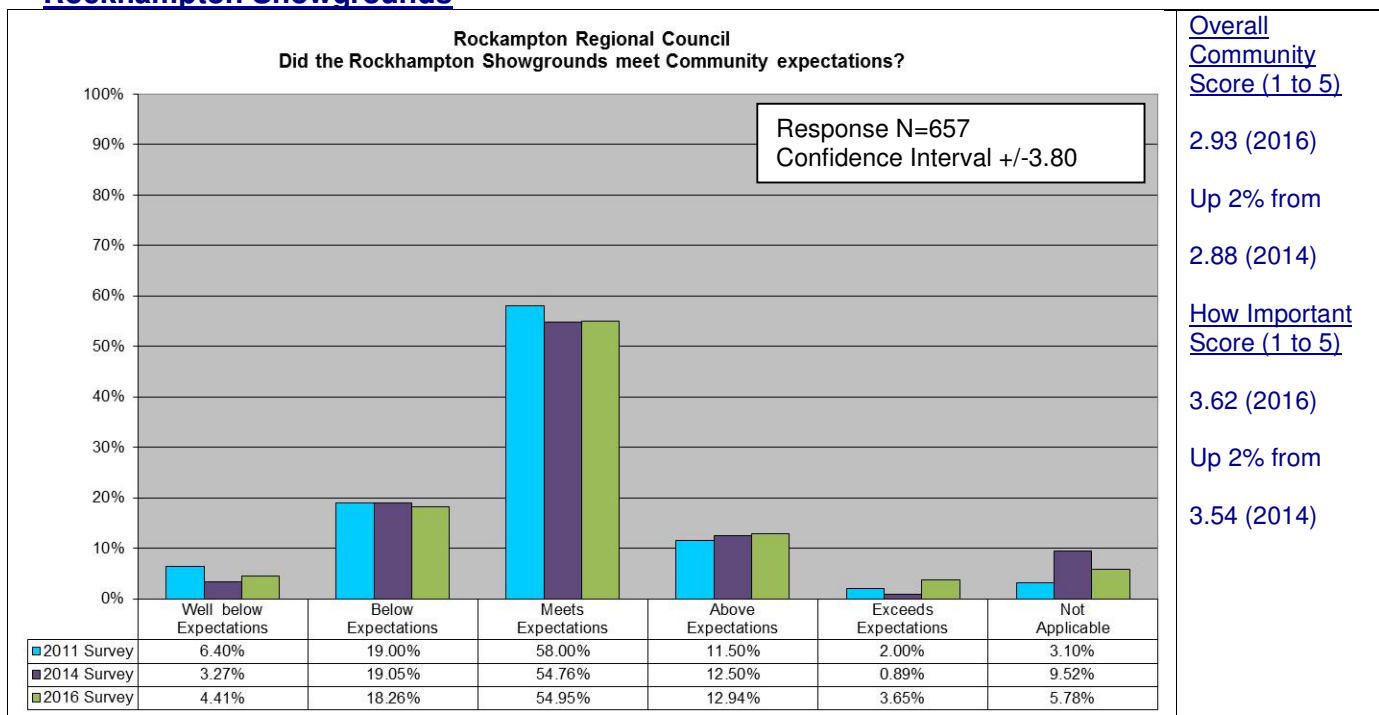
## Rockhampton Art Gallery



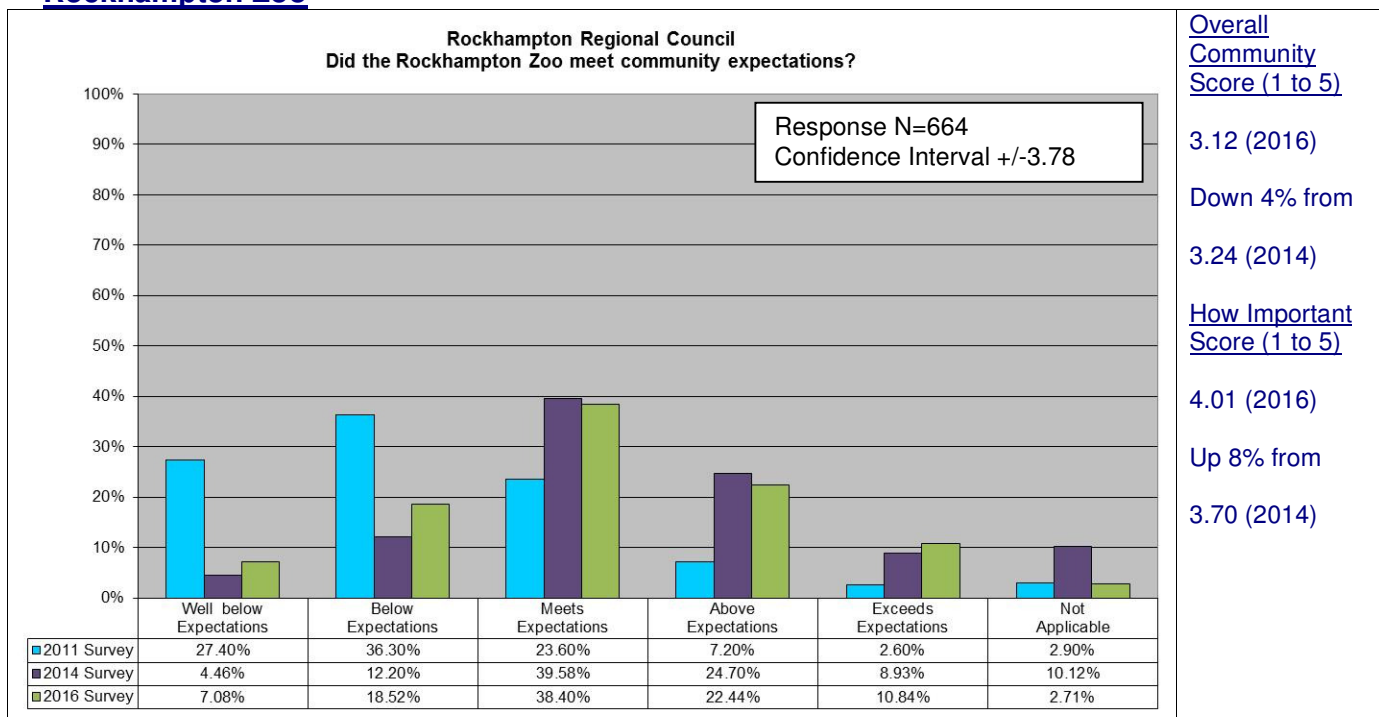
## Rockhampton Heritage Village



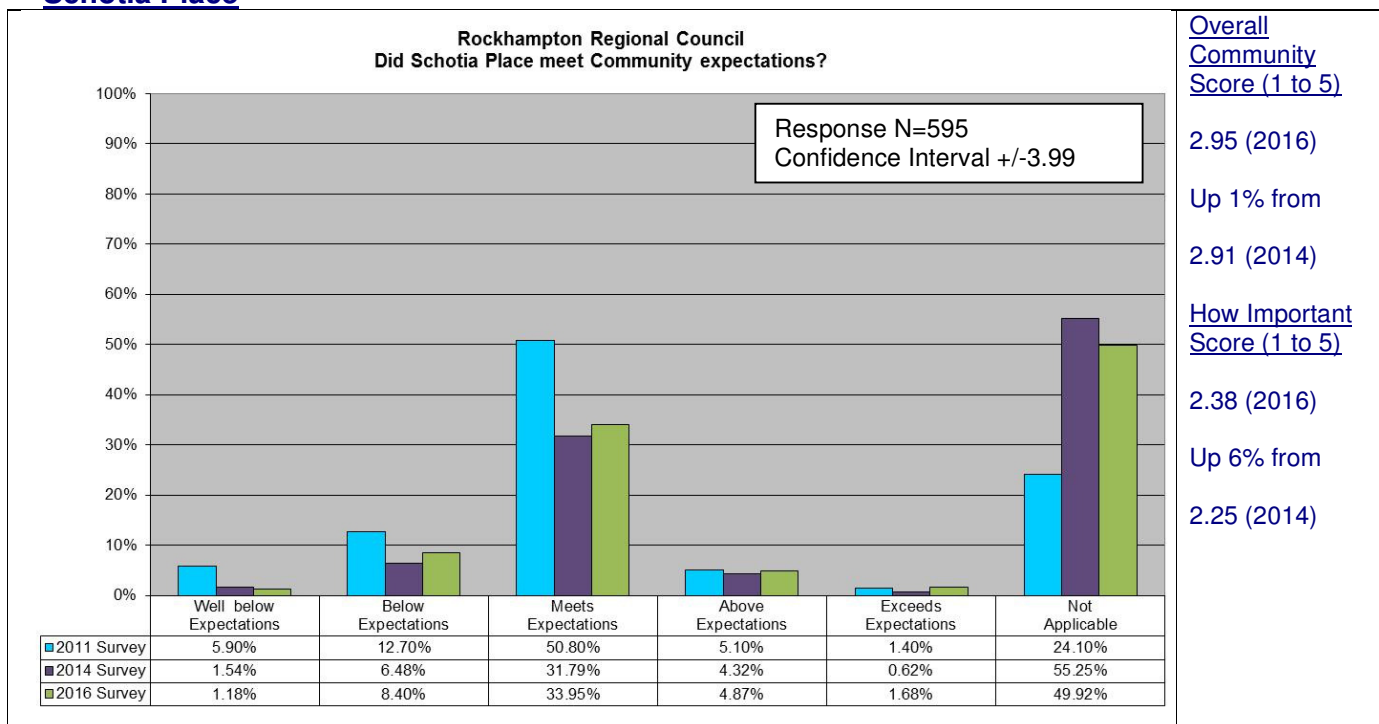
## Rockhampton Showgrounds



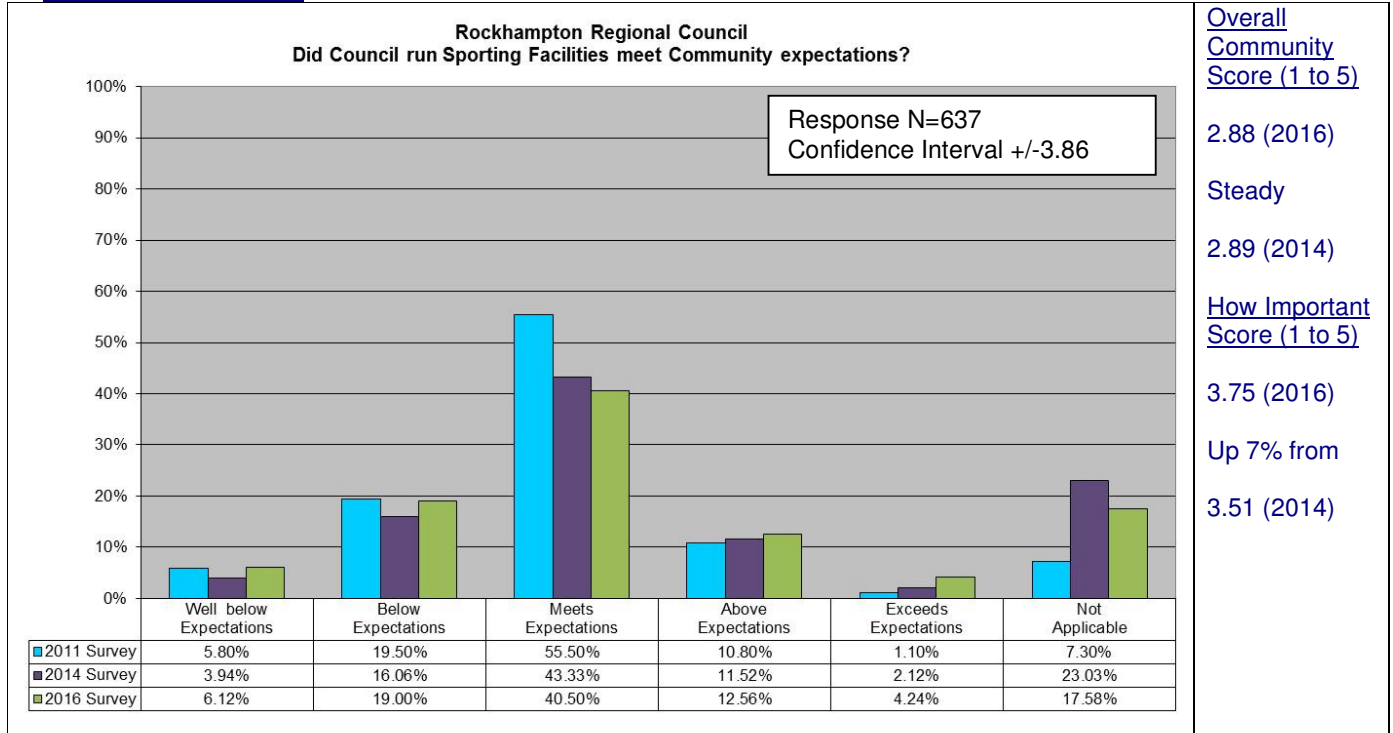
## Rockhampton Zoo



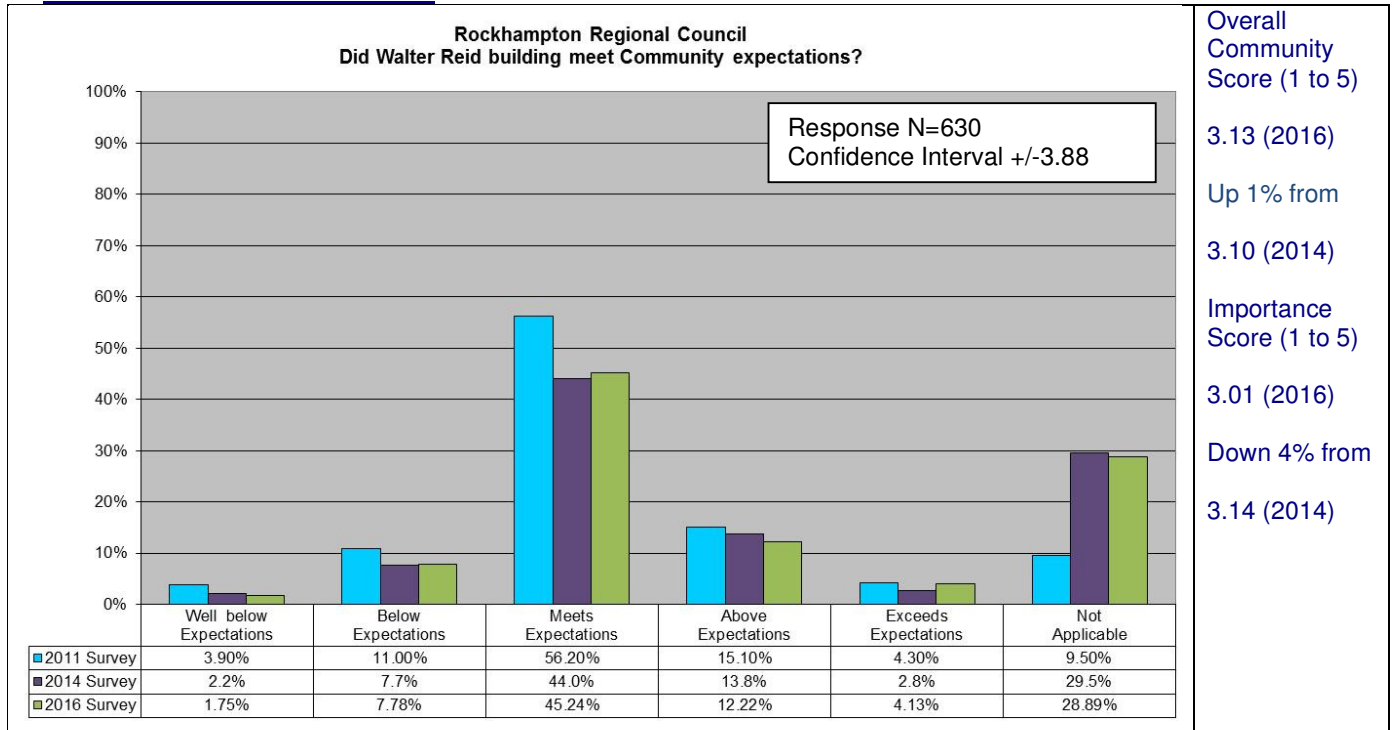
## Schotia Place



## Sporting Facilities



## Walter Reid Cultural Centre



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**Appendix**



## Demographics

**Gender:** ABS Census 2011 | 50% Female, 50% Male  
 2016 Resident Satisfaction Survey Sample | 53% Female, 47% Male

### Location:

| Locality   | ABS Census 2011 | 2014 Resident Satisfaction Survey Sample | 2016 Resident Satisfaction Survey Sample |
|--|-----------------|--|--|
|  |                 | Total listed location = 309              | Total listed location = 819              |
| Rural West<br><i>Includes: Alton Downs, Ridgeland, Gogango, Morinish, Westwood, Wycarbah etc...</i>                        | 3%              | 11%                                      | 6%                                       |
| Rural South East<br><i>Includes: Bajool, Bouldercombe, Marmor etc..</i>  | 4%              | 12%                                      | 4%                                       |
| Gracemere and Surrounding Areas<br><i>Includes: Gracemere, Kabra, Stanwell etc...</i>                                      | 11%             | 8%                                       | 11%                                      |
| North Rockhampton<br><i>Includes: Berserker, Frenchville, Koongal, Kawana, Mount Archer, Parkhurst, Park Avenue etc...</i> | 55%             | 41%                                      | 54%                                      |
| Mount Morgan and Surrounding Areas<br><i>Includes: Mount Morgan, Baree, Walter Hall, Struck Oil etc...</i>                 | 4%              | 6%                                       | 3%                                       |
| South Rockhampton<br><i>Includes: Allentown, Depot Hill, Rockhampton City The Range, Wandal, West Rockhampton etc..</i>    | 23%             | 22%                                      | 22%                                      |
| Total  | 100%            | 100%                                     | 100%                                     |

### Age Groups:

| Service Age Group                              | ABS Census 2011                      | 2014 Resident Satisfaction Survey Sample | 2016 Resident Satisfaction Survey Sample |
|--|--------------------------------------|--|--|
|  | <i>Total Eligible Voters = 49294</i> | <i>Listed groups = 330</i>               | <i>Listed groups = 824</i>               |
| Tertiary education and independence (18 to 24) | 13%                                  | 4%                                       | 6%                                       |
| Young workforce (25 to 34)                     | 18%                                  | 13%                                      | 23%                                      |
| Parents and homebuilders (35 to 49)            | 27%                                  | 28%                                      | 25%                                      |
| Older workers and pre-retirees (50 to 59)      | 17%                                  | 24%                                      | 21%                                      |
| Empty nesters and retirees (60 to 69)          | 12%                                  | 21%                                      | 17%                                      |
| Seniors (70 to 84)                             | 11%                                  | 10%                                      | 8%                                       |
| Elderly aged (85 and over)                     | 2%                                   | 0%                                       | 0%                                       |

