

Personal Information Holdings is a document which summarises in general terms the kinds of information held by an agency, and how this information is managed by the agency. It assists individuals in finding out what kinds of information an agency holds about them, why this information is held, how this information is held and how this information is managed by the agency.

The Rockhampton Regional Council ("Council", "we", "us" or "our") has produced this Personal Information Holdings document to inform members of the public about Council's information management practices. This document is to be read together with Council's Privacy Statement and any applicable relevant information collection notices.

In this Personal Information Holdings, any reference to "information" includes a reference to personal information as that term is defined in the *Information Privacy Act 2009* (Qld), and other information in relation to businesses and other persons.

1. Council management of personal information

The various Departments and sections of Council collect, use, store and disclose information as required and authorised by law, including the legislation listed in Annexure A and other Council protocols and codes of practice.

The information usually collected by Council includes names, addresses, phone numbers, dates of birth, age and gender information, car registration and driver's licence details, email addresses, Tax File Numbers, Medicare numbers, customer or account numbers assigned to individuals by Council, employment details, pension numbers, Australian Business Numbers and photographs or video of individuals.

Certain Departments or sections of Council may also collect additional information. Further details on what this additional information may include are specified under the heading of the relevant Departments or sections.

Council Departments and/or sections also generally collect information from external sources and each other. As a general rule, information is usually collected by telephone, standard Council forms, mail and facsimile, Council meeting notes and records, marketing material, email, the internet, video or still cameras, digital recording devices and face to face contact. Any additional and specific methods of collecting information used by certain Council Departments and/or sections are specified under the heading of the relevant Departments or sections.

The information that Council collects is generally stored in Council databases and in hardcopy, as well as on computers, external hard drives and mobile devices. Any additional methods of information storage are specified under the heading of the relevant Departments or sections that utilise such methods. We take precautions to protect personal information against loss, unauthorised access, use, modification, disclosure or other forms of misuse.

As a general rule, we use and/or disclose information in order to perform Council functions and activities, to provide services requested by individuals and to comply with our legal and legislative obligations.

2. Community Services Department

2.1 Community Standards and Compliance

The Community Standards and Compliance Section is responsible for the assessment of health and environment related applications concerning food licensing, personal appearance services, environmentally relevant activities, animal management and permits related to local laws.

Through the provision of compliance services, the Community Standards and Compliance Section works with industry and the community to protect and enhance the public health and safety, environmental values and amenity of Rockhampton Region and for its community including pest management, vector management, animal management, regulated parking, local laws and compliance with approval conditions and State legislation.

This Section uses information for processing permits, licensing and complaints.

In addition to the information collected by Council generally, Community Standards and Compliance also collects information about an individual's criminal record, medical records and disability status. This information is generally only collected in circumstances where the individual's consent has been obtained.

In addition to the collection methods employed by Council described in Part 1 above, Community Standards and Compliance also collects information from medical reports and formal statements.

Community Standards and Compliance uses information for the purposes of:

- (a) assessing applications
- (b) issuing notices, permits and licences;
- (c) checking registered business details;
- (d) taking enforcement action;
- (e) infringement reviews;
- (f) registration of pets;
- (g) conducting investigations;
- (h) verifying an individual's entitlement to discounts on certain Council fees and charges;
- (i) preparing statements; and
- (j) confirming vehicle registration.

Community Standards and Compliance exchanges information internally with other parts of Council and may disclose information to external bodies (for example, State Government Departments, the RSPCA or the police service). It also discloses information to the State Penalties Enforcement Agency for the purpose of enforcing infringement fines, and to the Residential Tenancies Agency for the purpose of accreditation.

The following are the specific pieces of legislation which require or authorise Local Laws to manage information as described above:

- *Animal Management (Cats and Dogs) Act 2008*
- *Building Act 1975*
- *Environmental Protection Act 1994*
- *Food Act 2006*
- *Information Privacy Act 2009*
- *Land Protection (Pest and Stock Route Management) Act 2002*
- *Local Government Act 2009*
- *Local Laws*
- *Public Health Act 2005*

- *Public Health (Infection Control for Personal Appearance Services) Act 2003*
- *Residential Services (Accreditation) Act 2002*
- *State Penalties Enforcement Act 1999*
- *State Penalties Enforcement Regulation 2000*
- *Stock Act 1915*
- *Sustainable Planning Act 2009*
- *Transport Operations (Road Use Management) Act 1995*
- *Work Health and Safety Act 2011*

2.2 Community and Facilities Section

The role of the Section is to:

- develop and implement programs and projects that will continue to ensure that appropriate services are available and respond to the diversity of the community
- support capacity building
- strengthen the involvement of people in their communities at a local level

Additionally, this section is responsible for the management of Council facilities and for the safety surveillance camera system which is used as a vehicle to enhance and protect the community from hazards that can injure, damage or destroy property or life.

In addition to the information collected by Council as described in Part 1 above, the Section also collects information regarding:

- volunteer management:
 - health information
 - criminal history
 - disabilities
 - referees
 - blue card number
- programs and events:
 - address
 - age
- safety surveillance:
 - an individual's image

This information is generally only collected in circumstances where the individual's consent has been obtained.

