LAND MANAGEMENT PLAN
KERSHAW GARDENS

RESERVE FOR PARK AND RECREATION
(INCORPORATING NON-COMMERCIAL RESTRICTED CAMPING PROPOSAL)

CONSULTATION DRAFT

August 2018

ROCKHAMPTON REGIONAL COUNCIL

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1. Introduction

Subject Land	Kershaw Gardens
	R16326 Livingstone R930
	LOT 230 ON SURVEY PLAN SP143262
Trustee's Name	Rockhampton Regional Council
Trustee's Address	232 Bolsover Street PO Box 1860
	ROCKHAMPTON QLD 4700

1.1. Land Management Plan Duration

A major review of the Land Management Plan will be undertaken by the Trustee in consultation with relevant user/lessee at least once every five (5) years, or as existing or new interests are considered (or at the request of the Minister administering the Land Act 1994).

Minor amendments may be made by the Trustee to this Plan to improve operational or administrative efficiency of the Plan, with one (1) months' notice of such amendment being given by the Trustee to the State of Queensland (represented by the Department of Natural Resources, Mines and Energy), and subject to the approval of the Minister administering the *Land Act 1994*.

This is the second Land Management Plan prepared for this reserve; the first being completed and approved in 2000.

1.2. Compliance with legislation and planning schemes

Trust land is a collective term used to describe State land which has been previously reserved or granted in trust under the *Land Act 1962*, or dedicated as a reserve for one or more of the community purposes set out in *Schedule 1* of the *Land Act 1994*. Rockhampton Regional Council (here after Council), as Trustee, has been appointed to manage the subject land on behalf of the State, with the State's interests in mind, for the benefit of the people of Queensland, and having regard to the *Land Act 1994* principles of sustainability, protection, consultation and community purpose.

A secondary use may be authorised under the *Land Act 1994* subject to the approval of the Minister administering the *Land Act 1994*. The *Land Act 1994* Policy PUX/901/209 Secondary Use of Trust Land is relevant to the provisions of this Land Management Plan. In accordance with this policy a secondary use of trust land must not be inappropriate for the capability of the trust land, or jeopardise the public interest in the Trust land, by establishing a use which is substantially exclusive and/or commercial in nature.

In the management of the Trust land the Trustee will observe its 'duty of care' for the Trust land which will entail preventing degradation and contamination and ensuring good management practices prevail and will also fulfil its statutory obligations in accordance with:

- Chapter 3 Divisions 5-7 of the *Land Act 1994* and Land Regulation 2009;
- *Native Title Act 1993*; and
- *Native Title Amendment Act* 1998.

Reserve R930 is currently used for passive recreational purposes and scenic amenity; gardens, wetlands and lagoons, open spaces and, as well as public amenities, walking tracks, swings, park benches, BBQ table and chairs with covering gazebo.

The current use of the land is consistent with the purpose of the reserve and the Rockhampton Region Planning Scheme.

Council has considered and complied with the following acts, regulations and local government policies and plans.

- *Land Act 1994* and *Land Regulation 2009*, which are regulations that enhance the clauses of the *Land Act 1994*;
- DNRME Policies, including the Secondary Use of Trust Land Policy PUX/901/209, version 5, Land Management Planning Information Kit and Caravan Park Policy PUX/901/102 version 3.04;
- *Environmental Protection Act 1994*
- *Local Government Act 2009*
- *Sustainable Planning Act 2009*
- *Planning Act 2016*
- Rockhampton Regional Council Planning Scheme (and superseded Rockhampton City Plan)
- Rockhampton Regional Council Policies

2. Trustee Details

Rockhampton Regional Council

PO Box 1860

ROCKHAMPTON QLD 4700

Contact: Manager Parks

Ph: 1300 22 55 77

3. Existing Tenure of the Subject Land

Trust Land Description: Reserve Number R930 title reference 49013302 is known as Kershaw Gardens (here after Gardens). This land has been set aside for a public purpose being Parks and Recreation.

The property has the following land description, as shown by the locality map in appendix 1.

LOT 230 SURVEY PLAN SP143262

Parish:	Murchison
County:	Livingstone
Local Government:	Rockhampton Regional Council
Area of land (in hectares):	26.1 ha

Conditions of Tenure: The land has been placed under the control of Rockhampton Regional Council as Trustee and is to be managed in accordance with the principles of the *Land Act 1994* and the *Land Regulation 2009*.

4. Existing Description of the Subject Land

4.1. History of the Subject Land[1]

The use of the Moores Creek floodplain for horticulture and recreational pursuits is long established in the Rockhampton community. From the late 1880s South Sea Islanders, brought to the region as labour for agricultural and pastoral activities in Central Queensland, lived in the area around Creek, Ford and Simpson Streets upstream from the site now known as Kershaw Gardens. Many made a living from growing fruit trees, potatoes, mixed vegetables and peanuts on the creek floodplain. One of first commercial nurseries was established in the 1940's on the Moores Creek flood plain which was known to supply plants as far afield as Tasmania and Papua-New Guinea. The Moores Creek floodplain, in the lower portion of the Gardens, was used as an un-gazetted rubbish tip and landfill by the Borough of North Rockhampton and its successor the Rockhampton City Council from the 1910s onwards.

As the areas to the east and west of Moores Creek were subdivided, the horticultural use of the floodplain diminished. In 1976 the Main Roads Department began planning to resume land along the Moores Creek floodplain to join High and Alexandra Streets and to extend the Bruce Highway north from the yet to be constructed Neville Hewitt bridge.

In June 1978 a 13.1ha portion of this area was gazetted for Park and Recreation under the control of the Rockhampton City Council. In February 1981 the Council added the remaining land along Moores Creek to the reserve for landfill, but in February 1987 the Land Administration Commission gave approval for the Council to cancel this reserve and include it in the adjacent reserve for parks and recreation. In May 1987 about 5.5ha at the corner of the Bruce Highway and High Street was added to this reserve, following the Council's 1984 announcement that the area would be developed as the Cliff Kershaw Gardens[2].

On 20 February 2015 the Capricorn Region and Rockhampton was impacted by Tropical Cyclone Marcia. The cyclone was responsible for damaging a large part of the Garden's infrastructure and plants. Trees that were planted over 30 years ago were blown over exposing some of the old landfill.

Kershaw Gardens is currently undergoing remediation and restoration works to repair the damage caused by Tropical Cyclone Marcia. Rockhampton Regional Council is currently redeveloping the Gardens as part of the Kershaw Gardens Master Concept Plan.

The Gardens occupied several parcels of land with reserve boundaries remaining unchanged until 2016. The Department of Natural Resources, Mines and Energy (DNRME) applied to consolidate the reserve by reconfiguring 6 lots into 1 (including the reserve, unallocated state land). The amended survey plan was approved and registered as Lot 230 on Survey Plan 143262 on 9 February 2016 and the Gardens now covered an area of approximately 26 Ha.

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[1] Gistitin, C. *Quite a colony: South Sea Islanders in Central Queensland 1867 to 1993*. Brisbane: AEBIS Publishing; 1995.

[2] Morning Bulletin 11 May 1984 p.4.

Figure 1: Kershaw Gardens as it was back in the 1940's. The Moores Creek flats were farmed for fruit and vegetables.

Tomato Bushes 1946

Cabbages 1947

4.2. History of Community Use[3]

Work commenced on developing the site as a garden in 1976. From 1982 there were protracted negotiations between the Rockhampton City Council and the Department of Natural Resources over the sale as freehold or lease of a portion of the northern end of the Gardens (adjacent to the Aquatic Place / High Street roundabout) for the purpose of establishing a restaurant. After cleaning up the site, the irrigation system was installed in 1983-84, and planting started in the same year. The Kershaw Gardens opened for public use in 1988. [4]

4.3. Local Area Description

The reserve is currently zoned Open Space for the purpose of Parks and Recreation under the Regional Planning Scheme that became effective on 24 August 2015.

The surrounding land is used for transport, recreational, commercial and residential purposes and has limited impact on the subject reserve land.

On the western boundary the Bruce Highway runs the entire length of the Gardens. The original survey of the highway provided for future road development which has not occurred. As a result there is a section of road reserve that is currently vacant and could potentially be closed for future growth of the Gardens along the highway frontage.

To the north, there is a busy commercial and retail zone on the northern side of High Street. The area offers a large range of shopping and entertainment options including; Large Shopping Centre, Cinemas, Takeaway and Food outlets, Restaurants and Cafes, and vehicle maintenance.

Moores Creek flows along the lower lying part of the Gardens eastern boundary with houses and Woods Park located on the higher land to the east of the creek. There are several small areas of undeveloped open space running the length of the eastern bank.

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[3] McDonald, L. Rockhampton: a History of City and District. St Lucia: UQP; 1981.

[4] DNR file#ROC/004401

The Moores Creek waterway corridor is an open grassed creek flat to accommodate flood waters. The creek banks are lined with a narrow strip of long grass, sedges, shrubs and trees. The riparian vegetation along the Creek is habitat for wildlife and provides suitable shelter for nesting water birds.

To the south the Gardens are bounded by private residences in Dowling Street and a privately owned function facility.

4.4. Existing 'Uses' (Primary and Secondary):

Primary

The reserve is used by both residents and visitors to the region for passive and active recreation purposes (walking, exercising, playgrounds and picnics). The original purpose of the Gardens was to provide a living museum of local and Australian native flora. Rockhampton Regional Council has continued to establish and expand the Kershaw Gardens over the last 30 years. It has been during this time that the Gardens have been developed to become a premier destination park.

Prior to the cyclone, visitor intercept surveys undertaken in 2010 show that the main uses of the Gardens are for family outings (42%), Barbecues/Picnics (24%) and walking and exercise (40%). Only 6% of visitors captured in the survey came to the gardens to enjoy the plants (RRC Regional Open Space Plan, 2010).

Council had recently announced the Kershaw Gardens Upgrade Project. However due to the cyclone the project was postponed and has now been replaced by the Kershaw Gardens Master Concept Plan.

Council's expectations are that the future use of the Gardens will be similar to the manner they were used prior to the cyclone. This was reflected in the community consultation survey undertaken for the proposed redevelopment[5]. The key messages that came out of the survey included:

- Support for the redevelopment proposal.
- The provision of BBQs and picnic facilities, shaded playgrounds and picnic facilities.
- It was widely acknowledged that Kershaw Gardens was and should be a premier native garden. Ensuring this focus was the most common theme in terms of aspects to retain.

The playgrounds in the Gardens have always been a very popular destination for families and playgroups. Where achievable, the facilities and walking tracks (existing and proposed) will be wheel chair accessible and the playgrounds have been designed with inclusive play elements.