## Community Priorities by Respondent

| What suburb do you live in? | Priority 1   | Priority 2  | Priority 3   |
|-----------------------------|--|---|--|
| Allenstown                  | Wandering dogs   | Cleaning gutters  | Barking dogs   |
| Allenstown                  | More parks with equipment for children and fitness equipment for adults              | Better footpaths  | Better traffic management  |
| Allenstown                  | Better value from Council  | Redevelop the delapated inner CBD   | Better traffic management slow traffic on Upper Dawson Road and railway overall on Bruce Highway   |
| Allenstown                  | Sort out the intersection at Dan Murphy - make it accessible - two traffic entrance. | Ask Ergon to ask their tree lopping contractors to spend a little more time to make lopped trees aesthetically pleasing - my trees always look like they have been attacked by environmental vandals. | Extend the small park at Allenstown across the road towards Allenstown Shopping centre and beautify the area   |
| Allenstown                  | Entertainment/things to do   | Maintenance   | Facilities   |
| Allenstown                  | Public spaces  | Recreational amenities  | Fitness areas (alongside river bank)   |
| Allenstown                  | Low rent housing   | Roads   | Flood prevention   |
| Allenstown                  | Roads  | Drains  | Footpaths  |
| Allenstown                  | Better roads   | Cheaper rates   | Green waste bin  |
| Allenstown                  | Weekly recycling pickup  | Continue with the revitalisation of the riverbank   | I think the council is doing a good job  |
| Allenstown                  | Creating safe footpaths & exercise areas   | Improving roads and stormwater drainage   | Keeping rates affordable   |
| Allenstown                  | International investment   | Help SME's identify ways to earn more money from outside the region to bring extra dollars to town and not just swirl it around   | More collaboration between local, state and federal government representatives - work together on the common goals more openly - recognise each other's contribution |
| Allenstown                  | More dining options  | Improved street lighting to allow for safer evening exercise  | More events  |
| Allenstown                  | Re-do Murray Lane fully between Fitzroy and Archer Street                            | More retail shops in East Street to create jobs in Southside  | More recreational activities indoors   |
| Allenstown                  | Improvements in the Accommodation industry   | Better Economy  | More resources for business owners   |
| Allenstown                  | Better roads   | More / better footpaths   | More street lights   |
| Allenstown                  | Mandatory parents Counselling for all parents  | Compulsory Couples Counselling for all residents  | Progressive education in all schools   |
| Allenstown                  | Economic development   | Entertainment   | Public Infrastructure Maintenance  |
| Allenstown                  | Crime  | Build up business   | Recreation, tourism  |
| Allenstown                  | Concrete Walking paths on footpaths  | Cycle bike lanes  | Removal/control of swooping magpies  |

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| Allenstown  | Green spaces  | Footpath upgrades and maintenance  | Solar power to all public buildings  |
| Allenstown  | Better local roads for safer commute (e.g. no pot holes, turning lanes, designated parking spaces along upper Dawson) | More communal spaces for letting dogs off leash on Southside   |  |
| Allenstown  | Having privacy screens or room for hoisting from wheelchair to airline wheelchairs with dignity.                      |  |  |
| Alton Downs | Roads   | Parks / conservation   | Recreation   |
| Alton Downs | Roads   | Rubbish  | Amenities in Rockhampton   |
| Alton Downs | Better roads and parking  | Things for children/teens to do  | Arts and recreation  |
| Alton Downs | Replacing the very old and dangerous Lion Creek Bridge, the main entry to Rockhampton                                 | Give residents the opportunity to recycle household rubbish eg papers, plastics and glass.   | Bitumen sealing of the well-used arterial roads in the district.   |
| Alton Downs | Free school bus to Rockhampton  | Cheaper rates  | Cheaper rural fire levy  |
| Alton Downs | Weed and pest control   | Road maintenance   | Community services   |
| Alton Downs | Cheaper Rates   | Lower rural levy   | Free school bus to Rockhampton 4. Better Roads   |
| Alton Downs | Job's and infrastructure  | Attracting industry  | Health   |
| Alton Downs | Bitumen   | Roads graded   | Information  |
| Alton Downs | Road Safety   | Recycling  | Infrastructure   |
| Alton Downs | Rubbish - Alton Downs Tip   | Roads  | Parks, Recreation, Public amenities  |
| Alton Downs | Bitumen roads needed.   | RBTs on the way out of town. Ridgeland Rd.   | Raise Ridgeland Rd so the floods go UNDER it, instead of washing it away every time.   |
| Alton Downs | Better upgrades at Laurel Bank Rd   | Laurel Bank Rd Waste/Rubbish   | Ridgeland Road Rubbish on side of road and mowing  |
| Alton Downs | Rural Roads   | Rural Rubbish Collection   | Ring (?) Road  |
| Alton Downs | Roads   | Road upgrades  | Services   |
| Alton Downs | Roads   | Rubbish  | Sports   |
| Alton Downs | Roads (not turning into rivers after rain)  | Laura bank transfer station (whoever is removing the waste, not as respectful as the last person who was there. He seems to leave thing messy) | The rubbish on the sides of the road between Rockhampton and Laura Bank, following the transfer waste removal truck to town a number of times and the amount rubbish blowing out of this vehicle was incredible. His truck would have been nilly empty by the time he got to the dump. |
| Alton Downs | Fun parks   | Security on riverbank  | Tidy town  |
| Alton Downs | Roads!  | Refuse station / landfill / recycling  | Travel time / traffic flow   |
| Alton Downs | Roads   | Community Programmes   | Water management   |
| Alton Downs | Better Roads  | Recycling  |  |

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| Alton Downs | Roads  | Rubbish   |  |
| Alton Downs | Community catch ups excellent opportunity for community engagements  |   |  |
| Alton Downs | Rural Roads  |   |  |
| Alton Downs | The roads out here are terrible and only one lane wide which is concerning with the amount of trucks out here. |   |  |
| Bajool      | Good rural roads to get anywhere   | Keeping local halls going   | A central toilet block for public  |
| Bajool      | Amenities block for Bajool   | 80km speed limit - Bruce Highway from Port Alma turn off to six mile crossing   | Improve south Ulam turn off  |
| Bajool      | Public toilets   | Recycling   | Parks  |
| Bajool      | Reduce noise from highway and railway  | Flood mitigation  | Recreation facilities for the children   |
| Bajool      | Development of a town park facilities with public toilets in conjunction with the community, eg, tourism       | Sealing some of our roads on a progressive basis over the years in the future - not to TMR standards but a single lane would be enough - especially in front of homes | Road signage for small communities.<br>4. Safety - Highway speed limit to 80km/h past Bajool - do not accept TMR that it slows highway traffic - too many examples on the highway now - Marlborough, Mt Larcom, Benaraby |
| Bajool      | Roads  | Communication   | Support of rural communities   |
| Bajool      | Roads  | Good communication  | Supporting local events  |
| Bajool      | The park fence needs to be redone on all sides   | The drains/creeks need to be cleaned to help stop flooding  | Toilets need to be placed at the park and not near the Bajool hotel. The water is higher at the hotel than near the park.  |
| Bajool      | Signage  | Good Roads  | Waste services   |
| Bajool      | Roads  | Rubbish collection  |  |
| Bajool      | To mow unsealed roads  | To put signage to our small towns/locality  |  |
| Berserker   | Education  | Roads and transport   | Animal protection  |
| Berserker   | Jobs   | Small business  | Animal welfare   |
| Berserker   | Add fluoride to water again  | Revitalise CBD  | Better assistance with mental health and drug abuse issues   |
| Berserker   | Cheap children's activities  | Subsidised sporting   | Better roads   |
| Berserker   | Less shopping centres. More things for the youth   | More age care facilities  | Better street lighting. People walk at night ride push bikes cannot see them if they wear dark clothes   |
| Berserker   | Multicultural inclusion  | Maintenance of public facilities and roads  | Care for small communities and rural population  |
| Berserker   | Roads  | Lighting  | Clean safe parks   |
| Berserker   | Roads  | Stormwater  | Community Entertainment  |
| Berserker   | Kershaw Gardens  | Water Park  | Community Events   |

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| Berserker | Roads are a disgrace here in berserker.....   | Some street lights would be good....we have none.  | Dogs that bark continually all day.....Ford St....5 dogs.....thought you were only allowed 2.                     |
| Berserker | Parks (need 'early' warning signs during magpie nesting season!!)   | Roads  | Events  |
| Berserker | Multi story car park in city "kings site"   | Shelter, shade and seating at all sports grounds   | Fish facilities and north river bank  |
| Berserker | Reign in spending   | Council workers working faster. Slow as can be.  | Fix our streets.  |
| Berserker | Affordable rates  | Competent work force at all levels   | Forget wild projects that are not councils responsibility   |
| Berserker | Work together - get things done   | Look after urban streets & more lights on our streets  | Get stray dogs & cats off our streets and yards   |
| Berserker | Flood mitigation  | Waste Management ie smell-free dump  | Good road systems   |
| Berserker | More greenery in the area. Verge plantings etc better pathways for scooters and wheelchair accessible areas.  | Stop punishing ratepayers for actions that are out of their control. ie break ins and damage to property                   | Hydrotherapy pools and areas where older people can do physical rehab or just exercise in air-conditioned comfort |
| Berserker | Lower pricing of groceries  | Lower pricing of renting and buying houses   | Improve condition of roads  |
| Berserker | Cycles lanes incorporated into the road lanes   | Reopening Kershaw gardens paths Charles st to Glenmore rd, through to Bruce hwy car park to enable safe access to the area | Improve water quality   |
| Berserker | Crime   | Jobs   | Infrastructure  |
| Berserker | Jobs  | Jobs   | Jobs  |
| Berserker | Infrastructure  | Councillor Representation  | Lighting and Security   |
| Berserker | Lower crime level, want to feel safe!   | Safe and good parks for my children to play in   | Lower rates   |
| Berserker | Safety -so many break ins and people walking the streets of a night yelling and drunk   | Walking paths  | Maintained parks  |
| Berserker | Do not allow Public Housing to be constructed in close proximity to Centrelink....there is much vacant land on the outskirts of town. Many people housed in the 'projects' are very disruptive! | Lobby the Dept of Housing & Construction re the statement above!   | More Camera's to be installed around the city & suburbs.....why shouldn't the perpetrators be exposed?!           |
| Berserker | Crime reduction   | Stop Cars cutting corner berserker/Wooster st  | NBN   |
| Berserker | No latency NBN  | No rate rise   | No more spending on "beautifying" river bank  |
| Berserker | City living   | Jobs   | Parks and gardens   |

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| Berserker    | Roads really need to be repaired  | NBN needs to installed faster                                       | Public transport needs to be a lot better  |
| Berserker    | Modernize the place, it looks old & run down  | Bring in tourist, upgrade our island accommodation                  | Put us on the map, make our community survive without relying on the mines                 |
| Berserker    | Roads   | Street lighting   | Rates that aren't the highest in the state   |
| Berserker    | Community engagement  | Council services  | Regional growth  |
| Berserker    | Family friendly activities- Kershaw Gardens, parks upgrades/ maintenance, festivals etc.                    | Walking tracks  | Roads  |
| Berserker    | Kershaw Gardens/ Botanic Gardens  | Youth Services  | Roads  |
| Berserker    | Improve safety in residential areas (especially in high crime areas)  | Improve visual aspects, the town is ugly compared to others         | Speed bumps, prevent large trucks from driving through residential streets                 |
| Berserker    | Reliable internet   | Reduction in crime  | Stadium/Conference Centre  |
| Berserker    | Fluoride in the water   | More walking paths  | Street lighting  |
| Berserker    | Act quicker on safety issues  | Street sweeper for cattle trucks residue                            | Street lighting in front of Pilbeam Theatre poor   |
| Berserker    | Sustainability  | Better roads  | Support for local business   |
| Berserker    | Entertainment for all ages  | Roads   | Trees  |
| Berserker    | Kershaw   | Botanic   | Water park   |
| Berserker    | Roads   | Activities for teens  |  |
| Berserker    | No road trains  | Continue the great work with parks & gardens.                       |  |
| Berserker    | Better roads  | More regular public transport                                       |  |
| Berserker    | Jobs  | Road works. Bypass Road   |  |
| Berserker    | Safety  | Services  |  |
| Berserker    | Berserker - do something about the flood water that will effect Peter Street and those East of Water Street |   |  |
| Berserker    | More walking tracks   |   |  |
| Berserker    | Shady, sandless parks   |   |  |
| Bouldercombe | Recreation & Community events get people engaged in community   | Parks and garden - pretty city                                      | Business opportunities to grow our area  |
| Bouldercombe | Supporting local businesses by buying locally. Council to support/encourage local businesses.               | Improving nutritional standards. Encouraging locally grown produce. | Form a local advisory committee to the council picked from esteemed members of the public. |
| Bouldercombe | No round up   | No round up   | NO ROUND UP  |

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|              |   |   | Revegetate destroyed riparian zone at Gavial creek. The creek was bulldozed by people that have no idea of hydraulic flow and the amount of veg that actually needed removing. Mature habitat trees that did not need to be removed were. In their place is rampant poisons weeds. Whoever organised this is an idiot!!! And yes my property was one that flooded but the destruction that was undertaken was bloody disgusting.. |
| Bouldercombe | School zone reduced to 40kmphr  | Support for school  |   |
| Bouldercombe | Community services  | Employment  | Roads   |
| Bouldercombe | Sporting for young kids and teenagers   | Bus stops both ways through bouldy                        | Roads sealed all the way  |
| Bouldercombe | Keep it a small town  | Make Quay St safe, ie relocate homeless/aboriginals       | See community as whole not individuals  |
| Bouldercombe | Animal control and better owner responsibility.   | Better internet and mobile phone services.                | Weed control.   |
| Bouldercombe | Footpaths   | Community Events  |   |
| Bouldercombe | Roads   | Community events / engagement projects                    |   |
| Bouldercombe | More bitumen roads  | More waste collection                                     |   |
| Bouldercombe | Roads   | Parks   |   |
| Bouldercombe | Roads - mowing along highway  | Street Lighting at crossing or street entry onto highway  |   |
| Bouldercombe | Town Water  | Upgrade to Rec grounds turn off                           |   |
| Bouldercombe | Better roads  |   |   |
| Bouldercombe | Condition of Roads  |   |   |
| Bouldercombe | More council events. Evenings or weekends. Too many workers are excluded from services. |   |   |
| Bouldercombe | Attracting and supporting business (for jobs)   | Community event facilities (e.g. An entertainment centre) | Community land - walking tracks, recreation facilities  |
| Bouldercombe | Work  | Good services   | Healthy environment.  |
| Bouldercombe | Burnett Hwy roadworks   | Access to the falls in Bouldercombe                       | Realise we pay you we put you in and we can take you out. People have had enough of councils ignoring requests year after year.   |
| CBD          | Lower regulated parking   | Improve parking   | Affordable rent in CBD  |
| CBD          | Infrastructure  | Arts and culture  | Education not cops  |
| CBD          | Sustainability  | Community development                                     | Environmental conservation  |
| CBD          | Fix our roads   | upgrade our sewage plants                                 | improve street lighting   |

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| CBD         | Smoke area for mozzies  | Make people mow their yards/footpaths   | More footpaths  |
| CBD         | Employment  | Economy   | Security  |
| CBD         | Riverbank areas - Quay Street   | Businesses in the CBD   |   |
| Depot Hill  | Environmental awareness   | Improvement to our community work ethic   | Development to increase tourism with community involvement as to what we want done  |
| Depot Hill  | Fix the god damned roads  | Build a local car track where drivers may have fun responsibly and safely   | Youth outreach to reduce the amount of incidents (crime & stupidity) in CQ area   |
| Depot Hill  | Internet Internet Internet  | Big trees need to be trimmed BELOW Powerlines   | Railway dust problems   |
| Fairy Bower | Removal of all unsightly non Fairy Bower signs, banners & bill-boards from Fairy Bower & area                             | Implementation of promised park like entrance to Fairy Bower Rd (600m)  | Restore neglected drainage system 600m along Fairy Bower Rd   |
| Frenchville | Better roads  | Cheaper water   | Actually seeing council workers working instead of on their phones  |
| Frenchville | Water fluoridation  | Footpaths   | Affordable Rates  |
| Frenchville | Continue your current program of improvements and maintenance while retiring debt   | Plan, promote and progressively help implement Depot Hill levy bank, New bypass highway, airport levy Bank.                             | Any activity that keeps our region an area you want to live and prosper in.   |
| Frenchville | Roads   | Infrastructure  | Business  |
| Frenchville | Road infrastructure   | Business development  | Child/ Services/ Family   |
| Frenchville | Flood protection/prevention   | Safe road speeds on residential streets - Frenchville Road  | City celebrations - community gatherings  |
| Frenchville | Intra-service integration   | Effective and meaningful prioritisation   | Clearly espoused & consulted 10 year rolling plan   |
| Frenchville | Infrastructure  | Community events  | combat city corruption  |
| Frenchville | Health & Wellness   | Good leaders  | Community engagement facilities   |
| Frenchville | Well maintained roads   | Gen waste collection service  | Community paths, bikeways, and walks to assist healthy lifestyle  |
| Frenchville | Walking tracks maintained   | Roads maintained  | Community watch programmes  |
| Frenchville | Presenting the town to locals & visitors as a cool, shady oasis in the sub-tropics. This will improve our tourism dollar. | Being more environmentally aware and sustainable, our creek lines parks need more revegetation  | Conservation of our local landscape does not seem a high priority. Something Council needs to improve and be aware.         |
| Frenchville | Safe (continuous) cycle ways networking our suburbs back to the CBD and north side shopping precinct.                     | Manage the council budget responsibly with long term community benefits in mind. Don't mortgage our future get the budget into surplus. | Council has a core business that must remain a priority. Don't cut core business budgets without a clear community benefit. |
| Frenchville | Public transportation   | Activities/things to do   | Debt repayment  |



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| Frenchville | Walking path up to the top of Mt Archer  | Development Fitzroy River as a recreational area - e.g. canoeing, standup paddle boarding, removal of crocodiles  | Develop a water park area similar to South Bank, Brisbane  |
| Frenchville | 3rd Bridge over the Fitzroy supporting Dean street   | Please repair the appalling condition of the bitumen roads, eg Rocky Police station pot holes.  | Employ a civil engineer that knows how to employ staff who can build FLAT roads without trenches.  |
| Frenchville | Improving Temperature through better suited buildings and Extravagant Tree and water use. More water park and water recreation areas in parks... no more of short term unliveable chasing of mine dollars through poorly thought out concrete carparks.. ie Redhill??? That would have been better as a water park land and tree shaded shops! | Developing and Harnessing the University's Potential alongside the Sun, Water, and Heat and is it Kinetic? potential of elevation ie the ranges ... for Renewable and Sustainable Green power and technologies and Energies and its development and Manufacture | Even More focus on green garden 'lounge rooms' everywhere and parklands, water and plant walls, nighttime activities, music, and extended hours of trade and community services when it is hot. Dark is cooler. Please open the pool later |
| Frenchville | Urban stormwaters and cleaning of water ways   | Cemeteries - General clean up and maintenance   | Fill in and repair roads with large pot holes  |
| Frenchville | Safety   | Road walkways   | Flood control  |
| Frenchville | Roads  | Making the riverbank family-friendly  | Footpaths  |
| Frenchville | Encouragement of developers and small business   | Roads, water, seer infrastructure   | Get the airport out of councils hands and into the private sector  |
| Frenchville | Improved walkability of key area such as CBD, parks, Northside commercial area.  | More walk-cycle ways  | Greater employment options   |
| Frenchville | Law Enforcement  | Promotion and Support of local business   | Growth   |
| Frenchville | Roads  | Family activities e.g. park or picnic areas   | Housing make home owners take pride in appearance of their home  |
| Frenchville | Finish centre line markings Frenchville rd.  | A couple more shaded tables at Joyce Harding park.  | Improve carpark at Frenchville Rd walking track.   |
| Frenchville | Roads  | More parks  | Improve tourism  |
| Frenchville | Wellbeing  | General health status of the community needs attention  | Indigenous recognition and inclusion in broader community life   |
| Frenchville | Economic development   | Events and community development  | Infrastructure   |