This Section uses information for the purposes of:

- volunteer management
- programs and events including community and cultural service directories
- home assist services including referrals, funding, or obtaining contractor services
- public safety and incident recording

Information may be exchanged internally with other Departments of Council as well as disclosed externally to funding bodies and the police.

2.2.1 Facilities Unit

The Facilities Unit provides management, maintenance and operational services and activities to the Council buildings asset base (including parks, reserves, sporting areas, aquatic facilities and conservation).

The following is in addition to the information provided in Part 1 above.

This Section uses information for the purposes of:

- (a) ensuring that contractors comply with legislative requirements including Workplace Health and Safety requirements;
- (b) attending to customer service requests; and
- (c) security.

This Unit exchanges information internally with other parts of Council. It generally does not disclose information externally.

2.2.2 Rockhampton Libraries

The role of the libraries is to:

- deliver customer-centric library services to the Rockhampton community;
- utilise relevant innovative technologies and systems that provide the best value for customers; and
- have a pro-active approach to developing programs and projects that provide residents with access to a wide and diverse range of resources to entertain and inform.

In addition to the information collected by Council as described in Part 1 above, the Section also collects information regarding:

- disability status
- criminal record

This information is generally only collected in circumstances where the individual's consent has been obtained.

The libraries use information for the purposes of:

- issuing library membership cards and library notices
- processing library membership applications
- customer protection
- emergency contact with individuals
- answering queries
- public safety and incident recording
- volunteer management including complying with audit and safety requirements

The libraries generally do not disclose information apart from where required by a warrant from the police.

The following are the specific pieces of legislation which require or authorise the libraries to manage information as described above:

- *Information Privacy Act 2009*
- *Libraries Act 1988*
- *Work Health and Safety Act 2011*

2.2.3 Home Assist

The role of Home Assist is to provide home maintenance and modifications services to eligible residents of the local government areas of Rockhampton Regional Council, Livingstone Shire Council, Central Highlands Regional Council, Gladstone Regional Council and Banana Shire Council. The program is funded by the Queensland and Federal governments.

In addition to the information collected by Council as described in Part 1 above, Home Assist also collects information regarding:

- racial or ethnic origin
- preferred language
- health records and conditions
- ability to perform daily living activities
- carer details
- disability status
- wishes about the future provision of health services
- pension/benefit status

This information is only collected in circumstances where the individual's consent has been obtained.

This Section uses information for the purpose of providing home assist services including referrals, funding or obtaining contractor services.

- Home Assist services including referrals, funding, or obtaining contractor services

Home Assist generally only discloses information with other parts of Council and funding bodies where required.

The following are the specific pieces of legislation which require or authorise Home Assist to manage information as described above:

- *Building Fire Safety Regulation 2008*
- *Building Code of Australia*
- *Community Services Act 2007*
- *Disability Services Act 2006*
- *Family Services Act 1987 (repealed)*
- *Housing Act 2003*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*

2.2.4 Child Care

The City Child Care Centre operates to provide long day and occasional care for children. The role of the child care centre is to:

- offer child care services in accordance with the National Quality Standard
- provide a diverse range of creative and imaginative programs to children ranging from 6 weeks to preschool age

In addition to the information collected by Council as described in Part 1 above, the Child Care Centre also collects information regarding:

- racial or ethnic origin

- health and medical requirements
- parent details

This information is only collected in circumstances where the parent's consent has been obtained.

The child care centre uses information for the purposes of:

- enrolment
- processing admission agreements
- registering attendance
- emergency contact with parents or carers
- answering queries
- safety and incident recording

The following are the specific pieces of legislation and standard which require or authorise the child care centre to manage information as described above:

- *Child Protection Act 1999*
- *Education and Care Services National Law (Queensland) Act 2011*
- *Education and Care Services National Law (Queensland) Regulation 2011*
- *Information Privacy Act 2009*
- *National Quality Standard*

2.3 Parks Section

The Parks Section is responsible for providing and maintaining parks and recreation facilities which enhance the community's wellbeing. These services include the following key functions:

- (a) Botanic gardens and zoo management;
- (b) Sport and education;
- (c) Cemeteries management;
- (d) Public space landscape and amenity maintenance;
- (e) Street tree management and maintenance;
- (f) Park and public space Development;
- (g) Hire, leasing and contract management for use of Council's parks, sport, recreation and community facilities

This Section uses information for:

- (a) commercial purposes;
- (b) site inspections;
- (c) provision of sport and recreation services;
- (d) provision of cemetery-related and burial services;
- (e) provision of facilities for community uses;
- (f) hire/booking of parks for events, ceremonies and celebrations; and
- (g) volunteer management

Information may be used internally by other parts of Council and may be disclosed externally (for example, to contractors).

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Local Laws*
- *Land Act 1994*
- *Sustainable Planning Act 2009*

2.4 Arts and Heritage Section

The Arts and Heritage Section is responsible for the operation of Council's three heritage sites of Archer Park Railway Station, Mount Morgan Railway and Rockhampton Heritage Village. Additionally, the section is responsible for the operation of Council's major venues and events, including the Pilbeam Theatre, Walter Reid Cultural Centre and Rockhampton Art Gallery.

