



SOUTH BURNETT

REGIONAL COUNCIL

Agenda

of the

General Meeting

Held in the Warren Truss Chamber 45 Glendon Street Kingaroy

on Wednesday, 29 April 2020

Commencing at 9.00 am

Chief Executive Officer: Mark Pitt

Our Vision

"South Burnett Region, working together building a strong, vibrant and safe community"

Our Values

- | | | |
|----------|---------------------------|---|
| A | Accountability: | <i>We accept responsibility for our actions and decisions in managing the regions resources.</i> |
| C | Community: | <i>Building partnerships and delivering quality customer service.</i> |
| H | Harmony: | <i>Our people working cooperatively to achieve common goals in a supportive and safe environment.</i> |
| I | Innovation: | <i>Encouraging an innovative and resourceful workplace.</i> |
| E | Ethical Behaviour: | <i>We behave fairly with open, honest and accountable behaviour and consistent decision-making.</i> |
| V | Vision: | <i>This is the driving force behind our actions and responsibilities.</i> |
| E | Excellence: | <i>Striving to deliver excellent environmental, social and economic outcomes.</i> |



SOUTH BURNETT REGIONAL COUNCIL AGENDA

Wednesday, 29 April 2020

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1. Leave Of Absence

Nil.

2. (a) Prayers

A representative of the Kingaroy District Ministers Association, Ministers Name, Religion offered prayers for Council and for the conduct of the Council meeting.

(b) Welcome/Acknowledgement to Country

3. Confirmation of Minutes of Previous Meeting

3.1 South Burnett Regional Council Minutes

Précis

Confirmation of Minutes of meeting of the South Burnett Regional Council held in the Warren Truss Chamber, 45 Glendon Street Kingaroy.

Officer's Recommendation

That the minutes of the previous meeting held on Wednesday 18 March 2020 as recorded be confirmed.



Minutes

Of The

General Council Meeting

Held in the Warren Truss Chamber, 45 Glendon Street Kingaroy

On Wednesday 18 March 2020

Chief Executive Officer: **Mark Pitt**

Our Vision

"South Burnett Region, working together building a strong, vibrant and safe community"

Our Values

A	Accountability:	<i>We accept responsibility for our actions and decisions in managing the regions resources.</i>
C	Community:	<i>Building partnerships and delivering quality customer service.</i>
H	Harmony:	<i>Our people working cooperatively to achieve common goals in a supportive and safe environment.</i>
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E	Ethical Behaviour:	<i>We behave fairly with open, honest and accountable behaviour and consistent decision-making.</i>
V	Vision:	<i>This is the driving force behind our actions and responsibilities.</i>
E	Excellence:	<i>Striving to deliver excellent environmental, social and economic outcomes.</i>

Cr BW Otto (Mayor)

SOUTH BURNETT REGIONAL COUNCIL MINUTES

Wednesday 18 March 2020

ORDER OF BUSINESS:

1.	LEAVE OF ABSENCE.....	1
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Cr BW Otto (Mayor)

Minutes of the meeting of the South Burnett Regional Council, held in the Warren Truss Chamber, 45 Glendon Street Kingaroy on 18 March 2020 at 9.01am

PRESENT:

Councillors:

Cr KM Campbell (Mayor), Cr RJ Frohloff, Cr GA Jones, Cr DA Potter, Cr TW Fleischfresser, Cr KA Duff

Absent: Cr RLA Heit

Council Officers:

Mark Pitt (Chief Executive Officer), Susan Jarvis (General Manager Finance & Corporate), Peter O'May (General Manager Community), Aaron Meehan (General Manager Infrastructure)

1. Leave Of Absence

Motion:

Moved Cr KA Duff, seconded Cr RJ Frohloff.

That Cr RLA Heit be granted leave of absence from the meeting.

*Carried 6/0
FOR VOTE – Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

2. Prayers

Nil

3. Confirmation of Minutes of Previous Meeting

3.1 South Burnett Regional Council Minutes

Resolution:

Moved Cr GA Jones, seconded Cr DA Potter.

That the minutes of the previous meeting held on Wednesday 19 February 2020 as recorded be confirmed.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

4. Declaration of Interest

Nil.

CONSIDERATION OF BUSINESS SECTIONS INCLUDING BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETINGS

See Business Function Headings

5. Portfolio - Economic Development and Corporate Performance

5.1 Economic Development and Corporate Performance Portfolio Report

Resolution:

Moved Cr KM Campbell, seconded Cr DA Potter.

That Mayor Campbell's Economic Development and Corporate Performance Portfolio Report to Council be received.

Corporate Performance:

South Burnett Agricultural Shows

Over the years the Agricultural Shows in our region have evolved into multifaceted community events with competitions, demonstrations, displays, educational activities and entertainment involving iconic 'show food', amusement rides and sideshows. Bands of volunteers deliver these events each year with significant economic and social benefits for our region. The Proston Show held on 6/7 March and the Murgon Show held last weekend, from all reports, were well attended and a great success.

COVID-19 (Novel Coronavirus)

The role of a local government in disaster management is to have first-hand knowledge of our community's social, economic, infrastructure, and environmental needs, helping and guiding our communities through any disaster event.

The role of local government under the Disaster Management Act 2003 is to:

- *have a disaster response capability*
- *approve a local disaster management plan*
- *ensure local disaster information is promptly given to the District Disaster Coordinator.*

In respect to the Local Disaster Management Groups (LDMG), Local governments appoint these groups and their role is to:

- *develop, review and assess effective disaster management practices*
- *help local government to prepare a local disaster management plan*
- *ensure the community knows how to respond in a disaster*
- *identify and coordinate disaster resources*
- *manage local disaster operations*
- *ensure local disaster management and disaster operations integrate with state disaster management.*

One of the roles of the Mayor is to be the chairperson of the LDMG. I am pleased to report our LDMG has risen to meet the challenge of the most recent event being the COVID-19 virus. Cherbourg has been participating with the LDMG and working strongly together through the event.

An initiative of Council for this year has been the improvement of audio-visual capability within the Council Chambers. This has been done specifically to improve our disaster preparedness and response capacity. I am pleased to report that at the LDMG on Saturday 14 March was the first use of this increased capacity. The LDMG had 10 external connections in the meeting and this capacity for audio and video linking will add a new dimension to any future disaster preparedness.

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The added bonus to this capacity is that Council is now able to record and post Council meetings and other events in the chambers and will be able to live stream Council meetings in the near future. It is also being used to allow for whole of organisation staff meetings twice a month and reduces unnecessary travel for staff who can video conference into the meeting from their home office.

Further information will be provided over the coming period in regards to the COVID-19 virus and I would continue to encourage our residents to be alert but not alarmed. All agencies through the LDMG are working very closely with Queensland Health in the management of this issue. Council will also be activating its recovery strategies with the Human, Social and Economic Recovery Group to plan for the longer term ramifications of when this virus runs its course.

I would encourage all of our community to follow any advice given by the authorities and to check on their neighbours and family through this period to ensure all are ok. By working together we will overcome this challenge.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

5.2 Economic Development (ED)

Officer's Report

No Report.

5.3 Corporate Performance (CP)

Officer's Report

5.3.1 CP - 2671628 - Meeting Date for the Post-Election Meeting of Council

Resolution:

Moved Cr TW Fleischfresser, seconded Cr KA Duff.

That the Post-election meeting of Council be held on Wednesday 15 April 2020 in the Warren Truss Chamber, Glendon Street Kingaroy, commencing at 9.00am.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

6. Portfolio - Roads & Drainage

6.1 Roads & Drainage Portfolio Report

Resolution:

Moved Cr GA Jones, seconded Cr DA Potter.

That Cr Jones's Roads & Drainage Portfolio Report to Council be received.

Works in Progress & Future Works Summary for March/April 2020

The following are current/planned works:

Construction/Capital Works

Name	Description	Status
Boughyard Creek, Ironpot	Bridge Replacement	Nearing completion
Murgon CBD	Footpath Upgrade	Awning post works completed. Footpath reconstruction commenced, completion by the end of April
Brisbane Street	Drainage Upgrade	Works underway, ongoing for the next 2 months
Town & Village Entry Signage	Installation of 38 new Town & Village entry signs	Well underway
Old Esk Road	Widen overlay and seal	Recently commenced, ongoing for the next 2 months
Maidenwell Bunya Mountains Road	Road realignment at Wengenville Glencliffe Road intersection	Works yet to commence. Awaiting approval from Department of Transport and Main Roads
Haly Street, Wondai	New Footpath construction	Expected to commence end of April
Niagara Road	Reconstruction of sealed and unsealed road	Work will recommence in July 2020

Gravel Resheeting/Heavy Formation Grade

Name	Description	Expected Start Date	Expected Completion Date
Bridget and Carroll Road	Gravel Resheet	Mar	Mar
Kangaroo Yard Road	Gravel Resheet	Mar	Apr
Dangore Mountain Road	Gravel Resheet	Mar	Apr
Gayndah Hivesville Road	Gravel Resheet	Mar	Apr
Old Esk North Road	Gravel Resheet	Mar	May
Nanango Neumgna Road	Gravel Resheet	Mar	May
Reeve Road	Gravel Resheet	Apr	May
Haynes Kite Miller Road	Gravel Resheet	Apr	May
Mondure Road	Gravel Resheet	Apr	Jun
Boonnenne Road	Gravel Resheet	Apr	Jun
Morgans Road	Gravel Resheet	Apr	Jun
Burra Burri Road	Gravel Resheet	Apr	Jun

