



# ORDINARY MEETING

## AGENDA

**26 MAY 2020**

*Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 26 May 2020 commencing at 9.00am for transaction of the enclosed business.*

*In line with section 277E of the Local Government Regulation 2012, it has been determined that it is not practicable for the public to attend Council meetings in person at the current time. Until further notice, Council meetings will instead take place via videoconference and will be livestreamed online.*

A handwritten signature in black ink, appearing to be "C. P.", is positioned above the printed name of the Chief Executive Officer.

**CHIEF EXECUTIVE OFFICER**  
22 May 2020

Next Meeting Date: 09.06.20

**Please note:**

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

## TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
1	OPENING.....	1
2	PRESENT .....	1
3	APOLOGIES AND LEAVE OF ABSENCE .....	1
4	CONFIRMATION OF MINUTES.....	1
5	DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA .....	1
6	BUSINESS OUTSTANDING .....	2
	NIL .....	2
7	PUBLIC FORUMS/DEPUTATIONS .....	3
	NIL .....	3
8	PRESENTATION OF PETITIONS.....	4
	NIL .....	4
9	COUNCILLOR/DELEGATE REPORTS .....	5
	NIL .....	5
10	OFFICERS' REPORTS .....	6
10.1	REQUEST FOR A MINOR CHANGE AND EXTENSION TO THE RELEVANT PERIOD OF DEVELOPMENT PERMIT D-R/242-2009 FOR A MATERIAL CHANGE OF USE FOR A RETAIL/COMMERCIAL COMPLEX (TWO STAGE SHOPPING CENTRE).....	6
10.2	CALLIUNGAL RURAL FIRE BRIGADE LEASE RENEWAL.....	31
10.3	COMMUNITY ASSISTANCE PROGRAM .....	33
10.4	SCHOOL TRANSPORT INFRASTRUCTURE PROGRAM .....	36
10.5	SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 30 APRIL 2020.....	47
10.6	2019-20 OPERATIONAL PLAN PROGRESS REPORT - QUARTER THREE .....	55
10.7	AMENDED COMMUNITY GRANTS AND MINOR SPONSORSHIP POLICY AND DRAFT COMMUNITY GRANTS PROCEDURE - COVID-19 FINANCIAL HARDSHIP AND ASSISTANCE SCHEME.....	91
11	NOTICES OF MOTION .....	107
	NIL .....	107
12	QUESTIONS ON NOTICE .....	108
	NIL .....	108
13	URGENT BUSINESS/QUESTIONS .....	109

---

<b>14</b>	<b>CLOSED SESSION .....</b>	<b>110</b>
	15.1 ECONOMIC AND COMMUNITY SUPPORT	
<b>15</b>	<b>CONFIDENTIAL REPORTS.....</b>	<b>111</b>
	15.1 ECONOMIC AND COMMUNITY SUPPORT.....	111
<b>16</b>	<b>CLOSURE OF MEETING.....</b>	<b>112</b>



**1 OPENING**

**2 PRESENT**

Members Present:

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

In Attendance:

Mr E Pardon – Chief Executive Officer

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Ordinary Meeting held 12 May 2020

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

**6 BUSINESS OUTSTANDING**

Nil

## **7 PUBLIC FORUMS/DEPUTATIONS**

Nil

## **8 PRESENTATION OF PETITIONS**

Nil

## **9 COUNCILLOR/DELEGATE REPORTS**

Nil

## 10 OFFICERS' REPORTS

### 10.1 REQUEST FOR A MINOR CHANGE AND EXTENSION TO THE RELEVANT PERIOD OF DEVELOPMENT PERMIT D-R/242-2009 FOR A MATERIAL CHANGE OF USE FOR A RETAIL/COMMERCIAL COMPLEX (TWO STAGE SHOPPING CENTRE)

**File No:** D-R/242-2009

**Attachments:** 1. Site and Floor Plan [↓](#)  
2. Elevations [↓](#)

**Authorising Officer:** Tarnya Fitzgibbon - Coordinator Development Assessment  
Karen Moody - Acting Manager Planning and Regulatory Services  
Doug Scott - Acting General Manager Community Services

**Author:** Bevan Koelmeyer - Planning Officer

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#### SUMMARY

*Development Application Number:* D-R/242-2009

*Applicant:* Gracemere Shopping World Pty Ltd

*Real Property Address:* Lot 1 and Lot 2 on SP247119 (formerly Lot 1 on SP201376), Parish of Gracemere

*Common Property Address:* 1-19 McLaughlin Street and Lot 1 McLaughlin Street, Gracemere

*Area of Site:* 5.12 hectares

*Planning Scheme:* Rockhampton Region Planning Scheme 2015

*Planning Scheme Zone:* District Centre Zone

*Planning Scheme Overlays:* Acid Sulfate Soils Overlay  
Airport Environs Overlay  
Steep Land Overlay.

*Existing Development:* Gracemere Shoppingworld (Stage One) and a Service Station

*Existing Approvals:* D/62-2010 for Reconfiguring a Lot (One into Two lots and Easement)  
D-Y/2009-132 for a Service Station  
D/410-2010 for a Food Premises  
Various other operational works, building and plumbing approvals.

*Approval Sought:* Amended Decision Notice and Infrastructure Charges Notice for Development Permit D-R/242-2009 for a Material Change of Use for a Retail/Commercial Complex (two stage shopping centre)

*Submissions:* Not Applicable

*Referral Agency:* Department of State Development, Manufacturing, Infrastructure and Planning

*Infrastructure Charges Area:* Charge Area 1

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**OFFICER'S RECOMMENDATION****RECOMMENDATION A**

THAT in relation to the request for a Minor Change and Extension to the Relevant Period of Development Permit D-R/242-2009 for a Retail/Commercial Complex (two stage shopping centre), made by Gracemere Shopping World Pty Ltd, located at 1-19 and Lot 1 McLaughlin Street, Gracemere, on land described as Lot 1 on SP247119 and Lot 2 on SP247119, Parish of Gracemere - Council resolves that:

**1. Condition 14.8 be amended by replacing:**

This approval for stage two is valid for a period of ten (10) years from the day the approval takes effect. If the use has not commenced in accordance with the approved conditions within ten (10) years the approval will lapse.

**With**

This approval for stage two is valid for a period of 14 years from the day the approval takes effect. If the use has not commenced in accordance with the approved conditions by 17 August 2024, the approval will lapse.

**2. Condition 24.1 be deleted.****3. Insert new Advisory Note 9, as follows:**

This application is subject to infrastructure charges in accordance with Council policies. The charges are presented on an Infrastructure Charges Notice.

**4. An Infrastructure Charges Notice be issued as follows:**

- (a) A charge of \$1,810,296.00 for Gross Floor Area being 11,832 square metres (shopping centre including discount department store, junior discount department store, supermarket extension, specialty shops, kiosks, food court and internal circulation areas); and
- (b) A charge of \$140,930.00 for Impervious Area being 16,580 square metres (roof area, hardstand areas, access, and parking areas).

Therefore, a total charge of \$1,951,226.00 is payable for stage two and will be reflected in an Infrastructure Charges Notice for the development.

**RECOMMENDATION B**

That to reflect the above changes to conditions, Gracemere Shopping World Pty Ltd, be issued with an Amended Decision Notice for Development Permit D-R/242-2009 for a Retail/Commercial Complex (two stage shopping centre) as follows:

**STAGE ONE – SUPERMARKET, JUNIOR DISCOUNT DEPARTMENT STORE, SPECIALITY SHOPS AND KIOSKS****1.0 ADMINISTRATION**

- 1.1 The approved development must be completed and maintained generally in accordance with the following approved drawings and documents, except where amended by the conditions of this permit:

<u>Plan/Document Name</u>	<u>Plan Number</u>	<u>Dated</u>
Masterplan- Stage 1 Supermarket DA	7282 DA101 Rev. P10	August 2008
Elevations	7282A DA20 Rev. A	7 July 2011

- 1.2 Where there is any conflict between conditions of this decision notice and details shown on the approved plans, the conditions of approval must prevail.

- 1.3 Where these Conditions refer to “Council” in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role of the Council may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.4 The Developer is responsible for ensuring compliance with this Approval and the Conditions of the Approval by an employee, agent, contractor or invitee of the Developer.
- 1.5 All conditions, works, and requirements of this approval for this Stage must be satisfied, undertaken and completed to the satisfaction of Council prior to the commencement of use.
- 1.6 The following further development permits are required prior to the commencement of any works on the site:
- 1.6.1 Operational Works:
- i) Road Works;
  - ii) Access and Parking;
  - iii) Sewerage Works;
  - iv) Water Works;
  - v) Stormwater Works;
  - vi) Roof and Allotment Drainage;
  - vii) Site Works; and
  - viii) Landscaping.
- 1.6.2 Plumbing and Drainage Works; and
- 1.6.3 Building Works.
- 1.7 All Development Permits for Operational Works and Plumbing and Drainage Works must be obtained prior to the issue of a Development Permit for Building Works.
- 1.8 This approval for stage one is valid for a period of four (4) years from the day the approval takes effect. If the use has not commenced in accordance with the approved conditions within four (4) years the approval will lapse.
- 1.9 Any outstanding rates, charges or expenses levied by the Council over the subject land must be paid prior to the issue of a Development Permit for Building Works.
- 1.10 The maintenance of all works constructed under this approval, or any subsequent Development Permit for Operational Works, must remain the sole responsibility of the developer until such time as all works are accepted ‘off maintenance’ by Council.
- 1.11 ‘As constructed’ information pertaining to assets to be handed over to Council and those which may have an impact on Council’s existing and future assets must be approved prior to the issue of a Development Permit for Building Works.
- 2.0 ROAD WORKS
- 2.1 A Development Permit for Operational Works (road works) must be obtained prior to the commencement of any works on the site.
- 2.2 All road works and associated stormwater drainage system works must be designed generally in accordance with the Capricorn Municipal Development Guidelines (including standard drawings) and the endorsed plans (refer to Condition 1.1).
- 2.3 The engineering design of all new roads and associated stormwater drainage systems, both internal and external to the site, submitted as part of any application for a Development Permit for Operational Works (Road Works) must be prepared and certified by a registered professional engineer.
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- 2.4 All road widenings, intersection alignments, associated kerb and channel and drainage works along O'Shanesy Street for stage one, must be designed and constructed along the frontage as indicated on the endorsed plans (refer to Condition 1.1). O'Shanesy Street must be reconstructed to separate the school set down and parking area from traffic accessing and passing the shopping centre site.
- 2.5 Design and construct all necessary connections with the existing road network including intersections generally in accordance with the Capricorn Municipal Development Guidelines (including standard drawings) and the endorsed plans (refer to Condition 1.1).
- 2.6 A dual use pathway, 2.0 metres wide, must be constructed along the full frontage of the site for McLaughlin and O'Shanesy Streets, relevant to stage one in accordance with the Capricorn Municipal Development Guidelines (including standard drawings) and the endorsed plans (refer to condition 1.1). Details of the footpath must be provided with any application for a Development Permit for Operational Works (road works).
- 2.7 A dual use pathway, 2.0 metres wide, must be constructed, in conjunction with stage one, from the development site to connect with the existing footpath fronting the Gracemere State Primary School in accordance with the Capricorn Municipal Development Guidelines (including standard drawings) and the endorsed plans (refer to condition 1.1). Details of the footpath must be provided with any application for a Development Permit for Operational Works (road works) for this stage of the development
- 2.8 Road signage and pavement markings must be installed in accordance with the Manual of Uniform Traffic Control Devices.
- 2.9 All new roads and intersections, and any modifications to existing roads or intersections, must be provided with road and public space lighting in accordance with the Australian Standard AS1158 suite of standards.
- 2.10 All areas of any existing or proposed road reserve disturbed as a consequence of road works, or any other works, must be suitably shaped, top soiled, turfed or hydromulched, or similarly treated, and maintained to the satisfaction of Council.
- 2.11 The owner must ensure that any damage to infrastructure including public pathways, kerb and channel and the like caused as a result of the development is repaired or reinstated to the standard required for similar new works.
- 3.0 ACCESS AND PARKING
- 3.1 A Development Permit for Operational Works (access and parking) must be obtained prior to the commencement of any works on the site.
- 3.2 All parking and access areas must be paved or sealed to the satisfaction of Council. Design and construction must be in accordance with the Capricorn Municipal Development Guidelines (including standard drawings), Australian Standard AS2890, Australian Standard AS1428 and the provisions of a Development Permit for Operational Works (access and parking). The layout must be generally in accordance with the endorsed plans (refer to condition 1.1).
- 3.3 286 parking spaces and six (6) motorcycle spaces must be provided on site generally in accordance with the endorsed plans (refer to condition 1.1), for this stage of the development.
- 3.4 All stormwater runoff from parking and access areas must be collected and drained to a lawful point of discharge.
- 3.5 A bus setdown area, including weather shelter must be designed and constructed at stage one of the development in accordance with the Public Transport Infrastructure Manual June 2007. The bus setdown area must be located adjacent to the specialty shops. Details of the bus setdown area must be provided with any application for a

Development Permit for Operational Works (access and parking) for this stage of the development.

#### 4.0 SEWERAGE WORKS

- 4.1 A Development Permit for Operational Works (sewerage works) must be obtained prior to the commencement of any works on the site.
- 4.2 The development must be connected to Council's reticulated sewerage network in accordance with the provisions of the *Water Act* and *Plumbing and Drainage Act*.
- 4.3 Any construction works proposed in the vicinity of Council's existing sewerage infrastructure must not adversely affect the integrity of the infrastructure.
- 4.4 A Trade Waste Permit must be obtained prior to the issue of a Development Permit for Building Works.
- 4.5 Should any proposed sewer connection points be located within trafficable areas, the jump-up must be raised to the finish surface level and provided with a brass cover.
- 4.6 All sanitary drainage works must be in accordance with regulated work under the *Plumbing and Drainage Act*.

#### 5.0 WATER WORKS

- 5.1 A Development Permit for Operational Works (water works) must be obtained prior to the commencement of any works on the site.
- 5.2 The development must be connected to Council's reticulated water supply network in accordance with the provisions of the *Water Act* and *Plumbing and Drainage Act*. The connection must be located at a point nominated by Council.
- 5.3 The development must be provided with a master water meter at the property boundary and sub meters for each sole occupancy premises.
- 5.4 Water storage tanks and pumps must be located on site to provide adequate fire-fighting flows for the development.
- 5.5 Any construction works proposed in the vicinity of Council's existing water infrastructure must not adversely affect the integrity of the infrastructure.
- 5.6 All plumbing works must be in accordance with regulated work under the *Plumbing and Drainage Act*.

#### 6.0 STORMWATER WORKS

- 6.1 A Development Permit for Operational Works (stormwater works) must be obtained prior to the commencement of any works on the site.
- 6.2 All stormwater drainage works must be designed and constructed in accordance with the Queensland Urban Drainage Manual and the Capricorn Municipal Design Guidelines, and sound Engineering practice.
- 6.3 All stormwater runoff from the subject site, and roofwater and water from paved surfaces, must be collected within the site and directed to a lawful point of discharge, in accordance with Council requirements, the Queensland Urban Drainage Manual and the Capricorn Municipal Design Guidelines. Design and construction must be in accordance with a Development Permit for Operational Works (stormwater works).
- 6.4 The application for a Development Permit for Operational Works (stormwater) must be accompanied by:
  - 6.4.1 detailed assessment of total flows leaving the site and pipe sizing in accordance with the Capricorn Municipal Design Guidelines;
  - 6.4.2 details of any retention or detention proposed on site, including Q100 surface levels for any detained flows including overflow relief capacity and sizing;

- 6.4.3 details of the capacity of the down-stream underground stormwater system and how it is able to handle the additional proposed development runoff.
- 6.5 Any filling or changes to the site proposed as part of any Development Permit for Operational Works must not adversely impact on any adjoining or downstream land, drainage systems, or any Council infrastructure
- 6.6 Drainage easements must cater for the 100 year Average Recurrence Interval rainfall event. Provide drainage easements, free of cost and compensation in Council's favour, over any drainage works on the land should such be required.
- 7.0 SITE WORKS
- 7.1 A Development Permit for Operational Works (Site Works) must be obtained prior to the commencement of any works on the site.
- 7.2 Any application for a Development Permit for Operational Works (Site Works) must be accompanied by an earthworks plan which clearly identifies the following:
- 7.2.1 the location of cut and/or fill;
- 7.2.2 the type of fill to be used and the manner in which it is to be compacted;
- 7.2.3 the quantum of fill to be deposited or removed and finished cut and/or fill levels;
- 7.2.4 details of any proposed access routes to the site which are intended to be used to transport fill to or from the site; and
- 7.2.5 the maintenance of access roads to and from the site so that they are free of all cut and/or fill material and cleaned as necessary.
- 7.3 Any vegetation cleared from the site must not be burnt either on-site or off-site, and within sixty (60) days of clearing the cleared vegetation must be either:
- 7.3.1 mulched on-site and utilised on the subject land for landscaping purposes, in accordance with the landscaping plan approved by Council; or
- 7.3.2 removed for disposal at a location approved by Council.
- 7.4 Filling work must not be undertaken on land with slopes greater than twenty-five (25) percent.
- 7.5 All structural filling must be in accordance with Australian Standard AS3798. Engineering drawings/specification must clearly indicate the location and depth of proposed filling. A testing strategy must be submitted as part of any application for a Development Permit for Operational Works (Site Works). Testing requirements must be generally in accordance with Section 8 of Australian Standard 3798.
- 7.6 All engineering drawings for Operational Works must be signed and certified by a registered professional engineer as being in accordance with all relevant Australian Standards, statutory requirements and sound engineering principles. A registered professional engineer must supervise the works on behalf of the Applicant. A certificate of construction compliance must be submitted by a registered professional engineer verifying that all works have been carried out in accordance with Council approved drawings, approval conditions and specification.
- 7.7 A registered professional engineer must issue to Council signed "as-constructed" plans and a certificate verifying that the information contained within the drawings is true and accurate. These plans must be neatly presented in printed hard copy form and free from errors, omissions, mark ups, and/or hand written alterations/notes. Levels in the as-constructed plans must be based upon a minimum fourth-order Permanent Survey Mark.
- 7.8 Any application for a Development Permit for Operational Works (Site Works) must be accompanied by:
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7.8.1 reasonable investigations to determine the presence and extent of any existing filled ground on the subject land (site investigations must assess the degree of compaction and composition of any existing filled ground and an assessment of the adequacy of existing filled ground including the extent of any remedial works required); and

7.8.2 reasonable investigations and reasonable testing to ensure the subject land is free of contamination in accordance with the requirements of the *Contaminated Land Act 1991*.

#### 8.0 BUILDING

8.1 All external elements, such as air conditioners, must be adequately screened from public view, to Council's satisfaction. Noise from any external elements, such as air conditioners, must not exceed 5dB(A) above the background ambient noise level, measured at the boundaries of the subject site.

8.2 All lift motor rooms, plant and service facilities must be totally enclosed or screened using materials consistent with those elsewhere in the building. Noise from any lift motor room must not exceed 5dB(A) above the background ambient noise level, measured at the boundaries of the subject site.

8.3 Any lighting devices associated with the development, such as sensory lighting, must be positioned on the site and shielded so as not to cause glare or other nuisance to nearby residents and motorists. Night lighting must be designed, constructed and operated in accordance with '*Australian Standard AS4282 – Control of the obtrusive effects of outdoor lighting*'.

8.4 Any reflective material must have a level of light reflectivity of no more than twenty (20) percent and a level of heat transmission of not less than twenty (20) percent.

8.5 All shop front glazing must be clear and untinted and must not be obscured by blinds, curtains or the like.

8.6 Prior to occupation of the building, submit to Council a certificate from a licenced surveyor to demonstrate the completed building does not exceed twelve (12) metres above natural ground level, in accordance with the approved plans.

#### 9.0 LANDSCAPING

9.1 A Development Permit for Operational Works (landscaping) must be obtained prior to the commencement of any works on the site.

9.2 The landscape plan must include, but is not limited to, the following:

9.2.1 A plan documenting the "Extent of Works" and supporting documentation which includes:

- i) location and name of existing trees, including those to be retained (the location of the trees shall be overlayed or be easily compared with the proposed development design);
- ii) the extent of soft and hard landscape proposed;
- iii) important spot levels and/or contours. The levels of the trees to be retained shall be provided in relation to the finished levels of the proposed buildings and works;
- iv) underground and overhead services;
- v) typical details of critical design elements (eg stabilisation of batters, retaining walls, podium/balcony planters, trees in car park areas, fences);
- vi) details of landscape structures including areas of deep planting; and
- vii) specification notes on mulching and soil preparation.

9.2.2 A "Planting Plan" and supporting documentation which includes:

- (i) trees, shrubs and groundcovers to all areas to be landscaped;
- (ii) position and canopy spread of all trees and shrubs; and
- (iii) the extent and type of works (i.e. paving, fences, garden bed edging etc). All plants shall be located within an edged garden.

9.3 All landscaping work associated with this stage of the development must be completed prior to the commencement of use.

9.4 The landscaped areas must be subject to an ongoing maintenance and replanting programme.

9.5 The landscape plan must include a minimum 2.5 metre wide landscaped buffer along the McLaughlin Street and O'Shanesy Street frontages of stage one.

## 10.0 ELECTRICITY AND TELECOMMUNICATION

10.1 The use must not commence unless and until each tenancy has been provided with live electricity and telecommunication connections in accordance with the requirements of the relevant authority.

10.2 Provide street lighting and public space lighting in accordance with the relevant Australian Standards.

## 11.0 CONTRIBUTIONS/COSTS

11.1 Contributions must be paid to Council prior to the issue of a Development Permit for Building Works.

The contributions must be paid in accordance with the Council Policy rates at the date of payment. The following table sets out the contributions required to be paid:

<u>Policy</u>	<u>Contribution</u>	<u>Current Total*</u>
LPP1/96	Water Supply Headworks	\$12,823.45
LPP1/96	Sewerage Headworks	\$8,922.80
	Stormwater Drainage	\$12,507.00 <sup>+</sup>

\*Council reserves the right to review same in accordance with the policies and rates and charges current at the time of payment. The applicant will be required to pay for 52.66 Equivalent Persons (EP) at the rates current at the time of payment.

<sup>+</sup> At the time of payment this amount will be increased by the Road and Construction Index for Queensland with the December 2008 quarter being the base.

11.2 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be at full cost to the developer.

11.3 'As constructed' information pertaining to assets to be handed over to Council and those which may have an impact on Council's existing and future assets must be provided prior to the commence of the use or the release of the Building Format Plan, whichever occurs the sooner. This information must be provided in accordance with the Manual for Submission of Digital As Constructed Information.

## 12.0 ENVIRONMENTAL

12.1 Any application for a Development Permit for Operational Works or Development Permit for Building Works must be accompanied by an Erosion and Sediment Control Plan which addresses, but is not limited to, the following:

- i) water quality and drainage;
- ii) erosion and silt/sedimentation management;

- iii) acid sulphate soils;
- iv) fauna management;
- v) vegetation management and clearing;
- vi) top soil management;
- vii) interim drainage plan during construction;
- viii) construction programme;
- ix) geotechnical issues;
- x) weed control;
- xi) bushfire management;
- xii) emergency vehicle access;
- xiii) noise and dust suppression; and
- xiv) waste management.

- 12.2 Any application for a Development Permit for Operational Works or Development Permit for Building Works must be accompanied by an Erosion and Sediment Control Plan which addresses, but is not limited to, the following:

- i) objectives;
- ii) site location / topography;
- iii) vegetation;
- iv) site drainage;
- v) soils;
- vi) erosion susceptibility;
- vii) erosion risk;
- viii) concept;
- ix) design; and
- x) implementation, for the construction and post construction phases of work.

The erosion and sediment control plan must incorporate detailed plans, control measures, monitoring programmes and maintenance procedures to ensure appropriate development and management practices within and adjacent to the site.

- 12.3 The Environmental Management Plan and the Erosion and Sediment Control Plan approved as part of a Development Permit for Operational Works must be part of the contract documentation for the development works.

- 12.4 No works can commence on the site unless and until an Environmental Management Plan and an Erosion and Sediment Control Plan has been approved by Council as part of Development Permit for Operational Works.

### 13.0 OPERATING PROCEDURES

- 13.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the site. No storage of materials, parking of construction machinery or contractors' vehicles will be permitted in McLaughlin Street, O'Shanesy Street or the Capricorn Highway.

- 13.2 All waste storage areas must be surrounded by a fence/screen, at least 1.8 metres in height, that obstructs from view the contents of the bin compound by any member of the public from any public place.

- 13.3 All waste containers must be:
- 13.3.1 stored within the bin enclosure area;
  - 13.3.2 securely covered at all times; and
  - 13.3.3 maintained in a clean condition and in good repair.

**STAGE TWO – SUPERMARKET 2, JUNIOR DISCOUNT DEPARTMENT STORE, DISCOUNT DEPARTMENT STORE, SPECIALTY SHOPS AND KIOSKS**

14.0 ADMINISTRATION

- 14.1 The approved development must be completed and maintained generally in accordance with the following approved drawings and documents, except where amended by the conditions of this permit:

<u>Plan/Document Name</u>	<u>Plan Number</u>	<u>Dated</u>
Site Plan – Stage 2	7282A DA10 Rev.G	July 2011
Site Plan – Stage 2 Basement Carparking	7282A DA12 Rev. E	July 2011
Elevations	7282A DA20 Rev. A	7 July 2011

- 14.2 Where there is any conflict between conditions of this decision notice and details shown on the approved plans, the conditions of approval must prevail.
- 14.3 Where these Conditions refer to “Council” in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role of the Council may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 14.4 The Developer is responsible for ensuring compliance with this Approval and the Conditions of the Approval by an employee, agent, contractor or invitee of the Developer.
- 14.5 All conditions, works, and requirements of this approval for this Stage must be satisfied, undertaken and completed to the satisfaction of Council prior to the commencement of use.
- 14.6 The following further development permits are required prior to the commencement of any works on the site:
- 14.6.1 Operational Works:
    - i) Road Works;
    - ii) Access and Parking;
    - iii) Sewerage Works;
    - iv) Water Works;
    - v) Stormwater Works;
    - vi) Roof and Allotment Drainage;
    - vii) Site Works; and
    - viii) Landscaping.
  - 14.6.2 Plumbing and Drainage Works; and
  - 14.6.3 Building Works.
- 14.7 All Development Permits for Operational Works and Plumbing and Drainage Works must be obtained prior to the issue of a Development Permit for Building Works.

- 14.8 This approval for stage two is valid for a period of 14 years from the day the approval takes effect. If the use has not commenced in accordance with the approved conditions by 17 August 2024, the approval will lapse.
- 14.9 Any outstanding rates, charges or expenses levied by the Council over the subject land must be paid prior to the issue of a Development Permit for Building Works.
- 14.10 The maintenance of all works constructed under this approval, or any subsequent Development Permit for Operational Works, must remain the sole responsibility of the developer until such time as all works are accepted 'off maintenance' by Council.
- 14.11 'As constructed' information pertaining to assets to be handed over to Council and those which may have an impact on Council's existing and future assets must be approved prior to the issue of a Development Permit for Building Works.