2.4.1 Rockhampton Art Gallery

The role of the gallery is to:

- support and nurture the creative development of visual arts in Central Queensland
- reach new audiences and increase visitation through a programme of targeted marketing, region specific exhibitions, and diverse education and public programs
- deepen public understanding and enjoyment of modern and contemporary art
- conserve, document, develop and manage the collection in accordance with current museum practices
- provide access to diverse and engaging themes in art by hosting touring exhibitions from international, national, state, regional and university galleries and museums

In addition to the information collected by Council as described in Part 1 above, the Art Gallery also collects information regarding:

- Friends of the Gallery membership
- Monthly email newsletter
- Donors to the Rockhampton Art Gallery Trust
- Entries for art prizes
- Social media sites – Facebook and Instagram

The gallery uses information for the purposes of:

- Issuing invitations to and marketing for gallery events
- creating survey reports of gallery visitors
- undertaking art prize administration
- public safety and incident recording
- volunteer management including complying with audit and safety requirements

The gallery generally only discloses information with other parts of Council.

2.4.2 Venues and Events Section

The role of Venues and Events is to:

- be an efficient and effective provider of performing arts and function venue products and services.
- present an annual program of performing arts activities and performances
- support the development of the performing arts in the region

In addition to the information collected by Council as described in Part 1 above, this section also collects information regarding:

- ticket sales (conducted under the guidelines of the Live Performance Australia Ticketing Code of Conduct)
- Friends of Theatre and Rewards membership
- Donors to Central Queensland Performing Arts Foundation
- Participants in RRC produced events

Venues and Events uses information for the purposes of:

- theatre ticket sales
- venue hire
- billing
- public safety and incident recording
- arranging permits for events
- marketing events and services
- issuing invitations to events
- volunteer (Friends of Theatre) management and Rewards Scheme management
- administering RRC events

This section generally only discloses information with other parts of Council. However, it occasionally discloses limited information to event promoters detailing first names and email addresses of people who have bought tickets to that promoter's event, provided the promoter has signed the Privacy Deed (as supplied by RRC) and the customers have agreed to be contacted for marketing purposes.

The following are the specific pieces of legislation which require or authorise this section to manage information as described above:

- *Food Act 2006*
- *Information Privacy Act 2009*
- *Liquor Act 1992*
- *Local Government Act 2009*
- *Privacy Act 1988 (Cth)*
- *Public Health Act 2005*
- *Right to Information Act 2009*
- *Spam Act 2003*
- *Trade Practices Act 1974*
- *Work Health and Safety Act 2011*

2.4.3 Rockhampton Heritage Village

The role of the Rockhampton Heritage Village is to:

- preserve heritage buildings, historical artefacts and regional history into the future in an effective and efficient manner
- facilitate access by students, residents and tourists to the region's heritage and history for educational, informative and recreational purposes
- preserve heritage skills and pass those skills on to future generations
- encourage respect for the region's heritage and heritage generally, engendering an understanding of the foundations on which our current and future society is and will be, built

In addition to the information collected by Council as described in Part 1 above, the Heritage Village also collects information regarding:

- volunteer Management
- donors of historical artefacts (Deed of Gifts)
- tour booking information
- venue Hire

The Heritage Village uses information for the purposes of:

- operating and promoting the services and programs of the Heritage Village
- event database email mail-outs
- invitations
- acknowledging donors

3. Corporate Services Department

3.1 Finance Section

The role of the Finance Section is to provide accounting, financial and business analysis functions and services to support the business and legislative requirements of Council.

In addition to the information collected by Council as described in Part 1 above, the Section also collects information relating to bank accounts, addresses, membership of professional or trade associations and ABN numbers.

The Section uses this information to:

- (a) undertake rating modelling and analysis;
- (b) FBT returns for employees;
- (c) undertake vendor verification; and
- (d) undertake fraud detection and prevention.

The Section may exchange information internally with other parts of Council and may disclose information externally (for example, to the Australian Taxation Office, RP Data government pension authorities). Where possible, data is de-identified before being disclosed externally.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Fringe Benefits Tax Act 1986*
- *Fringe Benefits Tax Assessment Act 1986*
- *Fringe Benefits Tax Regulations 1992*
- *Local Government Act 2009*

- *Local Government Regulation 2012*
- *Taxation Administration Act 2001*
- *Valuation of Land Act 1944*

3.2 Corporate and Technology Services Section

3.2.1 Information Systems

The Information Systems Unit is responsible for the development, implementation and coordination of information, records management, communication and technology (ICT) services, including ICT investments, projects, resources, policies, standards and systems across Council. It is the role of the Unit to store, manage, and retrieve data collected by other Council departments. The Section is also responsible for processing applications for access to Council information under the Right to Information Act and Information Privacy Act.

This Section may exchange information internally with other parts of Council and disclose information externally (for example, to external insurers, the Office of the Information Commissioner, the Ombudsman, State and Federal Government Departments and Police).

The following are the specific pieces of legislation which require or authorise this Unit to manage information as described above:

- *Information Privacy Act 2009*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Right to Information Act 2009*

3.2.2 Fleet Services

Rockhampton Fleet Services is responsible for the maintenance and servicing of Council's vehicle, plant and machinery fleet.