Patrol Grading

Location	Description	Expected Start Date	Expected Completion Date
Barkers Creek Flat	Heights Road, Paige Road	Apr	Apr
Booie	Smith Road, Pates Road, Kahler Road, Reagon Road	Apr	Apr

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Chahpingah	Bassingthwaites Road, Burra Burri Road	Mar	Mar
	Bayliss Road, Burrandowan Homestead Road, Freshwaters Road, Broad Creek Road, Hodges Dip Road, McLaughlins Crossing	Apr	Apr
Charlestown	Weckers Road, Tingooro Charlestown Road	Mar	Mar
Corndale	Spencers Road	Mar	Mar
Dangore	Schuberts Road, Wilsons Road, Wyuna Road	Apr	Apr
Durong	Jacksons Road	Mar	Apr
East Nanango	Mercer Springate Road, Magee Road, Snowys Knob Road	Mar	Mar
	Brights Road, Rural Road, Home Lane, Mount Stanley Road, Calverts Road, East Nanango Road	Apr	Apr
Ficks Crossing	Ficks Crossing Road, Jarvis Road, Mollenhauers Road, Iszlaub Road	Apr	Apr
Glan Devon	Lanigan Road	Mar	Mar
	Locke Lane	Apr	Apr
Glenrock	Nielsons Road, Schmidhausers Road	Mar	Mar
Greenview	Lower Red Hill Road	Mar	Mar
Hivesville	Oberles Road	Mar	Mar
	Wilsons Road	Apr	Apr
Hodgleigh	Ballin Road, Sawtell Road, Hodgleigh North Road, Roberts Road	Apr	Apr
Ironpot	Jarail Road, Niagara Road, Sarum Road, Greystonlea Road, McGills Road, Benjamins Road	Mar	Mar
Kawl Kawl	Kawl Kawl Road	Mar	Mar
Marshlands	Paddys Road	Mar	Mar
Memerambi	Klass and Townes Road	Mar	Mar
Mondure	Majorie Road, WSF Ramke Road, Steinhardts Road	Mar	Mar
	Russel Lane	Apr	Apr
Nanango	Home Street, Burnett Street, Lanes Road, Old Esk North Road, Old Rifle Range Road, Oaky Creek Road, McCauley Weir Road, Hamilton Road, Muir Drive, Greenwood Creek Road, Tim Dwyer Road	Mar	Mar
	Cafferys Road	Apr	Apr
South Nanango	Blacks Lane, Whittaker Road, Old Yarraman Road, Durrant Road	Mar	Mar
Silverleaf	Farrers Road, Gueena Lane, Beers Road	Apr	Apr
Stonelands	Stonelands Road, Webber Road, Kilrush Road, Etheringtons Road, Ramco Road	Mar	Mar
Wheatlands	Flats Road, Kinnie Road, Wheatlands Loop Road, Kerkow Road, Harms Road	Apr	Apr
Wondai	Day Lane, Simpsons Road, McKenzie Street, Ryans Road, Racecourse Road, Cherbourg Road, Lysdale Road	Apr	Apr
Wooroonden	Freemans Road, Reidys Road, Remingtons Road	Mar	Mar

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Roadside Slashing

Location	Description	Expected Start Date	Expected Completion Date
Benair	Benair Road, Reedy Creek Road, Wattlegrove Road, Kumbia Minmore Road	Apr	Apr
Booie	Reagon Road, Schellbachs Road, Siddans Road, Jorgensens Road, North Branch Road, Faughnans Road, Harchs Road, Mt Hope Road, Haydens Road	Mar	Mar
Bullcamp	Bullcamp Road	Mar	Mar
Chelmsford	Jacksons Road, Old Chelmsford Road, Red Hill Road	Apr	Apr
Cloyna	Cloyna West Road, William Webber Road, Bicks Road	Mar	Mar
Coolabunia	Mary Street, Sommerfelds Lane, Royles Road, Peterson Drive, Bellbird Road, West Coolabunia Road	Mar	Mar
Corndale	Corndale Road	Mar	Mar
Crawford	Siefert Street Wingfields Road, Liesegangs Road	Mar Apr	Mar Apr
Crownthorpe	Smiths Road, Uptons Road, Blackburns Road, Pringles Hill Road	Mar	Mar
Cushnie	Springs Road, Birds Road, Olsens Road, Pedersons Road, Magnussens Road, McAllister Road, Teschs Road, Schloss Road, Reinkes Road, Reillys Road, G Anderson Road, Cushnie Road	Apr	Apr
Dangore	Dangore Mt Road	Apr	Apr
East Nanango	Mt Stanley Road, East Nanango Road, Lowry Road, North Kerton Road, South Kerton Road, Brights Road, Mercer Springgate Road, Greenwood Creek Road	Mar	Mar
Ellesmere	Glenciffe Road, Gannon Road, Lillian Avenue, Hilltop Drive, Acacia Drive, Parker Road, Pauls Parade	Apr	Apr
Fairdale	Fairdale Road	Apr	May
Glan Devon	Locke Lane	Mar	Mar
Glenrock	Glenrock Road, Louttits Road	Mar	Mar
Goodger	Weeks Road, Cairns Road	Apr	Apr
Gordonbrook	Ellwoods Road	Apr	Apr
Hivesville	Stonelands Road	Apr	Apr
Hodgleigh	Coolabunia Malar Road, Semgreens Road, Roberts Road	Mar	Mar
Inverlaw	Luck Road, Deep Creek Road, Minmore Road, Beils Road, Wooden Hut Road, Magees Road	Apr	Apr
Johnstown	Johnstown Road	Mar	Mar
Kawl Kawl	Kawl Kawl Road	Apr	Apr
Kingaroy	Edenvale South Road, Mt Wooroolin Road, Mt Wooroolin Access Road, West Street, Weens Road, Taylors Road, Curtis Road, Booie Crawford Road, Couchmans Road, Birt Road, Belair Drive Sonaree Drive, Hodges Road, River Road	Mar Apr	Mar Apr
Kitoba	Kitoba Road	Mar	Mar
Kumbia	Kumbia Road, Kearneys Road	Apr	Apr

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Maidenwell	<i>Coomba Waterhole Road, King Road, Maidenwell Upper Yarraman Road, McConnell Road, Tanduringie School Road, Brooklands Pimpimbudgee South Road, Coleman Road, Maidenwell Bunya Mountains Road</i>	<i>Apr</i>	<i>Apr</i>
Manyung	<i>Hetheringtons Road</i>	<i>Feb</i>	<i>Mar</i>
Memerambi	<i>Meehans Road</i>	<i>Apr</i>	<i>Apr</i>
Merlwood	<i>Eisenmengers Road, Elbow Road</i>	<i>Mar</i>	<i>Mar</i>
Mondure	<i>McConnell Way, Mondure Road</i>	<i>Apr</i>	<i>Apr</i>
Murgon	<i>Gesslers Road, Town verges, Bellottis Road, Paul Holznagel Road, Murgon Gayndah Road</i>	<i>Mar</i>	<i>Mar</i>
Nanango	<i>Rural Road, Old Rifle Range Road, Hicken Way, Old Esk North Road, Templeton Road, George Street, Finlay Road, Lanes Road, Nanango Tarong Road</i>	<i>Mar</i>	<i>Mar</i>
	<i>Kingaroy Cooyar Road</i>	<i>Apr</i>	<i>Apr</i>
Oakdale	<i>Vieritz Road</i>	<i>Mar</i>	<i>Mar</i>
Pimpimbudgee	<i>Middle Creek Cooyar Road</i>	<i>Apr</i>	<i>Apr</i>
Runnymede	<i>Runnymede Road</i>	<i>Mar</i>	<i>Mar</i>
Sandy Ridges	<i>Manumbar Road</i>	<i>Feb</i>	<i>Mar</i>
Silverleaf	<i>Mondure Wheatlands Road, Farrers Road, Campbells Road</i>	<i>Apr</i>	<i>Apr</i>
South Nanango	<i>Hamilton Drive, Muir Drive, Diggings Road, Old Yarraman Road, Izzards Road, Pitts Road, Buckland Road, Tom Smith Drive, Anderson Drive, Elouera Drive, Booral Court, Weeronga Place, Embrey Road, Hazeldean Road, W Dugdell Road, Hohnke Road, Berlin Road, George Green Road, Reeve Road, Nanango Neumgna Road, Behs Road, Allen Road</i>	<i>Mar</i>	<i>Mar</i>
	<i>Andrew Road, Majors Road, Kassulke Road</i>	<i>Apr</i>	<i>Apr</i>
Sunnynook	<i>Headings Road</i>	<i>Mar</i>	<i>Mar</i>
Taabinga	<i>Geoff Ralph Drive, Lankowskis Road, Boonenne Ellesmere Road</i>	<i>Apr</i>	<i>Apr</i>
Tablelands	<i>Reifs Road, Levers Road, Daniels Road, Hebbel Drive, Crownthorpe Road, Carters Road, Nangur Road</i>	<i>Mar</i>	<i>Mar</i>
Tarong	<i>Tanduringie Drive, Norman Road, Raymond Road</i>	<i>Apr</i>	<i>Apr</i>
Tingoora	<i>Tingoora Chelmsford Road, Tingoora Loop R</i>	<i>Apr</i>	<i>Apr</i>
Wheatlands	<i>Wheatlands Loop Road, Kangaroo Yard Road, Flats Road</i>	<i>Apr</i>	<i>Apr</i>
Winderera	<i>Kratzmans Road, Morgans Road, Wilsons Road</i>	<i>Mar</i>	<i>Mar</i>
Wooroolin	<i>Logans Road, Cants Road, Denmark Road, Quarry Road, East Wooroolin Road, Sportsground Road, West Wooroolin Road, Youngs Road, Recreation Drive</i>	<i>Mar</i>	<i>Mar</i>
Wooroonden	<i>Brand Road, Wooroonden Road, Freemans Road, Reidys Road, Bradleys Road, Webbers Bridge Road</i>	<i>Apr</i>	<i>Apr</i>