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| Frenchville | Sort out the parking in Quay Street. Workers are being hit with daily parking tickets because there is nowhere to park close enough to their places of employment. I have staff that use their cars and once they leave a "free" riverbank park they can't get back there. Productivity in our office is affected because they are having to park blocks away. | Provide parking relief for businesses impacted by the Riverbank Revitalisation Project  | I've worked for civil engineers on many road projects and have never seen work progress as slowly as it does with this council. Employ supervisors who ensure crews work to tighter timeframes to lessen the impact on residents and businesses suffering from roadworks. |
| Frenchville | Vibrancy   | Safety  | Job development/ prospects  |
| Frenchville | Fluoride in the water please put in!   | Roads   | Jobs  |
| Frenchville | Maintenance of infrastructure - water, roads and sewerage  | Control of annoying and dangerous dogs  | Keeping rate increases reasonable   |
| Frenchville | Roads  | Services  | Less rates  |
| Frenchville | Roads  | Parks   | Library   |
| Frenchville | Cruickshank St residential vehicles from a business taking up lots of room. Cars having to give way to other vehicles. These business vehicles should be garaged elsewhere   | Maybe put amenities block where campers are at Kershaw Gardens.                         | More bus shelters.  |
| Frenchville | Roads  | Parks, Barbeque areas, Shaded areas.  | More family fun activity  |
| Frenchville | Parks for children   | Upgrade to Frenchville walking track with lighting                                      | More parking at hospital  |
| Frenchville | Humane treatment at the pound. Hosing the cages including animals in winter is totally unacceptable  | Prosecute people who are not registered breeders but sell puppies on Facebook etc       | More street lighting  |
| Frenchville | Pound Reform   | Safer Riverbank/Quay St (evening & day)   | More variety "things to do" facilities  |
| Frenchville | Reopen pool on Northside   | Cheaper dump fees   | More walking paths and footpaths  |
| Frenchville | Better roads -eg Feez St roundabout & Duthie Ave crest   | More family friendly areas  | More walking tracks and bikeways  |
| Frenchville | Mount Archer Activation Master Plan - Bushwalks and Hikers Campsites   | Better road and transit design - more lanes for cars and bicycles - less traffic lights | National Broadband Network roll out   |
| Frenchville | International Airport  | Roads   | New mayor   |
| Frenchville | Roads  | Stormwater  | Parks   |
| Frenchville | Having a Community Neighbourhood Centre  | Bigger and Modern Entertainment and Convention Centre                                   | Parks for dogs off leash  |

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| Frenchville | Better drains for storm water   | More street lights   | People with lots of rubbish in yards forced to clean-up. The town is a disgrace past cyclone Marcia   |
| Frenchville | Regular, reliable cleansing, water supply and street maintenance.   | Council taking responsibility for requiring residents and building owners to maintain and secure their properties. | Positive promotion of our area and city and taking a cooperative approach with other councils and levels of government.   |
| Frenchville | Maintain and upgrade sewerage services and garbage disposal   | Maintain and upgrade city roads  | Provide and upkeep parks and gardens and make Rockhampton a green city  |
| Frenchville | Roads   | Walking paths  | Recreational areas  |
| Frenchville | Reduce littering  | Reduce traffic around schools  | Reduce population growth  |
| Frenchville | Animal management - funding to manage and enforce backyard breeding.  | More fenced play areas for kids  | Reducing the cost to hire council infrastructure when locals are trying to organise events to benefit the community and small local businesses - \$2500 to hire Showgrounds for an event ridiculous |
| Frenchville | Continuance of current pathway extension / cycleway   | Improvement of existing street signage   | Re-establish Mt Archer and its environs   |
| Frenchville | More traffic calming efforts in those residential streets that get used for rat running (e.g., Waterloo Street)         | Get Telstra to fix their broken/sunken/protruding pits on our footpaths so they are safe to walk along at night.   | Remove those huge gum trees that threaten the electricity distribution network and are a safety risk in parks   |
| Frenchville | Roads/Traffic-Light improvement/efficiency  | Improving East Street for businesses   | Removing rubbish from streets   |
| Frenchville | Footpaths   | Pedestrians crossings  | Roads   |
| Frenchville | Jobs  | Security   | Roads   |
| Frenchville | Safer playgrounds for children (soft padding instead of sand)   | Walking tracks   | Roads   |
| Frenchville | Industry  | Farm   | Roads other than CBD  |
| Frenchville | More Jobs. Should be putting pressure on local Gov't members to start regionalising GOC's and Gov't offices             | Sporting / recreation area upgrades  | Small business assistance away from big shopping centres  |
| Frenchville | Clean up the Fitzroy River area to make it more appealing. Put lights all along the walkway, free it from undesirables. | Work on the traffic lights throughout the city - mainly along Yaamba / Musgrave.                                   | Spruce up East Street and have more appealing things happening there - tidy up the alleyways and have stalls on the weekends.   |
| Frenchville | More business/jobs for the region   | Better facilities and access to same / parking, shade  | Stop spending all our money just on the riverbank!! People pay rates from other areas of town too!  |

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| Frenchville | Footpaths, and not just near schools   | The Mayor needs to communicate with the people of the city ,not just go ahead with her own agenda,   | Stop spending all our ratepayers money on your favourite   |
| Frenchville | Roads - they are a disgrace all over Rockhampton   | Jobs - Using local businesses for all work & supplies  | Stop wasting money on Quay & East Streets  |
| Frenchville | Keep creeks and parks clean & tidy   | Noise of barking dogs  | Turning point for council trucks at end of Harrison Street (rubbish & recycle)   |
| Frenchville | More trimming of large street trees to minimise damage to our electricity distribution network in storms                                       | Replace the Kerrigan Street/ Moores Creek Road/ Feez Street roundabout with a Brisbane style flyover | Upgrading of footpaths for safer pedestrian traffic at night - many unexpected "trenches" at driveways so people walk on the roadway                               |
| Frenchville | Liveability for a hot climate and family contentment. So sustainability and energy that's renewable  | More trees, less concrete carparks. New attitude. Smart living                                       | Waterplay Areas in numerous parks with picnic facilities and trees. These things make people want to live here and stay and spent. Good morale = community spirit. |
| Frenchville | More cycling lanes   | Beautifying the river frontage   |  |
| Frenchville | More CCTV For Safety   | Clean Waterways  |  |
| Frenchville | Speed control - Thozet Road and McCabe Av  | Environment - creeks   |  |
| Frenchville | Disability access  | Improved community programs  |  |
| Frenchville | More social activities   | Maintenance of parks/roads etc   |  |
| Frenchville | Clean up of Parks & Waterways including regular maintenance of these areas. ie. Duthie Park waterway has not been cleaned up since the cyclone | Mosquito management - most like due to overgrown waterways that don't drain                          |  |
| Frenchville | Better treatment of impounded animals  | Prosecution of people who breed puppies for sale   |  |
| Frenchville | Parking near CBD for workers in CBD  | QUALITY of parking   |  |
| Frenchville | Parks & gardens  | Roads  |  |
| Frenchville | Control speeding drivers   | Stop drivers taking Vallis st / Diplock st shortcut around Kerrigan st lights                        |  |

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| Frenchville | Making sure ALL public spaces particularly in the CBD are maintained and cleaned daily to improve the overall pride to visitors. Locals would be more inclined to use if they were kept to a clean standard. eg. The board walk on the river bank is ALWAYS covered in bird poo, so less attractive to visit and eat. It should always be impeccable it is the centre of town. | The Mall needs to be kept clean daily, engage local artists to paint the windows of all empty shops with Indigenous art or Qld themes, not Christmas |  |
| Frenchville | A council with more foresight  |  |  |
| Frenchville | Property owners in the CBD to reduce rents to attract business' back to the CBD (Including RRC)  |  |  |
| Frenchville | Stop wasting money   |  |  |
| Gracemere   | Improve the sports facilities at by Cedric Archer Park with more sun shade, improved courts etc  | Waterpark close to the Cedric Archer park  | Adding sidewalks to areas such as the road going so pedestrians aren't walking in the road |
| Gracemere   | Safety   | Lighting   | Amenities  |
| Gracemere   | Employment   | Community connection   | Appropriate social meeting places eg. new playground is utilised by many                   |
| Gracemere   | Community Centre   | Parks and Recreation   | Arts   |
| Gracemere   | Stop doing any roadworks, taking way, way too long to do   | Stick to mowing ,and basic work  | As above, NO MORE ROADWORKS!!!   |
| Gracemere   | Safety (personal and property)   | Security of employment growth  | Attraction of people and business to the region  |
| Gracemere   | Road and street lights & Traffic lights  | Police patrols   | Barking dogs   |
| Gracemere   | Shaded bus stops & better signage for bus routes   | Get stage two of the shopping centre built.  | Beautifying Laurie Street - more trees, walking paths                                      |
| Gracemere   | Full time Police Station   | More Shopping Centre   | Better Roads   |
| Gracemere   | Town water   | Traffic lights at ranger and Lawrie st   | Better roads   |
| Gracemere   | Affordable public transport  | Child friendly night life  | Better to change fertilities for small children  |
| Gracemere   | Mend the potholes  | Provide public transport to/from the western area of Gracemere (particularly the industrial estate)  | Build a high school  |
| Gracemere   | Roads  | Homeless   | CBD  |
| Gracemere   | Roads  | Drainage   | Cons with departments  |

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| Gracemere | Get rid of drugos off our streets.                  | Stop the violence.   | Control the crime.  |
| Gracemere | Roads / traffic flow                                | Lack of park maintenance / standards not main areas or roundabouts                         | Councils waste of money on river bank improvement and giving a rate increase                        |
| Gracemere | Community Spirit & Participation                    | Improve community image  | Decrease crime  |
| Gracemere | Mount Archer  | Hospital Parking   | Employment services   |
| Gracemere | Roads - too bumpy                                   | Footpaths - wheelchair access  | Entry to the city heart is disgusting, move the railway lines.                                      |
| Gracemere | A high school in Gracemere.                         | New bus routes, bus stops to far away.   | Expand shopping centre.   |
| Gracemere | That we are more financially viable                 | More sporting facilities available   | Extend the Arts in our area   |
| Gracemere | Security  | Community Awareness  | Family  |
| Gracemere | Infrastructure                                      | Bring more business to rrc   | Family attractions  |
| Gracemere | Traffic lights instead of roundabouts               | More local Shops for the growing community   | Fix all bitumen roads that require it   |
| Gracemere | Good clean Kids parks                               | Bin Services :-)   | Friendly helpful staff 10/10 currently  |
| Gracemere | Roads   | Safety   | Greenspace  |
| Gracemere | Jobs  | Improve roads  | High school   |
| Gracemere | Roads   | Beutification  | Infrastructure  |
| Gracemere | Roads   | Lighting in some areas   | Jobs for local people   |
| Gracemere | Activities, bands, acts etc.                        | More jobs for the community  | Less drugs in the area  |
| Gracemere | Put fluoride back in the water                      | Maintain gardens   | Maintain roads  |
| Gracemere | Safer streets                                       | More free parking in CBD   | More extracurricular activities   |
| Gracemere | Duck Pond at Cedric Archer Park                     | Regular cleaning of children's playgrounds   | More speed limit signs  |
| Gracemere | How about a give way sign at the exit of the estate | What about putting household numbers on the kerbing for identifying for emergency services | Noise pollution -dogs barking, cats kept inside @ night-time, kids riding without helmets in estate |
| Gracemere | Law enforcement                                     | Street Safety  | Public safety and wellbeing   |
| Gracemere | Law enforcement                                     | Street Safety  | Public Safety and wellbeing   |
| Gracemere | Bus shelters  | Cleanliness  | Roads   |
| Gracemere | Public transportation                               | High school  | Roads   |
| Gracemere | Roads   | Roads  | Roads   |
| Gracemere | Water   | Tree planting and beautification of streets  | Roads   |
| Gracemere | Roads   | Cleanliness  | Safety  |
| Gracemere | Jobs  | Infrastructure   | Safety  |
| Gracemere | Better Roads  | Public Transport to Gracemere  | Secondary School at Gracemere   |
| Gracemere | Affordable sporting facilities                      | Beautification of area   | Security  |
| Gracemere | Pot holes fixed properly the first time             | Barking dogs - not reported as you have to give your name                                  | Sides of roads mowed more regularly   |

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| Gracemere | Dog control  | Not enough public rubbish bins   | Speed restrictions on bad roads instead of fixing.  |
| Gracemere | Roads at peak hr   | More walking//running tracks parks   | Stage 2 of shopping centre  |
| Gracemere | Better roads   | Fix the corner of Donovan crescent & Chatterton Blvd in Gracemere. When travelling East on Donovan there is no visibility of the traffic coming from the other end of Donovan. Many near misses when trying to turn right into Chatterton. | Stop roaming dogs (very hard to do so)  |
| Gracemere | Traffic management   | Easy access to the hospital  | Support local businesses  |
| Gracemere | Pathways   | Road   | Transport   |
| Gracemere | Beautification of the right hand side of Lawrie street as it is an eyesore and same with medium strips along bottom end of ranger road into Johnson Road | High school in Gracemere   | Try to get Telstra to upgrade the broadband service especially from Lucas st down to Cherryfield road. The need to upgrade the exchange...Gracemere aren't on the list fir NBN till 2018... |
| Gracemere | Reduce rates   | Work with business owners  | Try to help them not hinder   |
| Gracemere | Better street signage in Rockhampton CBD - it is appalling   | Parks with playground equipment for young children must also have need fences that keep children safe  | Upper Dawson Road has some very poor sections of pavement and it is a very busy road  |
| Gracemere | High School in Gracemere   | More gardens and beautification of our town.   | Walking pathway from Tanner crt to Labanka Cres raised out of the drain so it's not so hard to push a pram through.   |
| Gracemere | Crime (do something like Ipswich)  | Bugs and pest  | Water quality (we buy bottle water)   |
| Gracemere | Jobs - Big projects only provide short term relief most of the time. The new dam would be great!   | Apprenticeships and Traineeships - we need to continue building our own skilled workers in the region  | Youth support. Keeping the youth from low socioeconomic families busy and supported.  |
| Gracemere | Better access into Gracemere.  | Crosswalk Lawrie St near Foodworks   |   |
| Gracemere | Roads  | Employment   |   |
| Gracemere | We need a sporting complex with multiple fields to hold sporting events. eg state cups   | Empty shops in the mall  |   |
| Gracemere | Roads  | Entertainment  |   |
| Gracemere | Better roads   | More shops   |   |
| Gracemere | Roads  | Parks  |   |
| Gracemere | Improved SES facilities  | Rural roads  |   |
| Gracemere | Town water   | Traffic lights Lawrie and ranger st  |   |

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| Gracemere | Fix the lock on the disabled toilets in the park where the markets are held every asked for them to have a new lock put on them last month nothing has been done NOT HAPPY |  |   |
| Gracemere | Fixing the road network problems   |  |   |
| Kabra     | Start trying to win new projects for the district, instead of wasting money on projects that are already in the area   | Instead of spending money on east Street develop parking areas                                       | Make parking available at the general hospital. at the present it is an utter disgrace                                      |
| Kabra     | Parking  | Permanent things/activities to do and better advertising of what's on for people living out of town. | Better hospital / outpatient and surgery shorter waiting list time.   |
| Kabra     | Better rubbish removal   | Better link roads  | Projects to be more cost effective re labour.   |
| Kalapa    | Our rubbish dump Bushley site needs a drastic change in the operation and management   | Some roads get little no attention compared to others  | Council needs to issue notice to some landholders about pests growing on their properties (Parkinsonian ?)                  |
| Kalapa    | Tidier and better looked after rubbish area at Bushley   | 2or3 flood water crossings on Black mountain Road have cement crossings installed                    | Eradication of Lantana and Harrisia Cactus on Council road reserves on black Mountain road                                  |
| Kalapa    | Better internet  | Better rubbish removal   |   |
| Kalapa    | More road repairs  | Slashing / Spraying Lantana on the road side   |   |
| Kalapa    | Road   |  |   |
| Kalka     | Make us flood proof. Had water in my house three times. Do something about it.   | Make the parks greener   | More interest for older people  |
| Kalka     | Kalka Shades - Water Street - Need to widen road   |  |   |
| Kawana    | Jobs   | Hospital Parking/Staffing  | Repair Roads PROPERLY... No more \$100 patches... Intersection Dean & Elphinstone St, Bolsover St, Denison St, Berserker St |
| Kawana    | Rockhampton bypass road  | Running power lines underground/storm proofing power supply  | Assistance in maintains nature strips, install footpaths in front of residence  |
| Kawana    | Repair and upgrade parks / facilities for families   | Improve Sporting facilities and accessibility for people   | Better accessibility to waterways through boat ramps etc  |
| Kawana    | Repair bitumen edges and potholes  | Parking areas signed for caravanners and shoppers  | Clean up zoo. It's a mess   |
| Kawana    | Dog control  | Social inclusion for minority groups   | Community gardens   |
| Kawana    | Noise control  | Neighbourhood crime watch  | Community spirit  |



| Kawana  | Roads  | CBD  | Controlled Council spending  |
|---------|--|--|--|
| Kawana  | Creating opportunities for children to be engaged in physical activity   | Safety   | Crime Free   |
| Kawana  | Safety   | Cleanliness  | Family Friendly  |
| Kawana  | Lower water rates  | More recycling pick ups  | Fix roads  |
| Kawana  | Fluoride in water  | Fluoride in water  | Fluoride in water  |
| Kawana  | Reduce costs for property developments   | Better representation within our division                                      | Identify an annual event that would bring more people to Rockhampton                             |
| Kawana  | Safety   | Improving community spirit   | improve liveability  |
| Kawana  | To support the Arts  | Encourage and enable children to play sport                                    | Look after the environments including parks and gardens  |
| Kawana  | Free flowing high way through Rockhampton  | Safe main arterial road through Rockhampton                                    | No bypass road   |
| Kawana  | Tidiness   | Roads  | Pride  |
| Kawana  | Spend money locally  | Have a councillor that actually does something                                 | Reduce rates   |
| Kawana  | Entertainment centre   | Major sporting complex   | Riverbank Development (on track)   |
| Kawana  | Free community areas for conferences, etc  | Safe roads & footpaths   | Safe & clean parks and free events/activities  |
| Kawana  | Affordable family events   | Access for all to sport, entertainment and recreation                          | Safe roads   |
| Kawana  | Family friendly events   | Sun safe playgrounds and parks   | Safe roads   |
| Kawana  | Security   | Maintained parks   | Security   |
| Kawana  | Upkeep of local gardens / community greenery   | Rubbish collection   | Sporting facilities  |
| Kawana  | More services for families with special needs children   | Services for the elderly to assist them to remain in their own home            | Visiting service for people who are home bound that is age appropriate.                          |
| Kawana  | Restaurants & cafe's   | Street food Markets  | Water park - community gathering point   |
| Kawana  | Sporting facilities  | Better roads   | Waterpark  |
| Kawana  | Safety   |  |  |
| Koongal | Parking, especially around important locations   | Animal & pest management   | A clean & abundant water supply  |
| Koongal | Improve The look of nearby parkland - walkway area from Kavanagh Crescent to High Street. Grass needs cutting too. | Remove walkway from Thozet Road to Kavanagh Crescent                           | Better drainage of the parkland between Kavanagh Crescent and High Street during very heavy rain |
| Koongal | Bike lanes   | Footpaths  | Community activities   |
| Koongal | Keeping the kids cool and occupied with good parks and family areas  | Safety, feeling safe to walk around in the morning and afternoons in my suburb | Community connectedness- knowing our neighbours and neighbourhoods                               |
| Koongal | Make great Keppel island great again! Builder it they will come  | Fix the highways and roads in and around rocky                                 | Dredge the causeway lakes. Make it deep. People will flock to the area                           |