The procurement of Council's vehicle, plant and machinery is managed by the Procurement and Logistics Unit.

- Some details collected mainly in relation to loan of Council equipment, ie driver's licence details
- Other area would be as part of the re-direct procedure for infringement notices and fines

3.2.3 Procurement and Logistics Unit

The role of the Procurement and Logistics Unit is to provide Supply Chain services for Council via one or more of its units - procurement, contracts, inventory and payment services. These services include corporate purchasing, contract establishment and management, strategic sourcing and analysis, supplier engagement, inventory control and management, disposal process, purchase card management and invoice processing services.

In addition to the information collected by Council as described in Part 1 above, the Unit also collects information relating to bank accounts, insurance, details of any convictions, membership of professional or trade associations, details of any statutory notices issued, referees, subcontractors and ABN numbers.

This information is generally only collected in circumstances where the individual's consent has been obtained.

The Unit uses this information to:

- (a) assess and award contracts;
- (b) make payments to individuals and suppliers; and

- (c) arrange tenancy and lease agreements

The Section may exchange information internally with other parts of Council and disclose information externally where required by law (for example, details of contracts worth \$150,000 or more must be published to Council's website).

The following are the specific pieces of legislation which require or authorise this Unit to manage information as described above:

- *Building and Construction Industry Payments Act 2004*
- *Information Privacy Act 2009*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Personal Property Securities Act 2009*
- *Queensland Building & Construction Commission Act 1991*
- *Right to Information Act 2009*
- *Work Health & Safety Act 2011*
- *Work Health & Safety Regulation 2011*

3.2.4 Property and Insurance Unit

The role of the Property and Insurance Unit is to:

- manage Council owned and controlled properties
- process insurance claims
- manage risk

In addition to the information collected by Council as described in Part 1 above, this Unit also collects information relating to an individual's health records, photographs of injuries, credit card details, drivers licence, birth certificate, concession card and disability status. This information is generally only collected in circumstances where the individual's consent has been obtained.

The Unit uses information for the purposes of:

- (a) arranging tenancy and lease agreements;
- (b) liaising with the Department of Natural Resources and Mines (DNRM) and other state agencies on Council property matters;
- (c) dealing with insurance or other claims against Council;
- (d) purchasing and selling property; and
- (e) compulsory acquisition of land and easements

This Section may exchange information internally with other parts of Council and disclose information externally (for example, to Council's insurers, repair agents and claimants).

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Acquisition of Land Act 1967*
- *Acquisition of Land Regulation 2011*
- *Civil Liability Act 2003*
- *Civil Liability Regulation 2014*
- *Land Act 1994*
- *Land Regulation 2009*
- *Land Title Act 1994*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Neighbourhood Disputes (Dividing Fences and Trees) Act 2011*

- *Property Law Act 1974 and Property Law Regulation 2013*
- *Residential Tenancies and Rooming Accommodation Act 2008*
- *Residential Tenancies and Rooming Accommodation Regulation 2009*
- *Retail Shop Leases Act 1994*
- *Retail Shop Leases Regulation 2006*

3.2.5 Customer Service Unit

The Customer Service Unit consists of a number of service teams that:

- (a) Provide a broad range of customer services by phone, letter, email, facsimile, internet and at counters;
- (b) Receipt payments on behalf of Council, implement arrangements for customers to make payments;
- (c) Process bookings for Council parks and halls;
- (d) Lodge Planning and Development Applications;
- (e) Undertake customer satisfaction surveys on behalf of Council, and
- (f) Deliver a range of work specific training to Council staff.

In addition to the information collected by Council as described in Part 1 above, the Unit also collects information relating to:

- (a) the bank account of persons wanting to arrange payments to Council;
- (b) whether a person occupies a specific property as their principal place of residence; and
- (c) the phone numbers and address associated with a property and the names of persons associated with those phone numbers.

This information is generally only collected in circumstances where either the individual's consent has been obtained or the data has been provided by a third party that has obtained the individual's consent for the collection of that data.

This section generally only discloses information with other parts of Council and for the purposes of providing services to customers.

The Section may exchange information internally with other parts of Council, or disclose information externally to other government bodies such as the Department of Environment and Resource Management (i.e. where Property Owners advise change of mailing address).

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Information Privacy Act 2009*
- *Local Government Act 2009*
- *Local Government (Finance, Plans and Reporting) Regulation 2010*
- *Right to Information Act 2009*
- *Valuation of Land Act 1944*

3.3 Workforce and Strategy Section

The Workforce and Strategy Section is responsible for recruitment, payroll, superannuation and salary packaging, education, training and development, Workplace Health and Safety, Work Cover management, employment administration and employee and industrial relations. Additionally, the Section is responsible for corporate improvement and strategy which includes organisational planning, policy development and co-ordination, delegations and authorisations.

In addition to the information collected by Council as described in Part 1 above, the Section collects information relating to:

- (a) staff medical information;
- (b) information regarding disciplinary proceedings;
- (c) employment history;
- (d) referee details;
- (e) equal opportunity data (eg ethnicity and disability information);
- (f) emergency contact details;
- (g) safety investigations; and
- (h) workers compensation claims

This information is generally only collected in circumstances where the individual's consent has been obtained.