#### 15.0 ROAD WORKS

- 15.1 A Development Permit for Operational Works (road works) must be obtained prior to the commencement of any works on the site.
- 15.2 All road works and associated stormwater drainage system works must be designed generally in accordance with the Capricorn Municipal Development Guidelines (including standard drawings) and the endorsed plans (refer to Condition 14.1).
- 15.3 The engineering design of all new roads and associated stormwater drainage systems, both internal and external to the site, submitted as part of any application for a Development Permit for Operational Works (Road Works) must be prepared and certified by a registered professional engineer.
- 15.4 All road widenings, intersection alignments, associated kerb and channel and drainage works along O'Shanesy Street for stage two, must be designed and constructed along the frontage as indicated on the endorsed plans (refer to Condition 14.1). O'Shanesy Street must be reconstructed to separate the school set down and parking area from traffic accessing and passing the shopping centre site.
- 15.5 Design and construct all necessary connections with the existing road network including intersections generally in accordance with the Capricorn Municipal Development Guidelines (including standard drawings) and the endorsed plans (refer to Condition 14.1).
- 15.6 A dual use pathway, 2.0 metres wide, must be constructed along the full frontage of the site for O'Shanesy Street, relevant to stage two in accordance with the Capricorn Municipal Development Guidelines (including standard drawings) and the endorsed plans (refer to condition 14.1). Details of the footpath must be provided with any application for a Development Permit for Operational Works (road works).
- 15.7 Road signage and pavement markings must be installed in accordance with the Manual of Uniform Traffic Control Devices.
- 15.8 All new roads and intersections, and any modifications to existing roads or intersections, must be provided with road and public space lighting in accordance with the Australian Standard AS1158 suite of standards.
- 15.9 All areas of any existing or proposed road reserve disturbed as a consequence of road works, or any other works, must be suitably shaped, topsoiled, turfed or hydromulched, or similarly treated, and maintained to the satisfaction of Council.
- 15.10 The owner must ensure that any damage to infrastructure including public pathways, kerb and channel and the like caused as a result of the development is repaired or reinstated to the standard required for similar new works.

#### 16.0 ACCESS AND PARKING

- 16.1 A Development Permit for Operational Works (access and parking) must be obtained prior to the commencement of any works on the site.



- 16.2 All parking and access areas must be paved or sealed to the satisfaction of Council. Design and construction must be in accordance with the Capricorn Municipal Development Guidelines (including standard drawings), Australian Standard AS2890, Australian Standard AS1428 and the provisions of a Development Permit for Operational Works (access and parking). The layout must be generally in accordance with the endorsed plans (refer to condition 14.1).
- 16.3 585 parking spaces and three (3) motorcycle spaces must be provided on site generally in accordance with the endorsed plans (refer to condition 14.1), for this stage of the development.
- 16.4 The total parking provision for the whole development must be 871 parking spaces and nine (9) motorcycle spaces. The total parking provision must be constructed prior to the commencement of stage two of the development.
- 16.5 All stormwater runoff from parking and access areas must be collected and drained to a lawful point of discharge.

17.0 SEWERAGE WORKS

- 17.1 A Development Permit for Operational Works (sewerage works) must be obtained prior to the commencement of any works on the site.
- 17.2 The development must be connected to Council's reticulated sewerage network in accordance with the provisions of the *Water Act* and *Plumbing and Drainage Act*.
- 17.3 Any construction works proposed in the vicinity of Council's existing sewerage infrastructure must not adversely affect the integrity of the infrastructure.
- 17.4 A Trade Waste Permit must be obtained prior to the issue of a Development Permit for Building Works.
- 17.5 Should any proposed sewer connection points be located within trafficable areas, the jump-up must be raised to the finish surface level and provided with a brass cover.
- 17.6 All sanitary drainage works must be in accordance with regulated work under the *Plumbing and Drainage Act*.

18.0 WATER WORKS

- 18.1 A Development Permit for Operational Works (water works) must be obtained prior to the commencement of any works on the site.
- 18.2 The development must be connected to Council's reticulated water supply network in accordance with the provisions of the *Water Act* and *Plumbing and Drainage Act*. The connection must be located at a point nominated by Council.
- 18.3 The development must be provided with a master water meter at the property boundary and sub meters for each sole occupancy premises.
- 18.4 Water storage tanks and pumps must be located on site to provide adequate fire-fighting flows for the development.
- 18.5 Any construction works proposed in the vicinity of Council's existing water infrastructure must not adversely affect the integrity of the infrastructure.
- 18.6 All plumbing works must be in accordance with regulated work under the *Plumbing and Drainage Act*.

19.0 STORMWATER WORKS

- 19.1 A Development Permit for Operational Works (stormwater works) must be obtained prior to the commencement of any works on the site.
- 19.2 All stormwater drainage works must be designed and constructed in accordance with the Queensland Urban Drainage Manual and the Capricorn Municipal Design Guidelines, and sound Engineering practice.

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- 19.3 All stormwater runoff from the subject site, and roofwater and water from paved surfaces, must be collected within the site and directed to a lawful point of discharge, in accordance with Council requirements, the Queensland Urban Drainage Manual and the Capricorn Municipal Design Guidelines. Design and construction must be in accordance with a Development Permit for Operational Works (stormwater works).
- 19.4 The application for a Development Permit for Operational Works (stormwater) must be accompanied by:
- 19.4.1 detailed assessment of total flows leaving the site and pipe sizing in accordance with the Capricorn Municipal Design Guidelines;
  - 19.4.2 details of any retention or detention proposed on site, including Q100 surface levels for any detained flows including overflow relief capacity and sizing;
  - 19.4.3 details of the capacity of the down-stream underground stormwater system and how it is able to handle the additional proposed development runoff.
- 19.5 Any filling or changes to the site proposed as part of any Development Permit for Operational Works must not adversely impact on any adjoining or downstream land, drainage systems, or any Council infrastructure.
- 19.6 Drainage easements must cater for the 100 year Average Recurrence Interval rainfall event. Provide drainage easements, free of cost and compensation in Council's favour, over any drainage works on the land should such be required.
- 20.0 SITE WORKS
- 20.1 A Development Permit for Operational Works (Site Works) must be obtained prior to the commencement of any works on the site.
- 20.2 Any application for a Development Permit for Operational Works (Site Works) must be accompanied by an earthworks plan which clearly identifies the following:
- 20.2.1 the location of cut and/or fill;
  - 20.2.2 the type of fill to be used and the manner in which it is to be compacted;
  - 20.2.3 the quantum of fill to be deposited or removed and finished cut and/or fill levels;
  - 20.2.4 details of any proposed access routes to the site which are intended to be used to transport fill to or from the site; and
  - 20.2.5 the maintenance of access roads to and from the site so that they are free of all cut and/or fill material and cleaned as necessary.
- 20.3 Any vegetation cleared from the site must not be burnt either on-site or off-site, and within sixty (60) days of clearing the cleared vegetation must be either:
- 20.3.1 mulched on-site and utilised on the subject land for landscaping purposes, in accordance with the landscaping plan approved by Council; or
  - 20.3.2 removed for disposal at a location approved by Council.
- 20.4 Filling work must not be undertaken on land with slopes greater than twenty-five (25) percent.
- 20.5 All structural filling must be in accordance with Australian Standard AS3798. Engineering drawings/specification must clearly indicate the location and depth of proposed filling. A testing strategy must be submitted as part of any application for a Development Permit for Operational Works (Site Works). Testing requirements must be generally in accordance with Section 8 of Australian Standard 3798.
- 20.6 All engineering drawings for Operational Works must be signed and certified by a registered professional engineer as being in accordance with all relevant Australian Standards, statutory requirements and sound engineering principles. A registered professional engineer must supervise the works on behalf of the Applicant. A
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certificate of construction compliance must be submitted by a registered professional engineer verifying that all works have been carried out in accordance with Council approved drawings, approval conditions and specification.

- 20.7 A registered professional engineer must issue to Council signed “as-constructed” plans and a certificate verifying that the information contained within the drawings is true and accurate. These plans must be neatly presented in printed hard copy form and free from errors, omissions, mark ups, and/or hand written alterations/notes. Levels in the as-constructed plans must be based upon a minimum fourth-order Permanent Survey Mark.
- 20.8 Any application for a Development Permit for Operational Works (Site Works) must be accompanied by:
- 20.8.1 reasonable investigations to determine the presence and extent of any existing filled ground on the subject land (site investigations must assess the degree of compaction and composition of any existing filled ground and an assessment of the adequacy of existing filled ground including the extent of any remedial works required); and
- 20.8.2 reasonable investigations and reasonable testing to ensure the subject land is free of contamination in accordance with the requirements of the *Contaminated Land Act 1991*.

## 21.0 BUILDING

- 21.1 All external elements, such as air conditioners, must be adequately screened from public view, to Council's satisfaction. Noise from any external elements, such as air conditioners, must not exceed 5dB(A) above the background ambient noise level, measured at the boundaries of the subject site.
- 21.2 All lift motor rooms, plant and service facilities must be totally enclosed or screened using materials consistent with those elsewhere in the building. Noise from any lift motor room must not exceed 5dB(A) above the background ambient noise level, measured at the boundaries of the subject site.
- 21.3 Any lighting devices associated with the development, such as sensory lighting, must be positioned on the site and shielded so as not to cause glare or other nuisance to nearby residents and motorists. Night lighting must be designed, constructed and operated in accordance with ‘*Australian Standard AS4282 – Control of the obtrusive effects of outdoor lighting*’.
- 21.4 Any reflective material must have a level of light reflectivity of no more than twenty (20) percent and a level of heat transmission of not less than twenty (20) percent.
- 21.5 All shop front glazing must be clear and untinted and must not be obscured by blinds, curtains or the like.
- 21.6 Prior to occupation of the building, submit to Council a certificate from a licenced surveyor to demonstrate the completed building does not exceed twelve (12) metres above natural ground level, in accordance with the approved plans.

## 22.0 LANDSCAPING

- 22.1 A Development Permit for Operational Works (landscaping) must be obtained prior to the commencement of any works on the site.
- 22.2 The landscape plan must include, but is not limited to, the following:
- 22.2.1 A plan documenting the “Extent of Works” and supporting documentation which includes:
- i) location and name of existing trees, including those to be retained (the location of the trees shall be overlayed or be easily compared with the proposed development design);
  - ii) the extent of soft and hard landscape proposed;

- iii) important spot levels and/or contours. The levels of the trees to be retained shall be provided in relation to the finished levels of the proposed buildings and works;
- iv) underground and overhead services;
- v) typical details of critical design elements (eg stabilisation of batters, retaining walls, podium/balcony planters, trees in car park areas, fences);
- vi) details of landscape structures including areas of deep planting; and
- vii) specification notes on mulching and soil preparation.

22.2.2 A "Planting Plan" and supporting documentation which includes:

- i) trees, shrubs and groundcovers to all areas to be landscaped;
- ii) position and canopy spread of all trees and shrubs;
- iii) the extent and type of works (i.e. paving, fences, garden bed edging etc). All plants shall be located within an edged garden; and
- iv) a plant schedule with the botanic and common names, total plant numbers and pot sizes at the time of planting.

22.3 All landscaping work associated with this stage of the development must be completed prior to the commencement of use.

22.4 The landscaped areas must be subject to an ongoing maintenance and replanting programme.

22.5 The landscape plan must include a minimum 2.5 metre wide landscaped buffer along the McLaughlin Street and O'Shanesy Street frontages of stage two.

## 23.0 ELECTRICITY AND TELECOMMUNICATION

23.1 Provide underground electricity and telecommunication connections to the proposed development to the requirements of the relevant authority.

23.2 The use must not commence unless and until each tenancy has been provided with live electricity and telecommunication connections in accordance with the requirements of the relevant authority.

23.3 Provide street lighting and public space lighting in accordance with the relevant Australian Standards.

## 24.0 CONTRIBUTIONS/COSTS

24.1 Deleted.

24.2 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be at full cost to the developer.

24.3 'As constructed' information pertaining to assets to be handed over to Council and those which may have an impact on Council's existing and future assets must be provided prior to the commence of the use or the release of the Building Format Plan, whichever occurs the sooner. This information must be provided in accordance with the Manual for Submission of Digital As Constructed Information.

## 25.0 ENVIRONMENTAL

25.1 Any application for a Development Permit for Operational Works or Development Permit for Building Works must be accompanied by an Erosion and Sediment Control Plan which addresses, but is not limited to, the following:

- i) water quality and drainage;
- ii) erosion and silt/sedimentation management;

- iii) acid sulphate soils;
- iv) fauna management;
- v) vegetation management and clearing;
- vi) top soil management;
- vii) interim drainage plan during construction;
- viii) construction programme;
- ix) geotechnical issues;
- x) weed control;
- xi) bushfire management;
- xii) emergency vehicle access;
- xiii) noise and dust suppression; and
- xiv) waste management.

25.2 Any application for a Development Permit for Operational Works or Development Permit for Building Works must be accompanied by an Erosion and Sediment Control Plan which addresses, but is not limited to, the following:

- i) objectives;
- ii) site location / topography;
- iii) vegetation;
- iv) site drainage;
- v) soils;
- vi) erosion susceptibility;
- vii) erosion risk;
- viii) concept;
- ix) design; and
- x) implementation, for the construction and post construction phases of work.

The erosion and sediment control plan must incorporate detailed plans, control measures, monitoring programmes and maintenance procedures to ensure appropriate development and management practices within and adjacent to the site.

25.3 The Environmental Management Plan and the Erosion and Sediment Control Plan approved as part of a Development Permit for Operational Works must be part of the contract documentation for the development works.

25.4 No works can commence on the site unless and until an Environmental Management Plan and an Erosion and Sediment Control Plan has been approved by Council as part of Development Permit for Operational Works.

## 26.0 OPERATING PROCEDURES

26.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the site. No storage of materials, parking of construction machinery or contractors' vehicles will be permitted in McLaughlin Street, O'Shanesy Street or the Capricorn Highway.

26.2 All waste storage areas must be surrounded by a fence/screen, at least 1.8 metres in height, that obstructs from view the contents of the bin compound by any member of the public from any public place.

26.3 All waste containers must be:

- 26.3.1 stored within the bin enclosure area;
- 26.3.2 securely covered at all times; and
- 26.3.3 maintained in a clean condition and in good repair.

#### ADVISORY NOTES

NOTE 1. Aboriginal Cultural Heritage Act, 2003

It is advised that under Section 23 of the Aboriginal Cultural Heritage Act 2003, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal Cultural Heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal Cultural Heritage legislation. The information on Aboriginal Cultural Heritage is available on the Department of Natural Resources, Mines and Water's website [www.nrm.qld.gov.au/cultural\\_heritage/index.html](http://www.nrm.qld.gov.au/cultural_heritage/index.html).

NOTE 2. Asbestos Removal

Any demolition and/or removal works involving asbestos materials must be undertaken in accordance with the requirements of the Workplace Health and Safety legislation.

NOTE 3. Dust Control

It is the developer's responsibility to ensure compliance with Part 2A - Environmental Nuisance of the Environmental Protection Regulation 1998 which prohibits unlawful environmental nuisance caused by dust, ash, fumes, light, odour or smoke beyond the boundaries of the property during all stages of the development including earthworks and construction.

NOTE 4. Sedimentation Control

It is the developer's responsibility to ensure compliance with Section 32 of the Environmental Protection (Water) Policy 1997 to prevent soil erosion and contamination of the stormwater drainage system and waterways.

NOTE 5. Noise During Construction And Noise In General

It is the developer's responsibility to ensure compliance with Section 6S General Emission Criteria and Section 6T Noise Emission Criteria of the Environmental Protection Regulation 1998.

NOTE 6. General Safety Of Public During Construction

It is the principal contractor's responsibility to ensure compliance with Section 31 of the Workplace Health and Safety Act 1995. Section 31(1)(c) states that the principal contractor is obliged on a construction workplace to ensure that work activities at the workplace are safe and without risk of injury or illness to members of the public at or near the workplace.

It is the responsibility of the person in control of the workplace to ensure compliance with Section 30 of the Workplace Health and Safety Act 1995. Section 30(1)(c) states that the person in control of the workplace is obliged to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers.

NOTE 7. Gracemere Water Supply and Sewerage Planning

Reports Reference should be made to the current Gracemere Water Supply and Sewerage Planning Reports, including any addendum reports, when determining the servicing requirements of this development. All works identified within these reports required for the servicing of this development shall be designed and constructed at the developer's expense.

NOTE 8. Signage

Advertising on the site shall be in accordance with the requirements set out in Fitzroy Shire Council (Control of Signs) Local Law No. 9.

NOTE 9. Infrastructure Charges Notice

This application is subject to infrastructure charges in accordance with Council policies. The charges are presented on an Infrastructure Charges Notice.

**RECOMMENDATION C**

That to reflect the above changes to conditions, Gracemere Shopping World Pty Ltd, be issued with an Infrastructure Charges Notice to the amount of \$1,951,226.00.

**BACKGROUND/PROPOSAL**

Council at its meeting on 10 August 2010, approved Development Application D-R/242-2009 for a Material Change of Use for a Retail/Commercial Complex (two stage shopping centre) located at 1-19 and Lot 1 McLaughlin Street, Gracemere. Council subsequently approved an amended decision on 10 May 2016 which changed and deleted a number of approval conditions including extending the relevant period for stage two of the development from eight (8) years to ten (10) years.

On 10 December 2019, an application was made for a Minor Change and Request to Extend the Relevant Period. The application requested that the relevant period for stage two of the development be extended from 10 years (17 August 2020) to 14 years (valid until 17 August 2024). Council also considered the need for stage two of the development to be issued with an Infrastructure Charges Notice in accordance with Council's *Adopted Infrastructure Charges Resolution (No.5) 2015*. The applicant's agreement to levying infrastructure charges was received by Council on 12 March 2020.

**PLANNING ASSESSMENT****MATTERS FOR CONSIDERATION**

This application has been assessed by relevant Council planning, engineering, environmental health, and other technical officers as required. The assessment has been in accordance with the assessment process provisions of the Development Assessment Rules, based on consideration of the relevant State Planning Policy; State Government guidelines; the Council's Town Planning Scheme, Planning Policies and other general policies and procedures, as well as other documents as considered relevant.

**HUMAN RIGHTS ACT**

The relevant provisions of the *Human Rights Act 2019* have been considered as part of the decision making process for this application.

**SUMMARY OF REPRESENTATIONS**

The applicant's change representations have been assessed and Council make the following comments:

**Condition 14.8**

*This approval for stage two is valid for a period of ten (10) years from the day the approval takes effect. If the use has not commenced in accordance with the approved conditions within ten (10) years the approval will lapse.*

**Applicant's request:**

To amend the wording of the condition to extend the relevant period for stage two of the development by a further four (4) years to remain valid until 17 August 2024.

Council response:

The applicant's representations states that this additional time will be used to facilitate the completion of stage two of the development. Furthermore, the development is consistent with the intent of the District Centre Zone under the current *Rockhampton Region Planning Scheme 2015*. The applicant's request is considered reasonable and therefore the relevant period will be extended by a further four (4) years until 17 August 2024.

Recommendation:

This condition is to be amended for stage two of the development to be valid for a period of fourteen (14) years until 17 August 2024.

**Condition 24.1**

*Contributions must be paid to Council prior to the issue of a Development Permit for Building Works for Stage Two of the development.*

*The contributions must be paid in accordance with the Council Policy rates at the date of payment. The following table sets out the contributions required to be paid:*

<u>Policy</u>	<u>Contribution</u>	<u>Current Total*</u>
LPP1/96	Water Supply Headworks	\$28,146.05
LPP1/96	Sewerage Headworks	\$17,091.20

*\*Council reserves the right to review same in accordance with the policies and rates and charges current at the time of payment. The applicant will be required to pay for 52.66 Equivalent Persons (EP) at the rates current at the time of payment.*

*+ At the time of payment this amount will be increased by the Road and Construction Index for Queensland with the December 2008 quarter being the base.*

Council's request:

The previous amended decision report dated 6 May 2016 approved the applicant's first request to extend the relevant period for stage two of the development. This report also included the following excerpt:

***For maintaining consistency and transparency within assessments to extensions to relevant periods, Council can support the first extension to the relevant period of a consistent use without applying the new infrastructure charges. A second extension will however not be supported without applying the infrastructure charges applicable at that point in time.***

The current request is for the second extension to the relevant period of stage two of the development. Council Officer's are only supportive of the request on the basis that infrastructure charges are applied in accordance with Council's *Adopted Infrastructure Charges Resolution (No.5) 2015*. As a result condition 24.1, which levied contributions for stage two of the development, is to be deleted and an Infrastructure Charges Notice is to be issued in its place and attached to the Amended Decision Notice package.

Applicant's response:

Council communicated the aforementioned position to the applicant seeking their written agreement to delete condition 24.1 and issue an Infrastructure Charges Notice for stage two of the development. The applicant's written agreement for Council to take the aforementioned actions was received by Council on 12 March 2020.

Recommendation:

This condition is to be deleted and an Infrastructure Charges Notice is to be issued for stage two of the development in its place, as detailed in the 'Infrastructure Charges' section of this report.



**INFRASTRUCTURE CHARGES**

*Adopted Infrastructure Charges Resolution (No. 5) 2015* for non-residential development applies to the application and it falls within Charge Area 1. The Infrastructure Charges applying to stage two of the development are as follows:

Column 1  Use Schedule	Column 1A  Use (QPP)	Column 2  Charge Area	Column 3  Adopted Infrastructure Charge		Column 4  Adopted Infrastructure Charge for stormwater network		Calculated Charge
			(\$)	Unit	(\$)	Unit	
Commercial (Retail)	Shopping Centre	Area 1	153	per m <sup>2</sup> of GFA			\$1,810,296.00
	(0 – 30,000m2 GFA)				8.50	per m <sup>2</sup> of impervious area	\$140,930.00
	Total						\$1,951,226.00
	Less credit						Nil
	TOTAL CHARGE						\$1,951,226.00

This is based on the following calculations:

- A charge of \$1,810,296.00 for Gross Floor Area being 11,832 square metres (shopping centre including discount department store, junior discount department store, supermarket extension, specialty shops, kiosks, food court and internal circulation areas); and
- A charge of \$140,930.00 for Impervious Area being 16,580 square metres (roof area, hardstand areas, access, and parking areas).

Therefore, a total charge of \$1,951,226.00 is payable for stage two and will be reflected in an Infrastructure Charges Notice for the development.

**SUBMISSIONS**

The original development application was Impact Assessable and was required to undergo public notification, however, no properly made submissions were received with respect to the development.

**REFERRALS**

The original development application required referral to the Department of State Development, Manufacturing, Infrastructure and Planning (formerly Queensland Transport and Department of Main Roads). The department issued their approval subject to conditions on 29 September 2009. As the subject application does not amend any referral agency conditions, the department's original response remains valid and will be attached to the Decision Notice package.

**STATEMENT OF REASONS**

<b>Description of the development</b>	Minor Change and Extension to the Relevant Period of Development Permit D-R/242-2009 for a Material Change of Use for a Retail/Commercial Complex (two stage shopping centre)
<b>Reasons for Decision</b>	<p>a) The proposed use does not compromise the strategic framework in the <i>Rockhampton Region Planning Scheme 2015</i>;</p> <p>b) Assessment of the development against the relevant zone purpose, planning scheme codes and planning scheme policies demonstrates that the proposed development will not cause significant adverse impacts on the surrounding natural environment, built environment and infrastructure, community facilities, or local character and amenity;</p> <p>c) The proposed development does not compromise the relevant <i>State Planning Policy</i>; and</p> <p>d) On balance, the application should be approved because the circumstances favour Council exercising its discretion to approve the application even though the development does not comply with an aspect of the assessment benchmarks.</p>
<b>Assessment Benchmarks</b>	<p>The proposed development was assessed against the following assessment benchmarks:</p> <ul style="list-style-type: none"> <li>• District Centre Zone Code;</li> <li>• Access, Parking and Transport Code;</li> <li>• Landscape Code;</li> <li>• Stormwater Management Code;</li> <li>• Waste Management Code;</li> <li>• Water and Sewer Code;</li> <li>• Acid Sulfate Soils Overlay Code;</li> <li>• Airport Environs Overlay Code; and</li> <li>• Steep Land Overlay Code.</li> </ul>
<b>Compliance with assessment benchmarks</b>	The subject development application for a minor change and extension to the relevant period of development permit D-R/242-2009 was assessed against all of the assessment benchmarks listed above and complies with all of these without exception.
<b>Matters prescribed by regulation</b>	<p>(i) The <i>State Planning Policy – Part E</i>;</p> <p>(ii) The <i>Central Queensland Regional Plan</i>;</p> <p>(iii) The <i>Rockhampton Region Planning Scheme 2015</i>; and</p> <p>(iv) The common material, being the material submitted with the application.</p>

**CONCLUSION**

The applicant's request for an Amended Decision Notice and Extension to the Relevant Period for development application D-R/242-2009 is considered reasonable and recommended for approval. The applicant accepted the changes to conditions on 12 March 2020, including the issuing of an Infrastructure Charges Notice in accordance with the *Adopted Infrastructure Charges Resolution (No. 5) 2015*.