Summary of Completed Works for February

For your information, the below works have been completed:

Construction/Capital Works

Name	Description
Coolabunia State School	<i>Bus Parking Upgrade</i>

Gravel Resheeting/Heavy Formation Grade

Name	Description
Hoggs Road	<i>Gravel Resheet</i>
Old Wondai Road (Charlestown)	<i>Gravel Resheet</i>
Coolabunia Malar Road	<i>Gravel Resheet</i>

Patrol Grading

Locality	Description
Brooklands	<i>Baker Road, Farnows Road, Fairbrother Road</i>
Cloyna	<i>Althause Road, Holdings Road, Greens Road, Wyatts Road</i>
Kitoba	<i>Hinchcliffes Road, Kitoba Road, Ogdens Road</i>
Nanango	<i>Frank Brown Street, Grey Street</i>
South Nanango	<i>Majors Road</i>
Warnung	<i>Mitchells Road</i>
Winderera	<i>Bishops Road</i>
Wooroolin	<i>Hoggs Road</i>

Roadside Slashing

Locality	Description
Benair	<i>Kumbia Minmore Road</i>
Booie	<i>Burkes Road, Faulkner Road</i>
Byee	<i>Friebergs Road, Sempfs Road, Byee Road</i>
Glan Devon	<i>Chappell Road, Bobby Road</i>
Hodgleigh	<i>Hodgleigh North Road</i>
Ironpot	<i>Jarail Road, Greystonlea Road, Ironpot Road</i>
Kingaroy	<i>Bunya Highway (Kingaroy to Murgon), Kingaroy Barkers Creek Road</i>
Kumbia	<i>Brook Road</i>
Mannuem	<i>Mannuem Road</i>
Manyung	<i>Wittons Road</i>
Moffatdale	<i>Steinhardts Road, Clovely Road, Verdelho Drive, Waterview Drive, Stegemanns Roads</i>
Moondooner	<i>Moondooner Road</i>
Murgon	<i>Ferris Road, Annings Road, Zerners Road, Borcherts Hill</i>

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	Road, Cherbourg Road, Burtons Road, Murgon Barambah Road
Nanango	Phipps Street East, Muller Street, Ridley Street, Phipps Street West, D'Aguilar Highway, Burnett Highway
Redgate	Sippels Road, Goschnicks Road, Tipperary Road
Sandy Ridges	Sandy Ridges Road
Silverleaf	Silverleaf Road

Disaster Assistance

It was announced on Tuesday 17 March 2020 that Disaster assistance is now available to the Scenic Rim and South Burnett Regional Council to help clean up and recover from the recent floods in February. Assistance is being provided through the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).

Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit

7. Portfolio - Community, Arts, Tourism and Health Services**7.1 Community, Arts, Tourism and Health Services Portfolio Report****Resolution:**

Moved Cr DA Potter, seconded Cr RJ Frohloff.

That Cr Potter's Community, Arts, Tourism and Health Services Portfolio Report to Council be received.

Community:**Library**

Nanango Library's programming is growing with the introduction of three new regular programs since its official opening in January this year. One program fits into the STEAM (Science/Technology/Engineering/Art/Mathematics) and the other two are regular mental and physical health programs.

Crochet Classes are scheduled for every Friday from 9:00am-11:00am and are facilitated in the spirit of keeping traditional crafts alive.

Community Health and wellbeing practices are supported in Nanango Library through:

- The regular programming for the Arthritis Warriors
- Likeminded people connect through regular book club meetings
- On Thursday 12 March, the community was invited to a Free Talk & Information session about finding both physical and mental health balances

Write in the Moment

Kingaroy Library offers space for aspiring writers and authors to write on Friday mornings. The Write in the moment sessions are a spin off from the regularly November National Novel Writing Month program led by renowned author Imogen Nix.

One of our regular Write in the Moment attendees has just written and self-published a cute Picture book that she is thrilled to be able to launch within the South Burnett Libraries.

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“The Adventures of Stuart The Sock – Sock Monster”

Enid Blyton Junior Display

Kingaroy Library staff have worked with St Johns primary school students to brighten up the junior area with an Enid Blyton display with an Enchanted Forest Feel.

Be Connected Training *is happening on 25 March, staff involved in delivering Tech classes to our patrons will be participating in Be Connected Digital Mentor Training. This will be accessed by other community groups as well including Employment Agencies and Government bodies such as Centrelink. This workshop will be to train the staff to teach our customers how to use basic technology.*

Homeschoolers Visit for Beekeepers Talk

On Thursday 12 March 2020, 30 home-schooled children and their parents visited the Kingaroy Library for a Beekeeping Talk hosted by the Barambah Beekeepers. The talk included demonstration of how a native hive works as well as showing the children what a slice of natural honeycomb looks like.

Community Grants Program

I am pleased to announce that Council has received 50 applications for Round Two (2) of the Community Grants Program. It is anticipated that the successful projects, activities and events will be announced at the Ordinary Meeting of Council in April.

Year-round, Council offers the opportunity for non-for-profit community groups to apply for in-kind sponsorship to assist them in their delivery of community events and activities. For any queries relating to what you can access through the Community Grants Program, I encourage the community to contact Council to discuss your idea, project or event.

South Burnett Young Professionals

The South Burnett Young Professionals (SBYP) have had their first social event this year and they have another planned for Sunday 19 April at 2pm. This time they have chosen to do a scavenger hunt. More details will be available in the South Burnett Young Professionals Facebook page when they are finalised. I am also pleased to announce that SBYP now has a sponsor for 2020 and that is Brandon & Associates and we thank them very much for taking an interest in the wellbeing of the SBYP.

4610 Partnerships for Kids

The next 4610 Partnerships for Kids meeting will be held at 5.30pm Tuesday 24 March at the CTC training room at the Youth Park in Somerset Street. I would like to encourage anyone to come along for the benefit of our children under 5.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

7.2 Community Services (CS)

Officer's Reports

No Report.

7.3 The Arts

Officer's Reports

7.3.1 ARTS - 2671243 - Regional Arts Development Fund (RADF) 2020/21 Application

Resolution:

Moved Cr DA Potter, seconded Cr KA Duff.

That Council make application to the Regional Arts Development Fund 2020/21 for a bid of \$33,000 and that appropriate provision be made within Council's 2020/21 budget.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

8. Portfolio - Planning & Property

8.1 Planning and Property Portfolio Report

Resolution:

Moved Cr TW Fleischfresser, seconded Cr KA Duff.

That Cr Fleischfresser's Planning and Property Portfolio Report to Council be received.

Planning:

Review of Wide Bay Burnett Regional Plan

The second (2nd) Local Government Working Group Meeting was held in Bundaberg on 26 February 2020. A number of regional issues have been identified by members of the working group that should be addressed in the new regional plan. These issues include regional water security, protecting agricultural areas, economic stimulus for inland communities and disaster resilience for isolated communities that will be included in an issues and options paper to inform the regional planning committee discussion.

It is anticipated that a draft regional plan will be available for public consultation by mid to late 2020 and finalisation of a regional plan likely by early 2021.

General update for Planning and Land Management

The major activities of the Department includes processing of development applications for planning and building work as well as permits for plumbing and drainage work. A second major activity includes policy formulation to support the implementation of Council's Planning Scheme.

Assessment activities of the Planning section since the start of the 19/20 financial year to date included

- *Material Change of Use – 12*
- *Reconfiguring a Lot (Subdivision) – 8*
- *Operational Works – 8*
- *Survey Plan sealing – 16*

SOUTH BURNETT REGIONAL COUNCIL GENERAL MEETING – MINUTES – WEDNESDAY 18 MARCH 2020

The building section experienced a significant increase in work load due to the closure of the local private building certification business. Applications to construct new structures or undertake extension to existing structures included the following activities:

- Building Permit for Class10a building (Shed) – 112
- Building Permit for Class1 buildings (dwelling) – 71
- Building Permits for other Class buildings (commercial) – 31
- Swimming pools - 12

Council's building section is a statutory concurrence referral agency under the provisions of the Queensland Development Code to decide applications for siting discretions where buildings and structures cannot meet the requirements of the development code. Council's concurrency agency responsibility further include the referral of applications to relocate buildings and structures from outside of the region and relocate buildings and structures within the region.

- Siting discretions buildings and structures – 16
- Relocate buildings and structures – 15

Council's plumbing section processed a significant number of applications for permits to undertake plumbing work for buildings in sewerred and unsewerred areas of the region. Council is further responsible to undertake inspections on behalf of the Queensland Building and Construction Commission for minor plumbing work undertaken in the region that did not require a permit but triggered notification to the commission. Council is required to inspect a minimum of 5% of the work notified to the commission.

- Permits and mandatory inspections for domestic sewerred areas – 22
- Permits and inspections for household sewerred treatment plants – 28
- Minor work inspections – 25
- Backflow prevention devices - 17

The preparation of an Administrative Amendment to the South Burnett Regional Council Planning Scheme is nearing completion and once adopted will correct some minor errors and omission in the current document.

The above summary provides a general overview of the activities undertaken by the Department and demonstrate that land development activities remained largely buoyant despite the general slow growth experienced in the rest for the local economy.

Property:

Council Property Branch have been focusing on the implementation of Council's Capital Works Projects and Works for Queensland Round 3. The update on each project includes;

Kingaroy Administration Office will have all smoke detectors replaced by Wormald, works commencing in May.