The Section uses information for the purposes of recruitment, employment administration, Work Cover, payroll administration, statistical reporting and meeting Council's legislative obligations.

The Section may exchange information internally with other parts of Council or disclose information to other bodies such as the Australian Taxation Office, superannuation funds, Q-Comp, referees, training organisations and other Councils or State Departments (if current employees change roles).

Any personal information used for statistical reporting is de-identified.

The Section also conducts and manages investigations of official misconduct and for this purpose collects and stores information related to the allegations or suspicions.

The information can be collected with or without the individual's consent.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Crime and Corruption Act 2001*
- *Industrial Relations Act 1999*
- *Local Government Act 2009*
- *Queensland Employment Standards*
- *Workplace Health and Safety Act 1995 (repealed)*
- *Work Health and Safety Act 2011*
- *Workers Compensation and Rehabilitation Act 2003*

In addition to the information collected by Council as described in Part 1 above, some teams within the Section collect information relating to membership of professional or trade associations and drivers licence details. This information is generally only collected in circumstances where the staff member's consent has been obtained.

3.4 Airport

The Rockhampton Airport has overall responsibility for the safety and security of passengers and aircraft, and works closely with various aviation regulatory bodies. Additionally, it is responsible for a wide range of commercial agreements including leases, licences and concessions. These agreements cover areas such as advertising, paid car parking, tenancy leases and the management and development of the airport land bank.

As well as domestic flights within Australia, the airport also handles direct international flights to Singapore, Hawaii and Japan as well as host significant military aircraft, both in support of military exercises held at the Shoalwater Bay Training Area.

The airport uses information for the purposes of:

- (a) Liaising with Civil Aviation Safety Authority on airport matters
- (b) Arranging tenancy and lease agreements
- (c) Issuing permits and licences
- (d) Public safety and incident recording

In addition to the information collected by Council as described in Part 1 above, the airport also collects information relating to:

- (a) drivers licence, birth certificate, passport details
- (b) criminal history
- (c) security video footage
- (d) safety investigations

This information is generally only collected in circumstances where either the individual's consent has been obtained or the data has been provided by a third party that has obtained the individual's consent for the collection of that data.

The airport generally only discloses information with other parts of Council and for the purposes of providing services to customers.

The airport may exchange information internally with other parts of Council, or disclose information externally to other government bodies such as the Office of Transport Security, Civil Aviation Authority, Customs, Queensland Police.

The following are the specific pieces of legislation and other documents which require or authorise this Section to manage information as described above:

- *AusCheck Act 2007*
- *Aviation Transport Security Act 2004*
- *Aviation Transport Security Regulations 2005*
- *Airport Transport Security Program*
- *Civil Aviation Safety Regulations 1998 (Manual of Standards Part 139)*
- *Customs Act 1901*
- *Rockhampton Airport Aerodrome Manual*

4. Office of the CEO

4.1 Internal Audit Section

Internal Auditing is an independent, objective assurance and consulting activity designed to add value and improve the organisation's operations. It helps the organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes (The Institute of Internal Auditors definition).

The Section also conducts and manages investigations of official misconduct and for this purpose collects and stores information related to the allegations or suspicions.

The information can be collected with or without the individual's consent.

The Internal Audit Section uses information for:

- (a) Investigations, internal audit and business improvement purposes;
- (b) providing advisory services to the CEO and Council; and
- (c) responding to Queensland Audit Office.

The Section may exchange information internally as well as externally (eg to the Police, Crime and Corruption Commission and the Auditor General).

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Crime and Corruption Act 2001*
- *Local Government Act 2009*
- *Local Government Regulation 2012*

4.2 Governance Support

The role of the Governance Support Section is to support the Chief Executive Officer (CEO) in exercising overall management responsibility for Council's operations. The CEO is responsible for maintaining various registers, the safe custody of local government documents and generally managing the local government and its staff. Additionally, this Section is responsible for media, marketing, branding and communications.

The Governance Support Section uses information for the purposes of:

- (a) granting access to registers kept under the *Local Government Act 2009*;
- (b) undertaking research for the Chief Executive Officer;
- (c) organising and confirming travel bookings;
- (d) preparing committee reports and agendas;
- (e) compiling invitation lists;
- (f) conducting surveys;
- (g) marketing Rockhampton region;
- (h) organising and managing events;
- (i) distributing printed and online newsletters; And
- (j) preparation and distribution of Council media statements and releases

The Governance Support Section may exchange information internally with other parts of Council, the Mayor and Councillors as well as externally (eg government departments, media outlets).

The following are the specific pieces of legislation and other documents which require or authorise this Section to manage information as described above:

- *Australian Citizenship Act 2007*
- *Australian Citizenship Regulations 2007*
- *Australian Citizenship Ceremonies Code*
- *Local Government Act 2009*
- *Local Government Regulation 2012*

In addition to the information collected by Council as described in Part 1 above, this Section also collects information relating to:

- credit card details;
- drivers licence, birth certificate, passport details;
- Department of Immigration details; and
- racial or ethnic origin, membership of political, professional or trade associations, religious beliefs or affiliations and disability status
- community organisations to facilitate Councillors Discretionary Fund applications and other community donations

This information is generally only collected in circumstances where the individual's consent has been obtained. An example would be for Citizenship Ceremonies where this information is required for catering

and interpreter requirements. This confidential information is provided by the Department of Immigration and Border Protection to Rockhampton Regional Council to ensure the identity of the individual seeking citizenship is verified as true and correct.