The Gardens are a common destination for visitors and the general community for formal and informal events. The convenient parking and large open spaces make the Gardens ideal for Council and community based healthy lifestyle programs and events like Kick Start fitness sessions and walking groups.

[5] Rockhampton Regional Council, *Draft Kershaw Gardens Master Concept Plan Consultation*, Rockhampton, November 2015 (this did not include any consultation for this Land Management Plan and the proposed non-commercial restricted camping for self-contained vehicles, or commercial vendor offerings)

Significant community events and celebrations are held at the Gardens from time to time, including; NAIDOC festival, Labour Day celebrations and Mater Hospital Teddy Bears Picnic.

There are no existing approved Secondary uses.

4.5. Existing Interests

There are no trustee leases or permits currently existing over the reserve. The Gardens is managed to promote the native garden concept and provide for community values associated with public open space, scenic amenity and recreation activities. To this end the Rockhampton Regional Council aims to maintain and enhance the following community interests and values.

Entrance Statement

The Gardens make a significant impression on travellers on the Bruce Highway arriving in Rockhampton from the north. The north-west corner is a densely vegetated area which contributes to framing the waterfall and lake. The water features, because of their frontage location, are both significant features for presenting the Gardens and Rockhampton. The Gardens frontage of more than a kilometre along the highway presents an opportunity to showcase the city and encourage people to stop and have a look around.

Plant Collections

The plantings and gardens, have mostly grown well, and in many places have achieved canopy closure, giving an attractive forest or woodland feel, and plenty of shade. From the beginning the Gardens were to feature Australian plants. Earlier plantings were of species from all over Australia, and many were not successful in the Rockhampton environment. Over the last 10 years the plantings have concentrated on plants from the Rockhampton region, and especially plants from the Brigalow and dry softwood scrub (rainforest) communities, and plants from the communities growing on serpentine soils which occur to the north-east of the City.

Before the cyclone there were approximately 800 species of plants growing in the Gardens. However, due to the large amount of plants that were destroyed the current inventory of species is unknown. Council is aiming to plant new gardens and trees to replace the ones that were destroyed as part of the Master Concept Plan.

Fauna

The Gardens contains wetland, forest, shrub and grassland habitats, and attracts a range of birds, reptiles and aquatic species, which use these habitats. Unofficial bird counts put the number of species found in the Gardens at 50, including many birds commonly found in these habitats and surrounding urban areas, but also some less common waterbirds and raptors.

Lizards, snakes and water dragons are commonly observed but there has been no official survey to ascertain the number or type of species found in the Gardens.

Moores Creek provides habitat for a number of aquatic species including fresh water turtles and fish species. A fish ladder was installed in 2012, and later modified in 2014, at the Charles Street crossing to allow fish to migrate up Moores Creek from the Fitzroy River estuary.

Wetlands and Waterways

There is 1.8 ha of artificial wetlands in the Gardens. These have education, landscape and wildlife conservation values, and are major elements contributing to the character of the Gardens. Their long-term existence has relied on access to water from the town water supply which allows them to be filled in times following extended dry periods. There are plans to incorporate the lagoons into the local stormwater drainage network. This will help ensure the wetlands are supplied with adequate water through the year, reducing the reliance on potable water.

Moores Creek forms the eastern boundary of the Gardens. The Creek is recognised in the 2010 Regional Open Space Strategy [6] as being one of the City's urban waterways which have values as open space, natural habitat and links with Mount Archer through the northern suburbs.

Social and Cultural

The Rockhampton Region Planning Scheme 2015 identifies Kershaw Gardens as a district destination park, serving the city and the region. The population of the Rockhampton Region Local Government Area is estimated to be 76,777, with 78% of the population living in Rockhampton[7]. The Region's residential growth front is focussed (in addition to Gracemere) in the northern areas of Parkhurst and Norman Gardens with continued growth in Gracemere to the south.

Due to the Gardens history and short period as a public facility it has limited cultural heritage significance apart from its value as a regional open space. The Gardens are home to several items representing European history with the addition of the relocated rail way station, and construction of the replica slab hut and Southern Cross windmill.

In 1989 the Mayor of Rockhampton, Councillor Jim Webber, laid a time capsule in the Gardens at the replica slab hut site in 1989 to mark the Bicentennial year. It is due to be opened in 2088.

Over recent years, the Gardens have been used for events such as the National Aboriginal and Islander Day of Celebration (NAIDOC) and Labour Day celebrations. This, along with walking programs and the involvement of the Society for Growing Australian Plants and the Friends of the Gardens, boost the social value that residents and visitors associate with the Gardens.

The area known as the Sensory Garden was opened in 1990 as the Stuart Fragrant Garden. The Garden was designed to provide access for all people specifically those with a physical or sensory impairment. The layout concept of the garden is based upon the botanical structure of a flower and features a variety of exotic plants with interesting perfumes or textures. The accessibility function of this structure is a worthy attribute for the Gardens.

4.6. Exclusivity & Restrictions on Existing Interests

Use of Kershaw Gardens is relatively unrestricted provided activities are either consistent with the gazetted purpose of the reserve, or where inconsistent, the

[7] Australian Bureau of Statistics, 2011Census Quick Stats, viewed 01 August 2016, http://www.abs.gov.au/websitedbs/censushome.nsf/home/quickstats?opendocument&navpos=220

activities received prior approval under the *Land Act 1994*. Activities on the reserve must also not contravene the *Land Act 1994*, Council policy and local laws.

Although there are no formal arrangements or encumbrances in place, there are a variety of groups and organisations with an interest in utilising the gardens and facilities for a range of informal and scheduled community uses and events. Major public and private events held on the reserve require council approval prior to the event being run. The general public can apply to hold an event or ceremony by completing a *Temporary Event Booking* form or a *Wedding and Ceremony Booking* form. Approval of the event will provide exclusive use of the area where the event is being held for the period stipulated on the booking form.

The residents and businesses surrounding the gardens are sensitive to activities in the Gardens, especially around the entrances. Any future intensified use or expansion of infrastructure to occur will need to take into consideration the impact on the community's interest and values associated with the Gardens. Council will undertake robust community consultation regarding any proposed inconsistent use of the reserve and ensure all necessary approvals under the *Land Act 1994* are obtained before accommodating such uses.

4.7. Existing Infrastructure

The reserve is serviced by electrical and water infrastructure which supports all uses. Vehicle access is supported by road infrastructure which is provided to the reserve and at all access points. There is also adequate car parking facilities at four locations.

Public toilets are open and available at the park during day light hours.

Due to the redevelopment currently underway the majority of facilities located in Kershaw Gardens are being repaired or replaced and are temporarily closed.

4.8. Detailed Site Description

4.8.1. Landform and Climate

The land occupied by the Gardens was originally alluvium deposited by Moores Creek in a shallow valley cut into the high terrace of the Fitzroy River floodplain on which North Rockhampton is located.

The current landform is much changed due to the site's use as a landfill and its subsequent capping, and further changes – mounds, waterfalls and wetlands - made during its development as a Garden. It is now a gently undulating landscape, rising from 5m elevation along Moores Creek on the eastern side to 10m on the Bruce Highway on the west.

Approximately 30% of the Garden landscape remains on undisturbed soils. In these areas the soils are alluvium clays and silts, with bands of coarser gravels and sands. Over the remainder of the site the soils are highly variable, consisting of material brought in to cap the landfill, and material disturbed by engineering works such as the construction of the Bruce Highway.

Rockhampton's climate is by definition tropical, as the City lies just north of the Tropic of Capricorn, but the mean annual rainfall is a relatively low 833mm (compared with Yeppoon on the coast with 1344mm). January and February are the wettest months, averaging 142mm each, and August and September are the driest, averaging 24mm. The mean daily maximum temperature is above 30 degrees from November to

March. Evaporation exceeds rainfall in every month. Supplementary watering – irrigation – is therefore important to grow healthy, vigorous plants.

4.8.2. Design and Layout

The Kershaw Gardens Concept Master Plan aims to return the Gardens to the attraction it once was. The proposed design and layout of the Gardens, as shown in appendix 2, has used the topography and planting to create an escape from the city's surrounding development. Spaces and viewing distances are enclosed and controlled using vegetation. Well maintained walking trails will be located amongst wetlands, garden beds, grassed mounds and treed settings with features such as nature play spaces, picnic facilities and waterfalls located within the planted settings. The scenic surroundings provide a back drop for popular BBQ picnic areas and playgrounds.

Bruce Highway

The Bruce Highway frontage generally presents well to passing traffic. As the Highway progresses south toward the Neville Hewitt Bridge, passers-by have an elevated view over the Gardens. The well-maintained lawns and garden beds offer an inviting frontage to approximately 32,000 vehicles per day[8], based on surveys carried out in 2009.

North-west Waterfall

This north-west corner of the Gardens contains a constructed waterfall and tropical planting dominated by palms, casuarinas and melaleucas. Behind the falls is a well-treed highpoint. A maintenance access track cuts through between the falls and hilltop. The hill separates the High Street car park and waterfalls, screening cars in the car park but segregating access to the falls. The surrounding landform is slightly undulating and predominantly trees in lawn. This portion is less developed or formalised than the rest of the Gardens in term of the use of the spaces, path links and planting themes.

High Street Car Park	Waterfall at night

[8] Department of Transport and Main Roads, *Annual Average Daily Traffic – Bruce Highway Knight Street*, State of Queensland 2009

North-east – High Street Car Park

The north-east corner contains the High Street car park and has the only formalised Garden entry treatment, landmarked with a stone wall and sign. The gravel car park is approximately 0.5 ha in size relatively flat. This section of the Gardens has a significant visual and physical link to Moores Creek and provides direct access to the creek.

Lagoon/wetlands

The lagoon and wetland section is a centrally located open space, only one of two significant grassed areas in Kershaw Gardens. This area overlooks the wetlands and is characterised by trees in lawn. The grassed area is well-maintained and its appearance changes into a more heavily vegetated state as you move east.

Wetlands

Central and Southern Precincts

Much of central and southern parts of the Gardens are currently under post cyclone restoration and redevelopment and not accessible to the public. However, the proposed redevelopment will involve the establishment of new paths, walkways and re-establish the gardens and forests. For more information on the proposed design and layout of the Gardens please refer to the Kershaw Gardens Concept Master Plan.

4.9. Native Title Status

The Native Title Act requires the court to determine not only if native title exists, but also the existence of other interests and how they will relate and interact with any native title.

In accordance with Queensland Government's Native Title Work Procedures[9] Council has undertaken consultation with the Department of Natural Resources, Mines and Energy (DNRME) to determine the Native Title status of Kershaw Gardens. DNRME has advised that there is no Native Title associated with Kershaw Gardens.