**REQUEST FOR A MINOR CHANGE  
AND EXTENSION TO THE RELEVANT  
PERIOD OF DEVELOPMENT PERMIT  
D-R/242-2009 FOR A MATERIAL  
CHANGE OF USE FOR A  
RETAIL/COMMERCIAL COMPLEX  
(TWO STAGE SHOPPING CENTRE)**

**Site and Floor Plan**

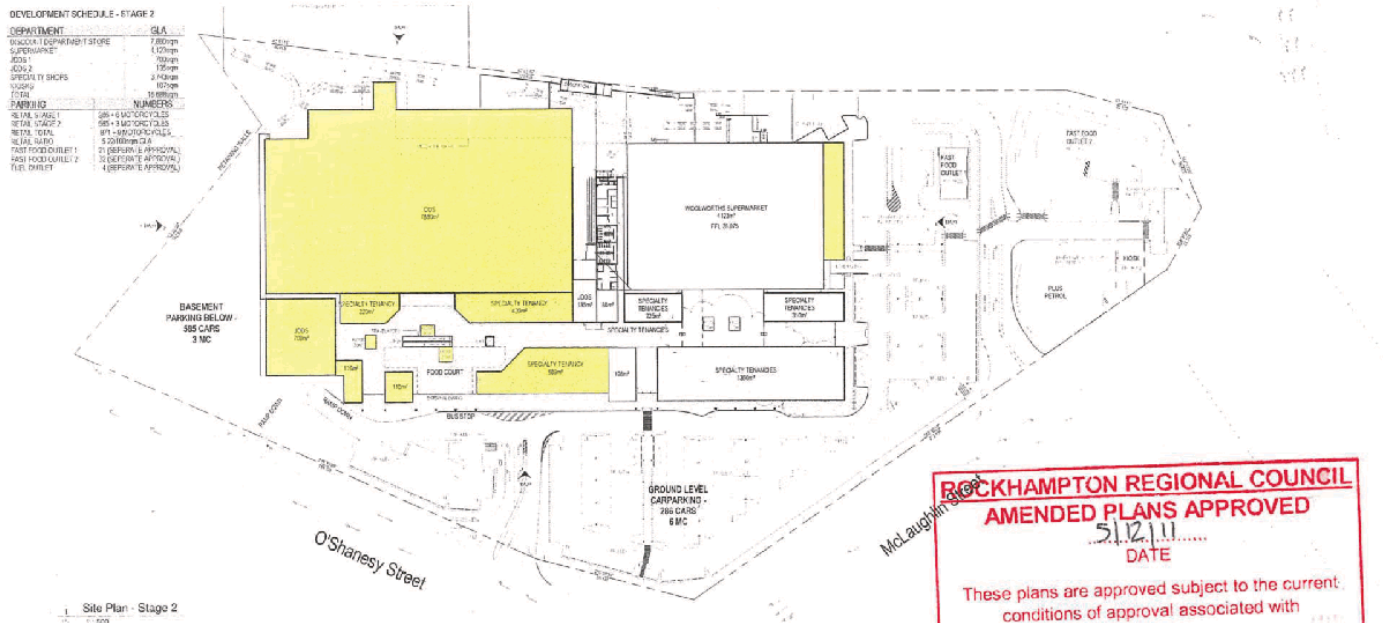
**Meeting Date: 26 May 2020**

**Attachment No: 1**

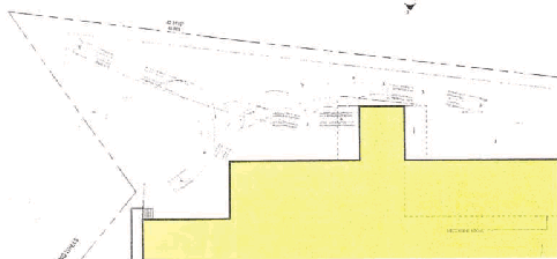
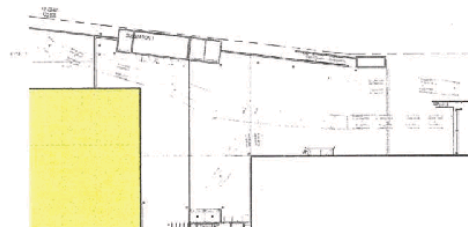
APPROVED	GLA	ACTUAL	GLA
STAGE 1	1000gsm	STAGE 1 (EXISTING)	1000gsm
STAGE 1 & 2	1000gsm	STAGE 1 & 2 (NEW/EXISTING)	1000gsm

## DEVELOPMENT SCHEDULE - STAGE 2

DEPARTMENT	GLA
DISCOUNT DEPARTMENT STORE	6,800sqm
SUPERMARKET	4,120sqm
JDS1	700sqm
JDS2	135sqm
SPECIALTY SHOPS	2,400sqm
VENDING	107sqm
TOTAL	16,600sqm
PARKING	NUMBERS
RETAIL, 5-AGE, 1	200+ 5 M2/100 CARS
RETAIL, 5-AGE, 2	200+ 5 M2/100 CARS
RETAIL, 5-AGE, 3	200+ 5 M2/100 CARS
RETAIL, 5-AGE, 4	200+ 5 M2/100 CARS
RETAIL, 5-AGE, 5	200+ 5 M2/100 CARS
RETAIL, 5-AGE, 6	200+ 5 M2/100 CARS
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RETAIL, 5-AGE, 29	200+ 5 M2/100 CARS
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1 Site Plan - Stage 2

3 Truck Manoeuvring - DDS  
1:250

5 Truck Manoeuvring - Woolworths

**ROCKHAMPTON REGIONAL COUNCIL**  
**AMENDED PLANS APPROVED**  
5/12/11  
DATE  
These plans are approved subject to the current  
conditions of approval associated with  
Development Permit No. D1242-2009 dated 17/8/10

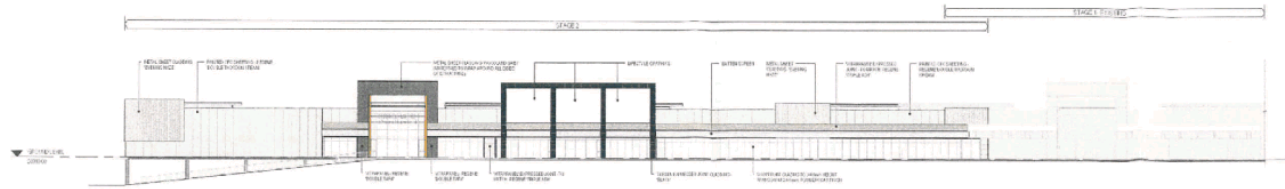
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**REQUEST FOR A MINOR CHANGE  
AND EXTENSION TO THE RELEVANT  
PERIOD OF DEVELOPMENT PERMIT  
D-R/242-2009 FOR A MATERIAL  
CHANGE OF USE FOR A  
RETAIL/COMMERCIAL COMPLEX  
(TWO STAGE SHOPPING CENTRE)**

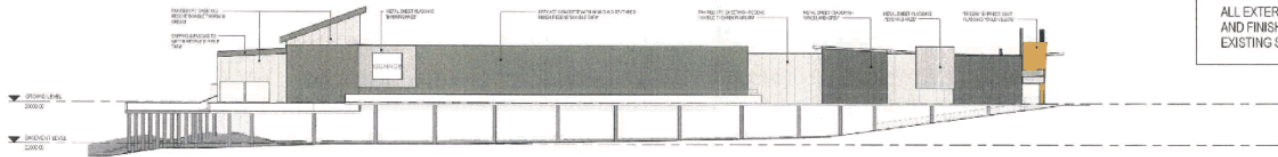
**Elevations**

**Meeting Date: 26 May 2020**

**Attachment No: 2**

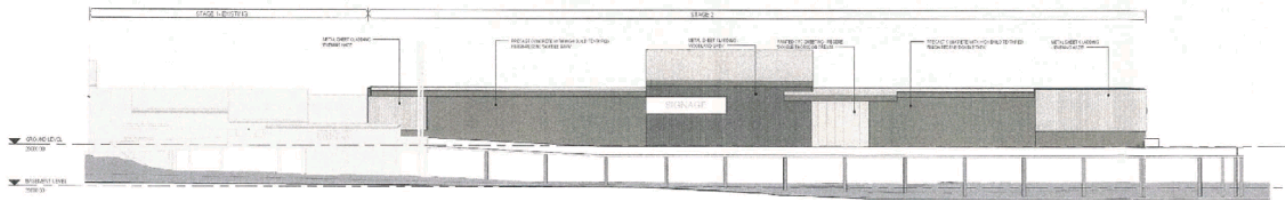


1  
SOUTHEAST ELEVATION  
1:200

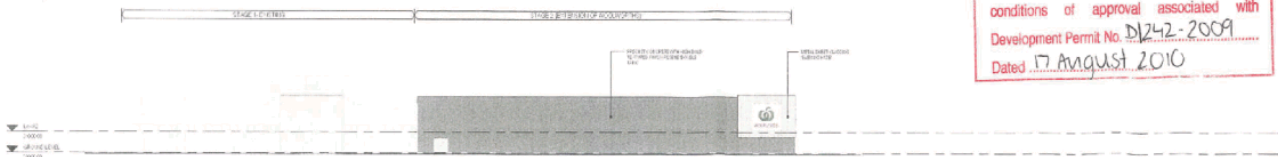


2  
SOUTHWEST ELEVATION  
1:200

NOTE:  
ALL EXTERNAL MATERIALS  
AND FINISHES TO MATCH  
EXISTING STAGE 1



3  
NORTHWEST ELEVATION  
1:200



4  
NORTHEAST ELEVATION  
1:200

ROCKHAMPTON REGIONAL COUNCIL  
These plans are approved subject to the current  
conditions of approval associated with  
Development Permit No. DJ242-2009  
Dated 17 August 2010

NO.	DATE	BY	CHKD
1	2010	AD	AD

ThomsonAdsett  
Architects  
1700 South Street  
Rockhampton QLD 4700  
Phone: 07 281 0000  
Fax: 07 281 0001  
Email: info@thomsonadsett.com.au  
www.thomsonadsett.com.au

GRACEMERE  
SHOPPINGWORLD  
RETAIL DEVELOPMENT

17 AUGUST 2010  
ELEVATIONS

7282A  
D430  
A

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**10.2 CALLIUNGAL RURAL FIRE BRIGADE LEASE RENEWAL**

**File No:** 7840  
**Attachments:** Nil  
**Authorising Officer:** Aaron Pont - Manager Parks  
Doug Scott - Acting General Manager Community Services  
**Author:** Justin Bulwinkel - Supervisor - Sports and Administration

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**SUMMARY**

*Calliungal Rural Fire Brigade are seeking to renew their lease for 20 years to support further development.*

**OFFICER'S RECOMMENDATION**

THAT:

1. Pursuant to Section 236(1)(c)(iii) of the Local Government Regulation 2012 (Qld) Council approve the renewal of the Freehold Lease for a period of twenty years as identified in the report; and
2. Council authorises the Chief Executive Officer (Supervisor Sports and Administration) to negotiate the terms and conditions of the agreement with the Calliungal Rural Fire Brigade.

**COMMENTARY**

Calliungal Rural Fire Brigade, (the brigade) holds a Freehold Lease over part of Newman Oval L 3 Thompson Avenue, Mount Morgan (Lot 3 SP124256) for the purposes of emergency services. The Freehold Lease is due to expire 31 July 2020.

**BACKGROUND**

On 4 June 2019 Council approved the extension of the Freehold Lease area to allow the construction of an additional shed to house RFS trucks, toilet, shower, office training area and storage communication center. In December 2019 an additional application for improvement works form was received for the installation of a water tank, fencing, signage and kitchen.

Council resolved on 29 January 2020 to offer the Calliungal Rural Fire Brigade a further 6 year tenure from the lease expiry on 31 July 2020.

The brigade is now requesting a 20 year Lease term as they wish to build a further two attached appliance bays and redevelop the current fire station for facilities, storage and office/IC space with the anticipated cost at approximately \$70,000. In order for the brigade to obtain funding for this expansion, it is conditional upon obtaining a 20 year lease term to provide security of tenure over which to amortise the outlay.

**PREVIOUS DECISIONS**

On 4 June 2019 Council approved the extension of the Freehold Lease for The State of Queensland (Represented by Department of Community Safety) – Calliungal Rural Fire Brigade to allow the construction of an additional shed.

**BUDGET IMPLICATIONS**

The Calliungal Rural Fire Brigade will continue to be charged nil for all yearly rates and fees (\$1.00) for the 20 year lease term.

**LEGISLATIVE CONTEXT**

Under Section 236 of the *Local Government Regulation 2012* (Qld) Council has the ability to renew Leases to existing Lessees, provided that Council has decided, by resolution, that the exception applies to the leasing of valuable non-current assets (i.e. land) other than by tender or auction.

**LEGAL IMPLICATIONS**

There are no legal implications for this matter.

**STAFFING IMPLICATIONS**

There are no staffing implications for this matter.

**RISK ASSESSMENT**

No risk assessment was completed nor necessary in relation to this matter.

**CORPORATE/OPERATIONAL PLAN**

There are no reportable impacts to Councils corporate or operational plans.

**CONCLUSION**

It is recommended that Council approve the renewal of the 20 year Lease term over for Calliungal Rural Fire Brigade.



**10.3 COMMUNITY ASSISTANCE PROGRAM**

**File No:** 12535  
**Attachments:** Nil  
**Authorising Officer:** Doug Scott - Acting General Manager Community Services  
**Author:** Kerri Dorman - Administration Supervisor

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**SUMMARY**

*An application from the Fitzroy Parish UCA for Community Grants Scheme assistance towards the Community Hub – Fire Hose, Office Furniture and Hall Flooring project is re-presented with additional information for Council consideration.*

**OFFICER'S RECOMMENDATION**

THAT Council considers the Community Grants Scheme application from Fitzroy Parish UCA and approve a funding allocation of \$\_\_\_\_\_ towards the Community Hub – Fire Hose, Office Furniture and Hall Flooring project.

**COMMENTARY**

The Community Hub is used by a diverse group of community members across a broad cross section of the socioeconomic, cultural, social and generational demographics of the Rockhampton and regional populous.

The applicant states aspects of the current Community Hub (part of church) are unsafe. This includes a fire hose which failed the last inspection, office chairs which topple over when elderly volunteers use them and flooring trip hazards, especially for young children, disabled and elderly people.

The applicant states the project is to replace and upgrade the Community Hub with an operational fire hose, office chairs and vinyl in the hall, to service the needs of the Rockhampton Community for counselling services.

Representative estimates the number of people who will benefit include between 1,000 to 5,000 community members, involved in a range of endeavours which access the Community Hub.

**ASSESSMENT**

In accordance with the adopted Policy and Procedure applications received were assessed against the following criteria with an average funding amount recommended from the four independent assessments undertaken:

Community Grants Scheme

- Applicant's ability to undertake the project including obtaining any relevant approvals and permissions;
- Community need for the project and potential for use by other groups;
- Community outcomes expected from the project, including any positive promotion of the local area; and
- Value for money with realistic scope and at least two quotes for all works.

**BACKGROUND**

Two quotes for each expenditure item were included in the application:

Vinyl/Carpet	Trend Interiors Tile & Carpet Court and Watts Bros
Chairs	Thomos Betta Home Living and Empire Office Furniture
Fire Hose & Reel	FCF Fire & Electrical CQ and Buddy's Fire

Expenditure amount included in application budget:

Carpet Tiles (not vinyl)	Trend Interiors Tile & Carpet Court	\$7,337.00
4 x Chairs	Empire Office Furniture	\$1,609.00
Fire Hose & Reel	FCF Fire & Electrical CQ	\$ 522.50
		\$9,468.50

Copies (some irrelevant information has not been included) of previous applications and acquittals from Fitzroy Parish UCA for purchasing of carpet and chairs will be supplied separately to Councillors.

**PREVIOUS DECISIONS**

Council's previous decision pertaining to similar projects for the Parish have provided the following sponsorship in the past years:

Fitzroy Parish UCA	2014/15	Indoor Toilet Installation	\$ 2,455.00
		Ride on Mower	\$ 500.00
	2016/17	Sound System	\$ 500.00
	2017/18	Admin. Hub Upgrade Stage 1	\$ 5,725.00
		Carpet (Church Building)	\$ 3,250.00
	2018/19	Window Tinting for Admin. Hub	\$ 1,990.00
		Chair Purchase (Church Hall)	\$ 350.00
		<b>Total</b>	<b>\$14,770.00</b>
<b>Councillors Discretionary Funds</b>			
Rockhampton Fitzroy Parish	2019/20	Financial assistance to purchase new chairs for the Uniting Church North Rockhampton	\$ 500.00

**BUDGET IMPLICATIONS**

Independent assessment by a panel of 4 have indicated an average sponsorship amount for this project, which is within Council's Community Assistance Program Operational Budget.

**LEGISLATIVE CONTEXT**

Administered under the Grants and Minor Sponsorship Policy and Procedure.

**LEGAL IMPLICATIONS**

No legal implications for these non-Council projects.

**STAFFING IMPLICATIONS**

No staffing implication for these non-Council projects.

**RISK ASSESSMENT**

Non-Council projects therefore risk assessment will be conducted by organisation body.

**CORPORATE/OPERATIONAL PLAN**

1.4.1.1 – Provide community sponsorship for activities for various sectors.

**CONCLUSION**

Upon assessment of the information solely provided in the application against the rating tool, the Assessment Panel's average recommended allocation of \$4,734.25 funding be considered by Council. Council may also wish to take into consideration previous support provided of this facility.

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**10.4 SCHOOL TRANSPORT INFRASTRUCTURE PROGRAM**

**File No:** 5252

**Attachments:**

1. **Process Flowchart**[↓](#)
2. **Concept Design - Footpath Connectivity**[↓](#)
3. **Concept Design - Pedestrian Refuge**[↓](#)
4. **Concept Design - Stop Drop Go zone**[↓](#)

**Authorising Officer:** Peter Kofod - General Manager Regional Services  
Martin Crow - Manager Infrastructure Planning

**Author:** Stuart Singer - Technical Officer

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**SUMMARY**

*Council officers are proposing to submit projects under the School Transport Infrastructure Program (STIP). This program is a sub program of the Targeted Road Safety Program. This report seeks Council's endorsement for the submission of these projects.*

**OFFICER'S RECOMMENDATION**

THAT Council endorse the submission of the Bruigom Street Footpath Project, the Robinson Street Pedestrian Refuge Project and Murray Street Stop, Drop and Go Zone Project for the School Transport Infrastructure Program.

**COMMENTARY**

The Department of Transport and Main Roads have released a funding program under the Targeted Road Safety Program called School Transport Infrastructure Program (STIP). STIP provides funding to improve the safety and operation for schools through new or improved infrastructure at the school and/or on the surrounding road network.

Funding is available for STIP for the installation of new or improved transport related infrastructure at a school and/or surrounding road network, such as, but not limited to:

- construction / upgrading of bus set-down areas, indents/ bays
- construction / upgrading of bikeways and shared pathways
- installation / upgrading of traffic signals and other intersection improvements
- construction / upgrading or extension of Stop, Drop and Go Zones
- construction / upgrading of pedestrian pathways, fencing and barriers
- construction / upgrading of pedestrian bridges, overpasses or underpasses.

The maximum amount of state funding available for a project is \$500,000 except in special circumstances. It is anticipated that most projects will be funded at a 50:50 subsidy basis (for example co-funding between TMR and Local Government). While 100 percent funding is available, this is at the discretion of the Approver.

The funding process has several steps of investigations and analysis undertaken by various parties. Attachment 1 highlights the process that is required to obtain funding. Ideas are raised by the community or school and submitted through a STIP idea form to TMR. The TMR Manager (Road Safety) arranges a Safe School Travel investigation to assess the issue and consider potential road safety treatments. The Safe School Travel investigation recommends either a STIP nomination or the resolution of the issue without the need for new infrastructure. If STIP nomination is recommended, the Road Safety Manager works with Council to determine an appropriate treatment before submission of the funding application. This application is then assessed by a TMR technical committee and recommendations are given to the Minister for approval.

As part of the second round of funding, Councils were asked to consider projects or issues that have already been raised through either discussions with the school or through customer requests. Council have a continuous working relationship with schools in the region and continue to improve the efficiency and safety of school based traffic.

---

For this round of funding, Council have the following projects that had been assessed and were confident with the proposed solutions. The identified projects are:

- Bruigom Street: Construction of footpath from the St Anthonys Bruigom Street car park access to the traffic signal at Moores Creek Road. Due to a number of St Anthony students using the daycare centre on the corner of Moores Creek Road and Bruigom Street for before and after school care, there is a need to provide a safe crossing point on Bruigom Street. This footpath connects the school to the existing pedestrian crossing facility at the traffic signals. Cost of the project works is: \$55,659. Attachment 2 shows the concept design of the project.
- Robinson Street: Construction of a pedestrian refuge crossing point on the Robinson Street frontage of the North Rockhampton State High School. A large number of students cross Robinson Street in the morning and afternoon to access the vacant corner lot utilized for car parking. Due to the large volume of traffic on Robinson Street during school peak times there is a need to provide a safe crossing point. Cost of the project works is \$38,500. Attachment 3 shows the concept design of the project. Council have already spent money on improvements to the footpath infrastructure surrounding the school in recent years and this project work aims to provide better footpath connectivity to this location.
- Murray Street: Construction of a Stop, Drop and Go Zone along the Murray Street frontage of the Hall State School. A large number of parents use Murray Street in the morning and afternoon to pick up and drop off students. A more efficient Stop, Drop and Go zone for the school will reduce traffic congestion and improve road safety on the surrounding residential streets, in particular Bapaume Street. Cost of these project works is \$166,000. Attachment 4 shows the concept design of the project. This project is supplemented with the provision of cycle and footpath upgrades to the North/Murray Street roundabout already delivered through joint TMR funding with a Council contribution of \$283,000.

Council will continue to work in partnership with TMR and the local schools to investigate and address issues raised by the school community for future inclusion in the STIP program.

Council are currently investigating treatments at a few schools however the recommended treatments have not been developed sufficiently for inclusion in this submission for funding. The STIP funding has a total of \$20M allocated over a four-year funding cycle.

## **BACKGROUND**

Council and the Department of Transport and Main Roads have been working with the schools within the region over many years to improve infrastructure for parents to pick up and drop off students. Most schools experience a large volume of school traffic within a short 15-30 minute period and this can be difficult to safely manage. Council's focus is on providing road infrastructure that creates a safe road environment during this busy period. This is often accompanied with a level of education and enforcement to ensure that a holistic approach to managing safe school travel is considered.

## **PREVIOUS DECISIONS**

Council endorsed the previous round of School Transport Infrastructure Program applications for the Breakspear Street Footpath Project and the Upper Dawson Road Children's Crossing Project. These applications were successful and fully funded.

## **BUDGET IMPLICATIONS**

The funding grant will fund projects up to \$500,000 and is anticipated that this is on the basis of 50:50 subsidy basis.

Where Council has already undertaken construction works nearby to the project site, through the existing capital program, this will be considered as the RRC contribution to the nominated projects. Where there are no nearby projects that contribute to school safety outcomes, Council will be seeking 100% contribution from the State.

**RISK ASSESSMENT**

The proposed projects represent little risk to Council's Capital program in terms of both timing and cost as they are simple, low cost projects. The construction of these projects will aim to address and mitigate existing road safety risk around the schools.

**CORPORATE/OPERATIONAL PLAN**

The proposed STIP projects align with the following Corporate Plan outcomes:

COMMUNITY EXPECTATION – Regional Infrastructure and Facilities

Corporate Outcomes

1.1 Safe, accessible, reliable and sustainable infrastructure and facilities

**CONCLUSION**

A summary of the School Transport Infrastructure Program (STIP) funding grant and current list of proposed projects are presented to Council for their information. Future projects for funding will be assessed and submitted as they arise.

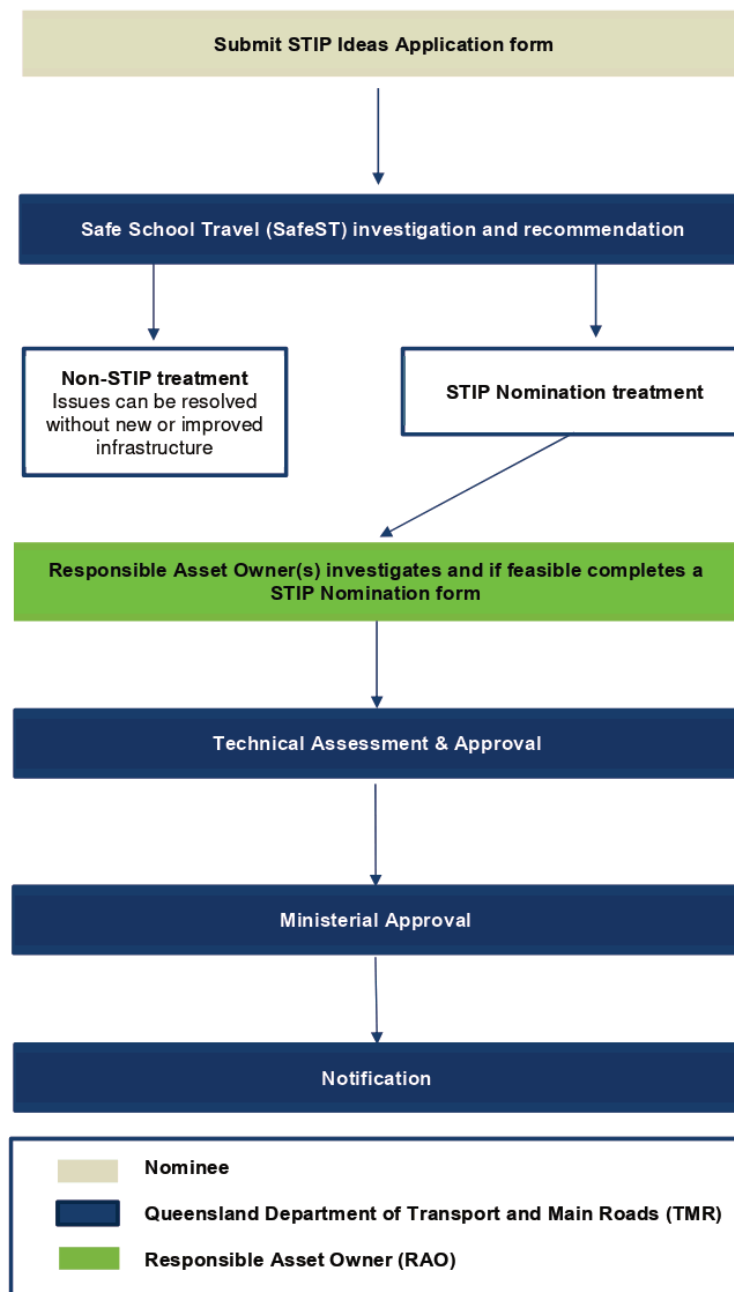
# **SCHOOL TRANSPORT INFRASTRUCTURE PROGRAM**

## **Process Flowchart**

**Meeting Date: 26 May 2020**

**Attachment No: 1**

## School Transport Infrastructure Program: Process Flowchart





# **SCHOOL TRANSPORT INFRASTRUCTURE PROGRAM**

## **Concept Design – Footpath Connectivity**

**Meeting Date: 26 May 2020**

**Attachment No: 2**

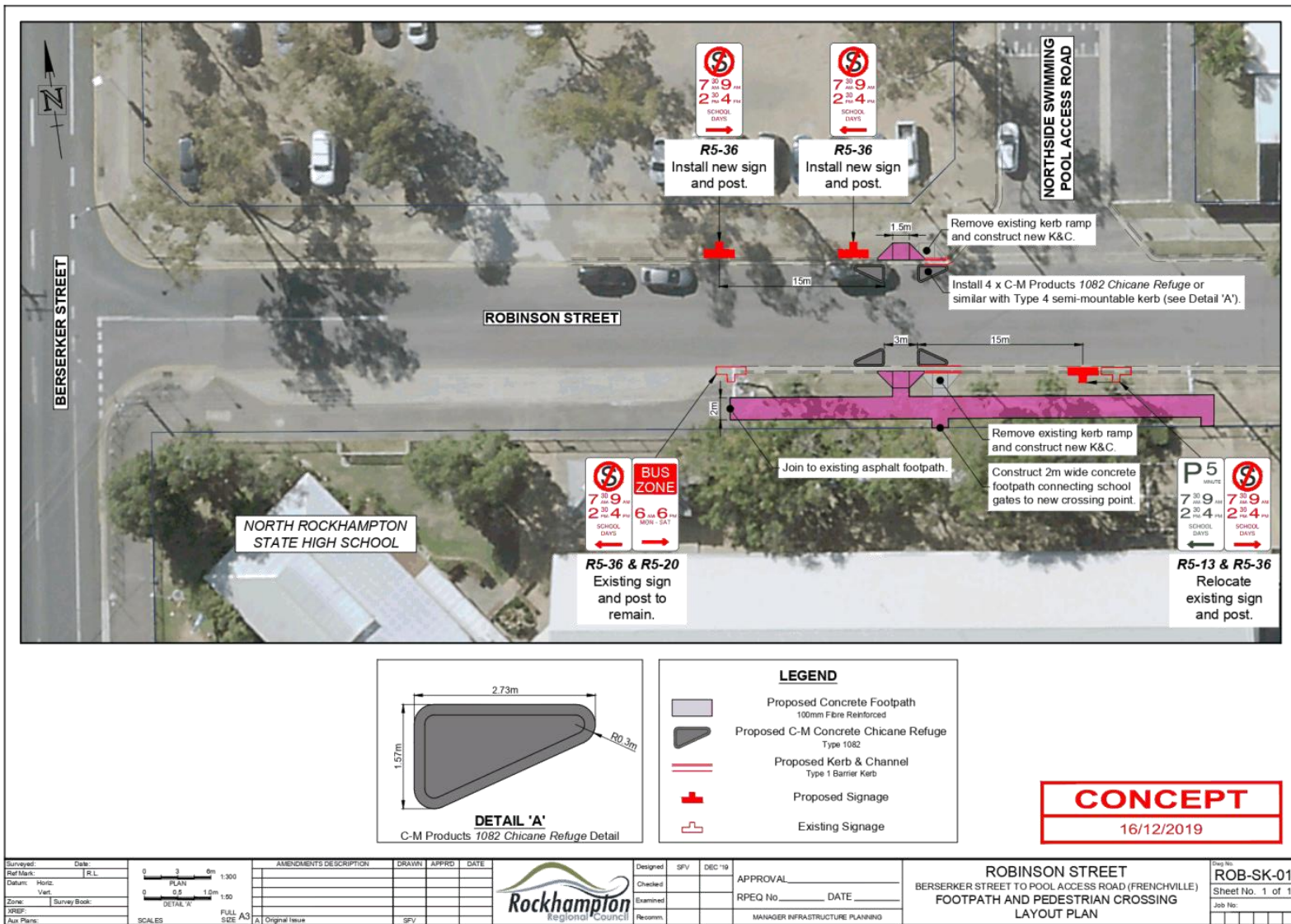


# **SCHOOL TRANSPORT INFRASTRUCTURE PROGRAM**

## **Concept Design - Pedestrian Refuge**

**Meeting Date: 26 May 2020**

**Attachment No: 3**



# **SCHOOL TRANSPORT INFRASTRUCTURE PROGRAM**

## **Concept Design - Stop Drop Go Zone**

**Meeting Date: 26 May 2020**

**Attachment No: 4**





19/05/2020

## RUNDLE STREET FRONTAGE - BAPAUME STREET TO MURRAY STREET

Surveyed: _____ Date: _____		AMENDMENTS DESCRIPTION		DRAWN	APPROV	DATE		Designed	SPV	MAY 20	APPROVAL _____ RPEQ No _____ DATE _____ MANAGER INFRASTRUCTURE PLANNING	<b>MURRAY STREET AND RUNDLE STREET</b> THE HALL STATE SCHOOL (WANDAL) TRAFFIC MANAGEMENT PROPOSED STOP, DROP & GO ZONE	Draw No	HSS-SK-01
Ref Mark:	R/L							Checked						Sheet No. 1 of 1
Datum:	Horiz:							Examined						
Zone:	Survey Book							Recomm.						
Aux Plane:														

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**10.5 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 30 APRIL 2020**

**File No:** 8148  
**Attachments:** 1. [Income Statement - April 2020](#)  
2. [Key Indicators Graphs - April 2020](#)  
**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer  
**Author:** Alicia Cutler - Chief Financial Officer

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**SUMMARY**

*The Chief Financial Officer presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 30 April 2020.*

**OFFICER'S RECOMMENDATION**

That the Rockhampton Regional Council Summary Budget Management Report for the period ended 30 April 2020 be 'received'.