4.3 Regional Development Section

The Regional Development Section includes Strategic Planning, Regional Promotions, and Economic Development.

4.3.1 Strategic Planning Unit

The primary role of the Strategic Planning Unit is to undertake forward planning activities to facilitate sensitive, integrated and progressive development and encourage the conservation of cultural heritage sites and important natural resource areas within the Rockhampton local government area.

This Unit has lead responsibility for forward land use planning activities including the preparation of the Council's Planning Scheme.

The following is in addition to the information provided in Part 1 above.

This Section collects and stores information as follows:

- (a) written submissions made pursuant to the *Sustainable Planning Act 2009*;
- (b) enquiries from the public, directly or indirectly through other areas of Council including Councillors (phone, email, written);

The following are the specific pieces of legislation and Rules which require or authorise this Section to manage information as described above:

- *Planning and Environment Court Rules 2010*
- *Sustainable Planning Act 2009*
- *Sustainable Planning Regulation 2009*

Regional Promotions Unit

The role of the Regional Promotions Unit is to:

- Work with key stakeholders to drive the planning, development, management and promotion of a Regional Promotions and Events Program which represents the unique diversity of the region.
- Build economic and community resilience through promotions, event development and place making
- Enhance the consumer experience, develop opportunities and to promote significant designation through partnerships with local businesses.
- Raise the profile of the region, whilst encouraging high level participation and engagement across all events throughout the community.
- Build a sense of pride within the region.

This unit uses information for the purposes of:

- Responding to enquiries
- Media, Marketing and Promotional Purposes

This unit generally only discloses information with other parts of Council and externally to Tourism & Event's Queensland, media and marketing agencies and engaged contractors.

Economic Development Unit

The Economic Development Section offers services to assist with the development of existing business and the attraction of new investment to the Rockhampton region.

This Section uses information for the purposes of ongoing contact with individuals, businesses and partners of Rockhampton. Information is collected primarily through direct and indirect contact with businesses and companies, documentation provided at trade events and business cards obtained from individuals.

This Section may exchange information generally with other parts of Council and disclose the contact details of individuals or businesses externally with the individual's consent.

5. Regional Services Department

5.1 Planning Section

The primary role of the Planning Section is to develop, implement and maintain appropriate assessment and compliance processes for the purpose of facilitating good quality development outcomes through development assessment and approvals.

The following is in addition to the information provided in Part 1 above. The Section uses information for processing development applications, compliance audits, during construction, sealing subdivision plans and responding to external requests for searches.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Body Corporate and Community Management Act 1997*
- *Building Units and Group Titles Act 1980*
- *Gaming Machine Act 1991*
- *Integrated Planning Act 1997 (repealed)*
- *Sustainable Planning Act 2009*
- *Sustainable Planning Regulation 2009*

5.1.2 Building, Plumbing and Drainage Unit

The primary role for the Building, Plumbing and Drainage Unit is to develop, implement and maintain appropriate assessment and compliance processes for the purpose of building, plumbing and drainage assessment and approvals.

Building Unit

The Building Unit comprises a Building Certification group which undertakes building certification practices and a Building Regulatory group which processes building compliance matters associated with building applications.

In addition to the information collected by Council as described in Part 1 above, the Unit collects licence details (eg Queensland Building and Construction Commission licences and Registered Professional Engineers of Queensland details).

This Unit uses information to assess applications, provide correspondence, carry out inspections and confirm that work is performed by a licensed person.

Information is exchanged internally with other sections of the Planning Section for the purpose of maintaining contact details for service or legislative purposes.

External disclosure of information to the Building and Construction Commission is made for the purposes of carrying out investigations under the *Building Act 1975*.

The following are the specific pieces of legislation and codes which require or authorise this Unit to manage information as described above:

- *Building Act 1975*
- *Building Code of Australia*
- *Building Fire Safety Regulation 2008*
- *Building Regulation 2006*
- *Building Units and Group Titles Act 1980*
- *Queensland Development Code*
- *Sustainable Planning Act 2009*
- *Sustainable Planning Regulation 2009*

Plumbing and Drainage Unit

The Plumbing and Drainage Unit undertakes approval, inspectoral and regulatory functions associated with plumbing, drainage and on-site sewerage facilities.

In addition to the information collected by Council as described in Part 1 above, the Plumbing and Drainage Unit also collects licence details (eg Plumbing Industry Council licences, Queensland Building and Construction Commission licences and gas licences).

Information is used by this Unit to assess applications, provide correspondence and ensure that individuals are licensed to conduct relevant work.

Information is exchanged internally with other parts of Council for the purposes of maintaining contact details. This Unit also discloses information externally to the Building and Construction Commission and Plumbing Industry Council for investigatory purposes.