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| Koongal     | Community Activities (Free workshops/events)  | Active Parks & Recreation   | Environmental planning for weather events (road/property flooding)  |
| Koongal     | Road Infrastructure   | Local parks   | Footpaths   |
| Koongal     | Please be more concerned for our environment. Don't support coal projects for the sake of more jobs - Invest in more sustainable alternatives with better consequences for all. | How about trialing some storm water filter to prevent litter from entering the river/ocean            | I'd love to see more art and culture in our region, turn this ugly city into something interesting that we can enjoy and be proud of.             |
| Koongal     | Provide services to combat drug use   | Services for the elderly  | Improve roads   |
| Koongal     | Improved bike paths and walkways  | Activities for children and teenagers - eg why do they not have a water park anymore??                | Improving the Gardens Facilities so that it is more inviting with water based activities. There is nothing for young people to do in Rockhampton. |
| Koongal     | Reducing rates  | Improving roads   | Reducing Electricity Bills  |
| Koongal     | Maintenance of road reserve / waterway behind my property that remains overgrown  | Flash flooding prevention for my property that becomes inundated due to poorly planned infrastructure | Street and roadside gutter cleaning and maintenance in the area as it is not serviced at all  |
| Koongal     | Resolve flash flooding  | Maintenance of vegetation in parks, footpaths and waterways   | Street cleaning for debris removal  |
| Koongal     | To be informed by council at all times  | No cell phone towers in a park that has children and backs on to houses                               | Water park  |
| Koongal     | You need to stop blocking footpaths so you can conduct roadworks eg near Rigalsford Park atm  | Adoption from pound - stop relying on external agencies   | Weekly recycling  |
| Koongal     | Safe place for teens to hang out  | Drainage in Koongal   |   |
| Koongal     | More parks  |   |   |
| Koongal     | Roads   |   |   |
| Koongal     | Road improvements   | Better healthcare   | Better schools - upgraded   |
| Koongal     | More footpath and cycle ways  | Better parks and gardens  | More bus seats and shelters   |
| Lakes Creek | Roads   | Security  | Public transport  |
| Lakes Creek | Safe Roads  | Safe and maintained sporting fields   | Safe foot paths   |
| Lakes Creek | Cheaper rates   | Less council debt   | Water rates to a standard one rate  |

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| Lakes Creek  | The road in front of our house is not sealed, we share it with other houses and it also leads down to the Foster care boarding Kennels. We pay good rates and deserve a good entry into our property. Our street is poorly maintained. |   |   |
| Marmor       | 4702 post code, leads to high insurance, insecure financial assistance & options when required, not practical!   | Waste facility  | Bruce Hwy condition (ongoing inferior road repairs and projects)  |
| Moongan      | Practability   | Economic  | Functionality   |
| Morinish     | Recycling  | Road Maintenance  | More council feedback   |
| Morinish     | Better communication   | Better communication  | Better communication  |
| Mount Archer | Safety   | Good roads  | City beautification   |
| Mount Archer | Request Fluoride be put back in water supply.  | Ensure NBN reaches ALL- currently Mt Archer can't get this?                           | State of the Mt Archer Road   |
| Mount Morgan | Upgrade Roads  | Move the riff raff that hang around the main street daily causing trouble (Mt Morgan) | A free council rubbish removal day  |
| Mount Morgan | Street Maintenance   | Park Maintenance  | Animal Welfare  |
| Mount Morgan | Tourism  | Employment  | Beautification and buildings restored.  |
| Mount Morgan | Tourism and recreational facilities  | Business development and growth   | Beautification and cleanliness of community   |
| Mount Morgan | Street Maintenance   | Control dog barking   | Footpaths   |
| Mount Morgan | Street Maintenance   | Dog Barking   | Footpaths   |
| Mount Morgan | Railway reinstated to run to Rockhampton (from Mount Morgan)   | Roads   | Footpaths   |
| Mount Morgan | Aesthetics   | Manoeuvrability   | Functionality   |
| Mount Morgan | Water  | Sporting Facilities   | Heritage  |
| Mount Morgan | Peaceful atmosphere  | An affordable environment.  | Inclusiveness of all types of people. Want to see the expected improvements in main street and around town - Great stuff. |
| Mount Morgan | Preservation of historic buildings   | Increase tourism  | Increase employment opportunities   |

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| Mount Morgan   | Develop Mount Morgan and maintain Mount Morgan water supply to a permanent nature / fishing hot spot. Maintain Mount Morgan's heritage buildings and locations to ensure its identity is kept. Encourage tourism of the historical town with this outlook. Revitalisation of Mount Morgan's main street keeping in mind of historical focus. Cobble stone street and false fronts to shops in line with its historical identity... | Ensure all services are provided with adequate staff to maintain such - roads, parks and gardens and rubbish | Look outs and town entrances to be developed and maintained in line with a historical theme |
| Mount Morgan   | Our dirt road make me sick with all the traffic up it each day (Asthma) and myself and lady next door end up in hospital   | Brynes Parade should have a duck sign on it too from Possum Street to Causeway; many baby cross there        | More information to old people in our town and help for old people to go out                |
| Mount Morgan   | Pool upgraded (heated pool especially)   | Hospital upgraded to offer more services   | More shops  |
| Mount Morgan   | HELP CREATE INDUSTRY / JOBS  | ROADS  | PARKS AND GARDENS   |
| Mount Morgan   | Better roads   | Equal services for all rate payers not just Rockhampton  | Tourism ventures for all small towns under rocky council                                    |
| Mount Morgan   | For all those wanting a heated pool send to GP who sends referral to Physio who will assess if required Hydro Therapy. It will be done at Gracemere  | Local Bus service goes through Gracemere and let's hope it doesn't come up at another meeting                |   |
| Mount Morgan   | Town Beautification  | Signage  |   |
| Mount Morgan   | Clean up main street garden park Shopping Area   | Space for c'vans in CBD area   |   |
| Norbank        | Youth and family entertainment   | Sensible traffic management  | Maintenance of public amenities   |
| Norman Gardens | Sporting Facilities (grass roots)  | Small Business Support   | #makerockygreatagain  |
| Norman Gardens | Roads  | Hospital parking!!! (and surrounds)  | 100% no kill pound facilities   |
| Norman Gardens | Local economy  | Safety   | Access to quality infrastructure  |
| Norman Gardens | Better security on riverbank so we feel safe using area at night   | Entertainment arena with decent facilities for concerts/conferences/carols etc                               | All streets maintained and all with kerbing   |

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| Norman Gardens | Crime Prevention - Security Cameras and Patrols                | Traffic flow improvements<br>Moores Creek Road & Feez Street and Turning Left out of back of Uni | Beautification of the Norman Road Strip   |
| Norman Gardens | Maintaining roads  | Planting further vegetation  | Becoming more Eco-friendly (ban plastic bags etc)   |
| Norman Gardens | Less roadworks disruption                                      | Better communication of council  | Better publicity of activities  |
| Norman Gardens | Lower council rates  | Lower crime rate   | Better recycling facilities   |
| Norman Gardens | Better footpath's  | Better road signage  | Better street lights  |
| Norman Gardens | Reduce crime   | More play areas for children   | Better transport  |
| Norman Gardens | Use Mt Archer to its full potential                            | Create a larger industrial area like Paget at Mackay   | City centre and riverbank, making it pedestrian friendly and popular  |
| Norman Gardens | Roads every road   | 3 bridge dean st across  | Clean up the place make it look good<br>Moore's creek is an eye sore  |
| Norman Gardens | 2 bin days   | Closing the walkway next to my house to your bush land   | Closing the roads in front of schools   |
| Norman Gardens | Education  | Developments   | Communication   |
| Norman Gardens | Good roads   | Customer Service   | Community Development   |
| Norman Gardens | Sporting Facilities  | Parks and Recreation   | Community Events  |
| Norman Gardens | Bus service into the city after 5.00 pm on Friday and Saturday | Keep adding colour to the city and the other opportunities such as River                         | Continue to collaborate but make decisions that are right for the long term even though s few might not like it such as weir on River |
| Norman Gardens | Parks and playgrounds  | Events for families  | Development of facilities along the river   |
| Norman Gardens | Roads  | Water pressure   | Drainage  |
| Norman Gardens | Roads  | Entertainment/ things to do  | Economy   |
| Norman Gardens | Sporting facilities  | Infrastructure   | Employ locally  |
| Norman Gardens | Roads  | Infrastructure   | Facilities  |
| Norman Gardens | Water pressure   | Better Roads   | Get rid of the wild life on the river bank  |
| Norman Gardens | Get rid of boy racers in our streets                           | Keep rates down  | give the kids something to do in this city  |
| Norman Gardens | Establishing new businesses and industries                     | Developing and improving tourism and attractions in the area                                     | Giving assistance to small businesses   |
| Norman Gardens | Employment opportunities                                       | Education opportunities  | Goods and services availability   |
| Norman Gardens | Health services  | Safety of facilities and roads   | Green space and footpaths   |
| Norman Gardens | Local Jobs   | Growth of city centre or similar social community area   | Green waste bins  |
| Norman Gardens | Family events  | Parks and playgrounds  | Having a safe footpath  |
| Norman Gardens | Services   | Transport infrastructure   | Health & active spaces  |
| Norman Gardens | Walking paths and tracks                                       | Water fluoridation   | Heated swimming pools   |
| Norman Gardens | EMPLOYMENT   | SECURITY   | HYGIENE   |

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| Norman Gardens | Need to be better prepared for emergencies - eg cyclones (power)                | Be better informed with council decisions - eg water supply issues                                | Improve road maintenance  |
| Norman Gardens | Development of walking paths and maintenance                                    | Increase investment in & maintenance of parklands   | Improvement in manner, behaviour and respect of some employees in parks department. Department senior heads (managers) need to improve basic manners. |
| Norman Gardens | Reduce the availability of alcohol in suburban areas                            | Tougher penalties for drunk driving/criminal behaviour/substance abuse/abuse of service personnel | Increased Police presence   |
| Norman Gardens | Fluoridated water   | Free trees for ratepayers   | Keeping water costs low   |
| Norman Gardens | Walking paths   | Shade at the Southside pool   | Kershaw Gardens reopening   |
| Norman Gardens | An adventure water park aimed at the whole family.                              | An adventure zip-line or luge or flying fox or light rail carriage down Mt Archer                 | Kershaw Gardens restored  |
| Norman Gardens | Entertainment   | Shopping  | Landscape and parks   |
| Norman Gardens | Leisure activities  | Maintenance of parks, traffic islands etc - beautifying the region                                | Line marking on roads   |
| Norman Gardens | Hospital Carpark  | Rockhampton Bypass  | More attractions (museums etc)  |
| Norman Gardens | More Sporting Facilities / Exercise Footpaths that aren't pavers!               | More Parkland   | More Community Events to build engagement   |
| Norman Gardens | More jobs   | Less run down roads and buildings   | More entertainment for families   |
| Norman Gardens | Cheap or free things for kids to do   | Fixing more roads and not leaving them half finished  | More equipment in more parks around areas/ also better maintained. Eg. rid them of ants and keep clean  |
| Norman Gardens | Improve roads (pot hole fixes that last) and pretty up the centre garden strips | More bike lanes   | More footpaths  |
| Norman Gardens | Smoother/safer roads  | Waterpark and water slides something decent like Aquatic Adventureland                            | More shops and venues example Ikea..  |
| Norman Gardens | More footpaths!   | More car parking spaces for people with prams   | More supermarkets   |
| Norman Gardens | Community services/events   | Free wifi in public spaces north of the river   | New library in Parkhurst  |
| Norman Gardens | Safer and more efficient roads.   | Footpaths in major school zones to keep kids off the road   | New waste facility ASAP   |
| Norman Gardens | Roads   | Education   | No debt   |

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| Norman Gardens | Footpaths connecting in my area -- churches are exempt, find it hard to walk along these stretches | Kershaw Gardens open again ALL the way --  | No Dog off the leash park in the recently proposed 'park' near Kurrajong St; it's too small, no fence around to keep walkers of my age safe! |
| Norman Gardens | Public transportation  | Footpaths  | Parks  |
| Norman Gardens | Outdoor recreation facilities  | Road network   | Parks and Gardens  |
| Norman Gardens | More cycle pathways  | Roads  | Parks and gardens  |
| Norman Gardens | Pathways   | Roadways   | Recycling  |
| Norman Gardens | Finish the Riverbank   | Fix Roads  | Remove unsavoury people  |
| Norman Gardens | Waste management eg green waste bin!!  | Recreational and Sporting Facilities   | Roads  |
| Norman Gardens | Fluoride in the water  | Safety down the river bank   | Roads  |
| Norman Gardens | Animal control   | Parks & Recreation   | Roads and drainage   |
| Norman Gardens | Resurface more roads, they are destroying my car.  | Hospital Car Park, current parking is unsafe (poor lighting around the streets) and a joke | Rockhampton Motorsport Complex   |
| Norman Gardens | Dog friendly   | Parking in the CBD   | Safety in public areas   |
| Norman Gardens | More urban footpaths   | More traffic police in suburbs   | Speed Humps on Top end of Richardson Road  |
| Norman Gardens | Speed bumps in our street  | Completion of 'The Gardens' development to stop water problems for residents nearby        | Street lighting near our home  |
| Norman Gardens | Road repairs   | Park and recreation rejuvenation   | Street/park lighting   |
| Norman Gardens | Lifestyle  | The community itself   | Sustainable employment   |
| Norman Gardens | Economic Development   | High Quality Services  | Things to do   |
| Norman Gardens | Improved phone and internet access   | More regular mowing of council parks   | Tidy up the green space, top end of sunset drive   |
| Norman Gardens | Supporting local businesses  | Unemployment   | Tourism  |
| Norman Gardens | Fluoride in the water  | Improved shared walking and cycling paths so my kids can safely walk and ride to school.   | Tourism and national parks to improve the region   |
| Norman Gardens | Better roads   | Better maintenance of gutters  | Traffic lights or a better entrance in the IGA area  |
| Norman Gardens | Roads  | Community Events   | Upgrade Infrastructure   |
| Norman Gardens | Motorsports complex  | Promote/incentivize more new business in the area  | Upgrade roads  |
| Norman Gardens | Reducing the burden that council is placing on residents   | Efficiency   | Visioning  |
| Norman Gardens | Roads  | Trees  | Walking paths  |
| Norman Gardens | Accessibility  | Cycle paths  | Water park and activities  |
| Norman Gardens | Need another bridge across river   | More parking in city & Schotia Place   | We need better tasting water from our taps   |
| Norman Gardens | Economy - Improve jobs position  | Kershaw Gardens  | Zoo  |
| Norman Gardens | Footpaths (on busy streets)  | Better play areas for children   |  |

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| Norman Gardens    | Some roads  | Can't think of any atm. Our suburb is great  |   |
| Norman Gardens    | Reduce drugs  | Reduce drug related crime  |   |
| Norman Gardens    | Recycling/waste management  | Road/street maintenance  |   |
| Norman Gardens    | Money through the town  | Roads are crap   |   |
| Norman Gardens    | Activities / events to attend   |  |   |
| Norman Gardens    | Better quality roads  |  |   |
| North Rockhampton | Sporting Facilities that meet current state standard  | Sealed roads resurfacing   | Marine infrastructure to support net ban measures (tourism opport)  |
| North Rockhampton | Another library facility on the northside   |  |   |
| Park Avenue       | An alternative solution to use/store the excess water instead of letting the gates open for week after rain .... divert water to farmers? | More flood proof needed to protect homes and business  | A decent size water park eg cairns lagoon, MacKay water park , Townsville rock pool ...   |
| Park Avenue       | Fibre to the Premises   | Roads  | Activities/Play areas for kids, i.e. under 13   |
| Park Avenue       | Line Marking really need doing again as all around town are faded badly and dangerous!  | Roads are in terrible condition and are damaging everyone tyres!   | All bridges need checking and reprinting to beautify the town a little as who comes to Rocky goes over them.  |
| Park Avenue       | Safety on streets at night  | Costs of rates and charges   | Better representation from local councillor   |
| Park Avenue       | Synthetic Running Track   | Hospital Parking   | Bike ways   |
| Park Avenue       | Roads drainage  | Safety on streets  | Continued support for heritage village and zoo  |
| Park Avenue       | Councillors listening to the electorate   | Councillors voicing the electorates concerns   | Council doing the very best for its people. Value for money for people's rates  |
| Park Avenue       | Stormwater handling! To prevent the flash flooding caused by (a) Council Infrastructure!! (b) Clogged Drains and Waterways                | Local Law Enforcement eg actually doing something about (a) barking dogs (b) cars parked in footpaths  | Don't waste money on stupid projects eg Riverbank "Beautification", Mall Redevelopment. Instead use it on things that matter the community (not the Mayor of the day) or Reduce rates (no need for surplus) |
| Park Avenue       | Roads   | Rubbish  | Entertainment for youth   |
| Park Avenue       | Town planning   | Roads  | Environmental endeavours  |
| Park Avenue       | Roads   | Gullies  | Footpaths   |
| Park Avenue       | Gullies cleared   | Roads maintained   | Footpaths   |
| Park Avenue       | Footpaths on berserker street, Main Street and more footpaths everywhere for runners and mums   | Rockhampton is very grey and ugly looking in general, all the streets need trees and street art or something it would be so nice if it looked more appealing | Hospital car park is terrible   |
| Park Avenue       | Drainage  | Roads  | Lighting  |
| Park Avenue       | Wackford Street   | Drainage in general  | Magpies   |



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| Park Avenue | Affordable places and activities for families   | Improvement of school drop off and pick up zones  | More beautification of our city   |
| Park Avenue | More walking paths / footpaths  | Local park upgrades, greener, shadier areas with more things to do.                                     | More enforcement of stray dogs and cats   |
| Park Avenue | Local business growth/support   | Health  | More facilities   |
| Park Avenue | The parks need upgrading  | The magpies   | More parks  |
| Park Avenue | Kids Playground Facilities  | Places to eat along the river bank (like the Empire building)   | NRL Stadium   |
| Park Avenue | Road condition  | Local festivals   | Off leash dog facilities  |
| Park Avenue | Internet connection   | Street Lighting   | Pedestrian crossing in Alexandra Street   |
| Park Avenue | Nature Reserves...  | Parks and Gardens...  | Public Transport...   |
| Park Avenue | Economic development and increased job opportunities  | Community events  | Recreational facilities and their conditions  |
| Park Avenue | Drainage - in particular Wackford St & Prescare (Farm St) - units get flooded and have noise problems | Zoo - desperately needs all loose/missing & uneven pavers replaced                                      | Riverfront - just giving certain people a more glorified place to sleep! Sensor lights will be on all the time!               |
| Park Avenue | Schools   | Childcare   | Roads   |
| Park Avenue | Road  | Drainage  | Safety  |
| Park Avenue | CBD secure parking for workers  | Road quality  | Security  |
| Park Avenue | Roads   | Big trucks on Glenmore road   | Smoke   |
| Park Avenue | Drainage  | Roads - footpaths and cycleways, good on main streets and poor on littler streets                       | Sporting Facilities - why are sports in flood zones   |
| Park Avenue | Street lights   | Road improvement  | Sports or activity facilities   |
| Park Avenue | Neighbourhood and highway appearance  | Good parks  | Up to date with maintenance   |
| Park Avenue | Roads   | Drug rehab programs   | Youth entertainment   |
| Park Avenue | 3rd bridge  | Convention centre   |   |
| Park Avenue | CBD/river bank parking  | Flooding  |   |
| Park Avenue | Active and Healthy Lifestyles   | Safety  |   |
| Park Avenue | Seats in local playground - Boland Street   |   |   |
| Park Avenue | Finish Roadworks in a reasonable timeframe.   |   |   |
| Parkhurst   | Parks and recreation  | Small business innovation   | Arts, Culture and Education   |
| Parkhurst   | Providing safe access to Rockhampton for cyclists and pedestrians to safely cross Limestone C         | More police/security patrols throughout the night to deter criminals, vandals, troublemakers and drunks | Beautifying the highway corridor through Parkhurst to make it more appealing for visitors entering Rockhampton from the north |