[9] Aboriginal and Torres Strait Islander Legal Service. *Queensland Government Native Title Work Procedures,* Queensland Government, 1998.

On the 21st June 2016, the Federal Court of Australia handed down their decision that recognises the Darumbal People of Central Queensland as the traditional owners of the claim area which covers approximately 2,500 square kilometres of land in and around Rockhampton, Yeppoon and Marlborough. The Federal Court decision recognises the Darumbal People's exclusive native title over parts of the land as well as their non-exclusive native title rights to access, hunt, fish and gather, conduct ceremonies and detach on the remainder of these lands.

5. Proposed Use/s of the Subject Land

5.1. Proposed Use of the Subject land

The proposed and continuing primary use of the reserve is for recreation purposes, which is consistent with both the current gazetted purpose of the reserve and Council's Planning Scheme. Council has recently approved the Kershaw Gardens Concept Master Plan. The plan will replace and upgrade the Garden's playgrounds and facilities once all the remediation and rehabilitation works have been completed.

In addition to this Council is currently seeking approval from DNRME regarding the use of a specific part of the reserve, known as High Street Car Park (refer to appendix 3), as a "non-commercial restricted camping option"[10] for fully self-contained vehicles as a consistent secondary use. Under DNRME's Caravan Park Policy PUX/901/102, an existing Reserve for Recreation may be used for camping with the provision of limited facilities. The policy further states that the length of stay is to be restricted to no more than three nights. A full scale caravan park with on-site accommodation, kiosk and full amenities is not consistent with a Reserve for Recreation.

Council has previously trialled two restricted camping sites located at Woolwash Lagoon, Port Curtis Rd and the Rockhampton Sound Shell, Yaamba Rd. Both sites are no longer promoted for use for the purpose. Both locations were not ideal sites for travelling visitors, due to the lack of proximity to shops, services, local attractions and recreational areas. In order to attract visitors to the area, who would normally not spend the night, the location for restricted camping needs to enable ease of access to shops, restaurants and entertainment for example. The addition of a non-commercial restricted camping option in the Kershaw Gardens will help attract opportunistic tourists and the 'Grey Nomad' demographic to Rockhampton.

Research carried out by Queensland Tourism and Events show that approximately 627,000 domestic overnight travellers visit the Rockhampton region per year. It is estimated that 7% of nights (43,890 nights) spent in Rockhampton are spent at non-commercial locations on the side of the road or on private property. Providing non-commercial restrictive camping options will help encourage more visitors to stay in Rockhampton and the region for a longer period of time.[11]

Attracting visitors to the Region will not only benefit local businesses but promotes Rockhampton and the Central Queensland Region as an attractive destination that caters to a broad range of accommodation preferences and holiday experiences.

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[10] Department of Tourism, Major Events, Small Business and the Commonwealth Games, *Queensland Camping Options Toolkit,* Brisbane, State of Queensland, 2014.

[11] Tourism and Events Queensland, *Tourism Research Australia's National Visitor Survey and International Visitor Survey – Rockhampton Tourism Profile, http://teq.queensland.com/Research-and-Insights, 2012 (accessed 26/09/2014)*

This is consistent with the feedback provided by the Rockhampton community during the BE HEARD Campaign workshops in 2010, that highlighted the community's vision to build a strong tourism industry and attract more tourists to the region and city.[12]

It is for this reason that Council is seeking an alternative option for travelling visitors. Restricted camping refers to sites that have limited or no amenities and requires vehicles to be fully self-contained as defined by the Campervan and Motorhome Club of Australia "Leave no Trace®" code of conduct[13].

The proposed location is a convenient site for a limited number of fully self-contained vehicles; it is close to shops, restaurants and entertainment, service stations. The Kershaw Gardens setting provides an attractive location for travelling visitors to stop and rest for a couple of days, while at the same time promoting one of the region's premier parks. As noted this activity-- - is consistent with DNRME's Caravan Park Policy PUX/901/102.

5.2. Management of Proposed Use

The Kershaw Gardens - High Street car park will be managed to accommodate dual purposes. The site will continue to be used as a car park for day visitors as well as accommodate self-contained restricted camping. The car park provides adequate space and is well contained by physical barriers (bollards and gardens) which provide separation between the car park and the Gardens. There is no maximum number of car parks allocated for restricted camping, as the car park is not formalised. Council's long term forecast is to formalise the car park, where consideration will be given to the allocation of a set number of car parks for restricted camping.

The northern section is the most underutilised part of the Gardens[14]. The design and layout provides an opportunity to incorporate secondary uses in the northern section without impacting on other sections of the Gardens that are more popular.

Council has existing regulatory frameworks that will assist in achieving collaborative management for the Gardens and provide for consistent secondary uses, such as restricted camping. The following proposed terms and conditions have been developed in consultation with DNRME, Council's Property and Insurance, and Planning and Regulatory Services sections. The terms and conditions have been developed to ensure the proposed consistent secondary use of the reserve can continue in accordance with state and local; policies, procedures and laws and will be displayed on public notice signs erected on the site.

5.2.1. Terms and Conditions - Permitted Activities

Day Visitor Car Park

- The use of the car park for local and travelling day visitors will continue.

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[12] Rockhampton Regional Council, *Rockhampton Regional Council Community Plan*, Rockhampton, 2010.

[13] Campervan and Motorhome Club of Australia, *"Leave no Trace®" Self Containment Code of Conduct Scheme,* http://www.cmca.net.au/services/leave-no-trace, May 2013, (accessed 17/11/2014)

[14] Rockhampton Regional Council, *Kershaw Gardens Land Management Plan*, Brisbane 2000.

- Signage will be installed to identify designated day parking sites. Council will actively ensure these are not used for restricted camping.
- Local day visitors will have access to the site all day but will not be permitted to stay overnight.

Non-commercial Restricted Camping – Fully Self Contained Vehicles

- Only vehicles that are fully self-contained will be permitted to stay overnight. Fully self-contained vehicles refer to motorhomes, campervans and caravans that have the following facilities totally contained within their vehicle[15];
    - sleeping and cooking facilities,
    - water reservoir,
    - grey water holding tank,
    - portable toilet cassette or black water holding tank.
- Permitted campers are only permitted to park in designated overnight parking sites.
- Permitted campers will be required to use the washing up, shower and toilet facilities equipped within their vehicles.
- Campers that fall outside these restrictions, ie are not fully self-contained will be directed to other caravan and camping sites that have facilities appropriate for them. This direction is given on signage installed on site and enforced by Council Compliance officers.
- The proposed camping is available all year round, with recognition that the peak and popular times are in the late autumn, winter and early spring months.

Off-Site Public Dump Point

- The High Street car park is a non-commercial restricted camping site with limited (no) facilities and is not equipped with a public dump point on site.
- Visitors will be required to empty grey and black water retention tanks at the public facilities located at the Rockhampton Sound Shell on the Bruce Highway (Yaamba Rd) as shown by map in appendix 4.

Operating Hours

- Duration for restricted camping will be limited to no more than 48 hours (2 nights), after which campers will be required to leave the site.
- Council reserves the right to temporarily and completely restrict access - as it sees fit.

Public Facilities

- All visitors are permitted to use the existing facilities located in the car park and surrounding Kershaw Gardens, including; playgrounds, toilets, tables, benches, BBQ areas and rubbish bins.

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[15] Campervan and Motorhome Club of Australia, *"Leave no Trace®" Self Containment Code of Conduct Scheme,* http://www.cmca.net.au/services/leave-no-trace, May 2013, (accessed 17/11/2014)

- New public toilet block is planned for the redeveloped central precinct located approximately 500m from the car park. However, the toilet block will only be open until around 8:00pm with doors being locked overnight.

Cooking – Gas and Electric BBQs

- Self-contained gas and electrical cooking equipment is permitted.

Domestic animals

- Animals are permitted on the reserve provided they are accompanied by a responsible person and are secured on a leash, by a cage or enclosure.
- Permitted campers with pets will be required to care for the animal in accordance with Council's local laws.

Photo showing High Street Car Park

Photo showing rubbish bins available for rubbish disposal.

5.2.2. Terms and Conditions– Prohibited and Restricted Activities

No Camping – Tents and Non-Self-Contained Vehicles

- Tents and non-self-contained vehicles are not permitted to camp overnight.
- Portable toilets ("portaloos"), showers and other portable camping equipment are not permitted. Unless wholly contained within the self-contained vehicle or caravan.

Rubbish Disposal

- Littering and dumping of rubbish is prohibited. All rubbish is required to be disposed of in bins.
- If bins are full campers will be required to take rubbish with them and dispose of it at an alternative authorised site or at the Council land fill. Council regularly monitors waste levels and bin numbers/availability in all Parks and, if required, will add more bins or increase the frequency of bin collection.

Grey Water and Black water Discharge

- Discharge of grey water or black water into the car park or surrounding gardens and waterways is prohibited and will be subject to Council's local environmental

nuisance laws. Council will deal with any incidences as per legislative powers and requirements.

Noise

- No excessive noise (generators, loud music) before 8 am or after 7 pm in accordance with local law provisions.

Public notice signs displaying the authority, terms and conditions and penalties for overnight parking in Kershaw Gardens High Street car park. These signs will be amended to direct non-compliant travellers or compliant travellers when stays reach the 48 hour maximum stay, or when the facility is fully occupied, to local caravan parks. Further, an amendment will be made that generators can only be used between 8am and 7pm in order to comply with section 440S of the *Environmental Protection Act 1994.*

5.2.3. Regulation and Compliance

Local Government Local Laws

Local laws cater for the use and regulation of council land and trust land where the CEO has issued permits to authorise prescribed activities. Activities associated with the use of the High Street car park area will be regulated under the existing local law framework. Council Officers will carry out regular random inspections and respond to customer service requests. The following local laws and subordinate local laws are available to Council to assist in regulating the conditions of entry and use of the self-contained overnight stop over site:

- Local Law No. 1 (Administration)
- Subordinate Local Law No. 1.6 (Operation of Camping Grounds) 2011
- Local Law No 2 (Animal Management) 2011

- Subordinate Local Law No 2 (Animal Management) 2011
- Local Law No. 3 (Community and Environmental Management) 2011
- Subordinate Local Law No. 3 (Community and Environmental Management) 2011
- Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2011
- Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2011

Regulating Terms and Conditions

Council has in place the following strategies to regulate the terms and conditions developed for the site.