The following are the specific pieces of legislation, code and standards which require or authorise this Unit to manage information as described above:

- *Plumbing and Drainage Act 2002*
- *Plumbing and Drainage Regulation 2003*
- *Queensland Plumbing and Wastewater Code*
- *Standard Plumbing and Drainage Regulation 2003*
- *Water Supply (Safety and Reliability) Act 2008*
- *AS 3500 Plumbing and Drainage*
- *AS 1547 On-site domestic waste-water management*
- *AS 1546 On-site domestic waste-water treatment units*

5.1.3 Development Assessment Unit

The Development Assessment Unit is responsible for development assessment, including devolved Environmentally Relevant Activity (ERA), in terms of both land use planning and environment perspectives.

The following is in addition to the information provided in Part 1 above.

This Section uses information for processing development applications, permits and licensing and complaints.

The following are the specific pieces of legislation which require or authorise this Unit to manage information as described above:

- *Dangerous Goods Safety Management Act 2001 (repealed)*

- *Environmental Protection Act 1994*
- *Liquor Act 1992*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Sustainable Planning Act 2009*
- *Sustainable Planning Regulation 2009*
- *Transport Operations (Road Use Management) Act 1995*

5.2 Civil Operations Section

The Civil Operations Section of Regional Services manages the procurement and physical delivery of the five year capital program by internal and/or external resources. The Section is responsible for the maintenance of the region's road network including:

- construction, maintenance and upgrading of gravel and sealed road pavements and surfacings including bridges and boat ramps;
- kerb and channel;
- footpaths and cycleways;
- stormwater drainage systems;
- guardrails, street signs, line markings; and
- some traffic signals and road lighting.

The Civil Operations Section uses information for the purposes of:

- (a) providing advice regarding construction activities;
- (b) following up on requests received from the community;
- (c) disposal of abandoned vehicles;
- (d) issuing permits for road reserve works;
- (e) allocation of rural street numbering; and
- (f) facilitating procurement and contractual processes.

This Section may exchange information internally with other parts of Council. This Section generally does not disclose information externally. However, it may disclose information externally to government agencies and to consultants who undertake projects on behalf of Council.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Building and Construction Industry Payments Act 2004*
- *Building and Construction Industry (Portable Long Service Leave) Act 1991*
- *Environmental Protection Act 1994*
- *Fisheries Act 1994*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Sustainable Planning Act 2009*
- *Sustainable Planning Regulation 2009*
- *Transport Infrastructure Act 1994*
- *Transport Operations (Road Use Management) Act 1995*
- *Transport Planning and Co-ordination Act 1994*
- *Work Health and Safety Act 2011*

5.3 Engineering Services Section

The Engineering Services Section of Regional Services is responsible for strategic infrastructure, design services, infrastructure operations, support services and disaster management.

5.3.1 Strategic Infrastructure

The Strategic Infrastructure team investigate, plan and report on transport, traffic, water supply reticulation, sewage reticulation and stormwater issues to ensure long term sustainability of these infrastructure networks.

5.3.2 Design Services

The Design Services team provide engineering survey, design and drafting services to various Sections of Council; with their primary function to provide the survey and design of the Council's roads, pathway, water supply reticulation, sewage reticulation, stormwater drainage, landfill and other related capital works programs to the Civil Operations, Fitzroy River Water and Waste Management Units of Regional Services.

5.3.3 Infrastructure Operations

The Infrastructure Operations team assess the engineering aspects of development applications referred from the Development Assessment Unit in relation to traffic, transport water supply reticulation, sewage reticulation and stormwater drainage networks. The Infrastructure Operations team also investigate and report on traffic and road safety issues reported on the existing road network,

5.3.4 Support Services

The Support Services team assess provide administrative, costing and customer service support to the Civil Operations and Engineering Services units,

5.3.5 Disaster Management

The Disaster Management Team ensures that Council has appropriate disaster management strategies in place in the event of potential risk and natural hazards such as cyclones, floods, storms, and bushfires.

The Engineering Services Section uses information for the purposes of:

- (a) providing advice regarding infrastructure planning, construction and maintenance activities;
- (b) following up on requests received from the community;
- (c) undertaking community consultations;
- (d) charging fees for infrastructure searches, plan printing and scanning. Credit card details may be provided internally to the Council cashier; and
- (e) facilitating procurement and contractual processes.

This Section may exchange information internally with other parts of Council. This Section generally does not disclose information externally. However, it may disclose information externally to government agencies and to consultants who undertake projects on behalf of Council.

The following are the specific pieces of legislation and code which require or authorise this Section to manage information as described above:

- *Building and Construction Industry Payments Act 2004*
- *Building and Construction Industry (Portable Long Service Leave) Act 1991*
- *Disaster Management Act 2003*
- *Environmental Protection Act 1994*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Queensland Plumbing and Wastewater Code*
- *Sustainable Planning Act 2009*
- *Sustainable Planning Regulation 2009*

- *Transport Operations (Road Use Management) Act 1995*
- *Water Act 2000*
- *Water Supply (Safety and Reliability) Act 2008*
- *Work Health and Safety Act 2011*

5.4 Rockhampton Regional Waste and Recycling

Rockhampton Regional Waste and Recycling provides domestic and commercial waste collection and disposal activities to the residents and commercial businesses in Council's local government area.