**COMMENTARY**

The attached financial report and graphs have been compiled from information within Council's TechnologyOne system. The reports presented are as follows:

1. Income Statement (Actuals and Budget for the period 1 July 2019 to 30 April 2020), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

The attached financial statement provides Council's position as it moves towards the end of the 2019/20 financial year. Results should be approximately 83.3% of the revised budget on an even monthly distribution basis.

Operational income and expenses are mostly in line with expectations for the 2019/20 financial year to date. The financial impacts of COVID-19 started to be felt more significantly in April, with noticeable influence on Fees and Charges revenue. The financial impacts of COVID-19 will continue to be assessed in coming weeks and a budget review is expected to be completed prior to the end of financial year.

The following commentary is provided in relation to the Income Statement:

Total Operating Revenue is at 92% of the revised budget. Key components of this result are:

- Net Rates and Utility Charges are 99% of the budget. Council's rates and utility charges for the second six months of the financial year ending 30 June 2020 were raised and were due on 26<sup>th</sup> February 2020.
  - Fees and charges revenue dropped behind budget in April as a result of COVID-19 impacts. Reductions in the number of flights to / from Rockhampton Airport has resulted in decreased revenue from fees and charges. In addition a number of Council run events have had to be cancelled reducing event revenue.
  - Private and recoverable works revenue is behind budget at 77%. The private works schedule has been revised and there are no more works scheduled for completion by Civil Operations Section for the remaining months of this financial year.
  - Grants, subsidies and contributions are behind budget at 62%. This is due to the timing of receipt of the Federal Assistance Grant with 50% of the 19/20 Grant being received in the 18/19 financial year. The final result for Grants and Subsidies for 19/20 will be influenced by the timing of payments for the Federal Assistance Grant for the 20/21 financial year.
  - Interest revenue is ahead of budget at 95%. Interest revenue is now forecast to finish the financial year ahead of the currently budgeted amount.
-

- All other revenue items are in proximity to the revised budget.

Total Operating Expenditure is at 80% of the revised budget. Key components of this result are:

- Contractors and consultants are at 73% due to the timing of delivery of services across several areas of Council's operations.
- Administrative expenses are at 70% due to the cancellation of events facilitated by Advance Rockhampton and the Community and Culture Section as a result of COVID-19 restrictions.
- Other expenses are at 50% of budget. This is partly due to the timing of grants and sponsorships to local community groups.
- All other expenditure items are in proximity to the revised budget.

The following commentary is provided in relation to capital income and expenditure, as well as investments and loans:

Total Capital Income is at 53% of the revised budget. The majority of capital revenue budgeted to be received in 2019/20 is from grants and subsidies tied to performance obligations. As Council progresses through the year and meets performance milestones, grants will be claimed.

Total Capital Expenditure is at 54% of the revised budget. The capital program saw \$7.7M spent during April and now totals \$70.1M for the financial year. Capital projects will continue to progress over the remaining two months of the financial year, however it is apparent that some of the capital works currently budgeted in this financial year will carry over into next financial year. A budget review will be required to realign Council's capital program.

Total Investments are \$66.6M as at 30 April 2020.

Total Loans are \$102.7M as at 30 April 2020 after the third quarterly loan repayment was made during March.

## **CONCLUSION**

Operational income and expenses are mostly in line with expectations but the impact of COVID-19 is becoming evident in trends. Officers in key-areas are working on a revised estimate for the end of the year, which will most likely result in an operational deficit.

A number of Capital Projects are also being reviewed for 2019/20 with a substantial number of projects being forecast to be completed in the 20/21 financial year. A revised budget position for the 19/20 year end will be presented to Council during the 20/21 Budget workshops. A formal budget revision for the year is expected to be presented during June.



# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 30 APRIL 2020**

## **Income Statement - April 2020**

**Meeting Date: 26 May 2020**

**Attachment No: 1**



**Income Statement**  
**For Period July 2019 to April 2020**  
**83.3% of Year Gone**

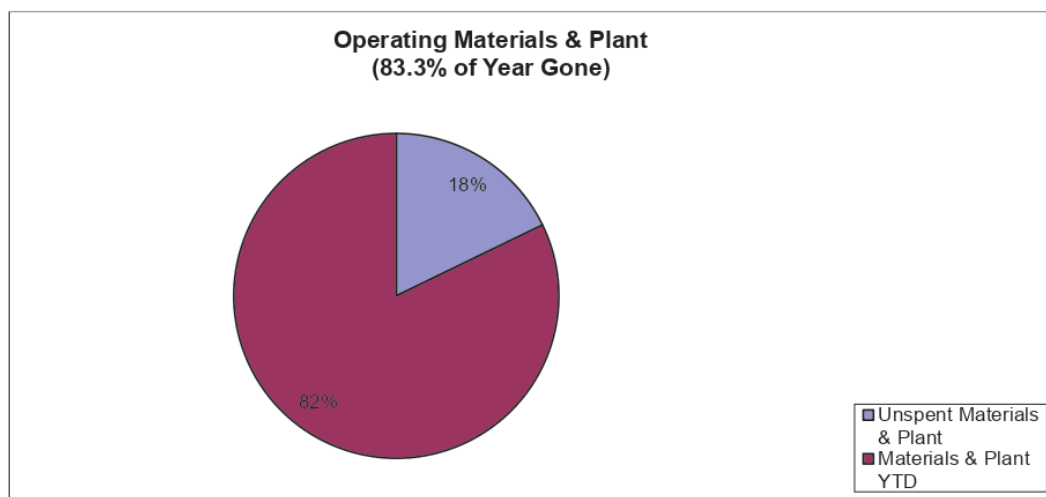
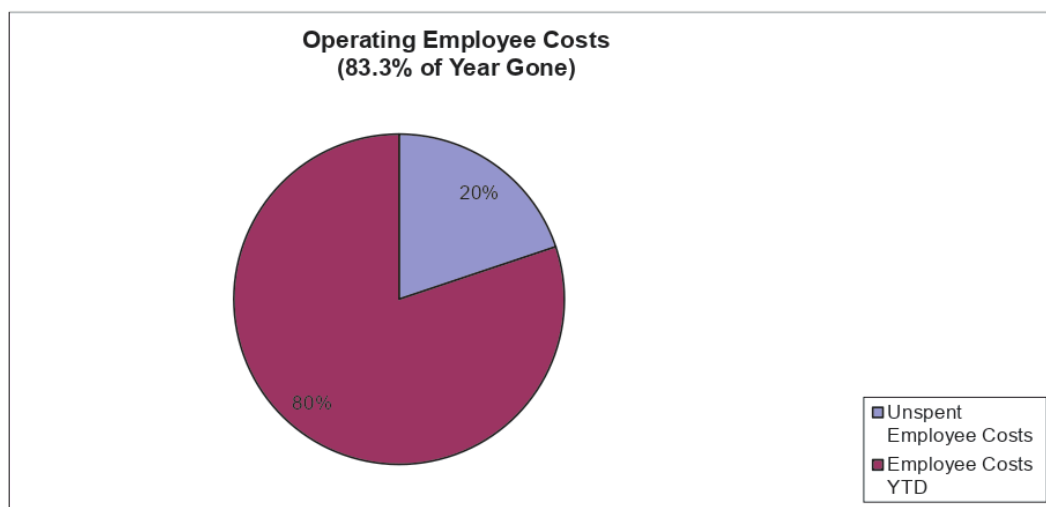
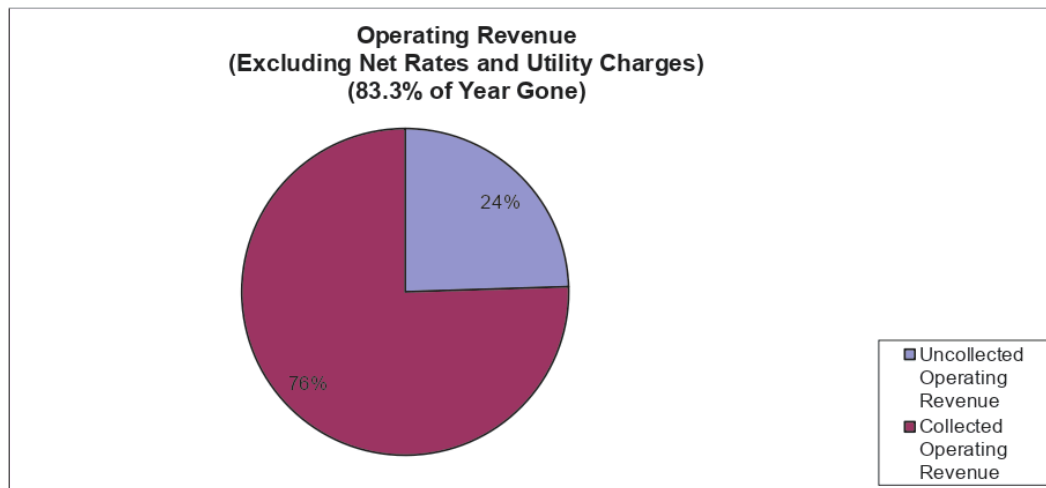
	Adopted Budget	Monthly Budget Review	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Monthly Budget Review
	\$	\$	\$	\$	\$	
<b>OPERATING</b>						
<b>Revenues</b>						
Net rates and utility charges	(149,627,173)	(150,551,151)	(148,631,672)	0	(148,631,672)	99%
Fees and Charges	(26,271,007)	(26,455,465)	(20,245,357)	0	(20,245,357)	77%
Private and recoverable works	(13,282,943)	(7,085,722)	(5,435,199)	0	(5,435,199)	77%
Rent/Lease Revenue	(3,117,903)	(3,117,903)	(2,707,071)	0	(2,707,071)	87%
Grants Subsidies & Contributions	(14,762,254)	(12,875,009)	(8,019,317)	0	(8,019,317)	62%
Interest revenue	(934,000)	(984,000)	(937,163)	0	(937,163)	95%
Other Income	(4,423,646)	(6,586,616)	(5,758,930)	0	(5,758,930)	87%
<b>Total Revenues</b>	<b>(212,428,927)</b>	<b>(207,635,866)</b>	<b>(191,734,708)</b>	<b>0</b>	<b>(191,734,708)</b>	<b>92%</b>
<b>Expenses</b>						
Employee costs	83,397,224	83,536,497	66,953,217	204,992	67,158,209	80%
Contractors & Consultants	17,959,240	17,873,393	13,121,254	6,308,357	19,429,610	73%
Materials & Plant	19,244,295	13,932,008	11,450,505	2,634,580	14,085,085	82%
Asset Operational	25,149,294	25,381,290	20,484,423	2,422,819	22,907,241	81%
Administrative expenses	14,368,947	14,363,871	10,084,558	1,323,271	11,407,829	70%
Depreciation	54,385,738	54,087,810	45,433,727	0	45,433,727	84%
Finance costs	6,046,530	6,046,530	4,842,940	0	4,842,940	80%
Other Expenses	1,247,340	1,773,340	890,554	79,182	969,736	50%
<b>Total Expenses</b>	<b>221,778,608</b>	<b>216,994,739</b>	<b>173,261,177</b>	<b>12,973,200</b>	<b>186,234,377</b>	<b>80%</b>
<b>Transfer / Overhead Allocation</b>						
Transfer / Overhead Allocation	(9,382,328)	(9,382,327)	(7,753,462)	0	(7,753,462)	83%
<b>Total Transfer / Overhead Allocation</b>	<b>(9,382,328)</b>	<b>(9,382,327)</b>	<b>(7,753,462)</b>	<b>0</b>	<b>(7,753,462)</b>	<b>83%</b>
<b>TOTAL OPERATING POSITION (SURPLUS)/DEFICIT</b>	<b>(32,647)</b>	<b>(23,455)</b>	<b>(26,226,992)</b>	<b>12,973,200</b>	<b>(13,253,793)</b>	<b>111820%</b>
<b>CAPITAL</b>						
<b>Total Developers Contributions Received</b>	<b>(2,262,800)</b>	<b>(2,352,800)</b>	<b>(299,677)</b>	<b>0</b>	<b>(299,677)</b>	<b>13%</b>
<b>Total Capital Grants and Subsidies Received</b>	<b>(63,960,122)</b>	<b>(46,117,908)</b>	<b>(25,479,433)</b>	<b>0</b>	<b>(25,479,433)</b>	<b>55%</b>
<b>Total Proceeds from Sale of Assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Total Capital Income</b>	<b>(66,222,922)</b>	<b>(48,470,706)</b>	<b>(25,779,110)</b>	<b>0</b>	<b>(25,779,110)</b>	<b>53%</b>
<b>Total Capital Expenditure</b>	<b>149,316,405</b>	<b>130,149,919</b>	<b>70,115,747</b>	<b>64,393,784</b>	<b>134,509,531</b>	<b>54%</b>
<b>Net Capital Position</b>	<b>83,093,482</b>	<b>81,679,212</b>	<b>44,336,638</b>	<b>64,393,784</b>	<b>108,730,422</b>	<b>54%</b>
<b>TOTAL INVESTMENTS</b>			<b>66,630,418</b>			
<b>TOTAL BORROWINGS</b>			<b>102,723,959</b>			

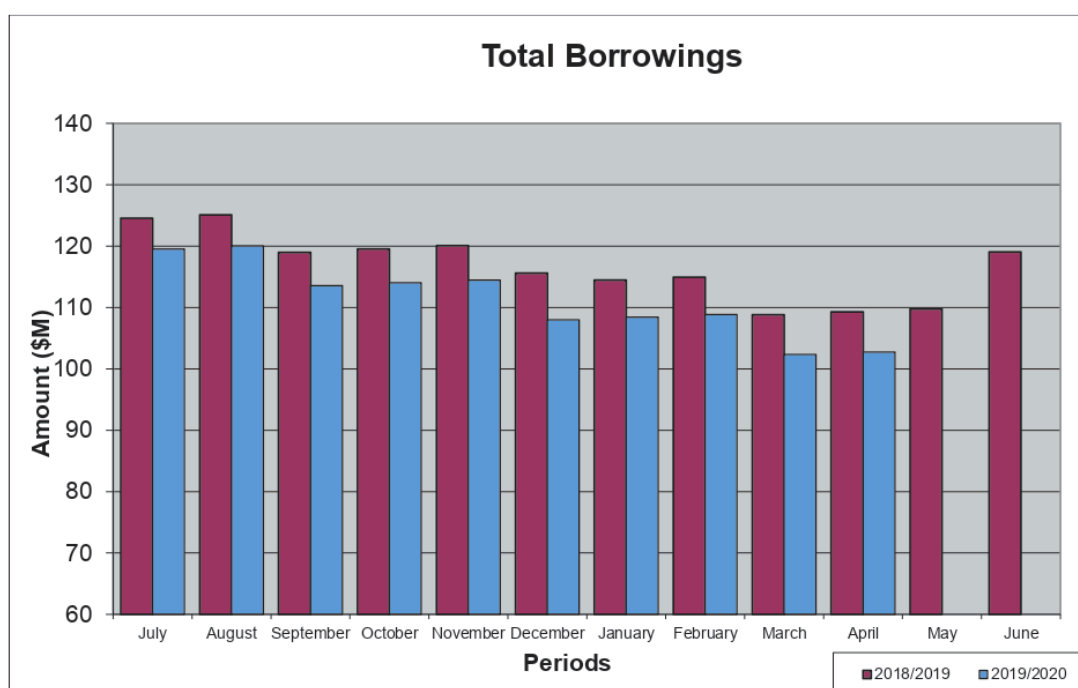
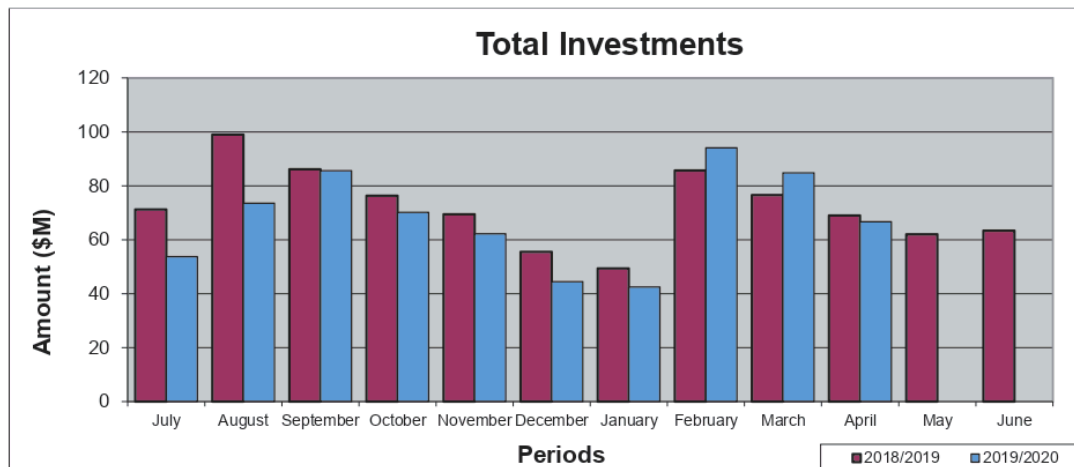
# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 30 APRIL 2020**

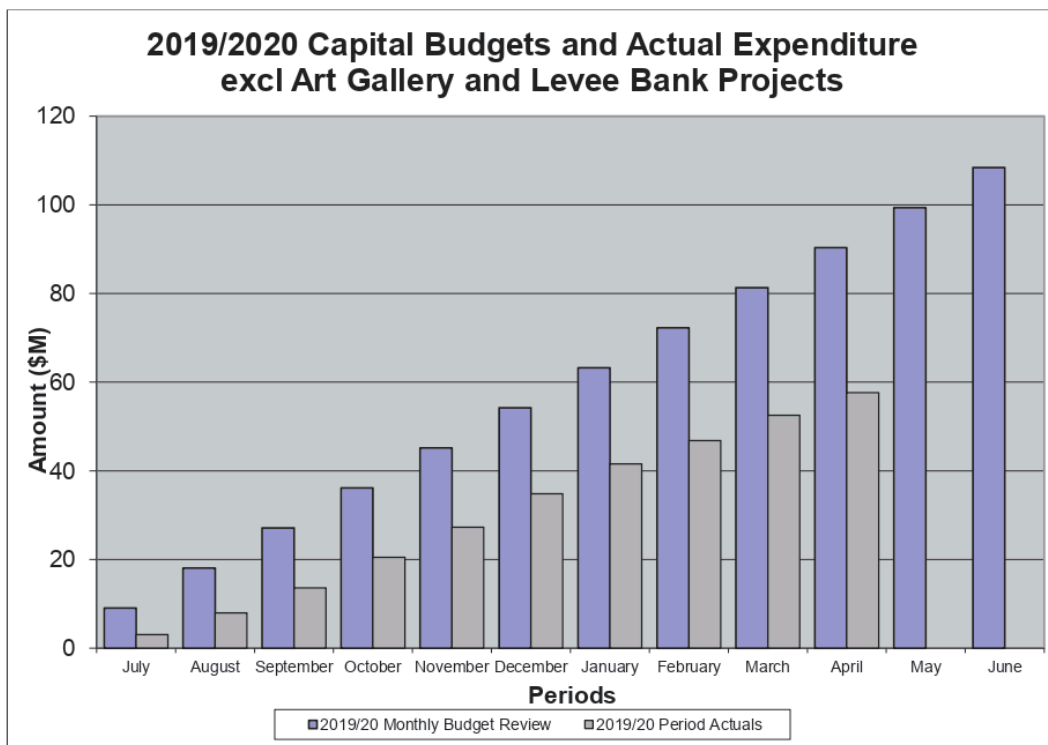
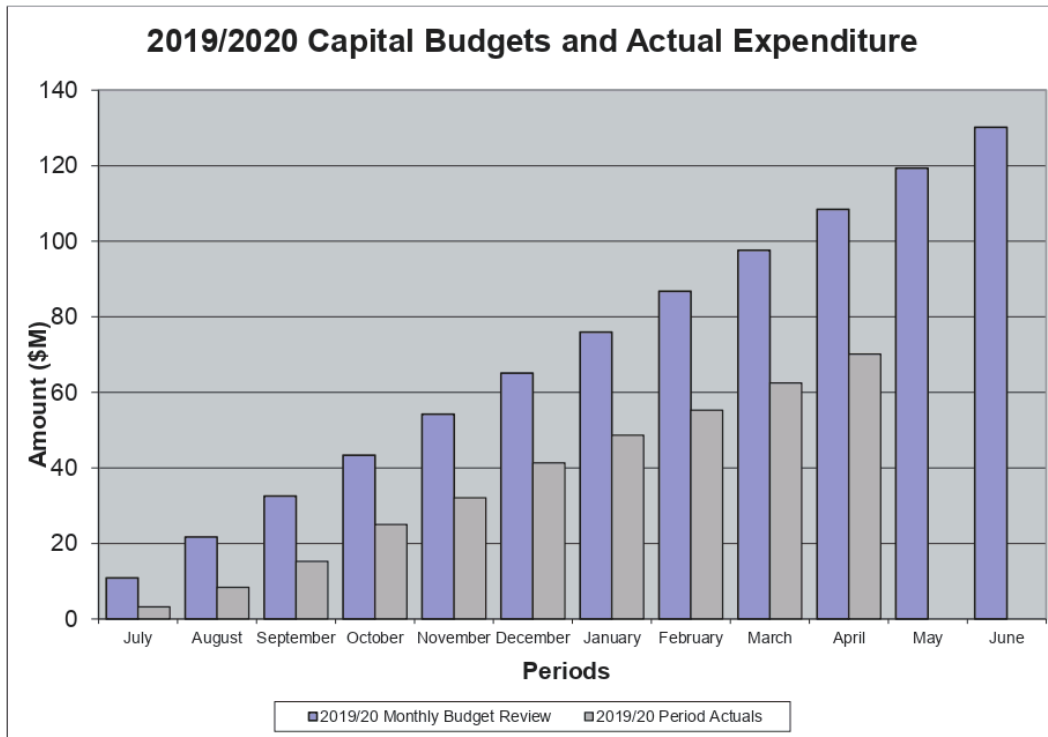
## **Key Indicators Graphs - April 2020**

**Meeting Date: 26 May 2020**

**Attachment No: 2**







**10.6 2019-20 OPERATIONAL PLAN PROGRESS REPORT - QUARTER THREE****File No:** 8320**Attachments:**

1. **Operational Plan Progress Report - Quarter Three**[↓](#)
2. **Operational Plan Summary - Quarter Three**[↓](#)

**Authorising Officer:** Tracy Sweeney - Executive Manager Workforce and Governance**Author:** Allysa Brennan - Coordinator Legal and Governance

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**SUMMARY**

*Presenting the 2019-20 Operational Plan progress report for quarter three as at 31 March 2020, pursuant to s174(3) Local Government Regulation 2012.*

**OFFICER'S RECOMMENDATION**

THAT the 2019-20 Operational Plan progress report for quarter three as at 31 March 2020 be received.

**COMMENTARY**

Council's Operational Plan for financial year 2019-20 was approved on 26 June 2019.

The Operational Plan Progress Report for quarter three (1 January 2020 to 31 March 2020) is presented for Council's consideration (Attachment 1).

The performance report displays actual performance against quarterly targets. The report records the status of each Operational Plan target using a 'completed', 'on track' and 'watching' mechanism. In addition, the report includes progress comments from responsible managers.