Local contractor Kingaroy Plumbing Works has been engaged to replace the oven in the Nanango Cultural Centre and upgrade the gas line to meet gas compliance.

Council has appointed local contractor Paul Reeves Carpentry to refurbish 2 bathrooms at the Brighthaven Units in Nanango and 2 bathrooms at the Drayton units Nanango. Works are to commence in April.

Council has called for quotation for the reroofing of Ringsfield House. Quotations close on 31st of March.

SOUTH BURNETT REGIONAL COUNCIL GENERAL MEETING – MINUTES – WEDNESDAY 18 MARCH 2020

Council has commenced the planning phase and obtaining relevant approvals for the decommissioning of the old fuel tanks and removal of two small buildings within the Wondai Depot. These buildings and tanks are no longer cost effective to repair and no longer required for Depot operations.

Contractors have been engaged to complete the Wondai Sportsground grandstand timber maintenance and painting. Works to commence in April.

BHS Constructions have completed works at Durong Town Hall installing new fire doors and landing. Further drainage works and earthworks are on target to be completed by May.

Also, BHS Constructions have been engaged to remove the pavers from around the Kingaroy Town Common Hall and replace with a concrete footpath.

Murgon Town Hall floor received some damage at the end of last year. Council has engaged local contractor Robert Hood Floor Sanding to sand and seal the timber floor.

Council's Shop located at 62 Lamb St, Murgon is currently vacant. Council officers have inspected the shop and recommended for the ceiling to be replaced and painted. Works to commence in April. The shop will then be advertised for lease.

Council will be undertaking some major pool repairs and equipment repairs in the Pool off-season from April through to September. The Murgon Pool will receive a new vacuum cleaner and solar system, Wondai Pool will receive a new filtration system and solar system, and the South Burnett Aquatic Centre will receive new aluminium grandstands.

Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit

9. Portfolio - Water, Waste Water, Waste Management, Sport & Recreation

9.1 Water, Waste Water, Waste Management, Sport & Recreation Portfolio Report

Resolution:

Moved Cr RJ Frohloff, seconded Cr DA Potter:

That Cr Frohloff's Water, Waste Water, Waste Management, Sport & Recreation Portfolio Report to Council be received.

Water & Waste Water:

Works in Progress & Future Works Summary for February 2020 / March 2020

The following are current/planned works:

Current Water Main Replacements

Name	Description	Expected Start Date	Expected Completion Date
Nanango			
Wickham Street	Water Main Replacement	Commenced Jul 19	Complete
Wills Street West	Water Main Replacement	Commenced Jul 19	Complete
George Street North	Water Main Replacement	Commenced Sep 19	Complete

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Alfred Street	Water Main Replacement	Commenced Sep 19	Complete
Drayton Street	Water Main Replacement	Commenced Nov 19	Complete
Wooroolin			
West Wooroolin Road	Water Main Replacement	Commenced Dec 19	Complete
Kingaroy			
Burnett Haly - Alford	Water Main Replacement	Commenced Sep 19	Mar 20, 90%
West Haly - Kurtellan	Water Main Replacement	Commenced Sep 19	Mar 20, 80%
Knight Walter - Hodge	Water Main Replacement	Commenced Sep 19	Mar 20, 90%
Youngman Haly - Avoca	Water Main Replacement	Commenced Nov 19	Mar 20, 75%
Youngman Venman - Banksia	Water Main Replacement	Commenced Nov 19	Mar 20,
Toomey Youngman - William	Water Main Replacement	Commenced Oct 19	Mar 20, 90%
Regional			
	1800 Water Meters Replaced	Commenced Jan 20	July 20

Restriction & Dam Levels

In the last reporting period, BP dam is 21.1% Boondooma dam is 34.4% Council will continue with seeking alternative water supplies. With drought conditions continuing throughout the South Burnett area, Council is monitoring water restriction levels.

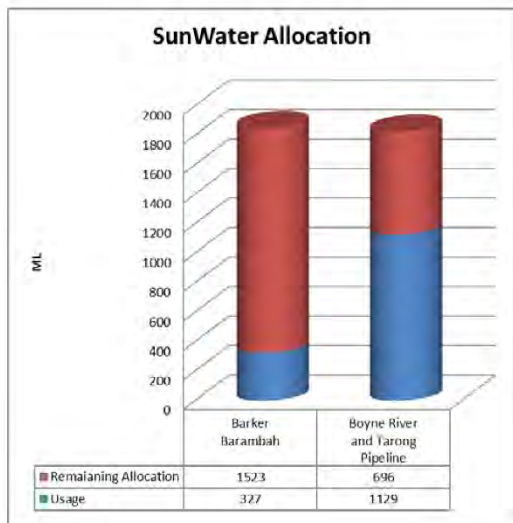
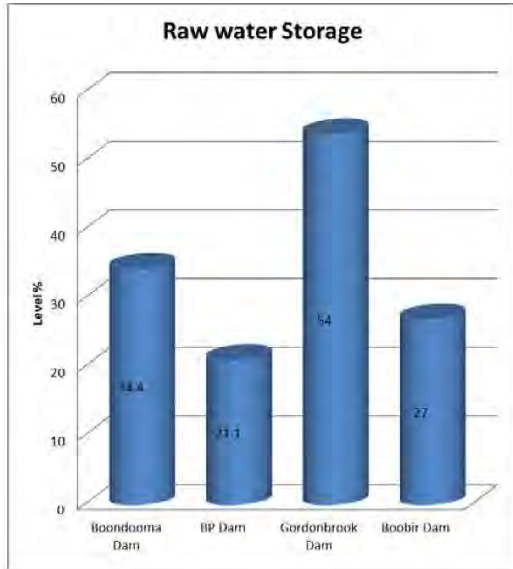
All towns remain on Level 3 restrictions.

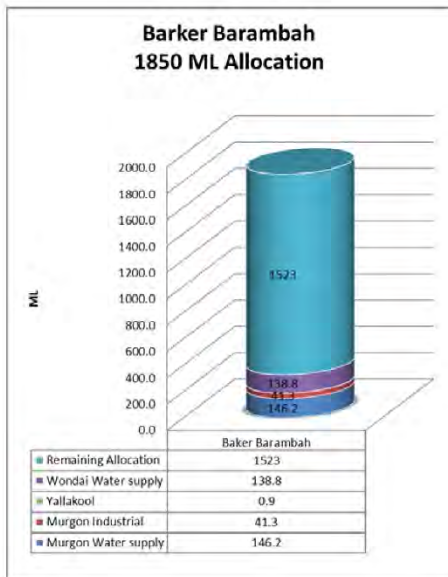
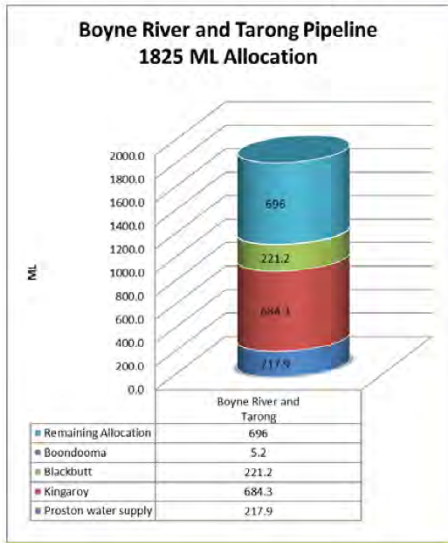
Recorded at: 26/2/2020

Sunwater supply scheme	Water storage	Schemes supplied	FSL (m)	Current level	FS Volume (ML)	Current Volume (ML)	Current capacity (%)	High Priority water Allocation	Medium Priority Allocation
Boyerne River & Tarong	Boondooma Dam	Boondooma Scheme, Proston Rural scheme, Kingaroy, Blackbutt	280.4	268.71	204200	70245	34.4	100%	0%
Barker Barambah	BP Dam	Wondai, Murgon	307.3	299.45	134900	28477	21.1	100%	0%
Stuart River	Gordonbrook Dam	Kingaroy	391.5	389.9	6800	3565	54	N/A	N/A
	Boobir Dam	Blackbutt	434	429.4	170	36.7	27	N/A	N/A

Water supply storage change from 22/1/20 to 26/2/2020

Water Storage	Level Change	Change (%)	Volume (ML)	Level (m)
Boondooma Dam	Up	6.6	13498	2.13
BP Dam	Up	13.6	18346	3.72
Gordonbrook Dam	Up	8.5	562	0.40
Boobir Dam	Up	1	1.2	0.10





SOUTH BURNETT REGIONAL COUNCIL GENERAL MEETING – MINUTES – WEDNESDAY 18 MARCH 2020

Water Allocations and Financial Year Consumption

Water allocation SunWater scheme	Location / Allocation	Usage to date (ML)	Annual Allocation (ML)	Remaining Allocation (ML)	Remaining Allocation in (%)	Year remaining in (%)
Barker Barambah	Murgon Water supply	146.2	1400	1211.5	87%	35%
	Murgon Industrial	41.3				
	Yallakool	0.9				
	Wondai Water supply	138.8	450	311.2	69%	
	Sub Total	327	1850	1523	82%	
Boyne River and Tarong Pipeline	Proston water supply	217.9	500	282.1	56%	
	Kingaroy	684.3	1110	425.7	38%	
	Blackbutt	221.2	200	-21.2	-11%	
	Boondooma	5.2	15	9.8	66%	
		Sub Total	1129	1825	696	