- On-site signage displaying terms and conditions, which require amendments detailed in 5.2.2.
- Reports from the public and Council parks and gardens staff submitted to Customer Service Centre.
- Planning and Regulatory Services officers responding to customer service request.
- Regular random inspections carried out by Council officers.

Council will rely on Parks staff, Planning and Regulatory Services and the general public to assist in ensuring the terms and conditions established for the restricted camping site are followed.

Council parks and gardens officers are onsite seven days a week carrying out general duties. Incidents that are observed, or that they are made aware of, which are in breach of Council's local laws or the terms and conditions established for the restricted camping site are required to be reported to the customer service centre.

The Council's customer service centre is open from 8 am – 5 pm Monday to Friday with an on-call service for requests that are made out of opening hours. Upon receiving a request or complaint from Council staff or the general public the customer service officer will log the request and allocate the task to the appropriate Council Department. Council's customer service charter outlines the targeted response times for each department to meet when responding to service requests, as listed in the table shown in appendix 5, under Planning and Regulatory Services.

Planning and Regulatory Services are responsible for handling all compliance issues. The issuing of infringement notices, warnings and fines will be carried out in accordance with the Council's Infringement Notice Policy[16] and Enforcement Strategy[17] and relevant work instructions.

[16] Rockhampton Regional Council, *Infringement Notices Policy (Community Policy),* Rockhampton 2014 - http://www.rockhamptonregion.qld.gov.au/AboutCouncil/Policies-and-Procedures/Community

[17] Rockhampton Regional Council, *Enforcement Strategy,* Rockhampton 2014

If breaches or non-compliance issues are identified, Compliance Officers have the authority to issue verbal warnings (legislative notices) and request the parties to cease activities or leave the premises.

In the case of further non-compliance, Officers have the authority to issue further Compliance notices and fines penalty infringement notices. If the perpetrator/s still refuse to comply with Council Officers' directions the incident will be reported to police who will carry out an investigation and act accordingly.

Dispute Resolution

All complaints and disputes will be managed in accordance with council's Complaint Management Policy (POL.A2.12)[18] and the Actionable Communications and General Complaints Procedure (PRO.F4.7)[19], which deals with the initial investigation and subsequent actions.

All complaints and reports will be treated as private and confidential including the complainant's name and contact details in accordance with Council's privacy policy. Complainants not satisfied with the outcome of the investigation may appeal the decision under the Administrative Action Complaint Management Procedure (PRO.A.2.12.1)[20].

Where the affected person remains dissatisfied with a Council decision, the matter may be referred to an outside agency. The Investigations Unit will liaise with the affected person to determine their options for referral.

5.3. Existing Facilities

The High Street car park and proposed short term camping site covers an area of approximately 0.5 hectares and is located at the northern entrance of the Gardens as shown in appendix 2 – Kershaw Gardens Concept Master Plan - Site Plan (Figure 1-2-3).

The High Street car park site has been constructed with one access and a large open area suitable for use as a car park. The entrance is landscaped with a stone wall and signage combined with a row of shrubs forming a screen between the road and car park. The majority of the car park area is covered with loose gravel with some lightly grassed areas. There is a small section of sealed bitumen road which is the access road to the car park.

The car park boundary (to the balance of the reserve) is defined by a row of bollards which prevent unauthorised vehicle access to the Gardens. A lockable service gate has been integrated within the bollards to allow access by authorised vehicles for maintenance.

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[18] Rockhampton Regional Council, *Complaint Management Policy (POL.A2.12)*, Rockhampton, 2013. http://www.rockhamptonregion.qld.gov.au/AboutCouncil/Policies-and-Procedures/Governance

[19] Rockhampton Regional Council, *Actionable Communications and General Complaints Procedure (PRO.F4.7)*. Rockhampton, 2011. http://www.rockhamptonregion.qld.gov.au/AboutCouncil/Policies-and-Procedures/Governance

[20] Rockhampton Regional Council, *Administrative Action Complaint Management Procedure (PRO.A.2.12.1),* Rockhampton, 2011. http://www.rockhamptonregion.qld.gov.au/AboutCouncil/Policies-and-Procedures/Governance

Council believes that the existing infrastructure located at the car park is adequate for self-contained restricted short term camping needs. The following infrastructure currently exists at the car park facility as shown by the map displayed in appendix 3 - High Street Car Park – Site Plan.

- Trees and gardens
- Irrigation system
- Tap x1 (locked)
- Pine bollards x76
- Wheelie bins
- Service gate
- Storm water drain
- Interpretive signs
- Landscaped entrance wall
- Regulatory Signs

5.4. Opportunities and Constraints of the Proposed Use

5.4.1. Opportunities

The scenic setting and proximity to facilities and services makes the proposed site an ideal location for travellers wishing to stay one or two nights. Authorising the use of the car park for non-commercial restricted camping will attract many opportunities to the businesses and greater community of Rockhampton, such as:

- Increase visitation to Kershaw Gardens.
- Attract opportunistic tourists and 'Grey Nomad' demographic to stop in Rockhampton and stay in the region.
- Business opportunities will come from increased tourist dollars being spent in Rockhampton.
- Campers that are not attracted to the restricted camping option will seek out commercial options for their preferred accommodation requirements.
- Non-compliant campers and campers wishing to stay for an extended period of time will seek out commercial accommodation for longer stays.

5.4.2. Constraints

Although unique, the restricted camping proposal will have several constraints that are common with non-commercial camping initiatives. However, Council believes that by working in close consultation with government and industry stakeholders, local businesses and residents the following constraints can be managed appropriately.

- State approval – State government has a responsibility to ensure that the land use being proposed is consistent with the land's intended community purpose. This includes the requirement to carry out community and stakeholder consultation. The proposed secondary use of Kershaw Gardens for non-commercial camping is identified as being a use consistent with the community purpose reservation of Park and Recreation, in accordance with DNRME's Caravan Park Policy PUX/901/102. As such the proposed consistent use may only be approved by the Minister administering the Land Act 1994 once it has been shown that there will be no demonstrable negative commercial impact on businesses within the region and where the use will not detract from the primary purpose for which the lands are reserved.

- Undesirable visitor behaviour – Issues associated with undesirable behaviour will have a negative impact on local and travelling visitors.
- Standard and condition of car park - The car park is relatively uneven which will restrict the number of vehicles that could safely use the site. Council is aware of the condition, and that improvements to pedestrian access are required between the High St car park and the commercial and retail outlets in Aquatic Place and High St. Pedestrian access to the site is limited to a footpath along the Bruce Highway from the Knight Street entrance, where there is a dedicated pedestrian crossing. There is currently no dedicated pedestrian crossing from the car park to Stockland. Any future development of the High Street intersection will be required to cater for pedestrians.
- The risk of flooding - The Q100 flood level is within 50 m of the site with some parts of the car park access being susceptible to temporary inundation during high intensity rainfall events.

5.5. Development intended

General maintenance and beautification of the reserve and upkeep of the buildings on the reserve will continue to be undertaken by Council as trustee under the *Land Act 1994.*

5.5.1. Kershaw Gardens Concept Master Plan

The Gardens have developed over the last 30 years as a destination park for Rockhampton and the surrounding region, showcasing native flora, mixed with areas of irrigated turf. Previous community surveys have identified the need for improvements for Kershaw Gardens so that it could be used to its fullest potential.

As a result of the damage caused by the cyclone, Council has approved the Kershaw Gardens Master Concept Plan. The main focus of this upgrade is family fun in “Rocky’s Big Back Yard”, using elements that will broaden the appeal and use of Kershaw Gardens; upgrades and expansions to playgrounds and picnic facilities will help attract visitors to the Gardens, open space and facilities will promote active and healthy life style; and devoted facilities for pop up food vendors would provide beverages and light refreshments during weekends and special events. The proposed pop up food vendors would not be at the site permanently, but during high usage times such as weekends and also during events to provide an ancillary use when the need arises.

The Kershaw Gardens Concept Master Plan includes the following development:

Northern Precinct

- The rejuvenation of the northern gate to provide an entrance in a natural setting.
- The enhancement of the waterfall that provides various photo opportunities and scenic back drop to the Gardens highway frontage.
- A rock bed creek and low lying ephemeral wetland that creates new habitat for fauna and provides opportunity to sit by and relax.
- A large open space suitable for community events and activities.
- Identification and utilisation of High Street car park as a non-commercial self-contained restricted short term camping site.

Central Precinct

- Central Precinct major play area; featuring a wet and nature play areas, and playground expansion.
- A shade structure/ cover over the new play area.
- New amenities block located within the Central Precinct.
- New picnic shelters and barbeques situated throughout the gardens.
- The open promenade in the Central Precinct will provide a suitable location for temporary food vendors, markets or other community events.
- Devoted power, water and greywater services to accommodate events, food vendors and markets.
- Removal of redundant wood-burning barbeques
- Upgrade of the Central Precinct (Knight Street) car park
- Excision of part of Reserve as Road Reserve for existing pad-mounted electricity substation.

Southern Precinct

- Enhancement of the rapids water element and rock bed creek.
- Kick about open space and forest running track for play and active recreation opportunities.
- Construction of a new enclosed dog off-leash area with agility elements.

Please refer to appendix 2 for a copy of the *Kershaw Gardens Concept Master Plan - Site Plan* for the expansion and upgrades layout details associated with the redevelopment.

5.5.2. High Street Car Park - Self Contained Non-Commercial Restricted Camping

Council is currently seeking approval from DNRME regarding non-commercial restricted camping for fully self-contained vehicles in the High Street car park. This proposed use is consistent with DNRME's Caravan Park Policy PUX/901/102. There are no plans to expand or construct new infrastructure specifically to cater for this use in the Gardens. Council intends to manage the site using the limited facilities already available and relying on existing infrastructure to service the use.

5.6. Exclusivity & Restrictions of proposed use & associated development:

The vision is to manage Kershaw Gardens with a multiuse purpose, as a park for the display of native botanic species and recreation opportunities and permitting non-commercial restricted camping for fully self-contained vehicles.

Council intends to maintain and enhance the current use of the Kershaw Gardens by continuing full access and use of the land by the public. Council believes the proposed upgrades to the Gardens will enhance its recreational use without restricting access to the gardens or impacting on the Gardens' existing purpose or values.

5.6.1. Temporary Events and Community Functions

There are currently no leases or permits restricting the use of Gardens by the general public. The various sections within the Gardens are available to be reserved by the

public for temporary private and public events through the Council's community events booking arrangements.

Event bookings approved by the Council will have access and use of the area for the duration stipulated within the *Temporary Event Application* form. Events proposed for the High Street car park section of the Gardens will be impacted by the vehicles in the car park, which will have to be taken into consideration when organising an event.