A summary of each Department's performance during the reporting period is also attached (Attachment 2).

Overall the majority of Operational Plan activities have been achieved for this quarter. Approximately 17% of Council's Operational Plan activities have not been met, largely due to COVID-19 impacts. Further comments have been provided in Attachment 1 against those items.

**PREVIOUS DECISIONS**

The 2019-20 Operational Plan was adopted at the Special Council Meeting on 26 June 2019.

**BUDGET IMPLICATIONS**

In accordance with section 175 of the *Local Government Regulation 2012*, the Operational Plan must be consistent with the budget. The detail in the attachments indicate some over and under budget expenditure expectations due primarily to the impacts of COVID-19.

**LEGISLATIVE CONTEXT**

Section 174(3) of the *Local Government Regulation 2012* states:

The Chief Executive Officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months. However, in this case it is noted that due to the meeting schedule the report is slightly over the 3 month timeframe.

**STAFFING IMPLICATIONS**

There were no implications to Council permanent staffing levels during the reporting period. However, it is reported that there were impacts to casual utilisation due to COVID-19 with the closure of offices, venues and facilities. O

Other impacts included staff working from home, being at home without loss of remuneration and being on special leave depending upon the directives in place and personal circumstances.

**RISK ASSESSMENT**

In accordance with section 175 of the *Local Government Regulation 2012*, the Operational Plan must manage operational risks. The progress report had identified any risks and how the risks are being managed.

**CORPORATE/OPERATIONAL PLAN**

The purpose of the annual Operational Plan is to advise how Council intends to address the 2017-22 Corporate Plan outcomes over the coming financial year by outlining the activities, actions and targets Council will undertake in accordance with the adopted budget. This report details the status of the Operational Plan actions against the targets set by Council.

**CONCLUSION**

The 2019-20 Operational Plan progress report for quarter three as at 31 March 2020 has been prepared and presented to Council for adoption.



# **2019-20 OPERATIONAL PLAN PROGRESS REPORT – QUARTER THREE**

## **Operational Plan Progress Report - Quarter Three**

**Meeting Date: 26 May 2020**

**Attachment No: 1**

OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
<b>Office of the CEO Directorate</b>					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Office of the CEO Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	The Sustainability Strategy Executive Group meets quarterly to review progress against the annual action plan and all action items are on track at this time.
4.1.1.1	Provide timely and effective delivery of Council's services	Office of the CEO Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	All requests are dealt with in accordance with customer service standards.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Office of the CEO Directorate	Risk register is being maintained	Yes	Quarterly risk review undertaken.
5.2.1.5	Registers of Interest for Councillors are updated on the public website as per legislative requirements	Office of the CEO Directorate	Registers uploaded within three days of being notified of changes	Yes	Maintained as per legislative requirements with returning Councillors. Newly elected Councillors to submit a Register of Interest to be uploaded to website.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Office of the CEO Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	No non-compliance in CEO Directorate.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Office of the CEO Directorate	Monthly review of the Operational Budget	Yes	Monthly financial position reported to Council.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Office of the CEO Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	Monthly financial position reported to Council.
5.4.1.1	Promote good democratic governance by adhering to legislative requirements for local governments	Office of the CEO Directorate	Present organisational updates and matters impacting local government to Council on a monthly basis	Yes	CEO provides updates in monthly report to Council and as required.
5.4.2.3	Undertake process review on a key activity within the section	Office of the CEO Directorate	Identify key activity by 30 September and complete process review by 30 June	Watching	Due to other pending priorities this has not been done.
<b>Office of the Mayor</b>					
1.6.4.1	Deliver and support local events and celebrations	Office of the Mayor	Deliver civic events and ceremonies in collaboration with stakeholders	Yes	Five civic events were delivered during this quarter with expenditure for delivery of remaining event schedule monitored closely to ensure budgetary targets are met.
4.1.1.1	Provide timely and effective delivery of Council's services	Office of the Mayor	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Response times for officers completing customer requests met service timeframes.
1.5.3.1	Deliver Community Engagement Strategy actions	Media & Communications	Deliver Community Engagement Strategy actions within agreed timeframes	Yes	Council added an additional 62 participants to its online engagement database during the reporting period. A range of engagement activities in support of Council departments were undertaken.
1.5.3.2	Social media attract increasing levels of reach, engagement and interaction demonstrated by monitoring software	Media & Communications	Social media levels of reach, engagement and interaction meet benchmark targets	Yes	Social media reach and engagement on Council's corporate Facebook account grew by 1.2% during the reporting period consistent with benchmark targets.
4.1.1.1	Provide timely and effective delivery of Council's services	Media & Communications	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Response times for officers completing customer requests met service timeframes.
4.1.1.2	Respond to queries and engage with the public through Council's social media sites	Media & Communications	Service delivery in accordance with Social Media Strategy	Watching	Implementation of Council's internal Social Media Strategy was finalised during this quarter.

OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
4.1.1.3	Respond to queries received from media organisations in a timely manner	Media & Communications	Provide responses to the media in accordance with the Media Strategy service standards	Yes	During this quarter, 156 enquiries were received from media organisations with response times in line with service standards established under the strategy.
4.1.1.3	Respond to queries received from media organisations in a timely manner	Media & Communications	Provide responses to the community in accordance with the Community Engagement Strategy service standards	Yes	No engagement projects were undertaken with Council's community engagement software during the reporting period.
<b>Workforce and Governance</b>					
4.1.1.1	Provide timely and effective delivery of Council's services	Workforce & Governance Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Response times in accordance with agreed targets.
4.2.2.1	Manage an annual compliance training program	Workforce & Governance Directorate	Implement a six monthly schedule of mandatory training at the end of July and end of January	Yes	Changes to the training plan have been made due to COVID-19 with some training being identified to be delayed until next financial year which will result in a budget impact of approximately \$60K in 2020/21.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Workforce & Governance Directorate	Monthly review of the Operational Budget	Yes	Expenditure is in line with projections.
5.4.2.3	Undertake process review on a key activity within the section	Workforce & Governance Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Safety Advisors continue to visit worksites and have also included Council public facilities to monitor compliance with social distancing due to COVID-19.
5.4.4.2	Update Annual Communication Plan for Internal Communications	Workforce & Governance Directorate	Implementation of actions from Annual Communication Plan in accordance with timeframes specified	Yes	New initiatives for this quarter include the Wellness Weekly.
4.1.1.1	Provide timely and effective delivery of Council's services	HR & Payroll	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Payroll has continued to pay all staff hours and allowances fortnightly.
4.3.2.1	Implement programs that support leadership development	HR & Payroll	Deliver approved 2019-20 outcomes from the People Strategy	Watching	Facilitator lead courses have been suspended in the current environment due to COVID-19 – Webinars are scheduled to provide education to employees. Emerging Leaders program suspended to September 2020 at this stage.
4.3.3.2	Undertake an employee survey that measures employee engagement and satisfaction with the organisation	HR & Payroll	Employee survey has a 75% completion rate	Completed	Next survey scheduled for 2021.
5.4.2.1	Implement improved payroll processes that allow greater flexibility and more efficient processing of employee records	HR & Payroll	Undertake implementation of Aurion timekeeper module and award interpreter in accordance with agreed timeframes	Watching	Aurion Timekeeper and Award interpreter rollout has been postponed to later part of the year given the current circumstances due to COVID-19.
5.4.3.1	Implementation of Learning Management System Project Plan	HR & Payroll	Implementation of Learning Management System Project Plan in accordance with approved timeframes	Yes	The Learning Management System, predominately for Take 5's, has been enabled for all employees to complete Take 5's electronically whilst working from home or performing other duties.
5.4.4.1	Undertake a survey that show staff are proud to work at Council	HR & Payroll	Maintain 75% of staff that are proud to work at Council	Completed	Next survey scheduled for 2021.
4.1.1.1	Provide timely and effective delivery of Council's services	Industrial Relations & Investigations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service targets are on track and have been satisfied for the reporting period.

OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
5.2.1.4	Manage Council's complaint management framework for internal and external complaints and grievances in accordance with legislation and policy requirements	Industrial Relations & Investigations	100% actioned in accordance with Council policy and procedure	Yes	Complaint assessments and investigative processes are continuing to be actioned in a timely manner pursuant to statutory and policy obligations.
5.4.2.2	Develop and implement required strategies and operational actions from the Certified Agreements	Industrial Relations & Investigations	A 100% actioned within the timeframes indicated in the Certified Agreements	Yes	Post implementation Certified Agreement actions are being implemented as required.
4.1.1.1	Provide timely and effective delivery of Council's services	Legal & Governance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	During this period, 25 policies were reviewed with all policies completed within the agreed service level.
5.2.1.8	Work with stakeholders to develop an Implementation Plan identifying necessary delegable and authorised person powers and policies in accordance with newly adopted Local Laws	Legal & Governance	Monitor and report on the actions and timeframes within the Implementation Plan	Watching	This action has been split into two projects. Project 1 involves the identification and implementation of delegable and authorised person powers under the new Local Laws and Project 2 deals with Local Law Policy alignment/development. Project 1 continues to progress. At the end of this quarter, 14 of the 27 laws were fully complete and all remaining laws delegated by Council to CEO and in the final stages of being sub-delegated. The current physical location of officers has caused the project to slow to some extent, but it is hoped that the planned end date will still be achievable. Project 2 will commence following the completion of Project 1.
1.3.5.1	Provide a safety management system that minimises the risk to all people and property	Safety & Training	Implement actions as per the timeframes detailed within the Safety and Training Strategic Plan	Yes	The draft Risk Management Framework proposal has been developed and is being reviewed by the broader Safety Unit. Development of departmental risk registers has commenced. Safe Work Methods Statements are being reviewed as part of the High-Risk Work Review project. Draft updated SWMS template has been sent to management group for feedback. Awaiting further feedback for the Safety Interaction booklet that was presented to the OMG meeting.
			Achievement of KPIs in accordance with the Workplace Health and Safety Performance Measures Procedure	No	Of the 10 KPIs, five are on track to meet the KPIs and five are tracking to exceed the KPIs: Incidents logged into Riskware by the end of the next business day - Target 90%, Actual 90% Completion of scheduled hazard inspections - Target 90%, Actual 84% Completion of corrective actions by nominated due date - Target 85%, Actual 84% Total Injury Count - Threshold 145, YTD Actual 156 Total Injury Frequency Rate - Threshold 114.25, YTD Actual 138.60 Lost Time Injury Count - Threshold 24, YTD Actual 16 Lost Time Injury Frequency Rate - Threshold 17.73, YTD Actual 15.10 Days Lost Due to Injury - Threshold 348, YTD Actual 174 Lost Time Injury Severity Rate - Threshold 8.06, YTD Actual 4.53 Asset Damage Count - Threshold 252, YTD Actual 247

OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Safety & Training	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards are on track with no non-compliances for the reporting period.
4.3.3.1	Provide appropriate support and assistance to employees who are not fit for work, and ensure Council fulfils its duty of care obligations	Safety & Training	More than 95% of employees on approved suitable duties programs are placed within their own department	Yes	100% of rehabilitation and fitness for work programs have been placed within worker's own department during this quarter.
4.3.4.1	Implement compliance training programs that also support employee personal development	Safety & Training	Deliver annual compliance training program in accordance with the timeframes detailed within the Safety and Training Strategic Plan	Watching	The Strategic Plan actions are generally being completed in accordance with established timeframes. Some training scheduled for March 2020 has been postponed due to COVID-19. Training schedules are being revised.

CORPORATE SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
<b>Corporate Services Directorate</b>					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Corporate Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	Council continues to implement the Environmental Sustainability Strategy which includes an action to develop resilience to our changing climate and extreme weather events. The Sustainability Strategy Executive Group meets quarterly to review progress against the annual action plan. All action items are on track at this time.
4.1.1.1	Provide timely and effective delivery of Council's services	Corporate Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Corporate Services Directorate	Risk register is being maintained	Yes	Risk review for quarter postponed due to COVID-19. On track from an annual review perspective.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Corporate Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	There were no instances of non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Corporate Services Directorate	Monthly review of the Operational Budget	Yes	Review across the department and is tracking on target for third quarter.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Corporate Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	No overall budget variances for third quarter. Will continue to monitor as fourth quarter will present some challenges.
5.4.2.3	Undertake process review on a key activity within the section	Corporate Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	The strategic project planning continues to consider in-house options for delivery rather than the engagement of consultants.

CORPORATE SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
<b>Corporate and Technology Services</b>					
2.4.1.1	Continued rollout of smart technologies infrastructure in public spaces as guided by the Smart Way Forward Strategy	Corporate & Technology Services Directorate	Implementation of Stage 3E Smart Technologies in partnership with Safer Communities grant program	Watching	The Stage 3E Smart Technology rollout (Col Brown Park and Victoria Parade – North to Archer St) has been completed and commissioned. However, COVID-19 has delayed the final decommissioning of the redundant Ergon light poles works.
4.1.1.1	Provide timely and effective delivery of Council's services	Corporate & Technology Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the Corporate and Technology Services directorate.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Corporate & Technology Services Directorate	Monthly review of the Operational Budget	Yes	Corporate and Technology Services section operational budget is on track as expected for this time of the year.
5.4.2.3	Undertake process review on a key activity within the section	Corporate & Technology Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	As reported in the quarter two update, the new three year Business Services Agreement for Council's network and telecommunications services was signed and has been activated by the service provider.
4.1.1.1	Provide timely and effective delivery of Council's services	Information Systems	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the Information Systems recordkeeping charter and IT service standards.
4.3.1.1	Ongoing implementation of the Information and Communication Technology Strategic Plan, including the associated eServices, Information Technology Mobility and Corporate System Consolidation Strategies	Information Systems	Deliver the 2019-20 Information and Communication Technology projects within the Information and Communication Technology Strategic Plan timelines	Yes	Identified 2019-20 ICT projects are progressing on schedule at this stage. Project management plans have been implemented to address the impact of COVID-19 on a range of major ICT projects. Asset Lifecycle Management is still on schedule for the 1 July 2020 'go-live'. Taking advantage of the remote working needs, the Learning Management System, Beakon, went live in late March 2020 (three months ahead of schedule).
5.2.1.6	Right to Information and Information Privacy applications are managed and processed in accordance with legislative requirements	Information Systems	100% of Right to Information and Information Privacy applications processed within legislative timeframes	Yes	Nine new applications were received under the Right to Information and Information Privacy Act this quarter. Eight applications were finalised, no applications withdrawn, one carried forward from previous quarter, leaving two outstanding. No documents were released administratively. Two internal reviews were completed. No new external reviews were received, one completed from previous quarter. All current applications are progressing in accordance with legislative timeframes.
2.2.4.1	Council's procurement of goods and services are in line with the Local Preference Policy guiding purchasing decisions	Procurement & Logistics	Annual local goods and services spend analysis is greater than 70% local	Yes	As per the annual spend analysis reported in the previous quarter, Council spent \$124M on goods and services. Of that amount, \$96.4M (78%) was spent within the region's boundaries.
4.1.1.1	Provide timely and effective delivery of Council's services	Procurement & Logistics	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Watching	The implementation of the upgrades to Council's Financial Systems continues to impact the Accounts Payable processes. Statistics indicate an average 86% of suppliers being paid within seven days (target 90%) in quarter three. The result is due in part to some technology improvements, but predominantly to the temporary engagement of a fifth Accounts Payable Officer to assist with workloads. Council continues to work with the Vendor to improve system performance.



CORPORATE SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Fleet Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the Fleet Services service levels.
4.1.1.1	Provide timely and effective delivery of Council's services	Property & Insurance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the property management service levels and insurance claims processing.
2.2.5.1	On-going implementation of programs and activities guided by the SmartHub Operational Plan 2018-20, including the Turbo-Traction Lab program	Smart Hub	Maintain 25 to 45 participants of the Turbo-Traction Lab and 75 SmartHub memberships	Yes	Implementation of the SmartHub Operational Plan 2018-2020 has transitioned quickly to online event/program delivery and member support. Currently 90 SmartHub members. The SmartHub was successful with its second METS ignited grant application. COVID-19 delayed the start date while the delivery team planned the transition to full virtual delivery. The 2020 CQ METS Accelerator Program will now run from April to June 2020.
2.5.4.1	Market, promote and deliver the SmartHub Turbo-Traction Lab program to ensure maximum participation of candidates best aligned to the program criteria	Smart Hub	25 to 45 participants of the Turbo-Traction Lab and program status reports demonstrating real growth of small business and startups in the SmartHub	Watching	The third Turbo-Traction Lab commenced on 10 February 2020 with 12 fulltime participants. With COVID-19 restrictions, the program has transitioned to full virtual engagement. It is not without its challenges, but still on target for completion by June 2020. The US startup ecosystem tour has been postponed until a later date. An extension of time for the project has been submitted to the Federal Government – Smart Cities and Suburbs (grant provider).
4.1.1.1	Provide timely and effective delivery of Council's services	Smart Hub	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliant service standards in the SmartHub.
4.1.1.1	Provide timely and effective delivery of Council's services	Finance Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the Financial Services directorate.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Finance Directorate	Monthly review of the Operational Budget	Yes	Monthly review process now initiated.

### Finance

5.3.1.2	The annual financial statements meet governance standards	Finance Directorate	Council's annual financial statements are 'unqualified'	Completed	Financial statements certified by QAO on the 4 October 2019 with unqualified audit opinion.
			There are no internal controls as rated by the Queensland Audit Office deemed 'ineffective'	Completed	Only one high risk matter raised during interim audit.
			The timelines of the annual financial statements as rated by the Queensland Audit Office is not 'untimely'	Completed	All green traffic lights for timeliness of financial reporting.
			The quality of the financial statements are rated 'no significant adjustments' by the Queensland Audit Office	Completed	All green traffic lights for quality of financial statements.
5.3.1.3	Review and update long-term financial forecasts to attain a financially sustainable organisation	Finance Directorate	Long Term Financial Forecast updated at each budget and budget revision	Completed	Long Term Financial Forecast included in adopted budget in early July 2019.
			Financial targets as set by the Department of Local Government, Racing and Multicultural Affairs are met in the Long Term Financial Forecast	Yes	All KPIs met within budget. Budget parameters for 2020-21 commenced in line with Long Term Financial Plan.

CORPORATE SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
5.3.1.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	Finance Directorate	Unpaid rates and charges are managed in accordance with the Debt Recovery Policy, achieving an overdue balance of less than 3% at its lowest point	Watching	A 3.1% low point in this quarter. Land sales ceased due to COVID-19 restrictions. Watching for the next quarter for COVID-19 impact.
5.3.3.1	Contribute towards implementation of Technology One Asset Lifecycle Management System	Finance Directorate	New Asset System implemented by 1 February	Watching	The go-live date has been deferred to the 1 July 2020, with some additional costs to the project.
5.4.2.3	Undertake process review on a key activity within the section	Finance Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Monthly budget review process has been implemented.
3.1.1.1	Leverage strong regional partnerships to protect, maintain and enhance the condition of our natural assets	Environmental Sustainability	Deliver at least three collaborative projects with positive environmental outcomes	Yes	Council continued to progress a range of collaborative environment and sustainability projects throughout this quarter. This includes the monthly Living Sustainability workshops (delivered in conjunction with local community, not-for-profit groups and other local organisations); the Drain Buddies source reduction program (delivered with the Local Marine Advisory Committee, Fitzroy Basin Association, Capricornia Catchments, Great Barrier Reef Marine Park and the Great Barrier Reef Foundation); and continuing projects under Council's Community Assistance Program 'Environment and Sustainability Scheme'.
3.2.1.1	Implement Environmental Strategy to encourage sustainability awareness and action	Environmental Sustainability	Deliver actions in the Environmental Strategy in accordance with agreed timeframes	Yes	Council continues to implement the Environmental Sustainability Strategy. The Sustainability Strategy Executive Group met in January 2020 to monitor and review progress against the 2019-20 annual action plan and the quarterly update was tabled in the Councillor Information Briefing in February 2020. All action items are on track at this time.
4.1.1.1	Provide timely and effective delivery of Council's services	Environmental Sustainability	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Accounting Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for Accounting Services.
4.1.1.1	Provide timely and effective delivery of Council's services	Customer Service	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Target of answering 75% of calls within 45 seconds not always met, but continues to be an objective.
<b>Internal Audit</b>					
5.2.1.1	Internal Audit function is undertaken in accordance with legislative requirements and timeframes	Internal Audit Directorate	Audit and Business Improvement Committee Meetings are held at least twice each financial year	Completed	Third committee meeting was held in February 2020.
			Achievement of 85% of the annual audit plan completed	Yes	Two planned audits completed (draft or final) this period. Finance-Revenue Audit (5d) deferred due to contracting restrictions placed on consultants and COVID-19 impacts.



CORPORATE SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
5.2.1.5	Coordinate Council's Enterprise Risk Management Framework via provision of consulting and reporting services	Internal Audit Directorate	Risk register updates presented to Council as per the Enterprise Risk Management Framework	Yes	Risk registers reviewed by management as at 10 January 2020 were presented to the Audit and Business Improvement Committee on 6 February 2020 and adopted by Council on 18 February 2020. It is noted that the registers were sent out to be reviewed by 18 March 2020, and the Fraud Checklist was ready to be sent for review in March 2020, but management decided not to proceed due to COVID-19 impacts. This will mean the fourth quarter target cannot be met.

### Strategy and Planning

4.1.1.1	Provide timely and effective delivery of Council's services	Strategy & Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
4.4.3.1	Amend the Planning Scheme as required to incorporate policy objectives and outcomes	Strategy & Planning Directorate	Planning Scheme Major Amendment is completed and subsequent amendments are initiated and progressed as required	Yes	A list of priority amendments has been developed for the Rockhampton Region Planning Scheme. These include administrative, minor and major amendments. The amendments will be workshopped with Council next quarter (pending availability).
4.4.4.1	Identify and pursue opportunities for improved land use planning and policy outcomes	Strategy & Planning Directorate	Complete a gap analysis of land use planning and policy	Yes	To improve land use planning and policy outcomes, a significant gap is the planning for sporting precincts. Further work is continuing with planning for sporting precincts across the region. This work includes the scoping of project work, research and analysis and data collection.
4.4.5.1	Review, identify gaps and pursue augmentation of strategic plans and projects	Strategy & Planning Directorate	Develop and maintain a current operational register of strategic plans and priority projects	Watching	A register of strategic plans and priority projects is being developed. The priority projects will need to be reviewed against potential future projects related to COVID-19.
5.1.2.1	Identify and pursue external funding opportunities in collaboration with other business units	Strategy & Planning Directorate	Develop and maintain a current operational register of capital grant applications and project information	Yes	Currently being maintained in a spreadsheet format. Further work required to embed into corporate systems.
5.1.3.1	Identify and pursue opportunities for advocacy for regional policy and associated outcomes that benefit the Region	Strategy & Planning Directorate	Completed policy discussion papers and submissions	Yes	Continuing to review and provide comments on regional policy matters. Further work will be required leading up to State election in October 2020 to identify priority projects for the region.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Strategy & Planning Directorate	Monthly review of the Operational Budget	Yes	Strategy and Planning are on track with the Operational Budget.
5.4.2.3	Undertake process review on a key activity within the section	Strategy & Planning Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Grant management and planning projects management process review ongoing.
4.1.1.1	Provide timely and effective delivery of Council's services	Strategy & Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.

ADVANCE ROCKHAMPTON					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
<b>Advance Rockhampton Directorate</b>					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Advance Rockhampton Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	Advance Rockhampton continues to target behaviour change initiatives related to waste, water, energy and biodiversity protection while pursuing sustainable industry and infrastructure development opportunities.
4.1.1.1	Provide timely and effective delivery of Council's services	Advance Rockhampton Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Advance Rockhampton have no non-compliances in this quarter.
5.1.1.1	Review and audit existing organisations and advocacy groups where Council is represented and identify any groups where inclusion is considered appropriate and report to Council accordingly	Advance Rockhampton Directorate	Undertake a review by 31 December	Yes	In quarter four, Advance Rockhampton will work with the Mayor and Office of the CEO to consider ways to refine consultation mechanisms, including the Mayor's Advance Rockhampton Advisory Group.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Advance Rockhampton Directorate	Risk register is being maintained	Yes	Risks are monitored and register maintained.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Advance Rockhampton Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	Advance Rockhampton have no non-compliances in this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Advance Rockhampton Directorate	Monthly review of the Operational Budget	Yes	Management reviews budget on a monthly basis.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Advance Rockhampton Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	This quarter is on track and is reported monthly.
5.4.2.3	Undertake process review on a key activity within the section	Advance Rockhampton Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	The Economic Development Action Plan was circulated to the CEO and Council for consideration in February 2020. Preliminary planning for the new Economic Development Action Plan is underway; noting the COVID-19 pandemic has disrupted plans for community engagement around economic priorities.
<b>Airport</b>					
2.5.2.1	Establish additional commercial activities for Airport operations	Airport Directorate	An increase in revenue from commercial aviation activities	Yes	Working with interested parties on new commercial activities at the airport along with new opportunities presented in the redevelopment.
2.6.1.1	Actively engage with the national and international defence forces to maintain and increase current levels of military engagement and exercises and advocate for an increase in exercise activity	Airport Directorate	Report quarterly to Council on engagement and advocacy actions	Yes	Held early discussions with the Singaporean Armed Forces in regards to the 2020 Exercise Wallaby. Also held workshops with the representatives of the exercise to identify their needs.
4.1.1.1	Provide timely and effective delivery of Council's services	Airport Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There are no outstanding non-compliance matters to report for this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Airport Directorate	Monthly review of the Operational Budget	Yes	Although this quarter was mostly free from the current COVID-19 crisis, airport numbers were affected late. Revenue still remains on track at this point.

ADVANCE ROCKHAMPTON					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
5.4.2.3	Undertake process review on a key activity within the section	Airport Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Working through this process to identify key activities throughout the section.

### Commercial

1.5.2.1	Deliver the Wayfinding Strategy	Commercial Directorate	Deliver the Wayfinding Strategy in accordance with agreed timeframes	No	Due to the COVID-19 pandemic, this is on hold as it needs to be reviewed, and key stakeholders need to be consulted. Will consider options to seek stimulus funding to progress this Strategy and deliverables.
2.1.4.1	Identify and implement business development opportunities for the Airport	Commercial Directorate	Review the Airport Masterplan	Yes	Working through flood modelling with the Planning Section and consultants. Also looking at stand demand for parking bays and finalising terminal master plans.
2.3.1.1	Develop strategies to attract businesses within the Region's centres	Commercial Directorate	Support the key catalyst projects within the CBDs to assist in activating the Regions centres	Watching	On hold until further direction is given.
2.3.2.1	Provide strategies and marketing to support economic activity and business confidence within the CBD	Commercial Directorate	Consider a façade improvement scheme that encourages businesses within the East Street precinct to upgrade their facades	Yes	Continuing to engage with CBD businesses for this program and other opportunities to promote development in the CBD as an economic response to the COVID-19 pandemic.
3.2.2.1	Industry engagement and the provision of support for new energy generation options	Commercial Directorate	Develop a plan to engage with industry in order to develop new energy generation options	Yes	Advance Rockhampton continues to discuss commercial opportunities with companies interested in relocating or investing in Rockhampton.
4.1.1.1	Provide timely and effective delivery of Council's services	Commercial Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No non-compliances this quarter.
4.4.2.1	Ensure land use instruments achieve policy objectives	Commercial Directorate	Continue the implementation of CBD Redevelopment Framework and catalyst projects throughout 2019-20	Yes	Advance Rockhampton's economic development team is continually reviewing the CBD framework and looking for new ways to engage with businesses and attract new businesses to the CBD.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Commercial Directorate	Monthly review of the Operational Budget	Yes	Advance Rockhampton's economic development team is operating within budget and on track for the financial year.
5.4.2.3	Undertake process review on a key activity within the section	Commercial Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	The Facade Improvement Scheme is working well and will continue to be monitored throughout the year.