*Annual allocations are for the financial year

Reactive Work - Financial Year to Date

Town	Sewer Blockages	Other issues	Sewer	Water Breaks	Main	Other issues	water
Kingaroy	20	14		16			383
Murgon	3	4		9			71
Wondai	1	1		7			39
Nanango	8	1		7			131
Blackbutt	2	2		0			40
Proston	1	0		0			20
Proston Rural	NA	NA		3			22
Kumbia	NA	NA		0			3
Wooroolin	NA	NA		1			12

Other Sewer Issues	Kingaroy	Murgon	Wondai	Nanango	Blackbutt	Proston
Sewer Main/Jump Up Repair	0	0	0	0	0	0
Odour	1	0	0	0	0	0
Manhole/Lid Repair	1	0	1	1	0	0
Enquiry Only	7	3	0	0	1	0
Owners Side	5	1	0	0	1	0

Other Issues	Water	Kingaroy	Murgon	Wondai	Nanango	Blackbutt	Proston	Kumbia	Wooroolin
Water Main Repairs		17	3	6	5	1	5	1	1
Hydrant/Valve Repair		24	1	4	6	0	2	0	3
Water Meter Repair		117	25	12	28	7	10	1	1
Water Meter		30	4	0	16	1	1	0	0

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Replaced									
Water Service	100	16	4	35	12	15	0	6	
Repair									
No/Low Pressure	11	1	0	6	2	2	0	1	
Water Quality	19	5	3	1	0	0	0	0	
Standpipe	N/A	N/A	N/A	9	9	3	N/A	N/A	
Enquiry Only	47	11	6	13	6	3	0	0	
Owners Side	18	5	4	12	2	1	1	0	

Sport & Recreation:**Park Run**

Park runs are continuing to be popular within the South Burnett Region with both the Ros Gregor Trail Parkrun Nanango and Wondai Parkrun attracting good participation numbers.

Some interesting statistics: Average number of runners per week: Ros Gregor Trail Park Run 66.9 and Wondai Parkrun 49.7, biggest attendance Ros Gregor Trail Run 134 & Wondai 129. Total distance run Ros Gregor 7,360km over 22 events & Wondai Parkrun 41,500km over 167 events.

It is great to have two park runs now in our region one in the North and one in the South, which gives residents and visitors the opportunity to be active regardless of age, background, gender or ability.

Soccer

Kingaroy hosted the annual Soccer Sevens in early February with 39 teams nominating for the competition. Teams came from local clubs, Sunshine Coast, Gold Coast and Chinchilla. This was a nice economic boost for the town with each team consisting of at least seven players plus supporters staying in Kingaroy over the weekend event.

The rain gods smiled on Kingaroy's annual Soccer Sevens tournament ... despite downpours happening earlier in the week, no games were disrupted during the two days of play.

The Women's final was taken out by Bee Gees White from Beerwah (with former local superstar Hayley Hunter) producing a blistering run down the sideline to cross for a last-minute goal against the Honeybears from Chinchilla.

The Men's final was well-contested, with keepers stopping goal attempts at both ends.

The match went to a penalty shootout after the final whistle, with Surfers Apollo finally triumphing over Beerwah Pineapples.

Racing

Nanango Race Club's Valentine's Day meeting had one more race than initially expected, giving punters a bonus at Lee Park's first meeting of the year.

Partly because of race cancellations at other circuit tracks due to recent weather, Nanango received more nominations for Saturday's meeting than the normal five-race card could accept.

To squeeze the program in, the program started slightly earlier and concluded slightly later ... but no one seemed to mind.

The club's annual Valentine's Day meeting always has a pink fashion theme and Deputy Mayor Kathy Duff, whose fondness for the colour is well-known judged this event.

Cricket

The cricket season is at the pointy end with all teams vying for places in the finals, which will happen in March.

Murgon Crusaders have booked themselves a berth in the Gympie A Grade final and will take on the Gympie Colts on 7 March.

Wondai Cricket Club practice nets are completed and being well utilised by the club in lead up to the finals.

Our Junior representative teams have also had a busy February competing in Bundaberg with mixed results.

Triathlon

Five South Burnett athletes competed at the 2020 Queensland Schools State Triathlon Championships in Harvey Bay on the 21-22 February with Macey Roberts, Mackenzie & Olivia Grundy all qualifying for the National Titles in March as part of the Queensland squad.

Rugby League

Blackbutt-Yarraman Junior Rugby League will re-join the South Burnett Competition after a seven-year absence. Council's Sport & Recreation Officers have also meet with the club to advise on possible funding opportunities through the Activate Queensland initiative.

Wondai Sports Precinct

Council's Sport & Recreation Officer has been busy working on the Activate Queensland Infrastructure Expression of Interest liaising with various stakeholders from Sporting Clubs, Internal Council Departments, Sport & Rec Advisors and supply specialists to complete the application by the due date of 6 March.

Council Officers with Sport & Recreation Qld advisors have conducted meetings with the Kingaroy Rugby League, Kingaroy AFL, Kingaroy Junior & Senior Soccer and Kingaroy Junior & Senior Cricket to progress ideas for the Bjelke-Petersen Sporting Precinct in readiness for an EOI application.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

10. Portfolio - Natural Resource Management, Rural Services, Parks and Indigenous Affairs

10.1 Natural Resource Management, Rural Services, Parks and Indigenous Affairs Portfolio Report

Resolution:

Moved Cr KA Duff, seconded Cr GA Jones.

That Cr Duff's Natural Resource Management, Rural Services, Parks and Indigenous Affairs Portfolio Report to Council be received.

Natural Resource Management

Weed Control

Pest management contractors and staff completed Parthenium inspections on Barambah Creek, Manyung and Stonelands. Roadside inspections and treatment of Giant Rats Tail Grass were conducted across the region. Groundsel inspections and treatment were undertaken at Wooroolin Wetlands, Crownthorpe and Malar. Contractors completed 23 hectares of restricted weed control and street spraying.

Splatter guns were loaned to landowners at Burrandowan, Dangore and Brooklands for lantana control. Trailers were hired out at Nanango Brooklands for lantana control and Cloyna area for Giant Rats Tail Grass control.

Wild Dog and Feral Pig Control

Council's Pest and Stock Route Officer provided landholders with the loan of traps to control Wild Dogs and Feral Cats at Tableland and Blackbutt also cameras at Wilkesdale.

Rabbit Control

Council did not assist any landholders with release of calici virus due to long awaited rainfall within the region.

Wandering Livestock

Council received 25 requests to attend to wandering livestock across the region resulting in the impoundment of 2 head of cattle.

Stock Route Grazing Permits

NRM staff assessed one roadside agistment application during February.

Saleyards

Saleyard staff inspected 2162 and processed 1431 head through the dip in February. A total of 1445 head were sold through the Coolabunia Saleyards.

The first Store Sale for the year held at Coolabunia on Friday 28 February 2020 attracted 964 head. A total of 919 head were sold liveweight with a further 30 being sold at Auction and 15 head being passed in. Total sale generated a whopping \$1,002,398.23.

Parks

Kingaroy, Murgon, Wondai, Proston, Nanango, Blackbutt and all surrounding areas

The month of February has been very busy for the Parks & Gardens crews with all available mowers and whipper snippers in operation trying to keep the grass under control throughout the region. Due to the fantastic rain and growing conditions, this has been a losing battle as the grass is growing up behind them as they move onto the next area. Interesting fact - it takes 3 weeks to service the Kingaroy and surrounds CBD & Park areas from start to finish. Parks and Gardens crews are busy working on trying to get on top of priority areas such as entry and exits, cemeteries, major parks, in readiness for upcoming local shows, local community booked events and Anzac Ceremonies.

Dams

Monthly Accommodation Numbers (Report February)

	Boondooma		YTD		Yallakool		YTD	
	2019	2020	2018/19	2019/20	2019	2020	2018/19	2019/20
Cabins	96	122	1163	1087	123	93	1646	1260
Bunkhouse	16	44	281	356	N/A	N/A	N/A	N/A
Powered Sites	191	158	1608	1441	157	141	3392	2125
Unpowered Camping	910	703	6347	5200	133	59	2183	1162
Total	1213	1027	9399	8084	413	293	7221	4547

Boondooma Dam Stocking & Management Association celebrated their 30th Annual Boondooma Dam Yellow belly Fishing Competition on the 8/9th February.

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With the combination of drought, fires and floods, the committee was overwhelmed with the amount of people that attended this year's comp. The atmosphere was second to none with MC and Fishing Ambassador Matthew Mott and Committee Members keeping the ball rolling throughout the weekend.

Entrants came from all over south- east Queensland and Northern NSW to attend this competition. This year saw an attendance of almost 700 entrants including 170 juniors. Cash and other prizes were presented over the three sessions as well as overall competition winners at the conclusion of the event on the Sunday.

With the recent rainfall, the dam was a picture, even though the water level was down to 27.7% the dam fished extremely well for the 2020 event with 407 fish going through the catch and release section and another 245 in the gilled and gutted section. The biggest Yellowbelly of the event weighed in at 1.615kg both Senior & Junior.

Food and drinks stalls were provided by local community groups over the weekend and the great camping facilities provided by the South Burnett Regional Council was put to great use for campers staying at the dam.

Fish Stocking President Russell Steinhardt thanked Council for the continued support towards the Boondooma Dam Yellow belly Family Fishing Comp.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

11. Portfolio - Finance, ICT & Human Resources

11.1 Finance, ICT and Human Resources Portfolio Report

Resolution:

Moved Cr KM Campbell, seconded Cr GA Jones.

That Cr Heit's Finance, ICT and Human Resources Portfolio Report to Council be received.