Food vendors and market stalls will need to apply to Council for a permit to serve refreshments and beverages as per normal food licensing legislative requirements. These particular food vendors and market stalls are only able to be onsite during the approved temporary event.

5.6.2. Kershaw Gardens Remediation and Restoration Program and Concept Master Plan

Kershaw Gardens is currently undergoing remediation and restoration works to repair the damage caused by Tropical Cyclone Marcia and redevelop the Gardens facilities. The *Kershaw Gardens Remediation and Restoration Program* involve establishing the extent of landfill, removal of debris and damaged equipment and the remediation and rehabilitation of exposed land fill waste.

In order to carry out the remediation and rehabilitation works access to parts of the Gardens were closed under the authority of *Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2011, Section 8*[21]*.* The rehabilitation and development works being carried out will prevent the public from using some parts the Gardens as intended, although, only for the duration of the works.

All rehabilitation works will be carried out in accordance with the *Draft Site Based Management Plan*[22] and *Asbestos Management Plan*[23]. The plans detail the remediation and restoration works being carried out through the duration of the program. Furthermore, strict procedures and monitoring requirements must be followed when carrying out future re-development within the Gardens. The *Receiving Environmental Monitoring Program*[24] has been developed to monitor the condition of ground and surface water quality in, and adjacent to the Gardens.

Once the remediation and restoration program has been completed works will commence on the recently approved Kershaw Garden Central Precinct Development Project. It is expected that the completion of the project will enhance the use of the Reserve by the public for its intended purpose. The redevelopment of the pathways, playgrounds and facilities is expected to attract more visitors and increase the use of Gardens without diminishing or restricting its use by the public.

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[21] Rockhampton Regional Council, *Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads),* Rockhampton Regional Council, Rockhampton 2011.

[22] CQG Consulting. *Draft Site Based Management Plan*. Rockhampton Regional Council 2015, Rockhampton.

[23] CQG Consulting, *Asbestos Management Plan*. Rockhampton Regional Council 2015, Rockhampton.

[24] Rockhampton Regional Council, *Kershaw Gardens Receiving Environment Monitoring Report*, Rockhampton Regional Council (2015), Rockhampton, Queensland.

5.6.3. High Street Car Park - Self Contained Non-Commercial Restricted Camping

The following management issues have been identified as restricting the use of the High Street car park for the purpose of a self-contained non-commercial restricted camping.

Planning Scheme

Council's Planning & Regulatory Services have stated that the land is zoned Open Space. The definition that applies to the non-commercial restricted camping use is that of "Park" under the *Rockhampton Region Planning Scheme 2015*. The use definition of "Park" under the Planning Scheme includes "ancillary vehicle parking and other public conveniences."

The ancillary use of the premises for parking of fully self-contained vehicles falls within the ambit of the "Park" use definition under the Planning Scheme as it is a use which could be characterised as ancillary vehicle parking, or a public convenience.

The use of the premises for parking of self-contained vehicles for no more than 48 hours does not constitute a material change of use, and is ancillary to the use of the premises as a "Park", which is accepted development in the Open Space Zone and for which no development permit is required. Further, the use complies with DNRME's Caravan Park Policy PUX/901/102.

Scenic Amenity and Garden Values

High Street car park has been identified as an ideal site for the proposed non-commercial restricted camping. The car park occupies approximately 1.9% of the reserve's total area and is contained physically by bollards and visually separated from the main gardens by the waterfall and densely vegetated hill. The Garden's topography and vegetation provides a visual and audible screen from visitors enjoying the Gardens and motorists travelling along High Street and Moores Creek Roads. Therefore the restricted camping would not detract from the primary purpose of the reserve for Park and Recreation.

Under this management plan the values associated with Kershaw Gardens are maintained because of the car park's small size and isolation from park features.

Increased Use of Car Park

The authorisation of proposed self-contained restricted short term camping in the High Street carpark will mean more vehicles will use the car park. However, the capacity of the car park will not change, only the number of vehicles that use the car park during the night and the length of time vehicles remain on the property.

The impact on surrounding businesses and residents is anticipated by Council to be minimal. Surrounding businesses and residents have adequate access to parking space for their own purposes and will not be impacted by the number of vehicles using the car park.

It is Council's view that there is no demonstrable negative commercial impact on businesses within the region. People using the restricted camping area may use commercial camping grounds if the stay is longer than 48 hours or the vehicle does not meet the definition of self-contained. However, if the restricted camping area was

not available some of these tourists would simply pass through Rockhampton without stopping.

The adverse impact of the amount of time people park their vehicles is associated with nuisance issues, such as noise. The location of the car park provides an adequate buffer of approximately 150 m to the closest business and residence. All reports of nuisance issues will be addressed through Council's existing local law framework.

Council's traffic management unit has previously carried out a vehicle count on High Street and confirmed the impact of increased traffic would be negligible and will not impact traffic flow or access to surrounding businesses and residences[25].

Plate 1: High Street car park entrance and access road.

Access

Access to the car park is via a bitumen road that runs off High Street.

'No Parking' zones have been established along the access road to ensure access is maintained and allow for safe pedestrian access beside the road. Council will continue to maintain the access road and enforce parking restrictions to ensure it allows free and clear access at all times.

Pedestrian access to the site is limited to a footpath along the Bruce Highway from the Knight Street entrance, where there is a dedicated pedestrian crossing. There is currently no dedicated pedestrian crossing from the car park to Stockland. Any future development of the High Street intersection will be required to cater for pedestrians.

Design and Layout

The car park site will take on a dual purpose to accommodate day visitors and visitors staying overnight. Council has designed the car park layout generally in accordance with the camping options toolkit - performance criteria and principles[26].

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[25] Rockhampton Regional Council – Strategic Infrastructure, *Kershaw Gardens Traffic Review*, Rockhampton, Rockhampton Regional Council, 10/12/2014.

[26] Department of Tourism, Major Events, Small Business and the Commonwealth Games, *Queensland Camping Options Toolkit,* Brisbane, State of Queensland 2014.

In the case of dual purpose rest stops The Department of Transport and Main Roads – Guidelines to Rest Stop Areas[27], recommends that parking spaces for permitted restricted campers are kept separate from day visitor car parking. Council has installed "Day Parking" signs to ensure there is enough room for day visitors to continue to park their cars when visiting the Gardens during the day.

Several areas have been designated as 'No Parking' zones for the purpose of maintaining access to the car park, providing safe egress for pedestrian traffic, and maintaining access for emergency and service vehicles.

Safety and Security

The car park area is poorly lit and visibility from the roadway is limited which may create a risk to the public's property and personal safety.

Council has in place vandal and crime prevention strategies that will continue to be implemented to address current and any new issues that may arise from the proposal. Signs will be erected displaying emergency contact details and warning for visitors wishing to stay in the car park overnight to secure all vehicles and property.

Council believes that the initiative will encourage more people to use the area and this may discourage incidents of vandalism and break and enters.

Stormwater Runoff and Drainage

Existing stormwater drainage is adequate for typical storms and showers. Council currently has no plans to upgrade the storm water system and will continue to monitor and maintain the existing drainage to allow stormwater to drain freely.

Council will explore other options that could assist with stormwater drainage and run off, such as levelling and use of bund walls and garden beds to manage stormwater run-off if required.

Public Health Impact

A common issue associated with non-commercial restricted camping at previous sites is poor sanitary hygiene. People without access to toilets in their vehicles will use the surrounding gardens and bushland instead. This can create a public health hazard for the general public visiting the Gardens. One strategy is to restrict the use of the area to fully self-contained vehicles only but this will not address the behaviour of illegal campers.

In order to the address issues of poor sanitary hygiene Council will have staff which service and check the grounds daily and if required respond to customer service requests from the public. Options available to the Council include; issuing legislative warnings and infringement notices, cleaning up the mess at the expense of the individual or, if no individual can be identified Council will arrange for suitably trained Council officers to safely remove and dispose of bio-hazards material. Council will adhere to all legislative requirements in relation to reporting.

As the site is not currently sealed, dust may become a concern given the increased volume in vehicular traffic. Although there are no immediate plans to seal the car park it has been identified as a future need for the car park. Parts of the site are well grassed which reduces the occurrence of excessive dust. However, when necessary

[27] The Department of Transport and Main Roads, *Guideline - Rest Areas and Stopping Places,* Brisbane, State of Queensland 2014.

Council will respond to concerns regarding dust levels and treat the area with water to reduce dust levels on an as needs basis.

Environmental Impact

Under the *Environmental Protection Act 1994* Council has a 'duty of care' to take all reasonable action to prevent contaminated run-off entering Moores Creek. Council currently utilises existing infrastructure and landscaping options (garden beds and plantings) to manage run-off. Council Officers will continue to monitor the performance of landscape features as a means to mitigate storm water run-off and take appropriate action if required.

Ground and surface water quality monitoring being carried out under the Receiving Environmental Monitoring Program will contribute to monitoring potential environmental impacts.

Response to Discharge of Bio-Hazardous Material:

Council will be responsible for the response, treatment and removal of hazardous material in the event of fuel and oil spills or discharge of bio-hazardous material onto reserve land. Council's response and clean-up operation will be carried out in accordance with Council's Draft Work Instruction for Response to Fuel and Oil Spills Procedure and Response to Bio-Hazard Discharge Procedure, as shown in appendix 7.

All incidents involving pollutant and bio-hazardous material shall be reported in accordance with Councils WH&S Incident Reporting and Recording Procedure[28]

Community and Volunteering Opportunities

Council's vision involves encouraging community service clubs and organisations, such as Rotary and Lions to provide a simple welcoming service. This could include organising a meet and greet over a tea or coffee where local volunteers could advise travellers the site's terms and conditions or of other accommodation alternatives for longer stays. Service clubs could use the opportunity to run sausage sizzles or ask for donations to help fund local charity projects.

Other opportunities could include clean ups or the installation of park benches or tables to enhance the Rockhampton experience for visitors and raise public awareness of their organisation.

Council Resources

It is expected that the increased use of the car park will result in an impact on Council resources through the provision of staff time and resources. Council staff will be responsible for the following duties;

<u>Local Laws– Planning & Regulatory Services Section</u>

- Regulate conditions of entry and use and enforcement of local laws.
- Response to customer service requests.

[28] Rockhampton Regional Council, *WH&S Incident Reporting and Recording Procedure WHS-WP 6.1.1,* Rockhampton, 2013.

Environmental and Public Health – Planning & Regulatory Services Section

- Assist with development and implementation of strategies to minimise impact on environmental and public health.
- Regular random inspections and monitoring of environmental and public health impact.