### Economic Development

1.6.1.1	Inclusiveness in key projects and events	Economic Development Directorate	Facilitate identified celebrations	Yes	Continuing to work with other operational areas to facilitate international engagement and cultural diversity.
2.2.1.1	Work with key industry stakeholders to develop investment profile opportunities for national and international investors	Economic Development Directorate	Industry stakeholder engagement and opportunity development as per the Economic Development Action Plan update reports presented to Advisory Committee	Yes	Continuing to work with local, national and international partners to advocate investment opportunities in Rockhampton.
2.2.2.1	Support community training programs/education workshops held in the Region	Economic Development Directorate	Conduct 40 Certificate IV to assist business development by 30 June	Watching	10 Certificate IV's will be delivered targeting Mount Morgan and the Agricultural sector. Further consideration of training gaps to occur through development of new Economic Development Plan.
2.4.2.1	Encourage further development of industrial estates to support future growth of a wide range of industries both inside and outside of the Region	Economic Development Directorate	Implementation of new Gracemere Industrial Area and Parkhurst Industrial Area documents/information	Watching	Brochures under development, launch event and activities delayed due to COVID-19 pandemic.

ADVANCE ROCKHAMPTON					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
2.5.1.1	Deliver Advance Rockhampton forums	Economic Development Directorate	Deliver at least four sessions	Watching	In quarter four, Advance Rockhampton will work with the Mayor and Office of the CEO to consider ways to refine consultation mechanisms, including the Mayor's Advance Rockhampton Advisory Group and Forums. In light of the COVID-19 pandemic, alternative mechanisms to consult the business community, including through the Mayor's 'Hold, Recover, Grow' initiative, will be explored.
2.5.3.1	Engage Regional Skills Investment Strategy Coordinator to facilitate and liaise with business/industry regarding skilling required for our Region	Economic Development Directorate	Implement funded training programs in conjunction with State to regional businesses	Yes	A range of supplier tendering forums have been held throughout this quarter in conjunction with major project proponents, including the two Shoalwater Bay projects and the Adani Carmichael project.
2.5.5.1	Strengthen relationships with our international partners, including Singapore, Japan, China and South Korea	Economic Development Directorate	Develop a strategy to strengthen relationship with our international partners by 30 December	Yes	Advance Rockhampton continues to leverage connections and opportunities on the back of previous delegations and inbound visits.
4.1.1.1	Provide timely and effective delivery of Council's services	Economic Development Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	The Economic Development team continues to provide timely and effective services to investment proponents, local businesses and other stakeholders.
4.4.1.1	Update the Economic Development Action Plan to include engagement initiatives with this sector	Economic Development Directorate	Update Economic Action Plan by December	Yes	Draft update on Economic Development Action Plan and process improvements provided to CEO. Broader consideration of evolved priorities to be brought forward as part of the development of a new Economic Development Strategy later in 2020-21.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Economic Development Directorate	Monthly review of the Operational Budget	Yes	Operational budget review undertaken as part of the monthly activity report.
5.4.2.3	Undertake process review on a key activity within the section	Economic Development Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Advice provided on process improvements to CEO, with broader consideration of priorities to be brought forward as part of the development of a new Economic Development strategy.

### Tourism, Events and Marketing

1.5.3.3	Position Council and My Rockhampton websites as the go-to place for the Region events and Council information	Tourism, Events & Marketing Directorate	My Rockhampton and the Council website is updated at least monthly	Yes	Advance Rockhampton is working with the Communications and Marketing team to deliver business support information on the special COVID-19 portal on Council's website. My Rockhampton is utilising social media platforms to communicate with the community after the decision was made not to proceed with the dedicated website but instead utilise Council, Advance Rockhampton and Explore Rockhampton websites when appropriate.
1.5.3.4	Implement and deliver the My Rockhampton magazine and associated platforms	Tourism, Events & Marketing Directorate	Three magazines designed and distributed per annum	Yes	My Rockhampton magazine was complete and distributed in early March 2020 however, was then removed from the community due to cancellation and postponement of events due to COVID-19.
1.6.4.3	Deliver and support major regional events	Tourism, Events & Marketing Directorate	Deliver the Rockhampton River Festival with an increase in the number of people attending and conduct a satisfaction survey with traders and visitors	Watching	Planning in place for 2020 event, however this event will most likely move from July 2020 to later in the year due to COVID-19. Events for 2020 will not increase by 10% on previous year due to cancellations and postponements.
			Increase the number of regional events across the Region by 10%	Watching	Events for 2020 will not increase by 10% due to COVID-19 related cancellations and postponements.

ADVANCE ROCKHAMPTON					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
2.1.1.1	Implement Tourism Action Plan initiatives to promote and improve Regional tourism opportunities	Tourism, Events & Marketing Directorate	Activate Tourism Action Plan targets and guidelines	Yes	Completed and launched new Explore Rockhampton website and social media sites Facebook and Instagram. Continued Fishing the Fitzroy campaign as per the plan.
2.1.3.1	Review current multi-layered marketing plans for Advance, Explore and Live Rockhampton	Tourism, Events & Marketing Directorate	Review Marketing Strategy and deliver actions in accordance with timeframe	Yes	Review of marketing resulted in launch of new Explore Rockhampton website and social media in January 2020. No change to Live Rockhampton and refresh of Advance Rockhampton website.
4.1.1.1	Provide timely and effective delivery of Council's services	Tourism, Events & Marketing Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There has been no non-compliance within the reporting period.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Tourism, Events & Marketing Directorate	Monthly review of the Operational Budget	Yes	Operational budget on target for this quarter.
5.4.2.3	Undertake process review on a key activity within the section	Tourism, Events & Marketing Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Ongoing rolling events calendar and review of event policy and procedures in progress for quarter four completion.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
<b>Community Services Directorate</b>					
1.4.1.1	Provide community sponsorship for activities for various sectors	Community Services Directorate	Community sponsorship and grant funding applied in accordance with the guidelines	Yes	Round 3 closed on 16 March 2020 with six applications received totalling a requested sponsorship amount of \$27,934.25. With COVID-19 restrictions, Council advised that some Round 2 events are postponed until further notice.
1.4.3.2	Review and update Volunteer Manual	Community Services Directorate	Review and update Volunteer Manual by 31 October	Completed	Process completed.
1.6.1.2	Develop and deliver a Reconciliation Action Plan	Community Services Directorate	Deliver actions in the Reconciliation Action Plan within approved timelines	Watching	Consultation has continued with the Darumbal Enterprise on the development of a Reconciliation Action Plan but the internal working group has made minimal progress due to priority of managing response to COVID-19.
1.6.4.1	Deliver and support local events and celebrations	Community Services Directorate	Deliver Festive Season display throughout the Region	Completed	Removal of festival display undertaken, with no issues being raised during the installation or dismantle.
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Community Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	Development of a Strategic Risk for Climate Change is in the process of being added to the Corporate Risk Register to ensure that all areas respond to the impacts in their own sections.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards are largely met with minor variation.



COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Community Services Directorate	Risk register is being maintained	Yes	Risk is monitored and managed, with high priority area actioned in a timely manner.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Community Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	Legislative requirements are monitored and reported regularly.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Community Services Directorate	Monthly review of the Operational Budget	Yes	Reviewed monthly and operating within budget.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Community Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	Budgets are closely monitored to meet compliance, all variations are reported.
5.4.2.3	Undertake process review on a key activity within the section	Community Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Reviewing a need for a project person to implement process improvements.

### Communities and Culture

4.1.1.1	Provide timely and effective delivery of Council's services	Communities & Culture Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Communities & Culture Directorate	Monthly review of the Operational Budget	Yes	Reviewed and reported monthly.
5.4.2.3	Undertake process review on a key activity within the section	Communities & Culture Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Difficult Patron Training resource scoped for Libraries in partnership with Workforce and Governance. With review of supporting policy and procedure identified.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Art Gallery	Deliver 100% of the endorsed Rockhampton Art Gallery program	Watching	Four exhibitions delivered and displayed during this quarter. COVID-19 concluded exhibition programing and public access from 23 March 2020. No exhibitions attendance or public access has been held since.
1.4.1.2	Deliver a range of performances, programs and activities for various age groups	Art Gallery	Community programs and performances are delivered in accordance with contracts, schedules and funding agreements	Watching	Currently on track and in accordance with contracts, schedules and funding agreements delivering approximately 1.3 programs per day until COVID-19 restrictions were enforced. COVID-19 concluded programing on 17 March 2020. No programs have been held since.
1.6.4.2	Support regional events through the delivery of the Arts Program	Art Gallery	Deliver Arts Program at three major events	Watching	COVID-19 concluded programing on 17 March 2020. No programs have been held since.
1.6.5.1	Deliver a diverse range of creative arts programs	Art Gallery	Programs are delivered in accordance with guidelines and schedules	Watching	Currently delivering approximately 1.3 programs per day until COVID-19 restrictions were enforced. COVID-19 concluded programing on 17 March 2020. No programs have been held since.
1.6.5.3	Support the creation of public art throughout the Region	Art Gallery	Deliver public art program	Yes	Current status of projects: Nirum design developed; City Hall in Fabrication; and Northside Rockhampton Pool at expression of interest stage.
4.1.1.1	Provide timely and effective delivery of Council's services	Art Gallery	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
1.6.2.1	Implement Heritage Village Masterplan to increase visitation and revenue	Heritage Village	Increase annual visitors to the Heritage Village by 5% in comparison to previous year	Watching	Numbers were down by 79.6% due to the cancellation of two markets (caused by bad weather) and loss of tours and visitors due to COVID-19 closure.
1.6.4.1	Deliver and support local events and celebrations	Heritage Village	Conduct Heritage Festival event	Watching	Cancelled due to COVID-19. Bookings deferred to 2021. Deposits for entertainment transferred to next year.
4.1.1.1	Provide timely and effective delivery of Council's services	Heritage Village	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.
1.4.1.4	Deliver funded home maintenance and modification services to support seniors and people with a disability to continue living independently	Home Assist	Service delivered in accordance with eligibility and funding arrangements	Yes	The first two months of this quarter were extremely busy for all areas of the program including the Major Mods arm of the program. During the COVID-19 pandemic, CQ Home Assist was deemed an essential service of Council and continued to deliver to seniors and people with a disability. CQ Home Assist services have been evaluated and COVID-19 Action Plans, Business Continuity Plans and Risk Assessments for the program were compiled swiftly. In this time CQ Home Assist worked with Council and the Department of Health to introduce new hygiene measures, cashless transactions and questions prior to entering the homes of clients regarding the health of those in the home.
4.1.1.1	Provide timely and effective delivery of Council's services	Home Assist	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance in this quarter. Both State and Federal funding bodies have advised of new types of service deliveries and activities to be introduced including Welfare Checks and the delivery and assistance of essential supplies (for example, groceries and medication). CQ Home Assist are recording these changes as instructed and also networking with 'Rose's Angels' to deliver these new services and assist with supplying grocers and butchers contacts who will take phone orders and will work in with the program to arrange a pick up and "knock and drop" to client's door steps.
1.4.1.3	Provide library services	Library & Child Services	Library services delivered in accordance with Council standards	Yes	49,148 visits and 112,533 issues for this quarter.
1.4.3.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Library & Child Services	Provide a minimum of 2500hrs of volunteer services per annum	Watching	In this quarter, 367 hours of volunteer services were provided.
1.5.1.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Library & Child Services	Deliver programs and activities	Yes	In this quarter, there were 3,006 participants and 299 programs delivered.
1.5.1.2	Provide facilities and training through the Library Technology Centre and libraries to develop digital skills and reduce social exclusion	Library & Child Services	Deliver community development programs	Yes	In this quarter, there was 86 contact hours of community training provided.
1.5.1.3	Provide a home delivery library service to people who are housebound	Library & Child Services	Provide a home delivery service with a 70% satisfaction rating	Watching	Surveys were sent out late in February 2020 due to staff leave. Due to be collected when libraries re-open (currently closed due to COVID-19).
1.6.3.1	Preserve the documentary heritage of the Region through maintaining and developing the Local History Centre and its collection	Library & Child Services	Develop a guideline on the accession and deaccession of donated items	Watching	Procedure in process but not yet completed.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
2.2.3.1	Provide access to resources and free community technology training courses to develop skills	Library & Child Services	Conduct satisfaction survey to determine effectiveness of training provided	Watching	Survey to measure training effectiveness is still being developed.
2.2.3.2	Provide quality child care services	Library & Child Services	Services provided meet the national quality standard	Yes	Council's Child Care Centre meets the National Quality Standards and has 2,488 places utilised with a 95.67% utilisation for this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Library & Child Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	All of the Library and Child Services levels reported monthly are currently on target this quarter.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Major Venues	Community long-term use of available spaces at the Walter Reid Cultural Centre are 100% tenanted by the arts and cultural community	Yes	Directed by Council not to tenant vacant space. Listed the vacant space on fees and charges for increased short term usage.
			Deliver 100% of the See It Live program at Pilbeam Theatre	Yes	One Morning Melodies performance from the 'See it Live' 2020 program took place.
1.4.1.1	Provide community sponsorship for activities for various sectors	Major Venues	Administer the Rockhampton Regional Australia Day Fund in accordance with the guidelines	Completed	A fund of \$15,000 exists to support communities in celebrating Australia Day. Applications for 2020 celebrations were approved by Council to assist in Mount Morgan, Gracemere, Bouldercombe and at the Rockhampton Heritage Village. The unallocated funds were directed towards the Great Australian Bites celebration at Kershaw Gardens that is run by the Advance Rockhampton events team.
1.6.4.1	Deliver and support local events and celebrations	Major Venues	Conduct Rockhampton Carols by Candlelight annual event	Completed	Carols by Candlelight 2019 supported the Make-a-Wish Australia charity. \$9,393 was raised from tickets sales at the Pilbeam Theatre concert and donations at both the Pilbeam Theatre and Music Bowl events. The fireworks were cancelled with the cost being donated to the local Rural Fire Service Association along with a donation from the New Year's Eve event.
			Conduct annual Rockhampton Cultural Festival	No	Due to COVID-19 all Council events have been cancelled until 2021.
1.6.4.3	Deliver and support major regional events	Major Venues	Deliver one large music theatre production attended by in excess of 3000 patrons at the Pilbeam Theatre	Completed	Council presented "Mamma Mia" as the community Musical for 2020. Half of the performances were cancelled due to COVID-19 social distancing measures.
1.6.4.4	Promote and facilitate the use of the Rockhampton Showgrounds for major events	Major Venues	Rockhampton Showgrounds is used 25% of the year for grounds and events uses	Watching	There have been 84 event days, or 23% year to date utilisation.
1.6.5.2	Deliver the Regional Arts Development Fund	Major Venues	All Regional Arts Development Fund applications are assessed in accordance with the guidelines	Yes	The Bid to Arts Queensland 2020-21 program will close at the end of April 2020.
4.1.1.1	Provide timely and effective delivery of Council's services	Major Venues	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.
Community Assets and Facilities					
1.1.6.1	Develop an All Abilities and Inclusion Plan	Community Assets & Facilities Directorate	Deliver actions in the All Abilities and Inclusion Plan within agreed timeframes	Yes	The All Abilities and Inclusion Plan is currently being drafted.



COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
1.1.8.1	Undertake required statutory maintenance	Community Assets & Facilities Directorate	Compliance standards met	Yes	Ongoing and routinely monitored.
1.3.1.1	Maintain and monitor CCTV systems	Community Assets & Facilities Directorate	System maintained in accordance with schedule, with less than 2% downtime	Yes	Less than 1% down time.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Assets & Facilities Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No issues to report.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Community Assets & Facilities Directorate	Monthly review of the Operational Budget	Yes	No issues to report.
5.4.2.3	Undertake process review on a key activity within the section	Community Assets & Facilities Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Scheduling process has been mapped out and opportunities for improvement are being identified.
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Community Facilities	Achieve annual maintenance budget and program	Yes	Maintenance program being rolled out.
1.1.8.2	Clean and maintain Council buildings	Community Facilities	Buildings cleaned and maintained in accordance with the priority rating schedule and budget allocation	Yes	Maintenance program being rolled out.
1.1.8.3	Develop and implement conservation management plans for heritage listed buildings	Community Facilities	Conservation Management Plan review conducted in accordance with schedule	Yes	Conservation Management Plans have been identified and are awaiting final confirmation.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Community Facilities	All venues are compliant with statutory requirements	Yes	Conservation Management Plans have been identified and are awaiting final confirmation.
1.2.1.2	Provide quality regional cemeteries for burial and memorialisation services	Community Facilities	Cemeteries have high community satisfaction with service provided resulting in less than five complaints annually	Yes	Less than five complaints received.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Facilities	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customers are satisfied.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Assets	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	On track.

### Parks

1.1.7.1	Develop a program for recreation and open spaces	Parks Directorate	Develop the program by 30 June	Watching	Action is currently being reevaluated for 2020-21 Operational Plan with a view to expand the program to include the implementation of a strategic planning framework for open space.
1.4.3.3	Engage with and provide support to community and volunteer organisations in the delivery of sport and recreation activities	Parks Directorate	Make formal contact with all sporting clubs and associations in the Region	Yes	Contact has been made with clubs regarding COVID-19 rent relief. As the COVID-19 situation continues it is intended the Supervisor Sport and Administration proactively remains engaged with clubs.
2.1.2.1	Consider site options for preferred precinct and scope required works	Parks Directorate	Draft Sport Precinct concept by 31 July	Yes	Planning is progressing on a multi-precinct basis with Strategic Planning taking the lead.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
3.1.4.2	Develop a Tree Canopy Plan	Parks Directorate	Develop a Tree Canopy Plan by 30 September and implement actions in accordance with approved timeframes	Yes	CBD planting is on track for quarter four delivery pending any further COVID-19 restrictions. Parks and streetscapes intended for delivery May – June 2020.
4.1.1.1	Provide timely and effective delivery of Council's services	Parks Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Parks Directorate	Monthly review of the Operational Budget	Yes	Remain on budget.
5.4.2.3	Undertake process review on a key activity within the section	Parks Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Parks Action Plan was endorsed by the CEO on 13 January 2020. Key outcomes to be delivered through 2020 and 2021.
1.2.1.3	Further development of the Kershaw gardens and the Botanical gardens	Botanic & Kershaw Gardens	Develop a program that considers the ongoing maintenance and long term improvement	Watching	Currently on hold due to operational requirements of Community Master Planners in COVID-19 recovery.
1.6.2.2	Review and update Botanic Gardens Strategic Master Plan	Botanic & Kershaw Gardens	Review and update Botanic Gardens Strategic Master Plan by 30 June	Watching	Currently on hold due to operational requirements of Community Master Planners in COVID-19 recovery.
1.6.4.1	Deliver and support local events and celebrations	Botanic & Kershaw Gardens	All sites meet the requirements of events and celebrations	Completed	Events suspended for remainder of period.
4.1.1.1	Provide timely and effective delivery of Council's services	Botanic & Kershaw Gardens	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
1.2.3.1	Quantify mowing and horticultural service frequencies	Parks Operations	Develop and deliver a mowing program that meets seasonal changes by 31 March	Completed	Summer program was implemented in January 2020 and prematurely ended due to COVID-19 impact. Review to be undertaken with lessons learned applied to future seasonal programs.
4.1.1.1	Provide timely and effective delivery of Council's services	Parks Operations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
1.2.2.1	Work with stakeholders to promote the Zoo both regionally and nationally	Zoo	Maintain visitors to the Rockhampton Zoo to 140,000 and monitor through visitor intercept surveys	Watching	Minimal progress due to absence of Zoo Curator and priority to managing impacts of COVID-19.
4.1.1.1	Provide timely and effective delivery of Council's services	Zoo	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
<b>Planning and Regulatory Services</b>					
4.1.1.1	Provide timely and effective delivery of Council's services	Planning & Regulatory Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards continue to be met during this quarter, with small non-compliances reported through the monthly reports.
4.1.2.1	Provide opportunities for community access to discounted animal health services	Planning & Regulatory Services Directorate	Deliver two microchipping and/or vaccination clinics	Yes	Council's "Vac and Chip" Program recently concluded on 31 March 2020 with 168 applications being approved for 265 vaccinations and 132 microchips. This program is on budget for revenue and expenses.
4.1.3.1	Ensure educational programs are created and delivered to the community on assessment requirements	Planning & Regulatory Services Directorate	Create an educational plan for the community on pool safety, building requirements and planning scheme understanding	Completed	Most elements of the educational plan have been suspended due to the current COVID-19 situation.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
4.2.1.2	Provide formal and informal education opportunities to the public to ensure the community are aware of their legislative obligations	Planning & Regulatory Services Directorate	Education program implemented in accordance with program milestones	Watching	Majority of actions as outlined in the Community Education Plan 2019-20 have been completed. Further actions have been suspended due to COVID-19 response.
4.2.2.2	Provide a diverse range of compliance tools to a wide range of amenity, health and safety issues across the community to enhance liveability	Planning & Regulatory Services Directorate	Review and update the enforcement manual by 30 June	Yes	The Enforcement Manual is currently with the Planning and Regulatory Section for review.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Planning & Regulatory Services Directorate	Monthly review of the Operational Budget	Yes	Local Laws budget is on track.
5.4.2.3	Undertake process review on a key activity within the section	Planning & Regulatory Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	The review of the warrant process is on track and will be completed in the fourth quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Development Engineering	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer services standards continue to be generally met. There were a small number of non-compliances with the service level standards and these were reported on in the monthly reports. This is due to the applicant not providing adequate information for officers to be able to adequately decide the applications, and additional information was sought. It is noted that all applications met the statutory timeframes identified by the Planning Act.
3.1.3.1	Implement strategic plans to advise community on programs	Health & Environment	Achieve strategy outcomes in the Biosecurity Plan in accordance with timeframes	Yes	Outcomes of the Biosecurity Plan continue to be implemented, with some delays due to drought conditions until February 2020. Surveillance program in the floodplain has resumed in mid-March 2020. Water weed control continued until February 2020 where river flows resulted in the water weed flushing down the river. Recent rain has meant the pig traps have been removed, deer traps remain in place. Invasive weed control continues on Council land, including the annual Parthenium run on road reserves in the rural areas.
4.1.1.1	Provide timely and effective delivery of Council's services	Health & Environment	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer services standards continue to be met during this quarter, with non-compliances reported through monthly report.
4.2.1.1	Provide effective development management programs in line with legislative requirements for environment health, food, safety, noise, odour and dust protection	Health & Environment	Compliance with development management programs	Yes	Food safety inspections continued with 69% of inspections completed by the end of March 2020. Newsletter developed for Food Business Licensees to be distributed with the 2020-21 licences. Complaints continue to be responded to in a timely manner. Assessing Food Business Licence, Food Safety Program and Personal Appearance Service work instruction approved to ensure consistency across the unit. Implementation of the Clandestine Laboratory response in accordance with Queensland Health guidelines completed.
1.3.2.1	Maintain effective disincentive and quarantine process as per the Animal Management Centre Manual Disease Management	Local Laws	Implement actions in accordance with the Animal Management Centre Manual	Yes	During this quarter, parvovirus has been present at the Animal Management Centre however this has now been contained. Animal impoundment numbers since the COVID-19 pandemic have dropped with new methods of processing animals.
4.1.1.1	Provide timely and effective delivery of Council's services	Local Laws	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No instances of non-compliance.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Development Assessment	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were a small number of non-compliances with the service level standards. This is due to having a reduced number of qualified planners to conduct assessments.
4.1.1.1	Provide timely and effective delivery of Council's services	Building, Plumbing and Compliance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards continue to be met during this quarter, with minor non-compliances reported through the monthly reports.

REGIONAL SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
<b>Regional Services Directorate</b>					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Regional Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	The Airport Flood Levee Feasibility Study has included the analysis of climate change in the project brief.
4.1.1.1	Provide timely and effective delivery of Council's services	Regional Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Regional Services Directorate	Risk register is being maintained	Yes	Risk registers are regularly reviewed and monitored.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Regional Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	There were no instances of non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Regional Services Directorate	Monthly review of the Operational Budget	Yes	Reviewed across the department and tracking on targets.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Regional Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	Operational budgets on track.
5.4.2.3	Undertake process review on a key activity within the section	Regional Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	The revised approach to Civil project resourcing has been implemented and is being monitored.

### Civil Operations

1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Civil Operations Directorate	Achieve annual maintenance budget and program	Yes	Operational program on track.
1.1.1.2	Deliver the annual capital works program	Civil Operations Directorate	Achieve capital program within 95% of the budget	Watching	Capital expenditure is being effected by the shutdown of capital works. Externally funded projects are continuing.
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Operations Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Civil Operations Directorate	Monthly review of the Operational Budget	Yes	Monthly review is undertaken and presented to Council each month in Civil Operations monthly report to Council.

REGIONAL SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
5.4.2.3	Undertake process review on a key activity within the section	Civil Operations Directorate	Identify key activity by 30 September and complete process review by 30 June	Watching	A team has been formed to look at this activity but progress has been slowed in the new year.
4.1.1.1	Provide timely and effective delivery of Council's services	Rural Operations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Requests are being addressed in accordance with timeframes.
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Works	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Requests are being addressed in accordance with timeframes.
4.1.1.1	Provide timely and effective delivery of Council's services	Maintenance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Requests are being addressed in accordance with timeframes.

### Fitzroy River Water

1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Fitzroy River Water Directorate	Achieve annual maintenance budget and program	Yes	Operations budget and maintenance programs on track.
1.1.1.2	Deliver the annual capital works program	Fitzroy River Water Directorate	Achieve capital program within 95% of the budget	Watching	Generally on track but some delays with the award of large capital projects.
1.1.1.3	Ensure safe and reliable operation of raw water storages	Fitzroy River Water Directorate	Compliance with state legislation and national guidelines	Yes	Ongoing compliance with state legislation and national guidelines
1.1.1.4	Ensure safe and reliable treatment and supply of drinking water	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Yes	100% compliance with drinking water quality requirements as outlined in customer service standards, Queensland legislation or Australian Guidelines.
1.1.1.5	Ensure safe and reliable transport and treatment of sewage	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Yes	>99% compliance with sewage transport and treatment requirements outlined in customer service standards and Council's Environmental Authority.
1.1.1.6	Ensure safe and reliable supply of non-potable water	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Yes	100% compliance with legislative requirements for the supply of non-potable water.
1.3.7.1	Ensure the safe and reliable operation of raw water storages	Fitzroy River Water Directorate	Compliance with legislative requirements for dam safety management	Yes	Ongoing compliance with state legislation for dam safety management.
3.1.2.1	Promote water wise behaviours and practices	Fitzroy River Water Directorate	Achievement of annual marketing communications plan activities in accordance with agreed timeframes	Yes	FRW Marketing and Communications Plan review completed with implementation being planned to commence post-election.
			Provide water rebates for residential water efficient products, and process all rebate applications within 10 business days	Yes	Completed in line with business performance indicator.
3.1.5.1	Minimise nutrient and sediment discharges to local waterways	Fitzroy River Water Directorate	Demonstrate compliance with Environmental Authority release limits and continuous improvement initiatives	Yes	Compliant with Environmental Authority and sustaining the reduced levels of nutrient releases achieved during recent years.
4.1.1.1	Provide timely and effective delivery of Council's services	Fitzroy River Water Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	A small number of minor non-compliances reported to Council.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Fitzroy River Water Directorate	Monthly review of the Operational Budget	Yes	Operational expenditure reviewed monthly to ensure activities are being completed in line with budget forecast or to adjust forecasts based on seasonal variation.