Finance:

This monthly report is designed to illustrate the financial performance and position of South Burnett Regional Council compared to its adopted budget at an organisational level for the period ended 30 June 2020. This financial report is prepared based on interim financial results as at 29 February 2020.

Overall, recurrent revenue is tracking high at 91% due to the rates being levied in February. Capital grants is tracking on target to meet the amended budget.

Overall, recurrent expenditure is tracking on target however, Finance Costs are high due to the land tax expense.

It should be noted that:

- Whilst Depreciation is tracking on target, the processing of WIP and disposals is currently underway and this will impact the final year-end balance.*
- Employee benefits is tracking on target however the amount of capitalised wages, end of year adjustments and EB negotiations will affect the final June numbers.*
- Materials and Services are tracking slightly high. This is under review in conjunction with the third quarter budget revision to identify potential over runs.*

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Cash and Cash Equivalents are sitting at \$36.9m. This will increase as rate payers begin to pay the February rate levy.

AR Debtors has a large 90-day balance which is due to outstanding monies from contractors relating to the Niagara Road project of approximately \$1m.

Rate in arrears is currently \$25.486m or 45.07%. This has spiked since the previous month report due to the February rate levy. This balance will consistently decrease as rate payers pay before the discount period ends.

The current monthly ratios are tracking on target, except for the operating cash ratio which is sitting above the target benchmark. This is due to the spike in Trade and Other Receivables from the February rate run.

Of the total available capital budget of \$34.207m, 69% has been spent to date including committed costs.

Road maintenance has increased approximately \$533k from January to a total actual and committed cost of \$3.985m.

Works for Queensland has \$2.042m of actuals to date with a further \$1.046m in committed costs. It is currently on target to claim a further \$1.8m before 30 June 2020.

The external audit plan is in the process of being finalised. At this stage the external auditors are due on site in April, May and September 2020.

Council is in the process of preparing the 2020/2021 original budget as well as the third quarter current year budget revision.

People and Culture:

Trainee Update

Commencement of 4 Trainee's on 16 March 2020, a further 7 will commence over the coming weeks.

Officers and Field Enterprise Bargaining Agreement

Final drafts have been provided to the Union's from Council, we are now waiting on completion of the wording. Meetings will then follow with legislated Access Periods (14 days) commencing as soon as we are able to. Voting will follow after Access Period.

Safety Management System

Workplace health and safety is an extremely important aspect of Council's operations. The WHS Team continues to review Safety Management Systems. This review concentrates on the options available and finding a solution that best fits Council's and community needs.

Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit

ADJOURNMENT:

Motion:

Moved Cr TW Fleischfresser, seconded Cr DA Potter:

That the meeting adjourn.

Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit

CITIZENSHIP CEREMONY:

During the adjournment a citizenship ceremony was held for:

Ms Ana Radunz
Mrs Joanne Lamers
Miss Magdalene Atabong
Mrs Tiia Higgins
Mr Tim Okoro
Mr Don Abeyasinghe Gunawardena
Mr Gregory Madden Jr
Dr Dariush Ghahramanipour
Mrs Leili Imani
Sanli Ghahramanipour

RESUMPTION:

Motion:

Moved Cr TW Fleischfresser, seconded Cr DA Potter.

That the meeting resume at 11.19am with attendance as previous to the adjournment

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

11.2 Finance (F)

Officer's Reports

11.2.1 F - 2671730 - Monthly Financial Report

Resolution:

Moved Cr KA Duff, seconded Cr TW Fleischfresser.

That the Monthly Financial Report including Capital Works, Road Maintenance Expenditure and Works for Queensland (W4Q3) as at 29 February 2020 be received and noted.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

12. Consideration of Notices of Motion

No Report.

13. Information Section (IS)

13.1 IS - 2670991 - List of Correspondence Pending Completion of Assessment Report

Resolution:

Moved Cr Frohloff, seconded Cr GA Jones.

That the List of Correspondence Pending Completion of Assessment Report be received.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

13.2 IS -2671629 - Delegated Authority Report

Resolution:

Moved Cr DA Potter, seconded Cr TW Fleischfresser.

That the Delegated Authority Report be received.

*Carried 6/0
FOR VOTE - Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr RLA Heit*

14. Confidential Section

No Report.

There being no further business the meeting was declared closed at 11.24am.

Confirmed before me this day of2020

..... **MAYOR**

Cr BW Otto (Mayor) Page 24

3.2 South Burnett Regional Council Post Election Minutes

Précis

Confirmation of Minutes of the Post Election meeting of the South Burnett Regional Council held in the Warren Truss Chamber, 45 Glendon Street Kingaroy.

Officer's Recommendation

That the minutes of the Post Election meeting held on Monday 20 April 2020 as recorded be confirmed.



Minutes

Of The

Post Election Council Meeting

Held in the Warren Truss Chamber, 45 Glendon Street Kingaroy

On Monday 20 April 2020

Chief Executive Officer: **Mark Pitt**

Our Vision

"South Burnett Region, working together building a strong, vibrant and safe community"

Our Values

A	Accountability:	<i>We accept responsibility for our actions and decisions in managing the regions resources.</i>
C	Community:	<i>Building partnerships and delivering quality customer service.</i>
H	Harmony:	<i>Our people working cooperatively to achieve common goals in a supportive and safe environment.</i>
I	Innovation:	<i>Encouraging an innovative and resourceful workplace.</i>
E	Ethical Behaviour:	<i>We behave fairly with open, honest and accountable behaviour and consistent decision-making.</i>
V	Vision:	<i>This is the driving force behind our actions and responsibilities.</i>
E	Excellence:	<i>Striving to deliver excellent environmental, social and economic outcomes.</i>

Cr BW Otto (Mayor)

SOUTH BURNETT REGIONAL COUNCIL MINUTES

Monday 20 April 2020

ORDER OF BUSINESS:

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2.1 Declaration of Office by Mayor and Councillors	1
2.2 Appointment of Deputy Mayor	1
2.3 Meeting Days, Times and Location for Ordinary Meetings of Council	2
2.4 PAYG Withholding for Councillors	2
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Cr BW Otto (Mayor)

SOUTH BURNETT REGIONAL COUNCIL POST ELECTION MEETING – MINUTES – MONDAY 20 APRIL 2020

Minutes of the Post Election Meeting of the South Burnett Regional Council, held in the Warren Truss Chamber, 45 Glendon Street Kingaroy on 20 April 2020 at 9.04am

PRESENT:

Councillors:

Cr BW Otto (Mayor), Cr RJ Frohloff, Cr GA Jones, Cr DA Potter, Cr KM Schumacher, Cr KA Duff, Cr SW Henschen

Council Officers:

Mark Pitt (Chief Executive Officer), Susan Jarvis (General Manager Finance & Corporate), Aaron Meehan (General Manager Infrastructure)

ADDRESS:

The Chief Executive Officer declared the meeting open at 9.04am and welcomed all attendees to the Post-Election meeting. The Chief Executive Officer addressed the Council Meeting.

ACKNOWLEDGEMENT TO COUNTRY

1. Leave Of Absence

Nil.

2. Business

2.1 Declaration of Office by Mayor and Councillors

PROCEDURE:

In accordance with *Section 169* of the *Local Government Act 2009* the Mayor and Councillors undertook the procedural declaration of office in the following order

Mayor	Councillor Brett Wayne Otto
Division 1	Councillor Roslyn Jeanette Frohloff
Division 2	Councillor Gavin Anthony Jones
Division 3	Councillor Danita Alison Potter
Division 4	Councillor Kirstie Michelle Schumacher
Division 5	Councillor Kathryn Anne Duff
Division 6	Councillor Scott William Henschen

ADDRESS:

Mayor Otto addressed the Council Meeting and took the chair.

2.2 Appointment of Deputy Mayor

Resolution:

Moved Cr KA Duff, seconded Cr KM Schumacher.

That Council appoint Councillor Kathy Duff as Deputy Mayor for the South Burnett Regional Council, pursuant to Section 175(2) of the Local Government Act 2009.

*Lost 2/5
FOR VOTE - Cr BW Otto (Mayor), Cr KA Duff
AGAINST VOTE - Cr RJ Frohloff, Cr GA Jones, Cr DA Potter,
Cr KM Schumacher, Cr SW Henschen*

Resolution:

Moved Cr DA Potter, seconded Cr RJ Frohloff.

That Council appoint Councillor Gavin Jones as Deputy Mayor for the South Burnett Regional Council, pursuant to Section 175(2) of the Local Government Act 2009.

Carried 5/2

FOR VOTE - Cr RJ Frohloff, Cr GA Jones, Cr DA Potter, Cr KM Schumacher, Cr SW Henschen
AGAINST VOTE - Cr BW Otto (Mayor), Cr KA Duff

Foreshadowed Motion:

Moved Cr KM Schumacher, seconded Cr KA Duff.

That Council appoint Councillor Kirstie Schumacher as Deputy Mayor for the South Burnett Regional Council, pursuant to Section 175(2) of the Local Government Act 2009.

2.3 Meeting Days, Times and Location for Ordinary Meetings of Council**Resolution:**

Moved Cr GA Jones, seconded Cr DA Potter.

That Council fix the days, times and location for the ordinary meetings of South Burnett Regional Council in 2020 commencing at 9.00am as follows:

Date	Location
Wednesday 29 April 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 20 May 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 17 June 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 15 July 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 19 August 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 16 September 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 21 October 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 18 November 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy
Wednesday 9 December 2020	Warren Truss Chamber, 45 Glendon Street, Kingaroy

Carried 7/0
FOR VOTE - Councillors voted unanimously

2.4 PAYG Withholding for Councillors**Resolution:**

Moved Cr RJ Frohloff, seconded Cr DA Potter.