In addition to the information collected by Council as described in Part 1 above, this Section also collects security video footage at the Lakes Creek Road landfill and Gracemere landfill.

Information including business names, Australian Business Numbers, postal addresses and phone numbers may also be collected for other purposes including the creation of business accounts.

This Section uses information for:

- (a) commercial purposes;
- (b) site inspections;
- (c) provision of waste services;
- (d) delivery of Council bins;
- (e) replacements and repairs;
- (f) education programs;
- (g) security and regulating entry into the Lakes Creek Road landfill and Gracemere landfill; and
- (h) legislative reporting.

Information may be used internally by other parts of Council and may be disclosed externally (for example, to contractors).

The following are the specific pieces of legislation which require or authorise FRW to manage information as described above:

- *Environmental Protection Act 1994*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Water Act 2000*
- *Work Health and Safety Act 2011*

5.5 Fitzroy River Water

The key objectives of Fitzroy River Water (FRW) are to deliver commercially viable water and sewerage services within the region that satisfy adopted customer services standards. These services include the following key functions:

- (a) Treatment and supply; and
- (b) Network services.

FRW is responsible for the operation and maintenance of water and sewerage assets used for the storage and supply of raw water for urban, commercial and agricultural purposes, treating and distributing potable water and the collection, treatment and discharge of treated effluent and reuse where appropriate.

In addition to the information collected by Council as described in Part 1 above, information including business names, Australian Business Numbers, postal addresses and phone numbers may also be

collected for other purposes including the creation of business accounts. FRW also collects security video footage at the Glenmore Water Treatment Plant and Fitzroy River Barrage.

FRW uses information for the purposes of:

- (a) commercial purposes;
- (b) site inspections;
- (c) provision of water and sewerage services;
- (d) processing permits, licensing and complaints;
- (e) taking enforcement action;
- (f) education programs;
- (g) public safety and incident recording; and
- (h) security and regulating entry into the Glenmore Water Treatment Plant and Fitzroy River Barrage.

Information may be used internally by other parts of Council and may be disclosed externally (for example, to contractors).

The following are the specific pieces of legislation which require or authorise FRW to manage information as described above:

- *Environmental Protection Act 1994*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Plumbing and Drainage Act 2002*
- *Water Act 2000*
- *Water Supply (Safety and Reliability) Act 2008*
- *Work Health and Safety Act 2011*

Annexure A – Legislation

Acquisition of Land Act 1967
Acquisition of Land Regulation 2011
Animal Management (Cats and Dogs) Act 2008
AusCheck Act 2007
Australian Citizenship Act 2007
Australian Citizenship Regulations 2007
Aviation Transport Security Act 2004
Aviation Transport Security Regulations 2005
Body Corporate and Community Management Act 1997
Building Act 1975
Building and Construction Industry Payments Act 2004
Building and Construction Industry (Portable Long Service Leave) Act 1991
Building Fire Safety Regulation 2008
Building Regulation 2006
Building Units and Group Titles Act 1980
Child Protection Act 1999
Civil Aviation Safety Regulations 1998 (Manual of Standards Part 139)
Community Services Act 2007
Crime and Corruption Act 2001
Customs Act 1901
Dangerous Goods Safety Management Act 2001 (repealed)
Disability Services Act 2006
Disaster Management Act 2003
Education and Care Services National Law (Queensland) Act 2011
Education and Care Services National Law (Queensland) Regulation 2011
Environmental Protection Act 1994
Family Services Act 1987 (repealed)
Fisheries Act 1994
Food Act 2006
Fringe Benefits Tax Act 1986
Fringe Benefits Tax Assessment Act 1986
Fringe Benefits Tax Regulations 1992
Gaming Machine Act 1991
Housing Act 2003
Industrial Relations Act 1999
Information Privacy Act 2009

Integrated Planning Act 1997 (repealed)
Land Act 1994
Land Title Act 1994
Land Protection (Pest and Stock Route Management) Act 2002
Libraries Act 1988
Liquor Act 1992
Local Laws
Local Government Act 1993 (repealed)
Local Government Act 2009
Local Government Regulation 2012
Petroleum Act 1923
Petroleum and Gas (Production and Safety) Act 2004
Plumbing and Drainage Act 2002
Plumbing and Drainage Regulation 2003
Public Health Act 2005
Public Health (Infection Control for Personal Appearance Services) Act 2003
Residential Services (Accreditation) Act 2002
Right to Information Act 2009
Spam Act 2003
Standard Plumbing and Drainage Regulation 2003
State Penalties Enforcement Act 1999
State Penalties Enforcement Regulation 2000
Stock Act 1915
Sustainable Planning Act 2009
Sustainable Planning Regulation 2009
Taxation Administration Act 2001
Trade Practices Act 1974
Transport Infrastructure Act 1994
Transport Operations (Road Use Management) Act 1995
Transport Planning and Co-ordination Act 1994
Valuation of Land Act 1944
Water Act 2000
Water Supply (Safety and Reliability) Act 2008
Workers Compensation and Rehabilitation Act 2003
Workplace Health and Safety Act 1995 (repealed)
Work Health and Safety Act 2011