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| Parkhurst | Toilet facilities in the CBD   | Walking pathways   | Billboards in strategic locations within electorates that displays the representative Councillor's photo and contact information.                                 |
| Parkhurst | Do a better job controlling the few dog owners who do not control their dogs.  | Take seriously fully documented (with pictures) complaints of neighbours of people who let their menacing dogs run loose         | Contact people who provide documented complaints and provide feedback   |
| Parkhurst | Roads  | Gardens  | Get rid of divisions so we can get more effective intelligent people in as councillors  |
| Parkhurst | A concrete walking track along Belmont Road  | Widen Belmont Road so the school bus does not need to leave the road when a semi-trailer passes                                  | Give us our own postcode - Old Glenmore Estate is not at Parkhurst  |
| Parkhurst | More exposure  | Jobs   | Good roads  |
| Parkhurst | Lower crime  | More family options  | Housing options   |
| Parkhurst | Belmond Rd refurbishment   | More active outdoor events & community events  | Lower rates   |
| Parkhurst | More shaded park areas   | Getting rid of graffiti  | Making sure that all large drains have their covers secured, many times we find them moved or loosened  |
| Parkhurst | More footpaths   | More community activities on northside   | More frequent recycling collection  |
| Parkhurst | Cycle way separated from traffic along the highway into town & Boundary Road industrial estate to highway  | Public transport link to old Glenmore  | Parkhurst sports centre   |
| Parkhurst | Support for start-ups and local businesses. Jobs and development.  | Tourism  | Parks, recreation & events  |
| Parkhurst | Build more senior citizen congregating areas in locations like Berserker to ensure elderly people have somewhere to socialise while at the same time feel safe away from gangs of young delinquents roaming the streets day and night. | Monitor housing areas where multiple families reside in the same dwellings together. Particularly where adults are not employed. | Prioritise four land highway through the Rockhampton particularly on Northern highway near Parkhurst. Fix road near Heritage Village.                             |
| Parkhurst | Widening of the Bruce Highway through Parkhurst to double lanes.   | Providing alternate vehicular access from the end of Norman Road to Boundary Road.   | Providing pedestrian access from Parkhurst to Glenmore / CQU through the provision of walkways / bike tracks - instead of having to cross the Limestone Ck bridge |
| Parkhurst | Facilities   | Safety   | Roads and Traffic Lights  |
| Parkhurst | Water (cheaper water)  | Sporting facilities  | Security  |

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| Parkhurst   | Water pressure - shocking since council decreased the pressure a few months back.  | Roads  | Sporting fields, playgrounds, walking/cycling path's/track's and park areas   |
| Parkhurst   | Sports Facility's  | Family Areas   | Stop spending Money on the River bank redevelopments every 10 years   |
| Parkhurst   | Sealed roads, in particular repair of. Currently extremely poor quality repairs.   | Parks and gardens - lack of provision in new sub divisions/estates, mtce of.   | Sustainability, workshops and community education   |
| Parkhurst   | Traffic stop lights to be timed better, if you get one red light you seemed to get every red light, as from the lights from the University traveling south bound taking either bridge takes forever, I have heard numerous discussions about the same outcome. | The new intersection at the Parkhurst shopping complex is definitely a big joke, cheap and under thought of!!! Why should the traffic travelling north stop when there could of been an extra continuous north bound lane, and the traffic turning right out of the stop lights of boundary road could have been made in to a merging lane on to the continuing north bound lane, the same intersection while turning left to go south bound out off boundary road could of been made in to another merging lane | The council needs to send these surveys out to the community more often, but by mail as well as there is a percentage of our community does not really rely on social media, maybe looking at some feedback from the true locals that drive these roads every day might have some very good ideas instead of going the overpaid pen and paper pushers ways. |
| Parkhurst   | Street lighting flickering on and off in the street  | Gardens and towns for Council land need to be more upbeat  | Wider roads for future  |
| Parkhurst   | Better road out to Glenmore homestead area   | Playground at riverside estate which council knocked back  |   |
| Pink Lily   | Parking  | Parking  | Parking   |
| Port Curtis | Reduce rates so now money can be spent on small local business   | Train service between Yeppoon, Emu Park and Rockhampton  | Cheap cafe eateries along Quay St so it's more appealing to be there instead of taking a meal there   |
| Port Curtis | Attract industry to Gracemere. Have we forgotten the Stanwell Precinct with power and water we need jobs.  | Tourism we have a great coast and backyard is as good as any NP in Aus. Use the Barra in the river we should be a fishing Mecca  | Keep high standards around town in parks and gardens  |
| Ridgeland   | Improve rural roads  | Better interface between Rockhampton City and rural areas  | More communication by Rockhampton office of good things happening in rural areas  |
| Ridgeland   | Roads are hit and miss   | Townies using bins. pass them coming out to use and clog our bins  | No other probs.   |
| Ridgeland   | The road I live on is seriously dangerous especially when it rains   | Transfer station should be emptied at least twice a week   |   |

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| Riverside        | To help facilitate traffic flow in the Parkhurst & town centre has arrived   | Upgrade McLaughlin St between Boundary Rd and William Palfrey Rd   | Upgrade Norman Rd between Yeppoon Rd and Boundary Rd  |
| Rockhampton      | Victoria Parade roadway is a disgrace it looks like a patchwork quilt and needs resurfacing  | Key Street redevelopment will be a total waste money if you don't remove the indigenous population that congregate in groups and drink most of the day, also I have noticed that the GRILLED drain along the walkway is not high heel proof and will be a source of litigation for the council | City trains are a menace and Hazard, when the Bruce Highway bypass is installed close to the airport the railway system should be a parallel task for bridgework for Northern access and export. The train line must be removed from the city centre. |
| Rockhampton      | Education/advertisement on littering, graffiti and anti-social behaviour. Programs held in schools and organised "clean up Rockhampton" days. More surveillance, patrols and fines issued to littering and graffiti. | More local government engagement with funding, developing, and advertising organised sport events which utilise Rockhampton's resources. eg/ Triathlons, downhill mountain bike comps on Mount Archer, state swimming comps at the pool, Rowing comps on the Fitzroy.                          | Further revitalization and improvements along the river bank and upgrading/advertising/encouragement of the use of other walking/bike tracks and lanes in the area. (encouragement for healthy living)  |
| Rockhampton      | Safety   | Better traffic flow and parking  | Keeping the area cool and attractive  |
| Rockhampton      | Roads and Repairs<br>Victoria Parade along the river is in a disgusting state like a patch work quilt and needs repair   | Trains through the city need to be re-diverted to a bypass as its dangerous to parallel cars in suburban streets   | New Riverfront is a waste of money unless you remove the indigenous dwellers from drinking in large groups  |
| Rockhampton      | Entertainment Venue  | Good Roads   | Safe City   |
| Rockhampton      | Entertainment  | Clean City   | Safety  |
| Rockhampton      | Roads  | Reduce Traffic congestion  | Have a real good look at your events planners. Maybe take some advice from Darwin.  |
| Rockhampton City | A thriving CBD for business  | JCU to arrive in CBD   | Beautifying CBD and River bank  |
| Rockhampton City | More street lights   | Footpaths  | Clean up rubbish household  |
| Rockhampton City | Feeling safe to enjoy the city   | More paved footpaths   | Community social events   |
| Rockhampton City | Move railway line out of CBD   | Fix roads  | Improve local animal pound  |
| Rockhampton City | Move railway line out of CBD.  | Improve pound facilities.  | Improve roads.  |
| Rockhampton City | Jobs   | Jobs   | Jobs  |
| Rockhampton City | Better roads   | Have land lords clean up their homes / yards   | No more approvals of homes in Kent Lane between Cambridge and Archer Streets  |
| Rockhampton City | Safety   |  |   |

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| Rockyview  | Flood mitigation   | Road maintenance  | community involvement with activities for the aged   |
| Rockyview  | Some decent clothing stores  |   |  |
| Rockyview  | Animal Welfare   | Mental Health   | Tourism and entertainment  |
| Stanwell   | Fluoride in water  | Fluoride in water   | Fluoride in water  |
| Stanwell   | Roads  | Rubbish tip   | nice community area picnic barbecue swings etc   |
| Stanwell   | Telstra services the NBN   | Road maintenance  | Rubbish collection Centre  |
| Stanwell   | Registering Meth Homes   | Roads   | Stop wasting money   |
| Stanwell   | Stop wasting money in legacy projects for Margret Strelow                                  | Roads   | Water  |
| Stanwell   | Roads  |   |  |
| Struck Oil | Rubbish Collection   | Improved roads  | Mobile Reception   |
| The Range  | Safe play areas for kids   | Cultural events and arts  | A stronger tourism industry  |
| The Range  | Community cultural events  | Dog control   | Activities and facilities for youth and families   |
| The Range  | Drugs  | Unemployment/ projects in the area  | Activities, or lack of   |
| The Range  | Development of tourist facilities - development on Great Keppel for eg.                    | Increase employment opportunities   | Aged Care  |
| The Range  | Recycling and Waste reduction - especially with decommissioning                            | Good roads - fixed and communicated on time   | Areas to run and exercise - very good ATM  |
| The Range  | Better infrastructure - roads / flights in and out of ROCKHAMPTON                          | An international standard sporting precinct - football, soccer, hockey, netball, basketball, swimming etc   | Attract international and national athletes to train year round in Rockhampton due to our climate - mining won't last forever, we need to look to the future |
| The Range  | Less waste - which includes Council being very conservative in all aspects of its business | Engaging with the local regional development organisation and making sure Margaret Strelow works with the organisation that is already in place, rather than wasting resources branching out on her own | Charge a small gold coin entry fee to the Rocky Zoo (ie gold coin per family as a minimum)   |
| The Range  | Improving existing park facilities/street scaping  | Major infrastructure projects = jobs  | Community events   |
| The Range  | Following through on commitments   | Fresh thinking and new ideas  | Consistency and fairness   |
| The Range  | Roads  | Mowing  | Dropping rates   |
| The Range  | Active recreation options  | Jobs  | Education  |
| The Range  | Repairing streets  | Stop spraying chemicals for weed control. They must end up in the river and eventually, the reef.   | Enforce littering fines.   |

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| The Range | Looking at establishing more activities for aged 10+ children - Rocky is lacking in this area - especially over school holidays | Sinking traffic lights around town to ensure a good flow of traffic and ensuring each light is on for long enough to allow a good flow of traffic - especially peak hours | Ensuring well maintained road  |
| The Range | Support for local Small Businesses  | More locally offered education and training - less distance and online education and training   | Fluoride in the water  |
| The Range | Recreational Facilities   | Parks   | Footpaths & bikeways   |
| The Range | Bruce Highway south- Should be 110km/h with aim to be 120 km/h dual lane by 2032  | Western bypass--- establish a western bypass past Rockhampton with spur to feed traffic to airport  | Heavy industry and tourism- something that capitalises on mining in region   |
| The Range | CBD redevelopment   | Local economy   | Jobs growth  |
| The Range | Fix roads   | Fix street signs as many missing  | Make people clean up their yards that contain just household rubbish, cars etc   |
| The Range | More jobs   | More growth   | More attractions   |
| The Range | New Rockhampton Art Gallery building  | New Museum of Central Qld building  | More garden landscaping including fountains around city  |
| The Range | Support for local Small Businesses  | Fluoride in the water   | More local training and education - less distance/online training and education  |
| The Range | The reservoir and surrounds needs a makeover. Always looks untidy and needs mowing regularly and watering to green it up.       | Council needs to fix the fence line between the gardens drive and the golf club so that hoons cannot get entry into the golf course with their vehicles and do damage.    | More tree planting   |
| The Range | Footpaths   | Lighting  | Outdoor dining   |
| The Range | Road quality (most of Southside)  | More community events (not just family orientated)  | Parking East Street  |
| The Range | More open spaces  | Fix all roads   | Parking near schools taking up residential spaces  |
| The Range | More diversity in the business and industry in Rockhampton and CQ   | Another bridge ( or two) across the Fitzroy river   | Proper bike paths - Not lines on the road that disappear whenever you actually need the space on your bike. Those are a joke and are sometimes dangerous |
| The Range | Supporting growth and economic development  | Ensuring this is a great place to live and work   | Providing fit for purpose local services   |
| The Range | Better public transport   | More public participation in decisions  | Public safety walking in suburban streets  |
| The Range | Roads   | Parks and Gardens   | Reduce rates   |
| The Range | Roads   | Free dump   | Roads  |
| The Range | Roads   | Roads   | Roads  |
| The Range | Repair our lane way Cairns Lane   | Finish birds nesting in big trees across the road   | Safety   |
| The Range | Cleanliness   | Parks and Gardens   | Safety and security  |

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| The Range   | Condition of road surfaces. Try sitting on a wheelchair in a wheelchair taxi and travelling anywhere in Rockhampton. It is disgraceful...                    | Make Rockhampton RV Friendly. A very high proportion of rest areas in New South Wales and Victoria leave our Kershaw Gardens stopover in the dark ages. On our travels when people find we come from Rockhampton they say they wish Rockhampton was RV Friendly. Many don't stop and take their money with them. | Stop wasting money on river bank. Majority of locals don't go there. The CBD area does not attract locals or visitors. It offers nothing in retail. If you take Target and Stewarts out of the equation what do you have? You cannot buy a TV or a fridge or a quality vacuum cleaner on the Southside. East Street lacks diversity. Many small towns are better entrepreneurs. |
| The Range   | Roads and repairs and traffic flows  | Finish river works businesses  | Streamline council approvals  |
| The Range   | Revitalise the CBD   | Attract events (sporting and industry)   | Support new industry  |
| The Range   | Reduce crime in general community + shopping centres eg. House/car break-ins; drug use; theft; gangs of youth. Improve safety standards - lighting/paths etc | Encourage & support community groups, especially where volunteers are involved; Also encourage the younger generation to get involved here.  | Support: Education/schools; Parks/recreation areas;   |
| The Range   | Roads  | sewerage   | Water   |
| The Range   | Roads  |  |   |
| The Range   | Safety   |  |   |
| The Range   | Traffic lights at busy roundabouts (Canning and Denham)  |  |   |
| Walter Hall | Efficient Communication Mediums  | Community Interactions   | Community Security, compliant with Community Values.  |
| Wandal      | Maintain roads within residential areas  | Co-ordinate lights with trains so no block up of traffic through intersections (new bridge turning left onto Lion Creek Road)  | Add speed humps to the Main Street instead of going around trees (potential damage to car rims)   |
| Wandal      | Roads  | Services   | Barking dogs  |
| Wandal      | Better roads   | More home assistance   | Better public transport   |
| Wandal      | Community engagement & accessibility to ages/disabled  | Public transport   | Boost tourism   |
| Wandal      | Stop light near the base hospital  | Council supporting local businesses instead of using outsiders   | Clean up month where locals who don't have a ute can put their big items for the dump to be pick up by council  |
| Wandal      | Roads  | Footpaths  | Cleanliness   |

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| Wandal | Improved urban design including plantings to soften the landscape and provide more shade   | Remove speedway from Showgrounds                                     | Consider relocating Showgrounds further away from residential areas ie Alton Downs and use land to create mixed density, more affordable housing to take advantage of proximity to CBD and to the range of recreation facilities in and close to Victoria Park. |
| Wandal | Health and Safety  | Accessibility to and of services                                     | Enjoyment of all that Rockhampton has to offer  |
| Wandal | Transport  | Safety   | Entertainment   |
| Wandal | Fluoride in water  | Fencing the huish drive park   | Fluoride in water   |
| Wandal | Changes to pound policy, animal re-homing and put down policy.   | More affordable community activities.                                | Food festivals.   |
| Wandal | Roads  | Public safety  | Future investment   |
| Wandal | City highway bypass  | Hospital parking   | Get railway out of the city   |
| Wandal | A good and reliable source of community activities   | More encouragement for art and projects                              | Get rid of the knockers who do nothing but whinge about rocky   |
| Wandal | Attractive to investors  | Cycle-safe roads   | High quality social and cultural infrastructure - theatres, art gallery, events etc   |
| Wandal | Remove the investor tax  | Decrease congestion, allow left hand turn on red                     | Improve roads   |
| Wandal | Increase public transport  | Significantly decrease land rates on owned homes                     | Keep roads in good repair   |
| Wandal | Continue to Maintain Roads   | Keep the Airport owned by RRC  | Lift Jardine Park so it doesn't flood   |
| Wandal | Retaining youth and young professionals  | Universal involvement and engagement                                 | Local research and knowledge generation   |
| Wandal | Continued reliable service provision   | Beautification projects (as seen in the recent riverfront) well done | Local road improvements   |
| Wandal | Roads need resealing (Norman Street)   | Local cafe or restaurants on Wandal Rd                               | More care taken of parks and gardens  |
| Wandal | Clamp down on noisy dogs at night.   | More publicity regarding activities for the retired population.      | More encouragement for more employment in the area.   |
| Wandal | Roads  | Garbage  | Park  |
| Wandal | Footpaths  | Gardens  | Parks   |
| Wandal | Car parking  | Good roads   | Parks   |
| Wandal | Community Safety   | Community Planning   | Proactive action in emergency situations  |
| Wandal | Significantly decrease noise of planes and helicopters flying over my home in Kingel Street. They fly so low, the actually make the house shake. | Give a much larger rebate on rates for senior citizens.              | Provide more public transport and put more bus stops along Wandal Road  |



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| Wandal           | Fluoridate the public water supply - apply scientific proof not drama and misinformation!!! | Remove landlord rates  | Remove speedway to a more appropriate (not residential) location   |
| Wandal           | Reinstate fluoridation of public water supplies   | Remove speedway to a location out of city limits   | Remove unfair "rental property" rates category   |
| Wandal           | Fix the road surfaces   | Stop having noisy events... speedway @ the showgrounds   | Review the speed limits... 50 going into the Wandal shopping area with cars moving from both sides of the road is asking for problems .. just lucky local slow down anyhow |
| Wandal           | Cleaner streets   | Better community spaces  | Revitalised CBD  |
| Wandal           | CBD rejuvenation  | Community Parks  | Roads  |
| Wandal           | Economy   | Garbage  | Roads  |
| Wandal           | Sporting Clubs  | Drainage   | Roads  |
| Wandal           | Roads   | Rates  | Safety   |
| Wandal           | Speedway is far too noisy especially people on the microphone                               | Pedestrian crossing at Wandal for the shops  | Seats for bus stops and shelters at least then you have more idea where they are plus signage for times  |
| Wandal           | Better roads  | Less waste of money on unnecessary items like Riverbank  | Stop waste & get better value for money  |
| Wandal           | Beautifying Wandal Road shopping area   | Safety   | Street lighting  |
| Wandal           | Roads   | Better night life later open hours for CBD   | Street sweeping  |
| Wandal           | Encouragement to participate in community activities - better marketing processes           | More evergreen trees along our pathways - creates shade, cooling effect, beautification                          | Summer keep the pool open till 8.30pm at least Friday and Saturday nights.   |
| Wandal           | Community Arts Engagement   | Reinforcement of positives of Regional 'living'  | The 'convenience' of living in a large "country town".   |
| Wandal           | Roads   | Rate reduction   |  |
| Wandal           | Clean up footpaths  |  |  |
| West Rockhampton | More parking at Base Hospital   | More community input on jobs concerning the community e.g. River Bank  | Better bitumen on a lot of streets   |
| West Rockhampton | Better street lighting  | Better footpaths in areas like west Rockhampton non-existent in stickley st                                      | Better care taken of north Rockhampton cemetery  |
| West Rockhampton | New pound (animal welfare)  | Open park spaces   | Community events   |
| West Rockhampton | Roads   | Hospital carpark   | International airport  |
| West Rockhampton | Keep listening to different areas of the community  | Keep up the shrubs trees etc in middles of streets as it make it more welcoming and a cooler look in our climate | Keep up with the good work you've started  |
| West Rockhampton | Fix all the roads   | More parking around the hospital and east st mall  | More walking tracks and paths  |

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| West Rockhampton | Animal welfare Desexing conditions etc   | Road's Rates                                   | Public transport and Parking at the Hospital  |
| West Rockhampton | Safe areas to walk/cycle   | Events and engagement                          | Small business support  |
| West Rockhampton | Suburban roads need upkeep, stop doing highway through town over and over again  | Athelstane Park - no playground, no BBQ        | Sporting grounds - no undercover seating or shade trees for players/spectators  |
| West Rockhampton | Roads  | Rockhampton Base Hospital carpark              | Street lights +++++   |
| West Rockhampton | Street Sweeping  | Potholes                                       | Street Name Signs   |
| West Rockhampton | Local laws to control barking and out of control dogs is pathetic. I give up   | Fitzroy River "fresh water end" for recreation | Too Many Traffic lights - Poor design roundabouts - Get Traffic moving!!  |
| West Rockhampton | Free Sports Activities   | Community events                               | Visible police presence   |
| Westwood         | A practical demonstration of Council Authority re the scenic introduction to notably undesignated Amalgamation via the Western approach to Westwood. |  |   |
| Wycarbah         | Roads  | Rubbish  | Jobs  |
| Wycarbah         | Stop feasibility studies and do something  | Community consolation                          | Look more into country areas  |
| Wycarbah         | Listen   | Stop feasibility studies                       | Rename Botanical Gardens to the person who first started it privately. I am ashamed to say I don't know the gentleman's name. |
| Wycarbah         | Roads  | Roads  | Roads   |
| Wycarbah         | Parks & Gardens  | Community events                               | Waste disposal  |
| Yaamba           | More public transport  | Better roads                                   |   |
| Yaamba           | Roads  |  |   |

# Satisfaction & Importance Survey

Rockhampton Regional Council is undertaking this survey to understand how you rate the various Council services provided to you and the community and how important these are to you.