That Council unanimously elect to become an eligible governing body subject to Division 446-5 of Schedule 1 of the Act to take effect on Monday, 20 April 2020.

Carried 7/0
FOR VOTE - Councillors voted unanimously

SOUTH BURNETT REGIONAL COUNCIL POST ELECTION MEETING – MINUTES – MONDAY 20 APRIL 2020

2.5 Appointment of the Chairperson and Deputy Chairperson to the LDMG

Resolution:

Moved Cr KA Duff, seconded Cr DA Potter.

That Council pursuant to Section 34 of the Disaster Management Act 2003 Cr Frohloff be appointed Chairperson of the South Burnett Local Disaster Management Group

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

Letter of appreciation:

Resolved that the Chief Executive Officer forward a formal letter of appreciation and thanks from the Mayor's Office to General Manager Aaron Meehan and General Manager Peter O'May in recognition of their service during the COVID-19 event.

Resolution:

Moved Cr GA Jones, seconded Cr RJ Frohloff.

That Pursuant to Section 34 of the Disaster Management Act 2003, Cr Potter be appointed Deputy Chairperson of the South Burnett Local Disaster Management Group

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

Resolution:

Moved Cr DA Potter, seconded Cr SW Henschen.

That a review of all other positions in the South Burnett Local Disaster Management Group be completed and referred to Council for consideration as soon as practicable.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

There being no further business the meeting was declared closed at 9.55am.

Confirmed before me this day of2020

..... **MAYOR**

Cr BW Otto (Mayor) Page 3

4. Declaration of Interest

Nil.

CONSIDERATION OF BUSINESS SECTIONS INCLUDING BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETINGS

See Business Function Headings

5. Portfolio - Economic Development and Corporate Performance

5.1 Councillor Statement

5.2 Economic Development (ED)

Officer's Report

5.2.1 ED - 2681889 - Economic Development 2020- Marketing Plan

Document Information

IR No 2681889

Author Senior Economic Development Officer

**Endorsed
By** Chief Executive Officer

Date 20 April 2020

Précis

Presentation of the South Burnett 2020 Marketing Plan.

Summary

The South Burnett 2020 Marketing Plan is closely aligned to Tourism and Events Queensland's Marketing Plan. The South Burnett 2020 Marketing Plan is a key initiative of the South Burnett Tourism Advisory Committee.

Officer's Recommendation

That Council accept the South Burnett 2020 Marketing Plan.

Financial and Resource Implications

The South Burnett 2020 Marketing Plan informs budget approved spending for Destination Marketing activity.

Link to Corporate/Operational Plan

GO1 A strong and sustainable regional economy

EC2 A community with the capacity to continue to develop the area of arts, culture and heritage.

Communication/Consultation (Internal/External)

South Burnett Tourism Advisory Committee (SBTAC), Councillors and Economic Development team members have contributed to this plan over the last six months. The Draft South Burnett 2020 Marketing Plan was presented to industry at the Regional Tourism Information night in Wooroolin in December 2019.

The Draft plan was circulated to Industry Operators and no comments were received. The South Burnett 2020 Marketing Plan was recommended to Council for adoption by the South Burnett Tourism Advisory Committee at its meeting of 10 February 2020.

Presentation of report to Council

Legal Implications (Statutory Basis, Legal Risks)

Nil

Policy/Local Law/Delegation Implications

Nil

Asset Management Implications

Nil

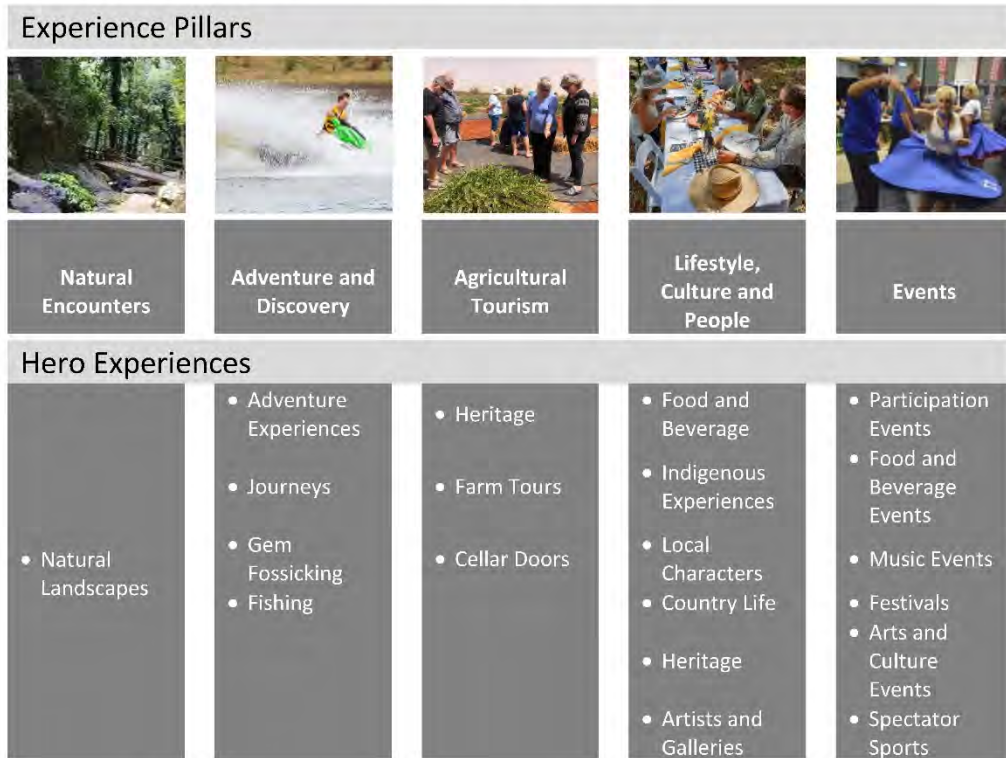
Report

Under the 'Discover South Burnett' brand, the 2020 Marketing Plan adopts the Tourism and Events Queensland (TEQ) Vision and adapts the Experience Framework (as below).

TEQ Vision

INSPIRING	through brand, integrated marketing and events
THE WORLD	in priority domestic and international source markets
TO EXPERIENCE	Queensland's signature experiences and events
THE BEST	through quality and innovation
ADDRESS ON EARTH	showcasing the best of Queensland

South Burnett Experience Framework (adapted from TEQ)



Key actions under the 2020 South Burnett Marketing Plan include:

- Regional QLD Caravan and Camping Expos
- Public Relations
- Seasonal Campaigns
- Advertising

The 2020 South Burnett Marketing Plan is implemented through consultation with the South Burnett Tourism Advisory Committee.



2020 Marketing Plan

ECONOMIC DEVELOPMENT

December 2019

PO Box 336 Kingaroy Qld 4610 Phone 07 4189 9100 Facsimile 07 4162 4806
Email: info@southburnett.qld.gov.au www.southburnett.qld.gov.au

INTRODUCTION

The South Burnett delivers an ‘authentic experience in the country.’

Tourism and Events Queensland’s (TEQ) Marketing Strategy provides a platform to realise the TEQ vision of inspiring consumers to visit through showcasing hero experiences.

Tourism and Events Queensland Vision

INSPIRING	through brand, integrated marketing and events
THE WORLD	in priority domestic and international source markets
TO EXPERIENCE	Queensland’s signature experiences and events
THE BEST	through quality and innovation
ADDRESS ON EARTH	showcasing the best of Queensland

TEQ marketing is consumer-led, experience-focused and destination-delivered.

Under the ‘Discover South Burnett’ brand, the 2020 Marketing Plan adopts the TEQ Vision and adapts the Experience Framework.

Experience Pillars



Hero Experiences

<ul style="list-style-type: none"> • Natural Landscapes 	<ul style="list-style-type: none"> • Adventure Experiences • Journeys • Gem Fossicking • Fishing 	<ul style="list-style-type: none"> • Heritage • Farm Tours • Cellar Doors 	<ul style="list-style-type: none"> • Food and Beverage • Indigenous Experiences • Local Characters • Country Life • Heritage • Artists and Galleries 	<ul style="list-style-type: none"> • Participation Events • Food and Beverage Events • Music Events • Festivals • Arts and Culture Events • Spectator Sports
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Best of Queensland Experiences

PO Box 336 Kingaroy Qld 4610 Phone 07 4189 9100 Facsimile 07 4162 4806
 Email: info@southburnett.qld.gov.au www.southburnett.qld.gov.au

OBJECTIVES

1. Attract visitors to South Burnett generating overnight visitor expenditure
2. Contribute to the South Burnett economy
3. Enhance the profile of South Burnett
4. Foster community pride in South Burnett

The **annual objectives & measured targets** for the 12-month period of this plan are detailed below and will contribute to South Burnett achieving its strategic goals listed above.

- Achieve a minimum of \$300,000 AVE in media stories for South Burnett
 - 2019 benchmark = \$1,125,852
 - Measure: Media monitoring
- Increase physical touches by 30,000 (visits to a Visitor Centre, genuine enquiry at trade expos)
 - 2019 benchmark = 98,838
 - Measure: VIC data, trade show data collection/tally sheet and physical product interaction (eg. Let's go magazine)
- 3 million in impressions/reach from media stories
 - 2019 benchmark = 2,448,390
 - Measure: Media monitoring
- Host one in-region group famil with writers and influencers that will reach and resonate with the target markets.
 - 2019 benchmark = 1 x 4 day group famil attracting local and visiting media
 - Measure: Famil hosted, media monitoring, visitation statistics for geographical target regions
- Increase visits to the Discover South Burnett website www.discoversouthburnett.com.au by 30%
 - 2019 benchmark = 27,346 sessions
 - Measure: Google Analytics data, internal website data
- Increase visitor expenditure by 3%
 - 2019 benchmark = \$114,465,879 (TRA LGA Profile 2018)
 - Measure: Tourism Research Australia Local Government Area Profile

MARKETING ACTION PLAN

2020 marketing activity applies learnings from 2019, developing collateral and messages relevant to target markets. Marketing activity is modelled from previous years, maximizing annual investment.