Parks Section

- General day to day operation of the gardens and affiliated activities.
- Maintain the grounds and facilities in a clean and orderly manner through existing Council rubbish disposal and maintenance programs.
    - Rubbish bins are emptied 1-2 times a week.
    - Mowing grounds as standards require.
    - General clean up as required.
    - Repair facilities as required.
- There is Parks staff working in the Gardens seven (7) days a week, with staff on call to attend urgent incidents out of hours.

As there are currently no plans to construct or expand existing infrastructure there is no anticipated cost associated with the proposal, apart from staff time and resources. Council will use existing systems to measure and respond to the impact on staff resources by monitoring staff time and activity logs.

5.7. Commerciality:

Non-commercial restricted camping will be free of charge and is not intended to raise revenue. Council aims to target a specific portion of the travelling / camping market. These are opportunistic tourists and travellers that are travelling in fully self-contained motorhomes and caravans and that may otherwise pass through Rockhampton to find alternative non-commercial accommodation. The commerciality of non-commercial restricted camping is non-exclusive and benefits the entire community through the money that is spent while people are staying in town.

Council is aware that there are several commercial caravan and camping businesses in Rockhampton that offer sites for self-contained and serviced camping options. Council aims to minimise competition with commercial caravan and camping parks through the following strategies:

- Minimising the number of people that use the non-commercial restricted camping site by restricting the type of vehicles that can stay overnight to fully self-contained vehicles.
- Maintain the site as a non-commercial restricted camping site with limited facilities. It is anticipated that the lack of amenities and limited capacity will contribute to reducing the number of visitors choosing to stay at the site.
- Council will provide information about alternative accommodation and other places of interest on promotional material; on the Welcome to Rockhampton Region website (www.myrockhampton.com.au), on social forums and at the site via signage.

The proposal is not intended to adversely affect local businesses and is only targeting opportunistic tourists and travellers that would otherwise pass through Rockhampton. Council acknowledge that the non-commercial restricted camping site may have an impact on local business and openly invite commercial operators to

discuss possible options to assist in minimising the impact on local businesses, while still providing a service that is currently not available.

6. Community Consultation

Community ownership and expectations of how public land is managed and used is an important consideration when any new land use is proposed. Community consultation will be carried out in accordance with Rockhampton Regional Council's Community Engagement Policy which requires consultation on this Draft Land Management Plan to be undertaken when one of the following occurs:

- legislation requires it;
- a funding agreement requires it;
- the Council direct it; or
- if a service, plan, community facility, community focused policy or event is being:
    - introduced
    - discontinued
    - built
    - changed
    - developed
    - replaced
    - disrupted
    - repaired, or
    - hosted

Council has developed a community engagement plan to manage the community consultation process in accordance with Council's Community Engagement Policy. The community engagement plan identifies all stake holders that are directly and indirectly impacted by this proposal and provides the methods and process used to effectively engage with each stakeholder.

The development of the 2018 Kershaw Gardens Draft Land Management Plan, and associated activities proposed within, has been assessed as having a *Level 2 – high local impact* which is defined as an activity or event that has a *"high level of real or perceived impact or risk on a local area, user group or specific facility".*

Based on this assessment community consultation will be undertaken to contribute to; the development of this management plan, proposed tenure arrangements, and the use of the public reserve in the following manner:

6.1. Public Notification

Public notification will be provided to the community in accordance with the State Government's Management of Trust Land Policy and Council's Community Engagement policy and procedures. Residents and stakeholders will have a period of 4 weeks to make a submission to the draft land management plan and the authorisation of the proposed secondary purpose. The public notice submission, shown in appendix 8, will be distributed using the mediums listed below.

- Written correspondence to affected/potentially affected businesses and local residents within 500m of the High Street car park.
- Written / email correspondence to users groups including commercial caravan park and camping grounds, camping / caravan clubs and industry groups.
- Written / email correspondence to the Chamber of Commerce and Events and Tourism Queensland.

(For the above, an additional covering letter will be incorporated which provides an overview of the proposal and management strategies offered by Council, which specifically notes that the proposed use is consistent with DNRME's Caravan Park Policy PUX/901/102.)

- Council's website
- News Paper Public Notice
- Social media forums
- Council's Regional Voice membership

As a part of the process, Council must seek views and input from target audiences and the broader community regarding the proposal, noting specifically that the proposed use is considered consistent with the reserve purpose, in accordance with DNRME's Caravan Park Policy PUX/901/102.

6.2. Display and Distribution of Draft Plan

Copies of this consultation draft management plan will be made available to view or download from Council's website at http://www.rockhamptonregion.qld.gov.au

Hardcopies of the plan will also be made available from:

- Council's Customer Service offices at Gracemere, Rockhampton and Mt Morgan; and
- Rockhampton Regional Council Libraries

Businesses and the general public are invited and encouraged to make submissions to the draft plan. Submissions are to be made in writing and lodged electronically or by post to the following address:

Chief Executive Officer
Rockhampton Regional Council
PO Box1860
ROCKHAMPTON QLD 4700
Email: Kershawlmp@rrc.qld.gov.au

7. Goals of the Land Management Plan

The goals of this Land Management Plan are to identify the qualities and appropriate use of community purpose trust land and involve the community in decisions about the use of this community resource.

The goals and actions outlined in Annexure A - Kershaw Gardens Action Plan, have been developed to ensure the amenity and prevailing value of the site is not diminished in any way and that the community benefits to be derived from the current and proposed use of the site are optimised, managed effectively by the Trustee and in line with the objects of the *Land Act 1994.*

8. Budget Statement[29]

As trustee, Rockhampton Regional Council is responsible for the management of the Kershaw Gardens on behalf of the public. To ensure the Gardens can be used by the public for its intended purpose requires the allocation and management of funds through the Rockhampton Regional Council Annual Budget which is approved by Council each year.

Please refer to the Kershaw Gardens operating budget for the current and previous financial year listed in the table below. This demonstrates Councils capacity to meet its responsibilities as trustee under the *Land Act 1994.*

Actions	Budget Allocated ($)*	Relevant Financial Year
Kershaw Gardens	$608,194	2015-2016
Kershaw Gardens	$569,821	2016-2017
Kershaw Gardens	$668,658	2017-2018
Kershaw Gardens	$628,620	2018-2019

*(Note - the amounts displayed above are exclusive of rates and water charges)

9. Monitoring and Revision

9.1. Intended Monitoring and Revision Timetable:

Monitoring and Revision of the Land Management Plan and the management and operation of the Kershaw Gardens will be an ongoing process undertaken by Rockhampton Regional Council in consultation with; DNRME, the users of the reserve, including surrounding business, residents and the general public.

A major review of the Land Management Plan will be undertaken by the Trustee in consultation with relevant stakeholders at least once every five (5) years, or as required, with three (3) months' notice of the requirement for such review being given.

Minor amendments may be made by the Trustee to this Plan to improve operational or administrative efficiency of the Plan, with 1 months' notice of such amendment being given by the Trustee to the State of Queensland (represented by the Department of Natural Resources, Mines and Energy), and subject to the approval of the Minister administering the *Land Act 1994*.

The Trustee will continuously monitor compliance against prevailing trustee terms and conditions including undertaking annual site inspections (or as required) of facilities to ensure that the land is being used in accordance with *Land Act 1994* and *Secondary Use of Trust Land Policy PUX/901/209* and the intent of this Land Management Plan.

The management and use of the site will be monitored to determine if the Council's goals and objectives are being met under this land management plan. The following

[29] Rockhampton Regional Council 2015, *Rockhampton Regional Council – Budget 2015-2016*, Rockhampton 2015

monitoring methods and performance indicators have been identified to help determine if Council's goals and objectives are being met:

Visitor Satisfaction and Demographics

Council will make sure the site is being used in accordance with this management plan. In order to determine this Council will be required to establish the following:

1. The number of visitors using the site?
2. What type of visitor is using the site?
3. Are the visitor's needs and expectations being met?

Methods

- Visitor Survey –

Council conducts visitor surveys, on average every 5-10 years. The last survey conducted to determine the expectations and satisfaction of people who visit and use the Gardens was carried out in 2009. Council Parks Section conducts a visitor survey every 5 years. The survey will be canvassed by Council officers or contractors at selected locations as well as being available on the Council's website. The results from the survey will be used to determine visitor satisfaction and indicate areas of improvement for the regions premium destination parks.

Community and Business Satisfaction

In order to determine community and business satisfaction Council will be required to establish the following:

1. What are the negative and positive impacts on Rockhampton businesses and residents?
2. Are the community's needs and expectations being met?
3. Does the community want to be involved and in what capacity?

Methods

- Feedback from community consultation -

Council will be able to monitor the response from local residents and surrounding businesses by analysing the feedback comments and written submissions lodged with the Council in response to the Draft Land Management Plan. This can be used as an indicator of the community's satisfaction and identify areas for improvement or change. The Rockhampton community will have an opportunity to provide comment on the Draft Land Management Plan through the public notice period and when the management plan is due for revision.

- Customer Service Database and Management System –

The Council customer service and information management system called 'Pathway' can be used to help monitor community and business satisfaction. The customer service system keeps a record of customer enquiries. The number of and nature of the enquiries made in relation to the management and operation of the Gardens.

Management Performance

Parks will monitor its management and operation to ensure its performance is of a high standard and all required responsibilities are being met. In order to determine this council will be required to know the following:

1. What impact does the activity have on Council resources?
2. Are users and visitors adhering to the conditions of entry and local laws?

3. How many people are contacting Council?

Methods

- Staff and Plant log books and timesheets

The amount of time that council staff and equipment is spent on various tasks can be recorded in log books and time sheets. This information can be used to measure the financial impact each task has on Council.

- Community compliance notices, warnings and infringements

Community compliance officers and the customer service management system can be used to keep a record of these details. The number of and nature of callouts, warnings or infringements can be used as an indicator to help determine if people are following the conditions and regulations put in place for the benefit of all visitors and the community.

- Percentage of actions implemented

Council can determine what actions have been achieved through regular revisions of the Draft Land Management Plan – Action Plan. The number of actions achieved can be used as an indicator to determine the performance of the draft land management plan's implementation.