This information will be used as a benchmark for how we are performing against your expectations and also to understand community priorities when developing Council's budget.

Please complete this survey and post to (no stamp required):  
 Rockhampton Regional Council  
 Reply Paid 1860  
 Rockhampton QLD 4700

### A little about you

What suburb do you live in?

How old are you?

Gender: Male or Female

### Thinking of your community

What are your three highest priorities to improve our community?

### Rate our services, infrastructure and facilities

For each question Council is seeking two answers from you. Firstly has Council met your expectations for each of the services, infrastructure and facilities listed and secondly, how important is it to you.

#### Council infrastructure

| Please let us know your thoughts by circling the number most appropriate and then entering a number from 1 to 5. Please leave blank if not applicable. | Have we met your expectations? |                    |                    |                    |                      | How important is it to you?      |                          |   |   |   |                         |
|--|--------------------------------|--------------------|--------------------|--------------------|----------------------|----------------------------------|--------------------------|---|---|---|-------------------------|
|  | Well below expectations        | Below expectations | Meets expectations | Above expectations | Exceeds expectations | Select a number between 1 and 5. | 1 = not at all important | 2 | 3 | 4 | 5 = extremely important |
| Urban sealed roads   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Urban stormwater   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Urban unsealed roads   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Local marine infrastructure eg. boat ramps   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Footpaths / cycleways  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rural sealed roads   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rural unsealed roads   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rural stormwater   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rockhampton Airport  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Street lighting  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |



#### Council facilities

Please let us know your thoughts by circling the number most appropriate and then entering a number from 1 to 5. Please leave blank if not applicable.

| Please let us know your thoughts by circling the number most appropriate and then entering a number from 1 to 5. Please leave blank if not applicable. | Have we met your expectations? |                    |                    |                    |                      | How important is it to you?      |                          |   |   |   |                         |
|--|--------------------------------|--------------------|--------------------|--------------------|----------------------|----------------------------------|--------------------------|---|---|---|-------------------------|
|  | Well below expectations        | Below expectations | Meets expectations | Above expectations | Exceeds expectations | Select a number between 1 and 5. | 1 = not at all important | 2 | 3 | 4 | 5 = extremely important |
| Bauhinia House   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Botanic Gardens & Kershaw Gardens  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Cemeteries   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Childcare facilities   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Libraries  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Pillbeam Theatre   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Playgrounds  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Pools  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Parks (local)  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rockhampton Art Gallery  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rockhampton Heritage Village   | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rockhampton Showgrounds  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Rockhampton Zoo  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Schotia Place  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Sporting facilities  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |
| Walter Reid Cultural Centre  | 1                              | 2                  | 3                  | 4                  | 5                    |                                  |                          |   |   |   |                         |



**Council services**

Please let us know your thoughts by circling the number most appropriate and then entering a number from 1 to 5. Please leave blank if not applicable.

|                                 | Have we met your expectations? |                    |                    |                    |                      | How important is it to you?   |
|---------------------------------|--------------------------------|--------------------|--------------------|--------------------|----------------------|---|
|                                 | Well below expectations        | Below expectations | Meets expectations | Above expectations | Exceeds expectations |   |
| Aged services                   | 1                              | 2                  | 3                  | 4                  | 5                    | Select a number between 1 and 5.<br>1 = not at all important<br>5 = extremely important |
| Animal management               | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Building/plumbing certification | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Childcare services              | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Community assistance programs   | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Community engagement            | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Community events                | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Community development           | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Community safety                | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Council publications            | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Council website                 | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Customer service                | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Development assessment service  | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Disaster management             | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Economic development            | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Local law enforcement           | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Parks maintenance               | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Pest management                 | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Sewerage collection / disposal  | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Streetscape cleanliness         | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Vector management               | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Waste services                  | 1                              | 2                  | 3                  | 4                  | 5                    |   |
| Water supply                    | 1                              | 2                  | 3                  | 4                  | 5                    |   |



Through effective community engagement, Council is able to make better decisions in relation to strategic policy, planning and prioritisation of resources. It also provides an opportunity to keep residents informed, enables discussions on local and regional issues, and builds connections between Council and its community.

If you would like to become a voice for your community join Regional Voice by visiting [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au), calling Council's Customer Service on 07 4932 9000 or emailing [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

**Are you tech-savvy?**

If you would prefer to complete this survey online scan this QR Code or go to [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au)


**Contact Council**

P: 07 4932 9000 or 1300 22 55 77

F: 07 4936 8862 or 1300 22 55 79

E: [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

W: [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au)



# Satisfaction & Importance Survey

Have your say on Council services, infrastructure and facilities



**11.3 COMMUNITY ASSISTANCE PROGRAM**

**File No:** 12535  
**Attachments:** Nil  
**Authorising Officer:** Michael Rowe - General Manager Community Services  
**Author:** Cheryl Haughton - Manager Communities and Facilities

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**SUMMARY**

*An application from the Rockhampton Saloon Car Club Inc for Major Sponsorship Assistance towards the Easter at the Speedway – V8 Dirt Modified Australian Title is presented for Council consideration.*

**OFFICER'S RECOMMENDATION**

THAT Council considers the application made under the Major Sponsorship scheme for cash funding of \$20,000 towards the staging of the Easter at the Speedway – V8 Dirt Modified Australian Title to be held from 14 – 15 April 2017.

**COMMENTARY**

The Rockhampton Saloon Car Club has lodged an application under the Major Sponsorship scheme for cash funding of \$20,000 towards the staging of the Easter at the Speedway – V8 Dirt Modified Australian Title to be held at the Rockhampton Showground from 14 – 15 April 2017.

While the detail provided is fairly limited the Club's application states that the event will see approximately 45 race teams from all over Australia competing for the V8 Dirt Modified Australian Crown. As V8 dirt modifieds have not run in Rockhampton since 2010 the club expects a high level of community interest. The club has obtained all necessary permits and connections with Ambulance, Fire Rescue and security personnel.

The budget included in the application shows a total cost of \$65,600 for the event with the major expenses being for permits/licenses \$25,549, venue hire \$9,000 and additional wages of \$8,000 (not specified what this is). Details provided from the Showground booking indicates that the venue hire cost will actually be \$4447.27 plus electricity, waste removal and ticket levy.

The application further states that the requested funding will ensure that the club stays financial and is able to continue running high calibre speedway meetings. Council will be acknowledged through social media advertising and printed materials.

The organisation received funding for two other events held in 2016:

- 2016 Australian Super Sedan Title - \$15,000
- 2<sup>nd</sup> Annual Kids Day at the Speedway 2016 - \$5,000

**Policy Framework**

Council's adopted Major Sponsorship Policy states that it will consider the provision of corporate sponsorship to organisations undertaking events that provide significant economic and community development outcomes for the region through:

- *Increased community participation in the region*
- *Activation of civic spaces*
- *Promotion of the region as a destination*
- *A tangible benefit to Council e.g. enhanced corporate image or revenue potential*

The eligibility criteria provide that the following must be met:

5.1.1 The organization must:

- Be located and/or primarily operate within the Rockhampton Regional Council area
- Be properly constituted and incorporated (if a community organization)
- Be free of debt to the Rockhampton Regional Council
- Hold public liability cover in the amount of \$20,000,000 for the event for which assistance is sought
- Have properly acquitted any previous grants and/or sponsorship provided by Council
- Have the capacity to successfully manage the project; including meeting deadlines for grant expenditure and acquittal requirements

5.1.2 The event must:

- Provide identifiable economic and community development outcomes for the region
- Be open for participation by the general community
- Attract a significant number of visitors, including from outside the region
- Promote a positive image of the region as a 'destination'
- Have a solid business and marketing plan

### **Assessment**

In accordance with the adopted Policy and Procedure applications received through the Major Sponsorship Scheme will be assessed by Council against the following criteria:

- Applicant's capacity to undertake the event including any experience with similar events, relevant approvals and permissions required
- Community need or desire for the event and how this was determined
- Economic and community outcomes anticipated from the event
- Number of participants, including out of area visitors
- Value for money, including realistic budget with projected cost recovery

The organisation generally meets the criteria in that the Rockhampton Saloon Car Club Inc is based in Rockhampton and holds a public liability insurance cover in the amount of \$50,000.000; however, it has not yet successfully acquitted the previous grant. It has obtained the necessary approvals.

While no estimate of attendance has been included the application indicates ticket sales of \$30,000.

A copy of the application has been supplied separately to Councillors for consideration.

**11.4 AUSTRALIAN LOCAL GOVERNMENT ASSOCIATION - 2017 NATIONAL GENERAL ASSEMBLY OF LOCAL GOVERNMENT**

**File No:** 5016  
**Attachments:** 1. Program and Registration Form  
**Authorising Officer:** Evan Pardon - Chief Executive Officer  
**Author:** Evan Pardon - Chief Executive Officer

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**SUMMARY**

*Australian Local Government Association inviting Council to attend the 2017 National General Assembly of Local Government to be held in Canberra from 18 to 21 June 2017. This year's theme is "Building Tomorrow's Communities".*

**OFFICER'S RECOMMENDATION**

THAT Councillor \_\_\_\_\_ be authorised to attend as Council's delegate to the National General Assembly of Local Government to be held in Canberra from 18 to 21 June 2017

**BACKGROUND**

Australian Local Government Association (ALGA) have advised the 2017 National General Assembly of Local Government will be held in Canberra from 18 to 21 June 2017.

The theme for the 2017 Assembly is "Building Tomorrow's Communities", which goes to the heart of local government in modern Australia. Key presentations will address how Councils, often working in partnership with other levels of government or the private and not-for-profit sectors, are shaping the future and responding appropriately to the challenges that lie ahead.

Early bird registration of \$929 close on Friday 5 May 2017.

A copy of the Program and Registration Form is attached, for Council's consideration.

**AUSTRALIAN LOCAL GOVERNMENT  
ASSOCIATION - 2017 NATIONAL  
GENERAL ASSEMBLY OF LOCAL  
GOVERNMENT**

**Program and Registration Form**

**Meeting Date: 11 April 2017**

**Attachment No: 1**



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AUSTRALIAN LOCAL GOVERNMENT ASSOCIATION

20 March 2017

Rockhampton Regional Council  
 PO Box 1860  
 ROCKHAMPTON QLD 4700

|                                |                                |
|--------------------------------|--------------------------------|
| ROCKHAMPTON REGIONAL COUNCIL   |                                |
| File: 5016                     | Doc: _____                     |
| Links: 10 + 5044               |                                |
| Action Officer: _____          |                                |
| 24 MAR 2017                    |                                |
| Task to: <u>22t Mayors Pa.</u> |                                |
| <u>22t CEO</u>                 | <u>22t Councillor or Supp.</u> |
| QDAN: <u>GRDS</u> v. _____     | Ref: <u>1275</u>               |
| Box No: _____                  | Years: <u>1</u>                |

To the Mayor, Councillors and CEO (please distribute accordingly)

I am pleased to invite you and your Council colleagues to attend this year's National General Assembly of Local Government (NGA) in Canberra from 18 - 21 June.

This year's theme, *Building Tomorrow's Communities*, goes to the heart of the role of Local Government in modern Australia. Key presentations will address how councils, often working in partnership with other levels of government or the private and not-for-profit sectors, are shaping the future and responding appropriately to the challenges that lie ahead.

The Minister for Local Government and Territories, Senator the Hon Fiona Nash and the Assistant Minister for Cities and Digital Transformations, the Hon Angus Taylor MP will address the NGA. I have also invited the Prime Minister, the Leader of the Opposition and the Leader of the Australian Greens to participate.

Our keynote speaker is political commentator and journalist Laura Tingle. Laura has reported politics from the Canberra press gallery for almost thirty years and will provide unmissable insights into the national political landscape and what's driving the major political parties.

Enclosed is the NGA Registration Brochure which contains full details of the program, business agenda and associated events.


Local Government plays a significant role in the national economy and councils play critical roles in their local economies. Your council's involvement in the NGA is vital in helping ALGA to maintain a strong focus on Local Government and to drive improved outcomes for Local Government at the national level. A number of crucial policy motions will be debated at the NGA. As such it is important that every council is represented in these discussions and able to have its say.

I encourage you and your Council colleagues to attend the NGA, and to work with myself and the ALGA Board as we explore opportunities to strengthen the contribution that Local Government makes to Australia.

I look forward to seeing you in Canberra.

Mayor David O'Loughlin  
 President

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**Program & Registration**

**National General Assembly of Local Government 2017**

NATIONAL CONVENTION CENTRE • CANBERRA

**18-21**

**JUNE 2017**

**Building Tomorrow's Communities**


Australia's councils will play a critical role in shaping tomorrow's communities, both in our cities and towns and in regional Australia. Making our cities smarter, more efficient, more resilient and stronger is just one part of the role that local government will play.

Grab the opportunity to attend the National General Assembly to:

- Influence the national agenda
- Engage with federal politicians
- Shape policy and priorities
- Represent your council and community
- Have your say.

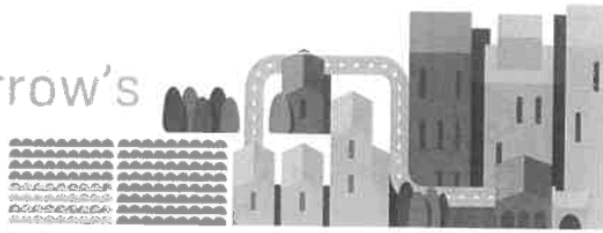
Join your metro, regional and rural council colleagues to help shape tomorrow's communities at the 2017 National General Assembly.

Register online  
[www.alga.asn.au](http://www.alga.asn.au)

 AUSTRALIAN LOCAL GOVERNMENT ASSOCIATION

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# Building Tomorrow's Communities



## PRESIDENT'S WELCOME

Tomorrow's communities will be shaped by the ambition and drive of their people, and by the investments our governments make in their people, the infrastructure they rely on, and the places they live and work.

The theme of this year's National General Assembly (NGA) 'Building Tomorrow's Communities' goes to the heart of the role of local government in modern Australia. Key presentations will address how councils, often working in partnership with other levels of government, or the private and not-for-profit sectors, are shaping the future and responding appropriately to the challenges that lie ahead.

Achieving great outcomes for every one of our communities requires decision-makers at all levels of government to listen and engage, to be clear in our objectives, to be agile, and to harness the ever-increasing range of data, knowledge and technology to ensure that their communities are best placed to innovate and seize the opportunities of tomorrow.

In the Australian context, governments at all levels must focus on creating an environment in which people and businesses can innovate and prosper, both in cities and the regions. Government service delivery needs to be targeted and responsive to the wide range of needs in communities, and appropriate infrastructure must be provided to drive increased productivity as well as social equity.

Increasingly, Local Governments are striving, wherever possible, to assist communities to be productive, innovative and entrepreneurial, to help build resilience, create jobs and increase overall prosperity at the local level.

The Australian Government has shown that it understands and appreciates that Local Government's strength lies in its capacity to identify and respond to local needs which are often diverse, complex and changing rapidly in response to evolving domestic and global pressures.

And as our focus on economic development grows, they can see that Local Government not only plays a significant role in the local and regional economy but increasingly in the national economy. I encourage you to explore this and other themes by attending the NGA, and by working with myself and the ALGA Board as we explore opportunities to strengthen the contribution that Local Government makes to creating the future.

The NGA offers an ideal opportunity to elevate local government issues to the Federal level. In recent years, Local Government, by developing partnerships with the Commonwealth, has successfully delivered over 55,000 road and community infrastructure projects. These projects have improved safety, productivity and community participation around the nation.

I have invited the Prime Minister, the Leader of the Opposition and the Leader of the Australian Greens to address the NGA so that you may hear directly from them about their vision for Australia and its local governments. The Minister for Local Government and Territories and the Assistant Minister for Cities and Digital Transformation have confirmed their participation at the NGA.

The NGA is also your opportunity to make sure that your council's view is reflected in the national priorities identified for Local Government.

The ALGA Board recently issued a call for motions for the NGA and these will set out the framework for debate. I would encourage you and your council to think through ideas or initiatives you would like to see debated at the NGA and to submit these as motions for the Assembly.

I invite you to be part of this important event, to network with your colleagues, to hear from our national leaders and to shape national policy, by registering for the National General Assembly to be held in Canberra from 18-21 June 2017.