REGIONAL SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
5.4.2.3	Undertake process review on a key activity within the section	Fitzroy River Water Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Further review of the monitoring and management of maintenance task completion is ongoing with new internal business processes identified for inclusion in the new asset and maintenance management system.

### Infrastructure Planning

4.1.1.1	Provide timely and effective delivery of Council's services	Infrastructure Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer Service Standards are being met.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Infrastructure Planning Directorate	Monthly review of the Operational Budget	Yes	Operational budgets are reviewed on a monthly basis and are on track.
5.4.2.3	Undertake a process review on a key activity within the section	Infrastructure Planning Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Landscape architecture processes are continuously being refined.
1.1.2.1	Planned condition monitoring programs are completed	Assets & GIS	Planned road, bridge and footpath condition monitoring programs are completed, and the defects identified are provided to the relevant Asset Custodian	Yes	The bridge and major culvert condition assessment reports have been finalised and Civil Operations have been provided with a maintenance work program. The road condition reports have been reviewed and Civil Operations have been provided with a capital renewal program for 2020-21. All footpath inspections have been completed. Footpath defect lists and renewals information has been provided to each Asset Custodian.
4.1.1.1	Provide timely and effective delivery of Council's services	Assets & GIS	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	GIS customer service standards were adopted on 2 March 2020.
5.3.1.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	Assets & GIS	The required asset revaluations are completed in accordance with the timeframes set in 2020 External Audit Plan	Yes	Asset valuations are progressing. As per the 2020 External Audit Plan the roads valuation must be finalised by 31 May 2020.
5.3.2.1	Refine the long-term asset management plans with asset custodians to guide the replacement and utilisation of resources	Assets & GIS	A program for the rolling review of Council's existing Asset Management Plans is prepared with the Water and Sewerage Asset Management Plan and the Bridges and Major Culverts Asset Management Plan to be reviewed by 31 December	Yes	The Water and Sewerage Asset Management Plan has been comprehensively reviewed. A draft version of the revised Asset Management Plan was distributed to key internal stakeholders for comment. Officers are now updating these draft plans based on the feedback that was provided. Officers have commenced a review of the Bridges and Major Culverts Asset Management Plan.
			Asset Custodians are provided with long term renewal targets based on an asset sustainability ratio of greater than 90%	Yes	Asset Custodians have been provided with general advice regarding the asset sustainability ratio and long-term renewal targets.
1.1.4.1	Provide an effective quality assurance system which supports the civil design function	Civil Design	No major non-conformances identified in the annual audit	Yes	The Quality Management Plan continues to be a robust document that is regularly updated to suit current needs.
3.1.4.1	Improve parks and streetscapes to provide diversity of streetscapes	Civil Design	Planting in accordance with the Streetscape Design Manual	Completed	CBD Tree Planting Masterplan has been completed. Design of 2019-20 CBD Planting has been completed.
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Design	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards are being met.

REGIONAL SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
1.3.4.1	Natural and man-made hazard risk assessments are reviewed on a five yearly basis	Disaster Management	Review Natural Hazard Risk Assessment and complete annual maintenance check by March	Watching	Continue into fourth quarter. On track to be completed with Queensland Emergency Risk Management Framework (extensive review and transfer to new State Framework) funded project (funding must be acquitted by 31 December 2020).
1.3.6.1	Deliver and implement community disaster awareness education	Disaster Management	Review and update Local Disaster Management Group Communications Plan	No	Overdue – follow up Media and Marketing teams.
1.3.7.2	Conduct an annual review of the Local Disaster Management Plan in accordance with statutory requirements	Disaster Management	Annual review completed by 30 November each year	Completed	Annual review of Local Disaster Management Plan was completed and adopted by Council in August 2019.
1.3.7.3	Conduct an annual preparedness activity in accordance with statutory requirements	Disaster Management	Undertake annual Local Disaster Management Group preparedness activity by 30 November	Completed	Local Disaster Management Group preparedness activity was completed on 6 September 2019.
1.3.7.4	Ensure the Local Disaster Management Group meet regularly to coordinate disaster management activities	Disaster Management	Annual review of the Local Disaster Management Plan and deliver actions in accordance with the plan	Yes	Routine meeting of the Local Disaster Management Group held on 28 February 2020. Extraordinary meeting called in response to COVID-19.
4.1.1.1	Provide timely and effective delivery of Council's services	Disaster Management	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards are being met.
1.1.3.1	Update Local Government Infrastructure Plan in Rockhampton Planning Scheme	Strategic Infrastructure	Complete amendment to Local Government Infrastructure Plan by June	Completed	Public consultation concluded on 20 January 2020. Council resolved to adopt the amended Local Government Infrastructure Plan on 4 February 2020. This plan commenced on 3 March 2020.
1.1.5.1	Complete preliminary planning, design and cost estimating for projects identified from the Schedule of Works for Transport, Stormwater, Water and Sewerage Trunk Infrastructure that may be required in the near term to 2026	Strategic Infrastructure	Projects identified by 1 September with project development works completed by 30 June	Watching	Projects were updated and identified during the Local Government Infrastructure Plan update. Water, Sewer and Stormwater projects are planned and designed with revised estimates. There are some Transport projects that are subject to infrastructure agreements and as a result do not have a firm design. There are also two intersection projects that are yet to be completed. These were to be completed as part of subsequent corridor studies but have had traffic movements change due to COVID-19. There is still intent to finish as much design of these as possible with the current level of traffic information.
1.4.2.1	Update traffic modelling for the urban areas of Rockhampton and Gracemere	Strategic Infrastructure	Complete Transport Corridor Studies for Arterial Roads by 30 June	Watching	Corridor Study for Upper Dawson Road continues with short and long term options being developed. Upper Dawson Road Study on track to be finished by the end of this period. Corridor Studies for North Street and Dean Street are impacted by changes to traffic movements as a result of COVID-19. It is unlikely these will be completed before 30 June 2020.
1.4.2.2	Consider the Environmental Sustainability Strategy in future planning	Strategic Infrastructure	Develop strategy and policy for Riparian Management by 30 June	Yes	On hold pending outcomes of Activity procedure for works in the watercourse.
4.1.1.1	Provide timely and effective delivery of Council's services	Strategic Infrastructure	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards are being met.
<b>Project Delivery</b>					
1.1.1.2	Deliver the annual capital works program	Project Delivery Directorate	Achieve capital program within 95% of the budget	Watching	Adjustments made to cash flow forecast of both the South Rockhampton Flood Levy project and the Art Gallery Project to reflect current budget and expenditure forecasts.

REGIONAL SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Three Status Commentary
1.1.4.2	Effective delivery of major infrastructure projects	Project Delivery Directorate	Project meets objectives and completed on time and budget	Watching	Current projects are being delivered within agreed project scopes, budgets and timeframes. Watching the impacts of COVID-19 on imported plant and material especially for the Art Gallery and Airport projects.
2.2.3.1	Effectively deliver the construction of Art Gallery Project	Project Delivery Directorate	Project completed in accordance with allocated budget and timeframes	Watching	Current projects are being delivered within agreed project scopes, budgets and timeframes. Watching the impacts of COVID-19 on imported plant and material especially for the Art Gallery and Airport projects.
4.1.1.1	Provide timely and effective delivery of Council's services	Project Delivery Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Unit currently achieving a 3.7 day average completion time to Pathway requests.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Project Delivery Directorate	Monthly review of the Operational Budget	Yes	Operational costs, journalled to capital budgets on a monthly basis.
5.4.2.3	Undertake process review on a key activity within the section	Project Delivery Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Project variation management.

### Rockhampton Regional Waste and Recycling

1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Waste & Recycling Directorate	Achieve annual maintenance budget and program	Yes	Annual maintenance budget and program is on track.
1.1.1.2	Deliver the annual capital works program	Waste & Recycling Directorate	Achieve capital program within 95% of the budget	Yes	Annual capital program is currently beyond the year to date expectation, however plans in place to achieve 95% completion.
3.1.6.1	Develop and deliver an effective educational program to the community promoting kerbside recycling and general resource conservation	Waste & Recycling Directorate	Achieve targets in line with the Waste Reduction and Recycling Plan	Yes	Council's new Waste Strategy 2020 – 2030 was adopted by Council on 10 December 2019. Key Actions have commenced in accordance with the Waste Strategy.
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Completed.
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Facilities	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Completed.
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Collections	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	No	A total of 20 requests were outside the timeframes compared to a total of 932 requests made.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Waste & Recycling Directorate	Monthly review of the Operational Budget	Completed	Completed.
5.4.2.3	Undertake process review on a key activity within the section	Waste & Recycling Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Investigations into the expansion of Council's kerbside collection service into rural areas surrounding current rural service areas are completed with services commenced for Kabra/Gracemere, Moongan, Limestone Creek and Bouldercombe. The remaining areas are ongoing.



# **2019-20 OPERATIONAL PLAN PROGRESS REPORT – QUARTER THREE**

## **Operational Plan Summary – Quarter Three**

**Meeting Date: 26 May 2020**

**Attachment No: 2**

**OPERATIONAL PLAN REPORT SUMMARY**  
**QUARTER THREE 2019 – 2020**

**OFFICE OF THE CEO**

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Directorate

COVID-19 and local government elections have heavily impacted on operations of the Directorate area. The Chief Executive Officer (CEO) and Leadership Team's full attention was given to the organisational response to COVID-19 including regular communications with staff and the community.

Following the receipt of Declaration of Poll from the Electoral Commission Queensland, the CEO administered Declarations of Office for Mayor and Councillors.

A workshop was held with the Mayor and Councillors on 9 April 2020 to discuss a variety of operational issues. At the first meeting of Council held on 14 April 2020, Council adopted the Councillor Portfolio Policy, the Council Meeting Procedures Policy, the Councillor Portfolio model and structure, and resolved to review the portfolio system in December 2020 to consider the reinstatement of Committees in 2021 with the matter to be brought back to Council in December 2020.

A number of workshops have been scheduled to provide a briefing to all Councillors and Special Council meetings have been scheduled for consideration of the 2020-21 Budget.

Committee Support

As with all other facets of the organisation, COVID-19 and caretaker period has also impacted Committee Support and travel operations. The CEO advised all staff on 22 March 2020 to reconsider all future non-essential travel outside the region. Travel staff proceeded to cancel all flights, accommodation and conference bookings and obtained refunds and/or credits where cancellations were not possible.

Final Council meeting was held on 3 March 2020 however due to COVID-19 a Special Council meeting was convened on 19 March 2020 to hear a briefing from Queensland Health and discuss other matters relating to the organisational response to COVID-19. Live streaming of fortnightly Council meetings was facilitated while allowing senior staff to dial in to the meeting via Webex to present reports and respond to questions. Meetings and workshops are now being held at the Pilbeam Theatre to comply with the COVID-19 social distancing and hygiene directions.

Office of the Mayor

A number of civic events were able to be conducted prior to the caretaker period and COVID-19 restrictions with the most noticeable being the 2020 Australia Day Awards ceremony as well as citizenship ceremonies. Further, citizenship ceremonies have been placed on hold with an option for urgent inductions on a "one-on-one basis" being available if required. A range of media activities were undertaken in support of public messaging around Council facility closures and changes as a result of COVID-19. A Coronavirus hub was established on Council's website which includes information on measures for support available to businesses and the wider community.

Workforce and Governance

**COVID-19**

In the latter part of the reporting quarter, significant changes to the way we do business were implemented due to COVID-19. A number of measures such as working from home where practicable, hygiene, boundary guidelines, social distancing, one person per vehicle and job site and Council facility inspections have been introduced to assist in keeping our employees, their families and the community safe and healthy. A series of documents were developed to provide advice and support to management and employees. These documents included: special leave arrangements, fact sheets, self-assessment declarations and frequently asked questions. A flu vaccination program for employees was also implemented during this period.

The implementation of the learning management system that was in the pilot testing phase was expedited and rolled out to the entire organisation, allowing employees to access mandatory and other training via remote devices whilst maintaining social distancing requirements.

Some compliance training has been delayed where possible due to delivery impacts associated with the inability to maintain appropriate social distancing and other measures to ensure the safety of our

employees and training providers. Essential training however has continued. Training not completed will need to carry over to the 2020-21 financial year and will result in an additional cost in the relevant budget.

Liaison with apprentices and trainees and the relevant training provider is ongoing to ensure these employees are not disadvantaged in relation to the completion of their certification.

The Payroll unit have been isolated within the Office of the CEO to ensure the continuity of the pay processing and contingency plans implemented in relation to additional resources training and availability. Recruitment has ceased and will be reviewed for essential and urgent roles in the coming weeks.

#### *General:*

The on-boarding of two new Councillors was undertaken by Payroll.

Planning has been completed for Councillor Information Sessions on the Complaints Management Framework, Investigations, Administration Action Complaints, Delegations, Corporate Plan and Site Inductions for delivery in the next reporting period.

The Rockhampton Regional Council Child Care Certified Agreement 2019 was certified by the Queensland Industrial Relations Commission on 31 January 2020.

Planning has commenced on the development of the 2020-21 Operational Plan with a Councillor Workshop scheduled for May 2020.

Significant work continues to be undertaken in accordance with the Health and Safety Strategy.

### **CORPORATE SERVICES**

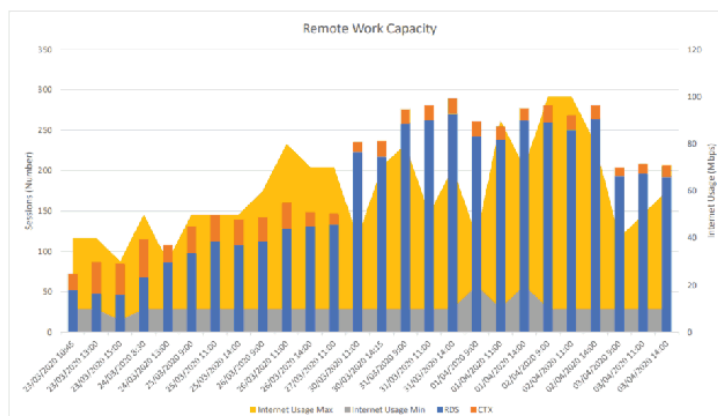
#### Directorate

Like all areas of Council, COVID-19 has had a severe impact. The response from the whole organisation has been outstanding including the Corporate Service's contribution. All areas have been and continue to be challenged but they continue to rise to these challenges. Commentary through the Corporate Services section will highlight some of these.

#### Corporate and Technology Services

##### *Information Systems:*

As part of the Corporate Business Continuity Plan activation due to COVID-19, remote access was enabled to allow working from home across all areas of the organisation. The graph shows the breakdown of the services along with the Internet usage.



So far the system has supported just under 300 staff remote logins, with Internet consumption peaking at 200Mbps.

Council's primary Internet connection, normally a standard 100Mbps, was upgraded to 200Mbps in early March in preparation for the transition to working from home.

In mid-March 2020, the secondary connection was upgraded from 100Mbps to 500Mbps as a contingency for the growth in demand for remote working.

Testing is currently being undertaken of the cutover from the primary connection to the secondary connection for implementation around mid-April 2020.

Recycled laptops and associated hardware has been recommissioned to facilitate key staff working remotely.

Cisco WebEx has been rolled out across the organisation to facilitate video-conferencing and collaboration throughout the organisation.

For the most part, WebEx has been working well. Issues usually arise (feedback and background noise) if people are not using headsets/headphones and there is a lack of etiquette in the meeting (for example, muting when not talking). These are issues experienced on most video-conferencing platforms.

Microsoft Teams is being assessed as a long term solution. The budget has been proposed in 2020-21 to purchase the necessary licences and consulting to roll-out to the organisation.

WebEx is also being used to livestream Council meetings, viewable via YouTube. Collaboration to livestream the April 2020 meetings is being undertaken.

#### *SmartHub:*

Due to the impacts of COVID-19, planned marketing and event topics have been modified to ensure they are relevant and appropriate to support members and the wider business community during this economically challenging time. The SmartHub is transitioning the Turbo-Traction Lab program and Hub events to virtual delivery. This quarter's events had been themed around building teams. However, COVID-19 brought on discussions around what opportunities the current problem is creating for business owners and what tech tools they can use to continue to operate and engage with their customers online.

The third Turbo-Traction Lab commenced on 10 February 2020 with 12 fulltime participants. Lab 3 is now continuing virtually with the program content and hands-on help from the expert mentors being delivered via video meetings with the participants working remotely. The US startup eco-system tour portion of the program has been postponed until a later date. An extension of time for the project has been submitted to the Federal Government – Smart Cities and Suburbs (grant provider) for their consideration.

The SmartHub co-working space was closed to the public from Monday 23 March 2020, with restricted use and access for SmartHub residents.

The SmartHub membership, as at 31 March 2020, are as follows:

Resident Memberships	21
Corporate Memberships	2
Monthly Memberships	67
<b>TOTAL</b>	<b>90</b>

#### Finance

The Finance team are working from home at the close of this period. Substantial work is underway to formulate the 2020-21 budget with COVID-19 presenting an enormous challenge with these being discussed with Council in recent times. The interim audit was conducted off-site during this period and whilst presented some challenges the team worked through this admirably.

Customer Service is working predominately on site and whilst the offices are closed to the general public, a high level of customer service has been maintained and on-site meetings being co-ordinated where absolutely necessary.

#### Internal Audit

Internal Audit planned work has progressed extremely well this quarter including a focus on project work (for example, implementing recommendations for both internal audit and risk management, from the recent external Independent Institute of Internal Auditors Quality Assessment of both functions). There is a great deal of business improvement and efficiency/effectiveness work resulting from these recommendations.

A future audit work profile will be developed to best support Council and will include a wide range of services. This profile will incorporate a dedicated stakeholder type partnership strategy or model. Where needed, preparation workshops will be available before audits commence to enable best possible outcomes to be achieved for management and to ensure operational issues are not overlooked.

New services options may also include a self-assessment approach for some reviews, or, 'guest' audit assignments, where practicable. Audit budgets may be spread further by increasing the number of audits to the extent possible to enable greater assurance coverage (more audits but of shorter duration), while also considering costs vs benefits to Council of each audit approach.

Two planned audits were completed/completed to draft stage during this quarter, in less time than estimated, as well as additional work on improvements and better practices.

Recruitment (for example, nationally through the IIA and Council website) for the vacant Audit and Business Improvement Committee external member is well advanced, and applications were received, but further progress is now pending due to COVID-19.

The unit remains available and flexible to allocate assistance where it is more urgently needed, and we are consciously re-orienting our risk and audit services to respond to organisation priorities and sensitivities moving forward, with many internal audit shops nationally taking this approach.

#### Strategy and Planning

The Rockhampton Region Planning Scheme Major Amendment took effect on Monday 25 November 2019. A list of priority amendments has been developed for the next two years. This list will be workshopped with Councillors in quarter four (subject to availability).

The Strategy and Planning unit are leading an internal, whole of Council COVID-19 recovery planning project that will develop and evolve through quarter four as circumstances change and impacts and implications become clearer.

### **ADVANCE ROCKHAMPTON**

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#### Airport

The Airport has been severely impacted by COVID-19 and as at the end of this quarter, operations have been wound down to a minimal number of flights. Management will continue to work with airlines to improve flights and operations as best as possible.

#### Economic Development

While feedback from business and government partners on our activities is positive – there are continued challenges on the back of COVID-19.

Relocation incentives and housing construction grant have received extensive interest from stakeholders, including the Urban Development Institute of Australia.

Although there is weakness with job losses in the hospitality and retail sectors, job advertisements on the Seek website are showing continued significant demand for aged care nurses, mining engineers, mining operations and construction positions in particular.

#### *Resource and Civil Construction Sector:*

Advance Rockhampton continues to promote resource sector opportunities to drive jobs and population growth.

Key activities in this quarter included:

- Working with the Queensland Resources Council to better understand local challenges and opportunities on the back of COVID-19.
- Continuing engagement regarding local supplier opportunities for the Shoalwater Bay Military Training Area projects.

#### *Agriculture:*

Advance Rockhampton continues to work with agriculture proponents to advocate investment and project opportunities across Rockhampton.



The Cooperative Research Centre for Northern Australia (CRCNA) held an aquaculture conference on 5 – 6 February 2020. Involving around 80 attendees, the conference highlighted development opportunities for aquaculture across Northern Australia.

The CRCNA also held a field day in Rockhampton in late February 2020. Attended by agricultural stakeholders from across Northern Australia, the event highlighted the potential economic opportunities associated with spice products developed in Rockhampton. Advance Rockhampton continues to work with the research consortium to help realise long-term economic opportunities associated with this project.

*Education and Trade Partnerships:*

Advance Rockhampton continues to work closely with Study Queensland to promote international education opportunities in Rockhampton and Trade and Investment Queensland regarding trade and export opportunities.

Advance Rockhampton assisted CQ University and other partners with grant proposals under Study Queensland's International Education and Training Partnerships scheme.

*Precinct Activation and Recreation:*

Advance Rockhampton continues to progress action items in the Advancing Mount Morgan Strategy, which was endorsed by Council in November 2019:

- Mountain Biking Park (25km of single track around the Mount Morgan Dam) – Tenders were called in December 2019 for the facility, with a contractor expected to be awarded shortly.
- Council has engaged external advice on native title considerations relating to the Fireclay Caverns site.
- Fish Habitat Rehabilitation Program – 70% of the works have been completed. All work to be completed by mid-2020. Brush bundles were placed in the No.7 Dam in December 2019.
- In-line with Council's resolution in November 2019, Council submitted a grant application under the Queensland Government's Active Infrastructure Grant Program for an initial stage of a footpath / trail to link the CBD to the No.7 Dam.

Advance Rockhampton is continually liaising with central business district (CBD) business owners to identify advocacy and development opportunities as part of the CBD framework in place.

A key priority has been highlighting the activation benefits of the Façade Improvement Scheme and the Dining Platforms trial.

Tourism, Events and Marketing

The revised Explore Rockhampton brand was rolled out this quarter with a new website and social media platforms – Facebook and Instagram. This will continue in quarter four with a new Tourism Explore and Meetings guide to be in position to promote the region on the other side of COVID-19.

Events delivered in this quarter were the Botanic Gardens 150<sup>th</sup> Celebration held on 18 January 2020; the Sport and Health Expo held on 23 February 2020 and the Landholders Expo held on 1 March 2020. All were well attended community events.

Events cancelled for quarter four included Rivernites, the 7Rocky Riverrun to be held on 24 May 2020 and the Rockhampton Agriculture Show to be held on 10 – 12 June 2020. The Rare Spares Rockynats event planned for 26 – 28 June 2020 has been postponed until 2 – 5 April 2021 (Easter). We have positive support for the new dates from businesses, stakeholders and the community. The River Festival planned for 24 – 26 July 2020 is currently under review to move to later in 2020 once event restrictions around COVID-19 are lifted.

Support has been provided to internal stakeholders to roll out initiatives including Library, Waste, Gallery and Economic Development.

My Rockhampton magazine distributed in March 2020 however became irrelevant with changes to events in April/May. The My Rockhampton Facebook page has become an engaging community platform to update events, open for business news and on line opportunities.

**COMMUNITY SERVICES**

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Directorate

COVID-19 has caused cancellations of community events hosted by Council and community organisations, initially for those events to be held up to 30 June 2020.

The Directorate have been heavily involved in the establishment of Rose's Angels, collating various agency information and services as well as other strategies and services that have been introduced because of COVID-19.

Their role also includes managing requests that Council receive for assistance with staff either providing advice, assistance or referrals to the appropriate agencies.

Staff commenced working from home on 23 March 2020, without interruption to continuity of service to Rose's Angels.

Generally within the Department there are a number of areas that are shown as watching which are primarily as resources have been diverted to the response to COVID-19. For quarter four there are a number of areas where key performance indicators around visitation will not be met as many facilities remain close. Opportunities for a creative but remote engagement in these areas are being explored.

Communities and Culture

This quarter has been dominated by managing the effects of shut downs in line with infection prevention strategies. Some notable activities included:

*Major Venues:*

Council's musical Mamma Mia was delivered to great acclaim and fortunately half of the performances were completed prior to cancellation due to COVID-19 restrictions. Prior to cancellation, it was the highest selling musical in both soled tickets and revenue delivered by Council with a further week of sales activity to occur. The unit also undertook the substantial task of cancelling and rescheduling and refunding tickets.

The Rockhampton Showgrounds was the location for pre-poll and Election Day voting for the Queensland Local Government elections.

*Libraries and Child Services:*

The first two months of this quarter saw strong attendance for standard visitation and programmed activities prior to the full closure of the libraries. Permitted loan volumes and loan lengths were doubled in response to the onset of social isolation. The Childcare Centre operated as expected with increased infection management practices and remained open to provide support to the community as required.

*Art Gallery:*

The Art Gallery continued reduced operation in preparation for closure prior to the opening of the Rockhampton Museum of Art. Staff are undertaking extensive and detailed preparation of the increased capacity and delivery expectations and standards of the new service.

*Heritage Village:*

Inclement weather required the cancellation of a Heritage Village Market however the village started the year well with the expected level of activity that occurs during this period.

Community Assets and Facilities

Within the section, the footprint has been reduced while imposing isolation and continuing most of our business as usual services from home and limited time in the office while keeping the following essential services operational in response to COVID-19:

- Electrical – Council's traffic light system;
- Cemeteries – operation of cemeteries unit;
- Facilities – cleaning of Council facilities;
- On call – provision of on call services; and
- Facilities – security services.

The section is still continuing work in process projects and all priority work orders while maintaining the additional safety measures with all staff.

#### Parks

Across the whole section, staff have adapted well to minimise impacts of COVID-19. The Zoo has implemented a roster with two separate teams to reduce the risk of virus exposure. Parks Operations have largely continued business as usual however additional safety measures have extended response times to customer requests. Kershaw and Botanic Gardens have experienced a sharp drop off in Park patronage, with works continuing almost unaffected.

#### Planning and Regulatory Services

Customer services standards continue to be generally met across the section. The assessment and processing of all planning applications have been within legislative timeframes. Operational works assessments and inspections continue with some of the larger developments rolling out the next stages.