10. Summary and Recommendations

This Land Management Plan contains the following outcomes:

- The management of the trust land is the responsibility of the Department of Natural Resources, Mines and Energy and the Rockhampton Regional Council as registered Trustee.
- Submission of this land management plan to the Department of Natural Resources, Mines and Energy for consideration by the Minister to approve the proposed "non-commercial restricted camping" as an authorised consistent secondary use of trust land, in accordance with DNRME's Caravan Park Policy PUX/901/102 under Section 52 (3) of the *Land Act 1994* , following the outcome of the community consultation process.
- Endorsement of this Land Management Plan by Department of Natural Resources, Mines and Energy for the purpose of strategic and long term management of Kershaw Gardens by Rockhampton Regional Council on behalf of the Rockhampton region community.
- Decision making in relation to the proposed development of the trust land rests, in the first instance, with the Rockhampton Regional Council.
- The Rockhampton Regional Council will be responsible for ensuring that all local, state and federal government legislative requirements affecting the trust land are met.
- The Rockhampton Regional Council, with assistance from the Department of Natural Resources, Mines and Energy, will exercise their role as Trustee effectively and in line with the requirements of the *Land Act 1994, Secondary Use of Trust Land Policy PUX/901/209* and the *Caravan Park Policy PUX/901/102.*

11. Appendices

1 Kershaw Gardens Locality Map

2 Kershaw Gardens Concept Master Plan – Site Plan

3 High Street Car Park Site Plan

4 Rockhampton Public Dump Point (map showing location)

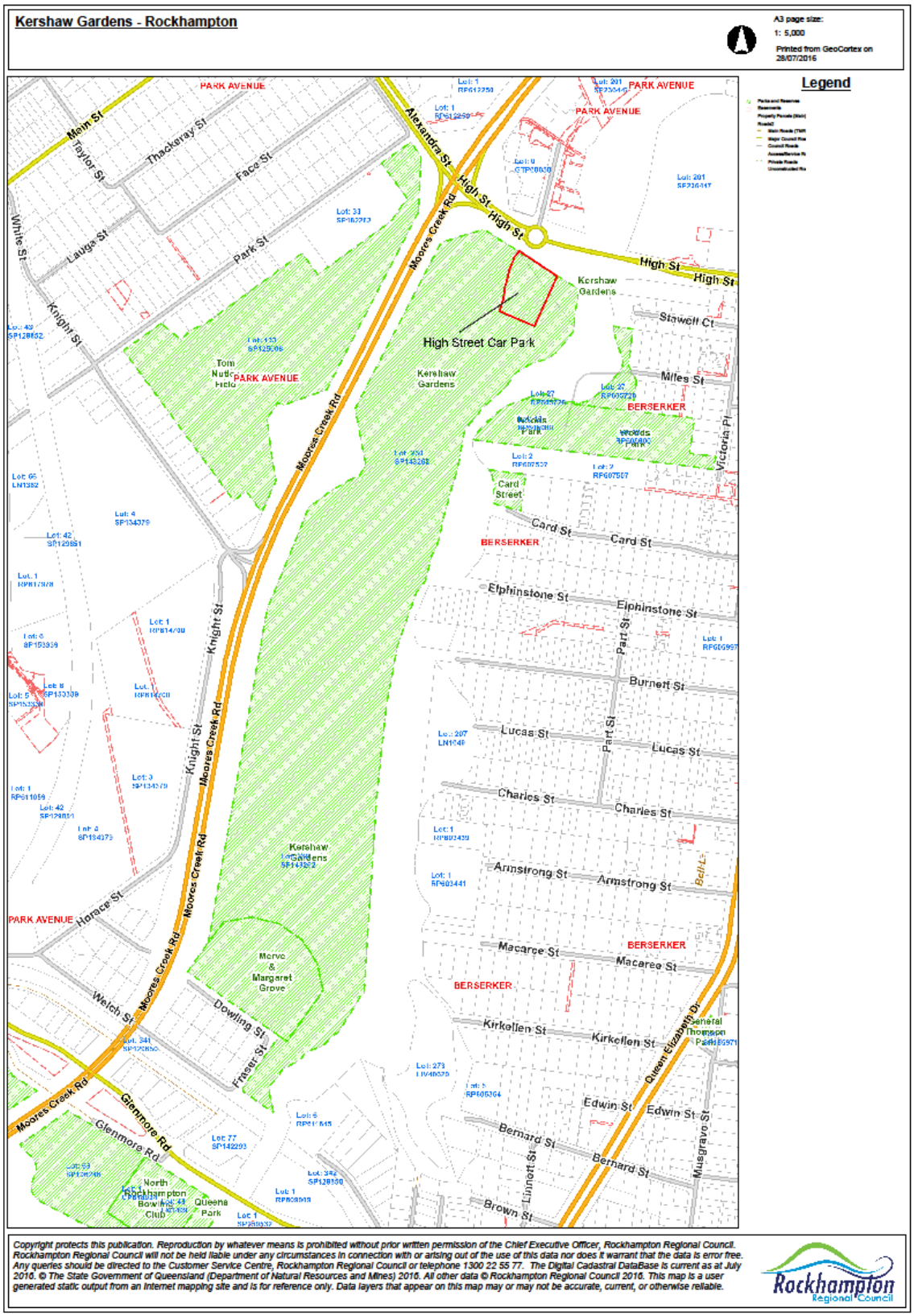
5 Customer Service Request Response Standards

6 High Street Car Park – Parking Plan

7 Draft Work Instructions for Containment, Treatment of Removal of Pollutants and Bio-Hazardous Material

8 Newspaper Public Notice

APPENDIX 1 – Kershaw Gardens - Locality Map



APPENDIX 2 – Kershaw Gardens Concept Master Plan

Figure 1 - Kershaw Gardens Concept Master Plan - Northern Precinct

Figure 2 - Kershaw Gardens Concept Master Plan – Central Precinct

Figure 3 - Kershaw Gardens Concept Master Plan – Southern Precinct

APPENDIX 3 – High Street Car Park Site Plan

APPENDIX 4 – Rockhampton Public Dump Point

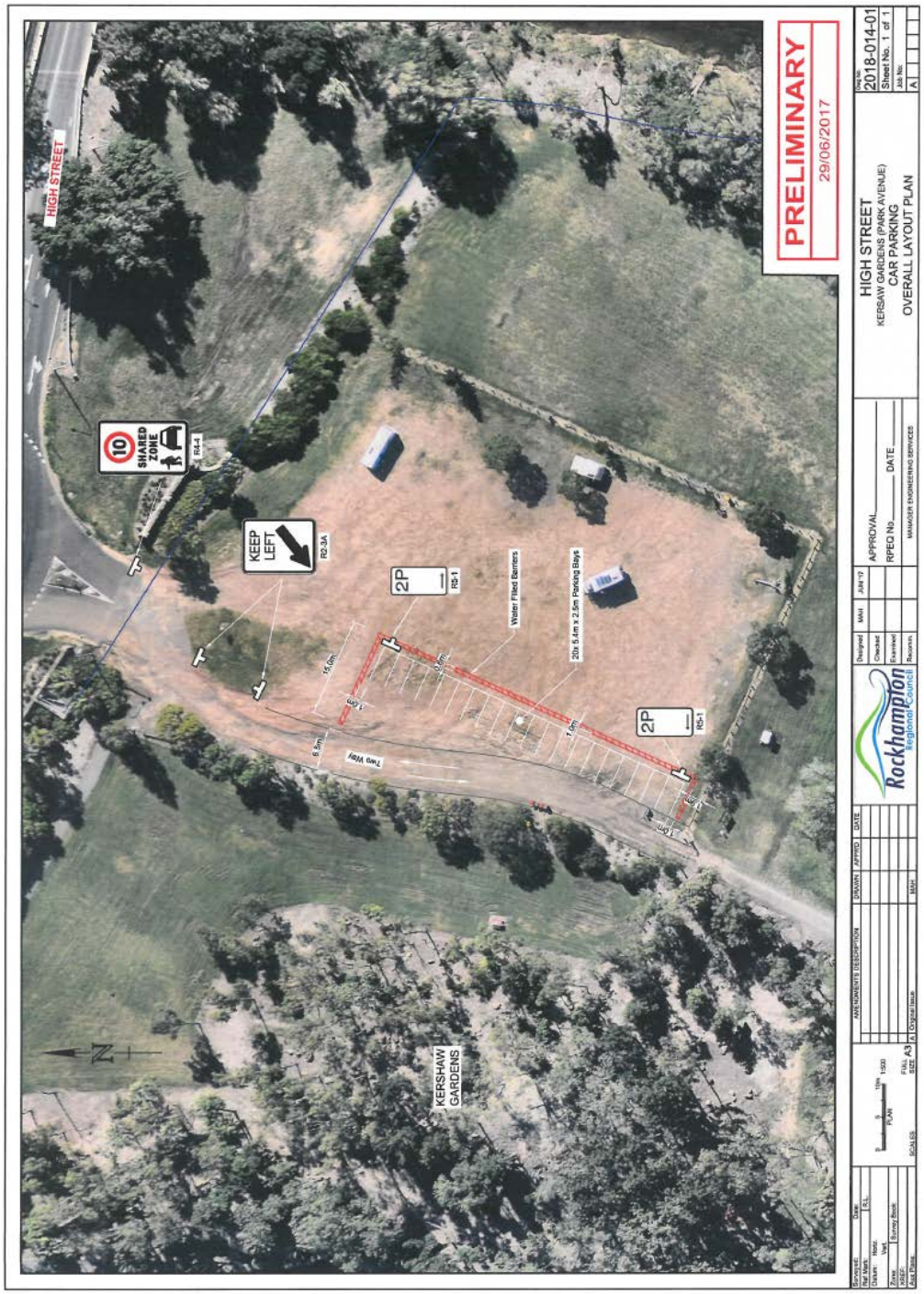
APPENDIX 5 – Customer Service Request Response Standards[30]

SERVICE	TARGET **Action within working days**
Building Process applications Undertake inspections Notify you of decisions	As per *SPA &*PA 2 days 10 days
Plumbing Process applications Undertake inspections Notify you of decisions	*Per Plumbing & Drainage Act* 2 days 10 days
Planning Process applications Undertake inspections Notify you of decisions	As per *SPA & *PA 2 days 10 days
Water Supply Incident response (inc. main/service breaks) Install new connections within the water service area (pending approval and payment or as agreed)	3 hours 15 days
Sewerage Incident response (inc. main blockages) Install new connections within sewered area (pending approval and payment or as agreed)	4 hours 15 days
Waste Process new collection service Repair or replace bins	4 days 4 days
Roads and Paths Respond to emergencies Respond to customer requests	1 day 14 days
Planning & Regulatory Services Act on health related matters Act on urgent stock on roads reports Respond to dog attacks Action general dog customer requests	Individually assessed 3 hours 3 hours 3 hours 10 days
Parks Act on emergency/safety concerns Repairs and maintenance Mowing and garden maintenance	1 day 5 days As per schedule
Workforce & Strategy Acknowledge job applications	7 days

*** SPA – Sustainable Planning Act | *PA - Planning Act**

[30] Rockhampton Regional Council, *Customer Service Charter,* www.rockhamptonregion.qld.gov.au/About_Council/Contact_Us/Customer_Service, 2013 (accessed 12/01/2015)

Appendix 6 High Street Car Park – parking plan



Appendix 7 Draft Work Instructions for Containment, Treatment and Removal of Bio-Hazardous Material

Draft Indicative Work Instruction – Response to Black Water Discharge
Procedure v1.0 – 03/08/2016

The following work instruction has been developed to provide instructions for the containment, treatment and disposal of bio-hazardous material in the event of accidental or illegal discharge of black water (raw sewage) from self-contained vehicle in Kershaw Gardens.