**Mayor David O'Loughlin**  
ALGA PRESIDENT

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NATIONAL CONVENTION CENTRE • CANBERRA

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# National General Assembly of Local Government 2017

18-21 JUNE 2017

## PROVISIONAL PROGRAM

### SUNDAY 18 JUNE

9:00 pm Welcome Reception

### MONDAY 19 JUNE

9:00 am Opening Ceremony  
 9:10 am ALGA President's Opening  
 9:20 am **The Hon Malcolm Turnbull MP, Prime Minister (invited)**  
 9:50 am KEYNOTE SPEAKER  
**Laura Tingle**  
 10:30 am MORNING TEA  
 11:00 am 3D City Infrastructure Modelling  
**Mayor Mark Jamieson, Sunshine Coast Council**  
 11:20 am PANEL SESSION  
*Building Tomorrow's Communities*  
 12:30 pm LUNCH  
 1:30 pm PANEL SESSION  
*Governing into the future*  
 3:00 pm AFTERNOON TEA  
 3:30 pm Debate on Motions  
 4:30 pm **The Hon Bill Shorten MP, Leader of the Opposition (invited)**  
 5:00 pm Close  
 7:00 pm DINNER

### TUESDAY 20 JUNE

9:00 am **Senator the Hon Fiona Nash, Minister for Local Government and Territories**  
 9:30 am PANEL SESSION  
*Building Liveable Communities*  
 10:30 am MORNING TEA  
 11:00 am **The Hon Angus Taylor MP, Assistant Minister for Cities and Digital Transformation**  
 11:30 am Debate on Motions  
 12:30 pm LUNCH  
 1:30 pm PANEL SESSION  
*Empowering Indigenous Communities*  
 3:00 pm AFTERNOON TEA  
 3:30 pm Debate on Motions  
 4:30 pm **The Australian Greens, Senator Richard Di Natale (Invited)**  
 5:00 pm Close  
 7:00 pm OFFICIAL DINNER  
 Parliament House

### WEDNESDAY 20 JUNE

9:00 am PANEL SESSION  
*City Deals*  
 10:00 am Delegate Workshop  
 10:30 am MORNING TEA  
 11:00 am National Policy Initiatives  
 11:30 am PANEL SESSION  
*Harnessing tomorrow's technology*  
 12:30 pm Delegate Workshop  
 1:00 pm ALGA President's Close

## SPONSORS





### RCDF 2017 Preliminary Program

| SUNDAY 18 JUNE |   |
|----------------|---|
| 9.30am         | ALGA President's Welcome  |
| 9.40am         | KEYNOTE ADDRESS   |
| 10.30am        | GOVERNMENT ADDRESS<br><b>Senator the Hon Fiona Nash,</b><br>Minister for Regional<br>Development (invited)      |
| 11.00am        | MORNING TEA   |
| 11.30am        | <i>Intelligent Communities</i><br><b>Brian Lee-Archer,</b> Director,<br>SAP Institute for Digital<br>Government |
| 11.45am        | PANEL SESSION<br><i>The National Perspective</i>  |
| 12.30pm        | LUNCH   |
| 1.30pm         | Regional Industry Case Study  |
| 2.00pm         | WORKSHOP<br><i>The Regional Perspective</i>   |
| 3.00pm         | AFTERNOON TEA   |
| 3.30pm         | Opposition Address  |
| 4.00pm         | ALGA President's Close  |

### Pillars of Growth

The 2017 Regional Forum is a vital opportunity for mayors, councillors and other key decision-makers from metropolitan, regional, rural and remote councils to gather together in the National Capital, to share their knowledge and experience in building substantive local and regional capacity.

The past year has continued to see major global and domestic challenges impacting Australia's economy and social fabric. The need to lift Australia's productivity levels remains high on the agenda of both industry and governments. But what does this mean for Australia's geographically diverse regions? This year's Forum will revisit the question of boosting productivity and discuss the changing face of industry, investment in technology, and employment growth.

This year's Forum will provide delegates with an opportunity to hear from the Minister for Regional Development on current policy and program initiatives and a select number of case studies on inspiring regional development projects. Facilitated roundtables will also allow delegates to discuss regional challenges impacting agri-tourism, telecommunications, training and education, infrastructure and resource management.

The Forum will see the launch of the 2017-18 *State of the Regions* Report that will build on previous years' research and deliver the latest economic data and insights into the productivity capacities of regions throughout Australia when examined through a multi industry-sectoral lens. The *State of the Regions* Summary Report is made available specifically for the delegates attending the Forum and is included in the registration cost.

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National General Assembly  
of Local Government 2017

## KEY DATES

Submission of Motions for Debate 21 April 2017

Early bird registration on or before 5 May 2017

Standard registration on or before 2 June 2017

Late registration after 2 June 2017

## MOTIONS FOR DEBATE

The NGA is an important opportunity for you and your council to influence the national policy agenda.

To be eligible for inclusion in the NGA Business Papers, and subsequent debate on the floor of the NGA, motions must meet the following criteria:

1. be relevant to the work of local government nationally;
2. be consistent with the themes of the NGA;
3. complement or build on the policy objectives of your State and Territory Local Government Association;
4. be submitted by a council which is a financial member of their state or territory local government association;
5. propose a clear action and outcome; and
6. not be advanced on behalf of external third parties that may seek to use the NGA to apply pressure to Board members or to gain national political exposure for positions that are not directly relevant to the work of, or in the national interests of, local government.

To assist you to identify motions that address the theme of the NGA, the Australian Local Government Association (ALGA) Secretariat has prepared a short discussion paper. Motions should be lodged electronically using the online form available on the NGA website at: [www.alga.asn.au](http://www.alga.asn.au). All motions

require, among other things, a contact officer, a clear national objective, a summary of the key arguments in support of the motion, and endorsement of your council. Motions should be received by ALGA no later than 11:59pm on Friday 21 April 2017.

Motions submitted will be reviewed by a committee of the ALGA Board as well as by State and Territory Local Government Associations, to determine their eligibility for inclusion in the NGA Business Papers. When reviewing motions, the Committee considers the importance and relevance of the issue to local government.

Please note that motions should not be prescriptive in directing how the matter should be pursued. Any motion deemed to be primarily concerned with local or state issues will be referred to the relevant State/Territory Local Government Association, and will not be included in the Business Papers.

Motions that are agreed to at the National General Assembly become Resolutions. These Resolutions are then considered by the ALGA Board when setting national local government policy and when the Board is making representations to the Federal Government at Ministerial Councils, during meetings and in ALGA publications. The ALGA Board is not bound by any resolutions passed at the NGA.

## VOTING PROCEDURES

Each council is entitled to one voting delegate in the debating session. Councils will need to determine who their voting delegate will be. Voting cards can be collected at the Assembly. Councils do not need to advise ALGA of the name of the voting delegate prior to collecting voting cards.

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Building Tomorrow's  
CommunitiesSPEAKER  
PROFILES**The Hon Malcolm Turnbull MP**

Prime Minister of Australia

Malcolm Turnbull became the 29th Prime Minister of Australia on 15 September 2015 and was sworn in for a second term on 19 July 2016.

Mr Turnbull was elected to Federal Parliament as the Member for Wentworth in 2004.

Since entering public life, Mr Turnbull has held a number of parliamentary positions including Shadow Treasurer, Parliamentary Secretary to the Prime Minister with responsibility for national water policy and Minister for Environment and Water Resources.

He was Leader of the Opposition from 16 September 2008 to 1 December 2009 and was later Shadow Minister for Communications and Broadband.

Most recently, Mr Turnbull was Minister for Communications from 18 September 2013 to 21 September 2015.

Malcolm was educated at Vaucluse Public School and Sydney Grammar School and graduated from Sydney University with a BA LLB. He was awarded a Rhodes Scholarship and completed a further law degree at Oxford.

He is married to Lucy, and has two adult children, Alex and Daisy, and two grandchildren, Jack and Isla.

**The Hon Bill Shorten MP**

Leader of the Opposition

Bill Shorten is the Federal Member for Maribyrnong and was elected leader of the Australian Labor Party and Leader of the Opposition on 13 October 2013.

Mr Shorten completed a Bachelors' degree in Arts and Law from Monash University, as well as an MBA from the Melbourne Business School.

Bill has since worked as a union organiser, union secretary, as a member of the ACTU executive, as a Member of Parliament and as a Minister in a Labor Government.

As a senior member of the Rudd/Gillard Labor Governments, Bill played a key role in securing a number of historic reforms including establishing the National Disability Insurance Scheme and increasing universal superannuation to 12 per cent.

As Minister for Workplace Relations, Bill continued the Labor Government's ongoing commitment to a fair and productive workplace relations system and during his time as Minister for Education helped secure the Better Schools reforms.

Prior to entering Parliament, Bill worked at the Australian Workers' Union, holding key leadership positions including State Secretary of the AWU Victoria Branch from 1998 to 2006 and National Secretary from 2001 to 2007.

**The Hon Angus Taylor MP**

Assistant Minister for Cities and Digital Transformation, Federal Member for Hume

Angus Taylor entered politics in 2013 when he was elected as the Liberal Federal Member for Hume in NSW.

Building on his background in economics, Angus was appointed to parliamentary committees on employment, trade and investment, and public accounts. He was also chair of the Joint Standing Committee on Treaties.

Angus was promoted to Assistant Minister to the Prime Minister with special responsibility for Cities and Digital Transformation in February 2016. He was reappointed to the frontbench after the 2016 Federal election.

Angus' portfolios stretch across the whole of government to improve city liveability and tackle long standing issues of traffic congestion, housing affordability and the need to create jobs closer to where people live. He has a focus on regional cities and outer suburban cities.

Angus has a Bachelor of Economics (First Class Honours and University Medal) and a Bachelor of Laws (Honours) from the University of Sydney. He also has a Master of Philosophy in Economics from Oxford, where he studied as a Rhodes Scholar. His thesis was in the field of competition policy.

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National General Assembly  
of Local Government 2017**Senator Dr Richard Di Natale**

Leader of the Australian Greens

Dr Richard Di Natale is the leader of the Australian Greens. He was elected to the Federal Parliament in 2010 and is the Greens' first Victorian senator. His portfolios include health, multiculturalism, youth, gambling and sport.

Prior to entering parliament, Richard was a general practitioner and public health specialist. He worked in Aboriginal health in the Northern Territory, on HIV prevention in India and in the drug and alcohol sector. His key health priorities include preventative health, public dental care and responding to the health impacts of climate change.

Richard's achievements in parliament so far include securing almost \$5 billion towards Medicare-funded dentistry, winning a campaign to divest \$250 million worth of tobacco stocks from the Future Fund, and spearheading Senate inquiries into many issues of public significance such as dying with dignity, superbugs, hospital funding, budget cuts, medicinal cannabis, air pollution, pharmaceutical transparency, sports science and gambling reform.

**Senator Fiona Nash**

Minister for Regional Development, Local Government and Territories and Regional Communications

Fiona Nash was elected as a Nationals Senator for New South Wales in the 2004 federal election and her term began on 1 July 2005.

As a Senator for The Nationals, Fiona's overriding focus is to ensure that communities throughout regional, rural and remote NSW receive the investment and services they deserve.

Fiona has held a number of different roles within the NSW Nationals. Her experience in the party has included serving as branch chairman, becoming a member of the party's State Executive as well as being a delegate to Federal Council.

Since becoming a Senator she has served as The Nationals Whip in the Senate, Deputy Leader of The Nationals in the Senate and in February 2016 she was elected by her parliamentary colleagues as Deputy Leader of The Nationals.

Fiona's other parliamentary roles have included Shadow Parliamentary Secretary for Water Resources and Conservation, Shadow Parliamentary Secretary for Regional Education, Assistant Minister for Health and Minister for Rural Health.

**Laura Tingle**

Journalist and author

The *Australian Financial Review's* political editor Laura Tingle has reported politics from the Canberra press gallery for almost thirty years, after beginning her career in Sydney reporting on the financial markets and economics. She is the author of *Chasing the Future* – a book about the recession of the early 1990s – and two Quarterly Essays: *Great Expectations: Government, entitlement and an angry nation* (2012) and *Political Amnesia: How we forgot how to govern* (2015). She has won both Walkley and Lyneham Awards for Journalism.



8204573 - 24/03/2017

Building Tomorrow's  
Communities

## PANEL SESSIONS

### **Building Tomorrow's Communities**

Australian cities and regions are increasingly part of the global trend to become technologically more advanced.

Local government plays a key role in planning, coordinating, facilitating and providing local infrastructure and services. The sector also has a key role in advocating on behalf of its community in the interest of its local community. In fulfilling these roles, councils must have processes in place and robust systems to develop a clear understanding of the community's aspirations and needs in order to develop a strong vision for the future.

Much has been written on the importance of the digital transformation process that Australia, like many other developed countries in the world, is now under-going. New technologies are disrupting an increasing number of business processes, and the nature and range of businesses and industry are changing. Products and services once thought of as enduring and core business by enterprises, are now seen to be vulnerable to changes. They can be replaced or made redundant by technology, changing tastes, patterns of consumption and indeed community needs.

New data and information sources are evolving and continue to be developed at an ever-increasing pace. This data and information can inform decision-making, create opportunities and support communities in ways that cannot even be imagined. To assist our communities to be engaged, productive, innovative and cohesive, councils have a role in ensuring that the adoption of technology is approached in a strategic manner.

This session will explore the role of local government in shaping tomorrow's future and the issues that councils may need to consider in the context of changing technology, the availability of information and data and decision-making frameworks.

### **Governing into the future**

Good governance is a fundamental component of democracy. Good governance ensures that decision-makers are accountable to the people they serve, and that decisions that affect stakeholders are robust, appropriate to relevant circumstances, and cognisant of the future.

Good governance is: accountable; transparent; follows the rule of law; is responsive; equitable and inclusive; effective, efficient and participatory.

Australia's governance institutions, structures and procedures are comparatively good by global standards however, they have evolved over many decades and must be kept under constant review to ensure that they remain fit for purpose. For example, there is increasing recognition and acceptance of the need to act on improving gender equity and cultural diversity in councils as well as across the community.

The environment in which all levels of government operate, including local government, is changing rapidly. Increasing globalisation and connectivity extends the range of stakeholders and provides opportunities to engage these stakeholders in decision-making in new and innovative ways.

This panel discussion will provide you with insights into opportunities to strengthen governance in councils to maximise community involvement and to extend the value provided by reference groups that support and inform councils.

### **Building Liveable Communities**

Continuing to enhance the liveability of Australian communities is core business for all governments, especially at the local and regional level.

Liveable communities are those that offer a high quality of life that support the health and wellbeing of the people who live, study and work in them. Liveable cities and towns are socially

inclusive, affordable, accessible, and are healthy and safe. They also feature attractive built and natural environments, and have a distinctive sense of place and character.

Local government provides the most accessible level of government for local communities. Councils hold knowledge about local community needs and desires, and are able to provide a place based mechanism by which to resolve, balance and implement competing policy objectives. They also complement the delivery of programs and services provided by the Commonwealth, state and territory governments.

Whilst councils are well placed to respond to the complex challenges facing our communities, the task of building and maintaining vibrant communities is far from easy.

This session will draw on leading experts in a thought provoking and challenging discussion looking at the diversity of factors that make communities liveable and will also examine the range of policy levers and interventions that may be worth investigation.

### **Empowering Indigenous Communities**

This year marks the 50th anniversary of the successful 1967 Referendum to amend the Constitution to include Aboriginal people in the census and allow the Commonwealth to make laws for them.

While it is important to recognise this important milestone, it also serves as a reminder of the challenges faced by so many urban, regional and remote Indigenous Australians. The recent release of the Closing the Gap report shows that while progress is being achieved in some areas, in many areas change is inconsistent and slow.

Local government recognises the need for a partnership with Aboriginal and Torres Strait Islander peoples at all levels of government to address the needs of the first Australians and the communities in which they live.

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The 2017 National General Assembly is focused on discussing how we create the communities of tomorrow. This is not a simple proposition, every community is unique, and therefore there is no one-size-fits-all approach to address disadvantage. Join in this discussion which examines Commonwealth approaches to Indigenous affairs, and how the issues affecting all Australian citizens can be considered and heard.

### City Deals

The Australian Government has recently focused greater attention on the important role of cities, and the need to work with the states and territories, local government and the private sector to ensure that they remain liveable, sustainable, accessible and productive. Great cities attract, retain and develop increasingly mobile talent and organisations, encouraging them to innovate, create jobs and support sustainable growth.

The Australian Government's Smart Cities Plan aims to position our cities to prosper in the globalised world of the 21st Century. City Deals between the Australian Government, state and/or territory governments, and local governments are aimed at making our cities better places to live in and do business. Through City Deals, governments, industry and communities will develop collective plans for growth and commit to the actions, investments, reforms and governance needed to implement them.

The Government has committed to early deals for Townsville, Launceston and Western Sydney and is currently investigating and negotiating on other opportunities in other parts of Australia. This session will allow you to hear from the Mayors involved in this process and investigate the value of more councils entering into such agreements.

### Harnessing tomorrow's technology - identifying and investing in tomorrow's foundations

The current focus on smart cities looks at harnessing smart technology to improve the efficiency and effectiveness of cities. Real-time traffic management, real-time energy consumption, efficient lighting, integrated public transport systems and extensive data collecting sensors are all examples of smart technology.

The smart cities agenda isn't just focused on large cities. The approaches and ideas can be applied to smaller cities, regions and towns. For councils of all sizes the opportunities technology brings to enhancing service provision and communication for your community are vital for the future development of your community.

Smart Cities are not just about smart technologies. Harnessing tomorrow's technology will require new skill sets, different ways of operating and potentially different decision-making processes. Councils will need to develop in-house skills and or develop networks of trusted advisors to provide input to aid decision-makers in determining what technologies are appropriate, relevant and how these can be used to benefit the community.

Join in this discussion to gain a better appreciation of the need for strong local government leadership, prioritisation and investment in technology and infrastructure to position your community for tomorrow.

## ASSOCIATED EVENTS

### Australian Local Government Women's Association Breakfast

MONDAY 19 JUNE 2017

7:15am-8:15am

The ALGWA National President is pleased to invite members, friends and colleagues to our Annual Networking Breakfast as part of the National General Assembly. The hot Outback Breakfast will be held from 7:15-8:15am on Monday 19 June.

Seating is strictly limited and bookings should be done through:  
[www.trybooking.com/PCJT](http://www.trybooking.com/PCJT)

Details of the guest speaker are available at [www.algwa.net.au](http://www.algwa.net.au)



### Australian Rural Road Group

TUESDAY 20 JUNE 2017

12:30-1:30pm

The work of the ARRG group over the last few years has produced high quality data to inform better policy making and our publications are often quoted by politicians and industry. We continue to have strong support from Infrastructure Australia, remaining constant through a change of government, a sure sign that we are on the right road. Pardon the pun.

We have been instrumental in changing the atmosphere around road funding and we are now hearing words like 'productivity based funding', 'measurable road data', 'first/last mile', and with the future construction of the Inland Rail, accurate information and informed planning will become even more vital for the supporting road networks.



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## REGISTRATION DETAILS

### General Assembly Registration Fees

**EARLY BIRD REGISTRATION**  
**\$929**

Payment received on or before Friday 5 May 2017

**STANDARD REGISTRATION**  
**\$1,029**

Payment received on or before Friday 2 June 2017

**LATE REGISTRATION**  
**\$1,250**

Payment received after Friday 2 June 2017

#### General Assembly Registration Includes

- Attendance at all General Assembly sessions
- Morning tea, lunch and afternoon tea as per the General Assembly program
- One ticket to the Welcome Drinks, Sunday
- General Assembly satchel and materials

### Day Registration Fees

**MONDAY 19 JUNE 2017**  
**\$489**

**TUESDAY 20 JUNE 2017**  
**\$489**

**WEDNESDAY 21 JUNE 2017**  
**\$280**

#### Day Registration Includes

- Attendance at all General Assembly sessions on the day of registration
- Morning tea, lunch and afternoon tea as per the General Assembly program on that day
- General Assembly satchel and materials

### Sunday Regional Development Forum (Sunday 18 June 2017)

**FORUM ONLY**

**\$425**

**NGA DELEGATE**

**\$225**

### Accompanying Partners Registration Fees

**ACCOMPANYING PARTNERS  
REGISTRATION FEE**  
**\$260**

#### Accompanying Partners Registration Includes

- 1 ticket to the Welcome Reception, Sunday 18 June
- Day tour Monday 19 June
- Day tour Tuesday 20 June
- Lunch with General Assembly Delegates on Wednesday 21 June

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## SOCIAL FUNCTIONS

### Payment Procedures

Payment can be made by:

- Credit card. MasterCard, Visa
- Cheque made payable to ALGA
- Electronic Funds Transfer:  
Bank: Commonwealth  
Branch: Curtin BSB No: 062905  
Account No: 10097760

NOTE: If paying via EFT you must quote your transaction reference number on the registration form.