An increase in mosquitoes in the region is resulting in a significant rise in misting requests. Light trapping has identified an increase in *Culex annulirostris*. These mosquitoes breed in freshwater ponds and the increase in numbers is attributed to the recent river rise. After a long period of lower river levels, continual rainfall and showers over many weeks left freshwater ponds with water for extended periods and hot and humid days. This trend has been seen across Queensland.

Local Laws have modified delivery of services in line with COVID-19 requirements. Essential services are being provided with staff working from home/vehicle, the Walter Reid Cultural Centre and the Animal Management Centre.

### **REGIONAL SERVICES**

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#### Directorate

Whilst COVID-19 has impacted a range of operations across the department, Regional Services is well on track to deliver the capital and maintenance programs. Operational activities have continued to be delivered effectively with the majority of performance targets being met.

#### Civil Operations

Operational budget expenditure during this quarter is tracking well and in line with expectation.

Capital budget expenditure has been effected by the slowdown due to COVID-19. Currently, Civil Operations is progressing with only funded capital projects (mainly Blackspot) due to funding expiring on 30 June 2020.

This quarter has seen the completion of two major capital projects (Wackford Street and Macquarie Street).

Rural crews have continued to work during COVID-19 and currently have hired a sixth grading crew to keep up with the demand due to the drying out of gravel roads.

Thirsty Creek Road upgrade has continued with two construction crews undertaking the project.

Further recycling of material has been occurring at Dale Park in this quarter with over 9,000 tonnes of material being recycled.

#### Fitzroy River Water

Operational budget expenditure is tracking well during this quarter.

Capital expenditure is slightly behind forecast due to some delays in the awarding of high value capital projects and the delay in the completion of procurement processes. Renewals programs are now being impacted by restriction measures introduced as part of the response to COVID-19.

Good performance in compliance with respect to drinking water quality and the delivery of sewerage services overall.

Pressure still on the water supply security in Mount Morgan with minor streamflows only providing limited additional water resources for the community. Level 4 Water Restrictions remain in place until further notice.

FRW are focusing on preserving staff health and wellbeing to ensure continuity of essential water and sewerage services delivered to the community.



### Infrastructure Planning

Significant progress has been made over this quarter despite the disruption caused by COVID-19. All Infrastructure Planning team members continued with their work through working from home arrangements or for a limited few, with their field based activities. Investigations of customer complaints with site visits where required continued however face to face meetings with customers did not take place.

An Origin/Destination study for the Upper Dawson Road Corridor Study was completed and the study report is nearing completion. Tender documents for the Airport Precinct Levee Preliminary Business Plan were finalised and advertised closing on 8 April 2020. Tender documents were also finalised and tenders called for the Internal Drainage Investigation for the North Rockhampton Flood Management Area. These have closed and are being assessed. Updating and validation of the Water Supply Network Model including identification and investigation of water losses was progressed.

Work continued on the design program for 2020-21 and beyond and scoping for future projects is being undertaken including limited site visits to confirm scoping where required.

Considerable effort went into the RAMP project in readiness for 1 July 2020 Go-Live. A pilot program for Stormwater Asset Condition assessment has been completed and outputs are currently being evaluated. Preparations for Road Infrastructure Asset Valuations have continued. Water Supply and Sewerage Asset Management Plans are at draft stage and awaiting feedback and finalisation. The upgrades to ESRI internal and external sites have been completed. Preparations for GDA2020 Transformation have continued in preparation for 1 July 2020 Go-Live.

The Rockhampton Local Disaster Management Group was stood up for the COVID-19 Pandemic. State and District Disaster Management Group communications and requests were monitored and actioned as necessary. A contract has been awarded for the Mt Archer Evacuation Planning and will commence in quarter four.

### Project Delivery

Work is continuing with the delivery of major capital work projects including the W4Q program. All projects remain active during COVID-19, with all contractors initiating their own safety protocols for their controlled sites.

During this quarter the following has been carried out:

- A Business Continuity Plan implemented for the unit.
- All staff currently working from home, however are conducting site surveillance and inspections as required.
- Art Gallery project – Progressing with in ground services, piles complete and vertical member up to first floor including lift and stair shafts formed, reinforced and poured.
- Airport Screening Project – Works commenced with the design and construction contract awarded. Design development underway.
- Pilbeam Theatre Redevelopment – Follow-up workshop and options presentation undertaken late February 2020.
- Customs House Landscaping – Internal workshop working through integration with Art Gallery and CBD.
- East Street Links – Internal workshop working through integration with Art Gallery and CBD.
- Fraser Park New Amenities – Design Development.
- Fraser Park Lighting – Design Development.
- Yeppen Roundabout – Design options developed.
- Kershaw Gardens Waterfall – Works underway.
- Touch Of Paradise Landscape – Tender document development.
- South Rockhampton Flood Levy – Project design development and approvals complete.
- W4Q:
  - Riverside Amenities and Ramps – Works underway.

- Riverbank protection – Works completed.
- Fishing Platforms – Main works all complete. All ability access to Donovan Park underway.
- Gracemere Pump Track – Works underway.
- Mt Morgan Bike Trail – Works underway.
- Heritage Village Light upgrade – Works underway.

#### Rockhampton Regional Waste and Recycling

Rockhampton Regional Waste and Recycling has continued to provide waste collection and disposal services throughout the region with teams focussed on safety, waste strategy, education, business improvement and efficiency.

Achievements and challenges encountered throughout the period are detailed below:

- Effects from COVID-19 with Business Continuity Plan developed to ensure essential services to community were maintained.
- Budgets tracking within expectation.
- Landfill expansion – contract was awarded for the construction of 'piggy back' Cell A1. Leachate and stormwater management works are in progress.
- Landfill Gas Management – contract was awarded for the management of landfill gas at Lakes Creek Road (operating landfill) and Gracemere (closed landfill).
- State Government Waste Levy – operational requirements continue to be implemented and refined.
- Expansion of Kerbside Collection Service to Rural Area – work has continued with new services rolled out to interested residents in the Kabra/Gracemere, Moongan, Limestone Creek and Bouldercombe areas. The remaining areas of Marmor, Westwood, Bajool, Stanwell and Gogango are continuing in line with Council endorsement.
- The Waste Education Plan 2020 – was developed and being implemented. Currently being affected by COVID-19 with some programmes on hold.
- The Waste Strategy 2020 – 2030 – implementation is continuing.

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**10.7 AMENDED COMMUNITY GRANTS AND MINOR SPONSORSHIP POLICY AND DRAFT COMMUNITY GRANTS PROCEDURE - COVID-19 FINANCIAL HARDSHIP AND ASSISTANCE SCHEME****File No:** 12534**Attachments:**

1. Draft Community Grants and Minor Sponsorship Policy - Tracked Changes [↓](#)
2. Draft Community Grants and Minor Sponsorship Policy - Clean [↓](#)
3. Draft Community Grants Procedure - COVID-19 Financial Hardship and Assistance Scheme [↓](#)

**Authorising Officer:** Evan Pardon - Chief Executive Officer**Author:** Damon Morrison - Manager Office of the Mayor

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**SUMMARY**

*An amended 'Community Grants and Minor Sponsorship Policy' and draft 'Community Grants Procedure – COVID-19 Financial Hardship and Assistance Scheme' is presented for Council's consideration and adoption.*

**OFFICER'S RECOMMENDATION**

THAT Council adopts the amended Community Grants and Minor Sponsorship Policy and draft Community Grants Procedure – COVID-19 Financial Hardship and Assistance Scheme.

**COMMENTARY**

A COVID-19 Financial Hardship and Assistance Scheme was approved by Council on 12 May 2020 allowing for up to \$5,000 grants to eligible community organisations to assist in meeting their ongoing expenses despite loss of revenue/income as a result of the COVID-19 pandemic and to support their continued operation within the Rockhampton Local Government Area.

A procedure to guide and govern the implementation of the grant scheme has been drafted for Council's consideration.

Minor amendments to the Community Grants and Minor Sponsorship Policy have been prepared for consideration to take into account the introduction of the new grant scheme and meet statutory requirements.

**PREVIOUS DECISIONS**

At its Ordinary Meeting on 12 May 2020, Council resolved to:

1. *"approve the introduction of a "Community Hardship and Assistance Grant Program" to provide grants to eligible community organisations that are experiencing financial hardship as a result of the COVID-19 pandemic."*
2. *Prepare a procedure for appropriate governance and distribution of the allocated funding for...the Community Organisation Financial Assistance Grant Program... in accordance with the general guidelines attached."*

**BUDGET IMPLICATIONS**

The guidelines attached to the Mayoral Minute endorsed by Council at its Ordinary Meeting of 12 May 2020 provided for the amount of funding available under the COVID-19 Financial Hardship and Assistance Grant Program to be \$100,000.00.

**LEGISLATIVE CONTEXT**

Section 194 of the *Local Government Regulation 2012* – Grants to community organisations

*“A local government may give a grant to a community organisation only-*

*(a) If the local government is satisfied-*

- i. The grant will be used for a purpose that is in the public interest; and*
- ii. The community organization meets the criteria stated in the local government’s community grants policy; and*

*(b) In a way that is consistent with the local government’s community grants policy.”*

**LEGAL IMPLICATIONS**

There are no known legal implications relevant to the recommendation.

**STAFFING IMPLICATIONS**

No additional staff is required and all activities relevant to the report and recommendation will be undertaken within existing operational activities and staffing availability.

**RISK ASSESSMENT**

The grant scheme subject to consideration has been assessed as low risk to Council.

**CORPORATE/OPERATIONAL PLAN**

Corporate Plan 2017-2022 – Sections 1.4, 1.5 and 1.6:

*“1.4 Healthy living and active lifestyles.*

*1.5 Inclusive, connected and informed community.*

*1.6 Our sense of place, diverse culture, history and creativity are valued and embraced.”*

Operational Plan – 2019-2020

*1.4.1.1 – Provide community sponsorship for activities in various sectors.*

**CONCLUSION**

It is recommended that Council adopts the amended Community Grants and Minor Sponsorship Policy and draft Community Grants Procedure – COVID-19 Financial Hardship and Assistance Scheme.

**AMENDED COMMUNITY GRANTS AND  
MINOR SPONSORSHIP POLICY AND  
DRAFT COMMUNITY GRANTS  
PROCEDURE - COVID-19 FINANCIAL  
HARDSHIP AND ASSISTANCE  
SCHEME**

**Draft Community Grants and Minor  
Sponsorship Policy - Tracked Changes**

**Meeting Date: 26 May 2020**

**Attachment No: 1**

## COMMUNITY GRANTS AND MINOR SPONSORSHIP POLICY

### STATUTORY POLICY



#### 1 Scope

This policy applies to ~~Rockhampton Regional Council employees and Councillors who approve or administer Rockhampton Regional Council~~ grants, donations, and minor sponsorship to eligible community organisations ~~for initiatives~~ within the ~~Rockhampton Regional Council area~~ Region.

This policy does not apply to the following financial assistance and grants programs:

- (a) Remission of Rates;
- (b) Regional Arts Development Fund; or
- (c) Major Sponsorship.

#### 2 Purpose

The purpose of this policy is to ensure a fair, equitable and transparent framework when approving or administering community grants, donations and minor sponsorship ~~for initiatives within the Rockhampton Regional Council area~~.

#### 3 Related Documents

##### 3.1 Primary

~~Local Government Regulation 2012~~ Local Government Act 2009

##### 3.2 Secondary

*Crime and Corruption Act 2001*

Local Government Act 2009 ~~Local Government Regulation 2012~~

*Public Sector Ethics Act 1994*

Code of Conduct

Community Grants and Minor Sponsorship Procedure – Community Assistance Program

Community Grants and Minor Sponsorship Procedure – Councillor's Discretionary Funds

Community Grants Procedure – COVID-19 Financial Hardship and Assistance Scheme

#### 4 Definitions

To assist in interpretation, the following definitions apply:

Community Organisation	As defined in schedule 8 of the <i>Local Government Regulation 2012</i> : (a) An entity that carries on activities for a public purpose; or (b) An <u>other</u> entity whose primary objective is not directed at making a profit.
Council	Rockhampton Regional Council

#### LEGAL & GOVERNANCE USE ONLY

Adopted/Approved:	<u>Adopted, 8 December 2015 DRAFT</u>	Department:	<u>Office of the CEO Community Services</u>
Version:	3	Section:	<u>Office of the CEO Community Services</u>
Reviewed Date:		Page No:	Page 1 of 3

Donation	Contribution of goods or cash without an expectation of direct counter-supply or serviceable deliverables, given unconditionally and voluntarily.
Grant	Financial payment towards a <del>non-commercial</del> project usually tied to specific eligibility criteria for the applicant or project.
<u>Region</u>	<u>Rockhampton Regional Area defined by the Local Government Areas of Queensland.</u>
Sponsorship	Negotiated arrangement involving the provision of funds, or in-kind support in exchange for advertising, publicity or other benefits.

## 5 Policy Statement

Council is committed to supporting eligible community organisations undertaking projects or events that contribute to building:

- (a) A safe, caring and healthy community;
- (b) A healthy and liveable environment; and
- (c) A strong, resilient and diversified economy

Council will allocate funds within its annual budget for the provision of assistance through the Community Assistance Program, ~~and~~ Councillor's Discretionary Fund ~~and COVID-19 Financial Hardship and Assistance Scheme.~~

The eligibility criteria and processes for applying and administering these funds have been adopted as procedures to this policy (Community Grants and Minor Sponsorship Procedure – Community Assistance Program, ~~and~~ Community Grants and Minor Sponsorship Procedure – Councillor's Discretionary Fund) ~~and Community Grants Procedure – COVID-19 Financial Hardship and Assistance Scheme.~~

All requests will be subject to application, assessment, approval, acknowledgement and acquittal requirements, specific to the type of support and appropriate for the level of funding provided.

These procedures will facilitate a fair, accountable and transparent process for the distribution of funds across the community and ensure that Council's contribution is recognised and recorded, as required by the *Local Government Regulation 2012*.

## 6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) As required by legislation;
- (b) The related information is amended or replaced; or
- (c) Other circumstances as determined from time to time by the Council.

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Version:	3	Section:	<u>Office of the CEO community Services</u>
Reviewed Date:		Page No:	Page 2 of 3

**7 Document Management**

Sponsor	Chief Executive Officer
Business Owner	<del>Chief Executive Officer</del> <a href="#">General Manager Community Services</a>
Policy Owner	<a href="#">General Manager Community Services</a> <del>Chief Executive Officer</del>
Policy Quality Control	Legal and Governance



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Version:	3	Section:	<a href="#">Office of the CEO community Services</a>
Reviewed Date:		Page No:	Page 3 of 3



**AMENDED COMMUNITY GRANTS AND  
MINOR SPONSORSHIP POLICY AND  
DRAFT COMMUNITY GRANTS  
PROCEDURE - COVID-19 FINANCIAL  
HARDSHIP AND ASSISTANCE  
SCHEME**

**Draft Community Grants and Minor  
Sponsorship Policy - Clean**

**Meeting Date: 26 May 2020**

**Attachment No: 2**

## COMMUNITY GRANTS AND MINOR SPONSORSHIP POLICY

### STATUTORY POLICY



#### 1 Scope

This policy applies to Rockhampton Regional Council grants, donations, and minor sponsorship to eligible community organisations for initiatives within the Region.

This policy does not apply to the following financial assistance and grants programs:

- (a) Remission of Rates;
- (b) Regional Arts Development Fund; or
- (c) Major Sponsorship.

#### 2 Purpose

The purpose of this policy is to ensure a fair, equitable and transparent framework when approving or administering community grants, donations and minor sponsorship.

#### 3 Related Documents

##### 3.1 Primary

*Local Government Regulation 2012*

##### 3.2 Secondary

*Crime and Corruption Act 2001*

*Local Government Act 2009*

*Public Sector Ethics Act 1994*

Code of Conduct

Community Grants and Minor Sponsorship Procedure – Community Assistance Program

Community Grants and Minor Sponsorship Procedure – Councillor's Discretionary Funds

Community Grants Procedure – COVID-19 Financial Hardship and Assistance Scheme

#### 4 Definitions

To assist in interpretation, the following definitions apply:

Community Organisation	As defined in schedule 8 of the <i>Local Government Regulation 2012</i> : (a) An entity that carries on activities for a public purpose; or (b) Another entity whose primary object is not directed at making a profit.
Council	Rockhampton Regional Council
Donation	Contribution of goods or cash without an expectation of direct counter-supply or serviceable deliverables, given unconditionally and voluntarily.

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Version:	3	Section:	Community Services
Reviewed Date:		Page No:	Page 1 of 3

Grant	Financial payment towards a project usually tied to specific eligibility criteria for the applicant or project.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
Sponsorship	Negotiated arrangement involving the provision of funds, or in-kind support in exchange for advertising, publicity or other benefits.

## 5 Policy Statement

Council is committed to supporting eligible community organisations undertaking projects or events that contribute to building:

- (a) A safe, caring and healthy community;
- (b) A healthy and liveable environment; and
- (c) A strong, resilient and diversified economy

Council will allocate funds within its annual budget for the provision of assistance through the Community Assistance Program, Councillor's Discretionary Fund and COVID-19 Financial Hardship and Assistance Scheme.

The eligibility criteria and processes for applying and administering these funds have been adopted as procedures to this policy (Community Grants and Minor Sponsorship Procedure – Community Assistance Program, Community Grants and Minor Sponsorship Procedure – Councillor's Discretionary Fund) and Community Grants Procedure – COVID-19 Financial Hardship and Assistance Scheme.

All requests will be subject to application, assessment, approval, acknowledgement and acquittal requirements, specific to the type of support and appropriate for the level of funding provided.

These procedures will facilitate a fair, accountable and transparent process for the distribution of funds across the community and ensure that Council's contribution is recognised and recorded, as required by the *Local Government Regulation 2012*.

## 6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) As required by legislation;
- (b) The related information is amended or replaced; or
- (c) Other circumstances as determined from time to time by the Council.

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Version:	3	Section:	community Services
Reviewed Date:		Page No:	Page 2 of 3

**7 Document Management**

Sponsor	Chief Executive Officer
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Policy Quality Control	Legal and Governance



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Adopted/Approved:	DRAFT	Department:	Community Services
Version:	3	Section:	community Services
Reviewed Date:		Page No:	Page 3 of 3

**AMENDED COMMUNITY GRANTS AND  
MINOR SPONSORSHIP POLICY AND  
DRAFT COMMUNITY GRANTS  
PROCEDURE - COVID-19 FINANCIAL  
HARDSHIP AND ASSISTANCE  
SCHEME**

**Draft Community Grants Procedure -  
COVID-19 Financial Hardship and  
Assistance Scheme**

**Meeting Date: 26 May 2020**

**Attachment No: 3**

## COMMUNITY GRANTS PROCEDURE – COVID-19 FINANCIAL HARDSHIP AND ASSISTANCE SCHEME



### 1 Scope

This procedure applies to Rockhampton Regional Council grants under the COVID-19 Financial Hardship and Assistance Scheme to eligible community organisations within the Region.

### 2 Purpose

The purpose of this procedure is to ensure a fair, equitable and transparent framework when requesting, approving or administering grants from the COVID-19 Financial Hardship and Assistance Scheme.

### 3 Related Documents

#### 3.1 Primary

Community Grants and Minor Sponsorship Policy

#### 3.2 Secondary

*Association Incorporation Regulation 1999*

*Crime and Corruption Act 2001*

*Local Government Act 2009*

*Local Government Regulation 2012*

*Public Sector Ethics Act 1994*

Code of Conduct

COVID-19 - Financial Hardship and Assistance Scheme Acquittal Report

COVID-19 - Financial Hardship and Assistance Scheme Application Form

COVID-19 - Financial Hardship and Assistance Scheme Funding Agreement

COVID-19 - Financial Hardship and Assistance Program Fact Sheet

Recordkeeping Policy

Statement by a Supplier Form

### 4 Definitions

To assist in interpretation, the following definitions apply:

ABN	Australian Business Number
Assessment Panel	Members endorsed by the Council table, Deputy Mayor, Portfolio Councillor of Communities, Portfolio Councillor of Sports, Parks and Public Spaces and the Chief Executive Officer (or the Chief Executive Officer's delegate).

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Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Services
Reviewed Date:		Page No:	Page 1 of 5

Community Organisation	As defined in schedule 8 of the <i>Local Government Regulation 2012</i> : (a) An entity that carries on activities for a public purpose; or (b) Another entity whose primary object is not directed at making a profit.
Council	Rockhampton Regional Council
Councillor/s	The Mayor and Councillors of Council, within the meaning of the <i>Local Government Act 2009</i> .
Council Table	The body of elected Councillors of Council.
GST	Goods and services tax.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.

## 5 Procedure

The COVID-19 Financial Hardship and Assistance Scheme provides discretionary grants to eligible community organisations to respond to the immediate impacts of the COVID-19 public health emergency. The intent of the program is to assist community organisations to meet ongoing expenses despite loss of revenue/income and to support the continued operation of community organisations.

Applications for grants must be made to Council between 1 June 2020 and 31 December 2020 (unless all allocated funding under the program are expended before 31 December 2020).

### 5.1 Eligibility

To be eligible for funding under the COVID-19 Financial Hardship and Assistance Scheme, community organisations must:

- (a) Be located within the Region;
- (b) Be properly constituted and incorporated (if not incorporated are sponsored by an incorporated association), or a company limited by guarantee that has been endorsed by the Australian Taxation Office as a charity, tax exempt fund or deductible gift recipient;
- (c) Have properly acquitted any previous grants and/or sponsorship provided by Council; and
- (d) Have experienced financial hardship or lost revenue/income to support their continued operation as a result of the COVID-19 pandemic.

### 5.2 Financial Hardship Criteria

Community organisations will be required to provide evidence to satisfy the Assessment Panel that it has been impacted by the COVID-19 pandemic and relevant public health restrictions for more than four weeks and has experienced financial hardship as a result. This may include:

- (a) Written evidence from another party which demonstrates the community organisation has experienced financial hardship;
- (b) Evidence of a loss of revenue, income or fundraising opportunities; and/or
- (c) Limited cash reserves of the applicant or inability to source funding to secure ongoing financial sustainability.

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Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Services
Reviewed Date:		Page No:	Page 2 of 5

**5.3 Ineligible Applications**

Applications ineligible for funding include those:

- (a) That do not meet the requirements of Council's Community Grants and Minor Sponsorship Policy or this procedure;
- (b) Made by individuals and not community organisations;
- (c) Requesting funding for the development of privately-owned facilities;
- (d) Where funding is requested for the payment of salaries and wages;
- (e) Where funding is requested for the purpose of undertaking political activities;
- (f) Where funding support or program from other levels of government is available; or
- (g) Which the Assessment Panel deem ineligible for any other reason.

**5.4 Funding Rounds**

Applications for financial assistance will be invited as follows:

- (a) Round 1 – commencing from 1 June 2020 and closing on 30 September 2020; and
- (b) Round 2 – commencing 1 October 2020 and closing on 31 December 2020.

Each round will be advertised publicly at appropriate times.

The total amount of funding available under the COVID-19 Financial Hardship and Assistance Scheme is \$100,000.00. Council may set a maximum funding amount per round to ensure equitable distribution of the overall grant quantum.

**5.5 Applications**

Community organisations wishing to apply for a grant must complete the COVID-19 - Financial Hardship and Assistance Scheme Application Form.

Application forms are available on Council's website or by contacting the Customer Service Centre.

**5.6 Assessment**

The high demand for funding means that not all eligible applications may be able to be funded or funded for the amount requested. Success will depend on the number of applications received, the relative merit and quality of the application. Council may offer partial funding only.

Applications received will be assessed by the assessment panel within 10 working days of receipt of a properly completed and signed application.

One of the primary aims of the program is to ensure the available funding is distributed to as many eligible applications as possible and the assessment panel will take this into account when assessing eligible applications.

In accordance with the *Local Government Act 2009*, *Public Sector Ethics Act 1994* and Council's Code of Conduct, members of the assessment panel are required to declare any conflict of interest in relation to applications to be assessed, and if necessary, withdraw from any assessment of a particular application, or round of applications.

The assessment panel will undertake an assessment of all applications against the eligibility criteria. The assessment panel will then make a recommendation and approve or refuse applications and document their assessment. Lower priority will be given to community organisations who have previously been awarded a grant under this scheme.

For all applications received under the COVID-19 Financial Hardship and Assistance Scheme, a report will be prepared detailing the approved applications for funding to be presented to the Council table.

All records will be retained by Council in accordance with Council's Recordkeeping Policy.

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Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Services
Reviewed Date:		Page No:	Page 3 of 5



**5.7 Approvals and Payments**

Applicants will be advised in writing within 10 working days of the outcome of their application.

The amount of financial grants available to each community organisation is capped at \$5,000.00 (GST inclusive).

A COVID-19 - Financial Hardship and Assistance Scheme Funding Agreement will be forwarded to successful applicants setting out the conditions for receipt and acquittal of the approved funds (where required). This agreement will need to be signed and returned by the specified due date prior to any funds being provided.

Details of approved grants, will be made public via Council's website.

Decisions about the extent and type of assistance are final, and Council reserves the right to impose any condition to an approved application or withdraw any approval granted at any time.

**5.8 Goods and Services Tax and Australian Business Number**

Depending on the applicant's status with the Australian Tax Office, the funding may attract GST. Community organisations requesting funding are therefore required to declare whether or not they are GST registered and provide an ABN.

Community organisations which do not have an ABN must supply a Statement by a Supplier Form indicating the reason for not quoting an ABN. Without an ABN or a Statement by a Supplier Form, Council will be required to withhold and forward 48.5% of any approved grant to the Australian Tax Office.

**5.9 Accountability for Funds Received**

For successful applications in excess of \$1,000.00 funding (either singular or cumulative/multiple grants), the relevant community organisation will be required to provide a final COVID-19 - Financial Hardship and Assistance Scheme Acquittal Report which must contain copies of receipts for expenditure and be supported by photographs, copies of any print media coverage, publications, or other forms of documentation. If required, the final report must be returned to Council within eight weeks of receipt of funding.

**6 Review Timelines**

This procedure is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the General Manager Community Services.

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Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Services
Reviewed Date:		Page No:	Page 4 of 5

**7 Document Management**

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
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Policy Quality Control	Legal and Governance



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Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Services
Reviewed Date:		Page No:	Page 5 of 5

## **11 NOTICES OF MOTION**

Nil

## **12 QUESTIONS ON NOTICE**

Nil

### **13 URGENT BUSINESS/QUESTIONS**

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

## 14 CLOSED SESSION

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

### RECOMMENDATION

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

#### 15.1 Economic and Community Support

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

## 15 CONFIDENTIAL REPORTS

### 15.1 ECONOMIC AND COMMUNITY SUPPORT

**File No:** 8785

**Attachments:** 1. Austerity Report

**Authorising Officer:** Evan Pardon - Chief Executive Officer

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

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

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#### SUMMARY

*Council resolved on 28 April 2020, amongst other items, to consider reducing operating expenditure by reducing operations and/or opening hours. This report discusses those services mentioned at the meeting.*

## **16 CLOSURE OF MEETING**