1. The sanitation or discharge incident is reported to Councils Customer Service Centre. The Customer Service Officer logs the request as priority 1 (immediate response) and allocates the request to Community Standards & Compliance Officers.
2. Council Officers respond to customer service request and carry out an inspection of the incident.
3. Council Officers assess the situation to determine the appropriate course of action. The affected area is isolated, and if required, barricaded to prevent pedestrian access and exposure to hazardous substance.
4. Council Officers prevent further contamination by stopping the contamination at its source and immediately report the incident to Council Parks and Gardens supervisor to arrange clean up resources.
5. For small volumes (less than 1000L), the affected area is isolated and contained and barricaded to prevent pedestrian access exposure to hazardous substance.
6. For large volumes, (greater 1000 L), Council Officers arrange for containment of the spill by constructing temporary earth bunds until vac track is used to remove the material. Council officers contact and notify the Department of Environment Heritage Protection (EHP Pollution Hotline) of the incident for further advice and support.
7. Council staff equipped with disposable bio-hazard overalls, specialised footwear, gloves and eye protection, clean up the solid waste with shovels and rakes and place in rubbish bags to be disposed of at the landfill.
8. The affected area is then flushed with fresh water, to break up and dissolve small solids that can't be picked up; the area is then disinfected using a disinfectant (Algae Died B® containing quaternary ammonium compound, (alkylbenzyldimethyl ammonium chloride 142.5 g/L, or similar products).
9. The Algae Died B® is diluted between 2 to 5 L per 100 L water then sprayed on to the affected area (grass or paving etc) and left to dry.
10. The affected area is left barricaded and signed as a work site area until all affected areas are totally dry to the satisfaction of Community Standards and Compliance officers.
11. Council Officers are required to record and collect evidence for incident reporting purposes in accordance with Council's WH&S Incident Reporting & Recording Procedure WHS-WP-6.1.1 (RRC, 2007).

DRAFT

APPENDIX 8- Public Notification for the Development of a Land Management Plan

Rockhampton Regional Council have developed a Draft Land Management Plan, in accordance with *Section 52* of *Land Act 1994,* for the below mentioned land and is seeking submissions from the public.

Trust Land:

- Kershaw Gardens - Lot 230 on Crown Plan SP143262, (R930 Lot 1 Moores Creek Road Park Avenue)

Land Owner: Department of Natural Resources, Mines and Energy

Trustee: Rockhampton Regional Council

Proposed Use:

- Public Open Space – Parks and Recreation
- Public Open Space – Self Contained Non-Commercial Restricted Camping – High Street Car Park
  - Restricted to fully self-contained vehicles only.
  - Restricted to High Street car park only
  - Limited facilitates – no toilets, no public dump point.
  - Overnight stay limited to 48 hours
  - Tents and non-self-contained camping is not permitted

Public Comment Period: 4 weeks – From 11th August to 7th September 2018

The Draft Land Management Plan is available from Council's website www.rrc.qld.gov.au, Rockhampton City Hall, Gracemere and Mt Morgan Customer Service Centres.

Contact Details: Rockhampton Regional Council - 1300 22 55 77 or email Kershawlmp@rrc.qld.gov.au

Annexure A – Kershaw Gardens Action Plan

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Rockhampton Regional Council meets its duty of care and obligations, as Trustee, to manage the subject land on behalf of the State, for the benefit of the community in accordance with the *Land Act 1994*	Ensure council meets all required legislation and policies and guidelines. Land Act Policy PUX/901/209-Secondary Use of Trust Land. Caravan Park Policy PUX/901/102	Consult with state (EHP, NR&M, DTMR) and council departments to identify state legislation and policies that must be met.	Received advice and application form from department.	Completed
		Develop draft land management plan in consultation with council departments and submit to committee and council for approval.	Receive approval to submit draft land management plan to state for approval.	Completed
		Develop and submit draft land management plan to accompany application to State Government.	Receive approval in principle from state government to carry out public notice and community consultation.	Completed

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Rockhampton Regional Council meets its duty of care and obligations, as Trustee, to manage the subject land on behalf of the State, for the benefit of the community in accordance with the *Land Act 1994*	Public notice and community consultation on draft land management plan.	Advertise Public notice calling for submission and comment for the proposal to authorise non – commercial restricted camping published in newspaper and on council website.	Submissions received from community consultation registered into council's customer service system	August 2018
		Amend Land Management Plan taking into consideration community consultation outcomes.	Approval of amended land management plan.	September 2018

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Provide a range of quality recreational experiences which meet residents and visitors needs and are consistent with the character of the gardens and the purpose of the reserve.	Ensure the existing character and purpose of the gardens is maintained and enhanced.	Continue to operate the Kershaw Gardens in accordance with existing and future amendments of the Kershaw Gardens Land Management Plan 2015.	Visitation is maintained or increases.	On-going
	Providing alternative uses for Kershaw Gardens for locals and visitors.	Authorise non-commercial restricted camping in Kershaw Gardens High Street car park.	CEO endorses Kershaw Gardens Land Management Plan	TBA
		Promote use of the Gardens by school children and others for learning programs on plant collections and vegetation communities.	Number of school visits for curricular activities.	On-going

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Increase recreational use of Gardens making them more attractive to visitors while maintaining current community, cultural and environmental values.	Maintain and upgrade equipment and facilities and attractive setting of gardens.	Complete all infrastructure maintenance and upgrades approved under the Kershaw Gardens Central Precinct Development	Increased visitation and use of facilities. Acquittal of funds allocated for restoration and clean-up	2018-2019 FY July 2017 – July 2018
	Improve accessibility for all users.	Upgrade car park and walking paths and access tracks in accordance with parks and gardens maintenance program.	General garden maintenance schedule completed. Increased or consistent use of Gardens by all visitor demographics.	On-going
	Lack of public awareness of the Gardens and its values and uses.	Develop a communication strategy to provide information to the general public.	Publish information on website.	Ongoing
		Undertake targeted promotional campaign of the Gardens proposed recreational and scenic amenity attractions.	Kershaw Gardens Master Concept Plan Survey	Completed
			Parks Visitor Satisfaction Survey	TBA - Pending post works.

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Contribute to the conservation of Central Queensland plants, especially rare and endangered species, and their introduction into cultivation.	Reinforce the original purpose of the Gardens as a collection of local native plants representative of Central Queensland.	Maintain and extend the plant collections and present them for the information and enjoyment of visitors through interpretive signage and collation of electronic database.	Development of Rockhampton Kershaw Gardens Collection Strategy.	Dec. 2018
		Concentrate new plantings on species from the Rockhampton area, and especially species that are rare or endangered, and undertake research into their horticultural requirements.	Implementation of the Kershaw Gardens Collection Strategy.	On-going from Dec. 2018

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Provide a safe and secure venue for visitors to the gardens.	Personnel and property safety and security	Continue to implement council's existing vandal and crime prevention strategies.	Materials and construction of facilities meets CPTED[31] guidelines.	Ongoing
		Display emergency contact details on public notice signs.	Display emergency numbers.	Completed
		Liaise with Queensland Police Service to assist in resolving incidents of misuse	Number of times Police are contacted to intervene.	On-going
	Managing public safety and health risk.	Carry out site hazard and risk assessment, assessing site for public safety risk as per the LGM Recreation Area Guide 2014.	Number of public injuries reported.	On-going
		Continue to implement maintenance and repair programs for equipment, facilities and walking tracks.	Completion of asset audits. Completion of job order requests.	On-going
		Continue to monitor and address potential public health risk sources.	Number of customer service complaints. Number of reported incidents of unsanitary hygiene.	On-going

[31] Queensland Government, *Crime Prevention Through Environmental Design Guidelines,* Queensland, The State of Queensland 2007

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Manage the use of the car park and non-commercial restricted camping site efficiently and effectively.	Managing council resources required to operate the camping site.	Define and delegate council roles and responsibilities; regulation and compliance, cleaning and maintenance, planning and management.	Approved job activity plans	Completed
		Implement system to monitor impact on council resources.	Staff and plant log books job activity reports.	On-going
	Minimise impact of camping activities on visitors to Gardens and surrounding businesses and residents.	Develop, implement and regulate terms and conditions for self-contained restricted camping.	Number of customer service requests. Number and type of enforcement actions initiated by council officers.	Completed
		Install signage clearly displaying conditions of entry and use, penalties, and notice of authority.	Monitor social media forums.	Ongoing

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Manage the use of the car park and non-commercial restricted camping site efficiently and effectively.	Monitoring camp site operation and visitor behaviour.	Implement system to monitor compliance of terms and conditions.	Changes to conditions of entry and use.	Ongoing
	Minimise impact of camping activities on the environment; dust and water contamination	Regulate environmental nuisances in accordance with the *Environmental Protection Act 1994* and council local laws.	Number of customer service requests received by council. Number and type of enforcement actions initiated by council officers.	On-going
	Communicate conditions of entry and use to travellers.	Publish on council website and distribute to industry sector groups.	Publish information on website. Confirmation observed on social media forums.	Completed
		Promote opportunity for service groups to welcome and assist by providing information to visitors.	Application for temporary community event permit approved.	Future

Goal Statement	Issues	Actions	Performance Indicators	Completed By
Manage the use of the car park and non-commercial restricted camping site efficiently and effectively.	Prevent exclusion of local and day visitors	Design car park layout to cater all visitors.	Observe vehicles using the car park	Ongoing
		Regulate parking conditions through existing local law framework.	No. of warnings and infringement notices issued by council	On-going
	Fulfil and exceed the expectations of visitors to the Gardens.	Maintain Gardens in a clean and tidy state by continued Gardens maintenance and asset management programs.	Completion of scheduled maintenance.	On-going
		Develop and implement monitoring system to record visitor numbers, demographics, and satisfaction levels.	Visitor survey responses and feedback	On-going
	Monitoring performance of land management plan	Develop and implement system to provide for performance review of land management plan.	Carry out scheduled reviews.	Ongoing