### Cancellation Policy

All alterations or cancellations to your registration must be made in writing and will be acknowledged by email.

Notification should be sent to:

Conference Co-ordinators  
PO Box 4994, Chisholm ACT 2905  
Email [conference@confco.com.au](mailto:conference@confco.com.au)

An administration charge of \$110 will be made to any participant cancelling before Friday 5 May 2017.

Cancellations received after Friday 5 May 2017 will be required to pay full registration fees. However, if you are unable to attend, substitutes are welcome at no additional cost.

By submitting your registration you agree to the terms of the cancellation policy.

### Privacy Disclosure

ALGA collects your personal contact information in its role as a peak body for local government. ALGA may disclose your personal contact information to the sponsors of the event for the purposes of commercial business opportunities. If you consent to ALGA using and disclosing your personal contact information in this way, please tick the appropriate box on the registration form. Importantly, your name may also be included in the General Assembly List of Participants. You must tick the appropriate box on the registration form if you wish your name to appear in this list.

### Photographs

During the National General Assembly there will be a contracted photographer, the photographer will take images during the sessions and social functions. If you have your picture taken it is assumed that you are giving consent for ALGA to use the image.

Images may be used for print and electronic publications.

### Welcome Reception and Exhibition Opening

**SUNDAY 18 JUNE 2017**

*National Convention Centre*

5:00-7:00 pm

\$50 per person for day delegates and guests.

No charge for full registered delegates.

No charge for registered accompanying partners.

**DRESS CODE** Smart casual.

### Buffet Dinner

**MONDAY 19 JUNE 2017**

*The Ballroom, National Convention Centre*

7:00-11:00 pm

\$100 per person.

**DRESS CODE** Smart casual.

Coaches will depart Assembly hotels (except Crowne Plaza) at approximately 6:45 pm with return shuttles commencing from 10:15 pm.

### General Assembly Dinner

**TUESDAY 20 JUNE 2017**

*The Great Hall, Parliament House*

7:00-11:00 pm

\$130 per person.

**DRESS CODE** lounge suit/collar and tie for men and cocktail style for women.

Tickets to the prestigious General Assembly Annual Dinner at Parliament House are always highly sought after. Due to the size of the Great Hall, places are limited and therefore booking early is highly recommended to ensure your place. Coaches will depart all Assembly hotels at approximately 6:45 pm with return shuttles commencing from 10:15 pm.

Note: Bookings are accepted in order of receipt.

### Canberra weather in June

Winter days in Canberra are characterised by clear sunny skies but the days are cool at around 12-15°C and temperatures do drop to 1°C on average in the evenings, so be sure to bring a warm jacket. Mornings can be foggy so keep this in mind when booking flights.

It is best to avoid early arrivals or departures in case of flight delays due to fog.

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## VENUE AND DRESS CODE

### **Exhibition Opening and Welcome Reception**

**VENUE** National Convention Centre,  
Constitution Ave, Canberra City.

**DRESS CODE** Smart casual.

### **General Assembly Business Sessions**

**VENUE** National Convention Centre,  
Constitution Ave, Canberra City.

All plenary sessions will be held in  
the Royal Theatre at the National  
Convention Centre.

**DRESS CODE** Smart casual.

### **Exhibition**

**VENUE** National Convention Centre,  
Constitution Ave, Canberra City.

The exhibition is being held in the  
Exhibition Hall of the National  
Convention Centre.

**DRESS CODE** Smart casual.

### **Buffet Dinner**

**VENUE** The dinner is being held  
in the Ballroom at the National  
Convention Centre.

**DRESS CODE** Smart casual.

### **General Assembly Dinner**

**VENUE** Parliament House.

The General Assembly Dinner is  
being held in the Great Hall.

**DRESS CODE** Lounge suit/collar  
and tie for men and cocktail style  
for women.

## PARTNER TOURS



DAY 1

**MONDAY 19 JUNE**

### **Canberra Sightseeing Cruise**

Enjoy the tranquillity of Lake Burley  
Griffin while we cruise around some  
of Canberra's best sights including  
the National Museum of Australia,  
the Carillon, the National Library  
and the High Court of Australia.  
After lunch you will have time to  
stroll around the Manuka shopping  
precinct or head back to your hotel  
(shuttle returns will be provided).



DAY 2

**TUESDAY 20 JUNE**

### **Canberra Homesteads**

Today we visit two of Canberra's  
Homesteads, Tuggeranong  
Homestead and Lanyon Homestead.  
Both homesteads have been  
owned by the Cunningham family  
for over 50 years. Lunch will be at  
Lanyon Homestead surrounded by  
beautifully landscaped gardens.

After lunch we travel to the National  
Gallery of Australia to see the  
Cartier Exhibition, which showcases  
the world's most exquisite jewels  
as well as Defying Empire, National  
Indigenous Art Triennial Exhibition,  
with 30 Aboriginal and Torres Strait  
Islander artists from across the  
country showcasing their work.

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## ACCOMMODATION

To book your accommodation at the rates listed below, complete the appropriate section of the registration form. Bookings are subject to availability and should be made prior to Friday 5 May 2017. All cancellations or amendments must be made in writing to Conference Co-ordinators and will be acknowledged by facsimile. Please note your credit card details are required to guarantee your room. Neither Conference Co-ordinators nor the hotel will make any charges against your credit card unless you fail to give 21 days notice in writing of your cancellation. Full payment of your account will be required at the time of your departure.

Note: All Canberra hotels have a complete non-smoking policy.

**Crowne Plaza**

1 Binara Street, Canberra

The Crowne Plaza is adjacent to the Convention Centre and only a short walk from restaurants, bars and the main shopping district. Featuring a contemporary design, the Crowne Plaza provides guests with an outdoor pool, sauna, health/fitness centre, 24-hour reception, concierge, undercover parking and onsite dining at the RedSalt Restaurant. All rooms are non-smoking and include iron/ironing board, tea/coffee making facilities, hairdryer and room service is available.

Superior Room: **\$305** per night  
single/twin/double

Deluxe Room: **\$355** per night  
single/twin/double

**Avenue Hotel**

80 Northbourne Avenue, Canberra

Opened in November 2014, the Avenue Hotel is Canberra's newest and only 5-star hotel in the CBD. The hotel has an onsite restaurant and bar, 24-hour reception and room service, gymnasium, undercover parking (charges apply per night) and guest lounge with free wifi. Offering hotel rooms, 1 and 2 bedroom apartments, all rooms have king size beds, rainfall showers, balconies and mini bar. The apartments also have full kitchen facilities, the Avenue is a 15-20 minute walk from the Convention Centre.

Superior King Room: **\$240** per night  
single/twin/double

1 Bedroom Apartment: **\$280** per night  
single/double

**Mantra**

84 Northbourne Avenue, Canberra

Mantra on Northbourne is centrally located and approximately a 15-20 minute walk from the National Convention Centre. The hotel features a heated indoor pool, sauna, fully-equipped gymnasium and the Zipp restaurant bar onsite. All rooms offer voice mail, individually controlled air-conditioning, pay per view movies, mini bar, tea/coffee making facilities, hairdryer and complimentary toiletries. One and two bedroom apartments also offer a separate lounge and dining area, fully-equipped kitchen and a laundry with washing machine, dryer, iron and ironing board.

Hotel Room: **\$227** per night  
single/twin/double

1 Bedroom Apartment: **\$269** per night  
single/twin/double

**Medina Apartment Hotel  
James Court**

74 Northbourne Avenue, Canberra

The Medina Apartments Hotel James Court is approximately a 15-20 minute walk from the National Convention Centre and is close to cafes, restaurants, gyms and shopping. The hotel offers reception, undercover parking, outdoor heated swimming pool, sauna, gymnasium and a restaurant delivery service. All rooms feature private balconies, climate controlled air conditioning, separate lounge/dining areas, broadband access (for a fee), spa bath, mini bar, fully equipped kitchen facilities and an in-room safe.

Note: Reception operates between the hours of 6.30am and 11.30pm.

1 Bedroom Apartment: **\$210** per night  
single/twin/double

2 Bedroom Apartment: **\$260** per night  
single/twin/double

**Novotel**

65 Northbourne Avenue, Canberra

Located on Northbourne Avenue, one of Canberra's main thoroughfares, the Novotel is a 15 minute walk from the National Convention Centre. The hotel offers 24-hour reception and room service, an onsite restaurant and bar, gymnasium and undercover parking (charges apply per night). In-room facilities include mini bar, tea/coffee making facilities, broadband (for a fee), Fox Sports and News, pay per view movies, climate control air conditioning, hairdryer, iron and ironing board. Executive rooms have a king size bed.

Standard Room: **\$270** per night  
single/twin/double

Executive Room: **\$300** per night  
single/twin/double

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## COACH TRANSFERS

### Qt Hotel

1 London Circuit, Canberra

Qt Hotel Canberra has recently been renovated throughout the foyer and restaurants. The rooms have been updated and offer balconies and high speed internet (for a fee), pay per view movies, mini bar, hairdryer, iron and ironing board. The hotel is a 15 minute walk to the National Convention Centre and has 24-hour reception, room service, onsite restaurant and bar.

Standard Room: **\$249** per night single/twin/double

### Waldorf

2 Akuna Street, Canberra

Located in the heart of Canberra's CBD, the Waldorf is only a couple minutes walk from the National Convention Centre. This hotel has 24-hour reception and provides guests with a gymnasium, indoor heated lap pool and onsite dining at the Waldorf London Restaurant.

All rooms have kitchen and laundry facilities, in room safe, dining table and chairs, complimentary cable TV, pay per view movies, high speed internet service (for a fee) and room service is available. One bedroom apartments also offer a separate lounge/dining area.

Studio Apartment: **\$200** per night single/twin/double

1 Bedroom Apartment: **\$220** per night single twin/double

### Welcome Reception and Exhibition Opening

**SUNDAY 18 JUNE 2017**

Coaches will collect delegates from all General Assembly hotels (except Crowne Plaza Canberra) at approximately 4:45 pm. The return coaches will depart at 7:00 pm.

#### Daily Shuttles to and from the National Convention Centre

A shuttle service between all General Assembly hotels (except Crowne Plaza Canberra) and the National Convention Centre will operate between 8:00 am and 8:30 am. Return shuttles will depart the National Convention Centre at 5:00 pm.

### Buffet Dinner National Convention Centre

**MONDAY 19 JUNE 2017**

Coaches will collect delegates from all General Assembly hotels (except Crowne Plaza Canberra) at approximately 6:45 pm. A return shuttle service will commence at 10:15 pm.

### General Assembly Annual Dinner Parliament House

**TUESDAY 20 JUNE 2017**

Coaches will collect delegates from all General Assembly hotels (including Crowne Plaza Canberra) at approximately 6:45 pm. A return shuttle service will operate between 10:15 pm and 11:15 pm.

## CAR PARKING

Parking for delegates is available underneath the National Convention Centre for a cost of approximately \$19.00 per day. Alternatively, voucher public parking is available 300m from the Centre at a cost of approximately \$15.70 per day. The voucher machines accept either coins or credit cards (Visa or MasterCard).

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REGISTRATION FORM

REGISTER ONLINE WWW.ALGA.ASN.AU

Multiple delegates > photocopy form Register online, download PDF or return this form to:

Conference Co-ordinators PO Box 4994 Chisholm ACT 2905 Phone (02) 6292 9000 Fax (02) 6292 9002 Email ngo@confca.com.au

By submitting your registration you agree to the terms and conditions of the cancellation policy

NGA17 NATIONAL GENERAL ASSEMBLY OF LOCAL GOVERNMENT 18-21 JUNE 2017 Australian Local Government Association ABN 31 008 613 876

PERSONAL DETAILS

Form fields for personal details including Title, Name, Surname, Position, Council/Organisation, Address, Suburb, State, Postcode, Phone, Mobile, Email, and Name for badge.

How did you find out about the General Assembly? [ ] ALGA [ ] State/Territory Association [ ] Council Other: \_\_\_\_\_

PRIVACY DISCLOSURE [ ] I DO consent to my name appearing in the 2017 General Assembly List of Participants booklet (name, organisation and state only disclosed) as outlined in the privacy disclosure on page 11. [ ] I DO consent to ALGA disclosing my personal contact information as outlined in the privacy disclosure on page 11.

REGISTRATION FEES

GENERAL ASSEMBLY REGISTRATION FEES

Please note registration does NOT include attendance at the Regional Cooperation and Development Forum

- EARLY BIRD REGISTRATION FEES (payment received on or before 5 May 2017) \$929.00
STANDARD REGISTRATION FEES (payment received on or before 2 June 2017) \$1,029.00
LATE REGISTRATION FEES (payment received after 2 June 2017) \$1,250.00
DAY REGISTRATION FEES [ ] Monday 19 June \$489.00 [ ] Tuesday 20 June \$489.00 [ ] Wednesday 21 June \$280.00

REGIONAL CO-OPERATION AND DEVELOPMENT FORUM REGISTRATION FEES

- REGIONAL DEVELOPMENT FORUM ONLY Registration fee \$425.00
GENERAL ASSEMBLY DELEGATE Registration fee \$225.00
STATE OF THE REGIONS REPORT 2017-18 (Single licence) \$240.00
STATE OF THE REGIONS REPORT 2017-18 (Organisational licence) \$700.00

ACCOMPANYING PARTNERS REGISTRATION FEES

REGISTERED ACCOMPANYING PARTNER Name for label badge: \_\_\_\_\_ \$260.00

SOCIAL FUNCTIONS INCLUDED IN FEES

One ticket to each of the following functions is included in the full General Assembly registration and/or accompanying partners registration fee. Please confirm if you will be attending by placing a tick in the appropriate boxes. To purchase additional tickets to any of the following functions please indicate the number required and complete the total amount payable.

REGISTERED DELEGATES AND PARTNERS

WELCOME RECEPTION AND EXHIBITION OPENING (SUNDAY 18 JUNE 2017)

I/we will attend: [ ] Delegate [ ] Partner Number of additional tickets [ ] @ \$50.00 each Total \$ [ ]

REGISTERED PARTNERS

Day 1 - Canberra Sightseeing Cruise (Monday 19 June 2017)

[ ] I will attend: [ ] Partner Number of additional tickets [ ] @ \$110.00 each Total \$ [ ]

Day 2 - Canberra Homesteads (Tuesday 20 June 2017)

[ ] I will attend: [ ] Partner Number of additional tickets [ ] @ \$110.00 each Total \$ [ ]

Registration form continues over the page



## 11.5 APPROVED COMMONWEALTH GOVERNMENT FUNDING (COMMUNITY DEVELOPMENT GRANTS PROGRAMME) - ROCKHAMPTON HOCKEY ASSOCIATION

**File No:** 12534  
**Attachments:** Nil  
**Authorising Officer:** Michael Rowe - General Manager Community Services  
**Author:** Margaret Barrett - Manager Parks

### SUMMARY

*This report seeks Council approval for a request to the Department of Infrastructure and Regional Development to transfer approved grant funding to Council in order to construct the two wet hybrid synthetic hockey fields and associated infrastructure at Parkhurst, and a subsequent amendment to the approved Capital budget.*

### OFFICER'S RECOMMENDATION

THAT:

1. Council approves a request be made to the Department of Infrastructure and Regional Development for the approved funding from the "Community Development Grants Programme" to be transferred from Rockhampton Hockey Association to Rockhampton Regional Council; and
2. In the event the request for transfer of funding is successful, Council approves an amendment to the approved Parks Capital budget of an increase in Capital revenue of \$600,000.

### BACKGROUND

The Commonwealth Government has approved funding to the Rockhampton Hockey Association to assist with construction of an additional wet hybrid synthetic hockey field. Council has also committed \$550,000 over two years from the 'Major Project Seed Funding for Improving Sporting Facilities through Sporting Clubs' project. Additional funds have been allocated by the State Government from the 'Get Playing Plus' program and the Works for Queensland program.

Table. Funding sources and allocations

|                                  | Council     | RHA       |
|----------------------------------|-------------|-----------|
| Council                          | \$550,000   |           |
| Works for Queensland             | \$2,475,375 |           |
| Rockhampton Hockey Assoc.        |             | \$396,594 |
| National Parks, Sport and Racing | \$946,594   |           |
| Federal Government               |             | \$600,000 |
| Total                            | \$3,971,969 | \$996,594 |

Council, the State and Commonwealth Governments have approved the re-location of the funding and the project to Olive Street, Parkhurst, from the original location at Birdwood Park (Kalka Shades).

Recent discussions between State Government and Council officers and the Rockhampton Hockey Association on the delivery of the project have highlighted that it would be advantageous for the project to be delivered by Council, with continuing input and participation by the Association. In recent weeks discussions with the Commonwealth Government Officers indicate that they may also seek Ministerial approval to transfer the approved funding to Council. This report is submitted to enable Council to consider this transfer and possible acceptance of the funding.

**BUDGET IMPLICATIONS**

An increase in approved Parks capital revenue of \$600,000 (C0984305) and the expenditure of this funding for the delivery of the project, in addition to the \$3,971,969 that Council has approved. The allocation of the revenue and expenditure over the 2016-17 and 2017-18 budget is unable to be indicated, and will be addressed in the next Revision.

**12 NOTICES OF MOTION**

Nil

**13 QUESTIONS ON NOTICE**

Nil

**14 URGENT BUSINESS/QUESTIONS**

*Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.*

## 15 CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

### RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation 2012*, for the reasons indicated.

#### 16.1 Smart Hub Startup Development Program and Supporting Contracts

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

#### 16.2 Rockhampton / Gladstone Airport Shuttle Contracts

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

## 16 CONFIDENTIAL REPORTS

### 16.1 SMART HUB STARTUP DEVELOPMENT PROGRAM AND SUPPORTING CONTRACTS

**File No:** 12472

**Attachments:**

1. RRC Smart Hub 2017 Operational Plan
2. Startup Club Smart Hub Lean Launchpad Proposal
3. Startup Stars Business in Bare Feet Proposal

**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer

**Author:** Drew Stevenson - Manager Corporate and Technology Services

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

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#### SUMMARY

*The Smart Hub 2017 Operational Plan details three startup development initiatives with the objective to accelerate the growth of our startup ecosystem. This report provides further details of two of the initiatives and seeks approval to enter into contracts under s235(b) of the Local Government Regulation (2012).*

**16.2 ROCKHAMPTON / GLADSTONE AIRPORT SHUTTLE CONTRACTS**

**File No:** 5883  
**Attachments:** Nil  
**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer  
**Author:** Drew Stevenson - Manager Corporate and Technology Services

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

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**SUMMARY**

*As part of the Rockhampton Airport business continuity plan targeting flood events impacting airport operations, Council had come to an agreement with Gladstone Regional Council to increase domestic flights to / from Gladstone to service Rockhampton region aviation commuters; including the implementation of free bus shuttle service to / from Rockhampton. This report seeks Council approval to enter into contracts, for bus shuttle services, under s235(c) of the Local Government Regulation (2012) as a result of T.C. Debbie flooding.*



**17 CLOSURE OF MEETING**