EXPOS

Four Expos will be attended by Discover South Burnett in 2020.

- Moreton Bay Caravan, Camping, Boating & 4x4 Expo (February)
- South Queensland Caravan, Camping, Fishing and 4x4 Expo (April)
- Queensland Outdoor Adventure & Motoring Expo (August)
- Cleveland Caravan, Camping, Boating and 4x4 Expo (September)

South Burnett is represented at capital city Caravan & Camping Expos under the Drive Inland banner, supported by Tourism & Events Queensland. VIC volunteers usually attend interstate shows.

PUBLIC RELATIONS

A financial year **PR Plan** is ongoing through the first half of 2020. With results associated with PR very strong, it is expected that this activity will be taken up again in the 2020-21 financial year.

A **group media famil** is expected to be completed in early 2020 (March) as an addition to the PR Agreement.

SEASONAL CAMPAIGNS

A digital **Summer campaign** (December 2019 to March/April), featuring a digital Let's go magazine (incorporating four video stories shot around key market demographics), is a shoulder campaign supported by itineraries and articles.

Events will be featured through the course of the year (February to November), highlighting events registered with ATDW. These events are supported through social media, articles, expo volunteers and associated collateral.

Food will feature through the course of the year as well, with a concentration of events, user generated content, articles and associated collateral evident between June and September (**Winter campaign**). *Regional Flavours* (Brisbane) is a key food and destination marketing event in the annual calendar.

Lessons learned from Summer 2020 campaign will be applied to **Summer 2021** campaign.

ADVERTISING

Advertising focusing on Council-owned tourism facilities will be undertaken through 2020. Advertising will be taken up through South Burnett Touring Guide, social media and relevant print/digital collateral.

Availability of local products/produce in Visitor Information Centres will feature in this advertising.

PO Box 336 Kingaroy Qld 4610 Phone 07 4189 9100 Facsimile 07 4162 4806
Email: info@southburnett.qld.gov.au www.southburnett.qld.gov.au

5.3 Corporate Performance (CP)

Officer's Report

5.3.1 CP - 2681976 - Adoption of Portfolio Representative Policy

Document Information

ECM ID 2681976

Author Manager Social and Corporate Performance

**Endorsed
By** General Manager Finance and Corporate
Chief Executive Officer

Date 21 April 2020

Précis

Councillor Portfolio Representative Policy.

Summary

South Burnett Regional Council (Council) has adopted a portfolio system where the Mayor and each Councillor is a representative for specific portfolios that reflect the organisation structure and the strategies within Council's Corporate Plan 2018/19 to 2022/23.

A policy is required to provide clear guidelines on the roles and responsibilities of the Mayor and Councillors as portfolio representatives.

Officer's Recommendation

That Council adopts the Councillor Portfolio Representative Policy.

Financial and Resource Implications

No direct financial or resource implications arise from this report.

Link to Corporate/Operational Plan

Corporate Plan 2018/19 to 2022/23

EXC2.1 Deliver governance that provides sound organisational management and complies with relevant legislation

Communication/Consultation (Internal/External)

Councillors, General Managers and Managers were given the opportunity to provide comments on a draft copy of the Councillor Portfolio Representative Policy.

Legal Implications (Statutory Basis, Legal Risks)

No direct legal implications arise from this report.

Policy/Local Law/Delegation Implications

No direct policy/local law/delegation implications arise from this report.

Asset Management Implications

No direct asset management implications arise from this report

Report

South Burnett Regional Council (Council) has adopted a portfolio system where the Mayor and each Councillor is a representative for specific portfolios that reflect the organisation structure and the strategies within Council's Corporate Plan 2018/19 to 2022/23.

A policy is required to provide clear guidelines on the roles and responsibilities of the Mayor and Councillors as portfolio representatives.



POLICY CATEGORY NUMBER: Statutory-003
POLICY OWNER: Social & Corporate Performance

ECM ID:
MINUTE NUMBER:
ADOPTED ON:

Councillor Portfolio Representative Policy

Table of Contents

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1. POLICY STATEMENT

The purpose of this policy is to provide clear guidelines on the roles and responsibilities of the Mayor and Councillors as portfolio representatives.

2. SCOPE

This policy applies to the Mayor and Councillors of the South Burnett Regional Council ('Council').

3. POLICY OBJECTIVES

Council has adopted a portfolio system where each Councillor is a representative for specific portfolios that reflect the organisation structure and the strategies within Council's Corporate Plan 2018/19 to 2022/23.

4. BACKGROUND AND/OR PRINCIPLES

The portfolios are focused at the strategic level of Council. The policy is **does not**:

- Intend to detract from any Councillor's responsibility to represent their constituents on day-to-day issues. The portfolio system is intended so that ratepayers and residents can identify which Councillor to approach according to the strategic issue at hand; and
- Diminish a Councillor's statutory responsibilities and obligations under the *Local Government Act 2009* (the 'Act'), whereby the portfolio requirements are in addition to the roles, responsibilities and obligations of Councillors, as set out in the Act.

For clarity, the responsibilities of a Portfolio Councillor **do not** include:

- Involvement in operational matters of the Council;
- Giving directions to Council employees;
- Committing Council funds or promise to fund or resource any project or matter;
- Making strategic or policy decisions on behalf of Council; or
- Portraying personal views when representing or speaking on behalf of Council; or
- Does not diminish Councillors' statutory responsibilities under the Act.

5. GENERAL INFORMATION

Councillor responsibilities associated with their portfolio are:

- 5.1 To be familiar with the Corporate Plan, in particular the goals and strategies for the activities that the Councillor's portfolio is responsible for delivering.
- 5.2 To be familiar with the annual Operational Plan and the annual Budget for income and expenditure for the projects within the Councillor's portfolio.
- 5.3 To have a sound understanding, within the Councillor's portfolio area, of the capital projects being undertaken including the progress of actual annual capital expenditure against annual capital budget (year to date).
- 5.4 To comply with the Media Relations Policy when engaging with the media.
- 5.5 To act as relevant portfolio spokesperson in the Ordinary Council Meetings and Portfolio Briefings, for those agenda items falling within their allocated portfolio. In this context it is not expected that the portfolio Councillor will be the technical expert but the portfolio Councillor is expected to understand and be able to explain the strategic context of issues and their impact on the achievement of the Council's adopted plans and the community. Councillors may provide a full brief to Council on matters in relation to their portfolio. Alternatively they may provide an introduction or an overview of the matter then hand over to the relevant Manager, General Manager or the Chief Executive Officer (CEO).
- 5.6 To request further information from Council officers in accordance with Council's Acceptable Request Guidelines. Formal Community engagement activities are to be approved by the Mayor, planned and documented as per the Community Engagement Policy and Procedure.
- 5.7 To liaise and communicate with the relevant Manager, General Manager or the CEO, on a monthly basis to keep abreast of and to give Council's perspective with regard to strategic issues including future planning, strategic options, current progress in completing the Operational Plan and progress with major strategic projects.
- 5.8 To represent the Council on relevant and approved external committees and community forums.
- 5.9 To keep the Mayor abreast of issues within the Councillor's portfolio.
- 5.10 To keep the Mayor and fellow Councillors informed regarding matters that may affect Council and/or a Councillor's divisional area.

6. DEFINITIONS

Not Applicable

7. LEGISLATIVE REFERENCE

Local Government Act 2009

8. RELATED POLICIES/PROCEDURES

Acceptable Request Guidelines
Councillor Code of Conduct Policy
Corporate Plan 2018/19 to 2022/23
Employee Code of Conduct Policy
Media Relations Policy

9. NEXT REVIEW

April 2022 or as required by legislation

10. VERSION CONTROL

Version	Revision Description	Approval Date
1	Adoption of Policy	18 July 2012
2	Revision of Policy	7 April 2016
3	Revision of Policy	19 April 2017
4	Revision of Policy	13 June 2018
5	Change to Portfolio Names	October 2018
6	Local Government Quadrennial Election	Anticipated 29 April 2020

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

5.3.2 CP - 2682224 - Assignment of Councillor Portfolio Representation**Document Information****ECM ID 2682224****Author Manager Social & Corporate Performance****Endorsed
By General Manager Finance & Corporate
Chief Executive Officer****Date 20 April 2020****Précis**

Assignment of Councillor Portfolio Representation

Summary

South Burnett Regional Council (Council) adopted a portfolio system where the Mayor and each Councillor has been assigned as a portfolio representative for a specific portfolio.

The portfolio system gives Councillors additional roles and responsibilities and in no way diminishes a Councillor's statutory responsibilities and obligations under the *Local Government Act 2009*.

The portfolios are focused at a strategic level of Council policy. The portfolio system is intended so that ratepayers and residents can identify which Councillor to approach according to a strategic issue at hand.

The Portfolios have been defined as follows:

Portfolio	Portfolio	Portfolio
Social & Corporate Performance People & Culture Communications/ Media Finance ICT	Community Arts Heritage Sport & Recreation	Rural Services Natural Resource Management Planning Compliance Services
Rural Resilience Parks & Gardens Property & Facility Management Indigenous Affairs	Local Disaster Management Water Wastewater Waste	Economic Development - industry - agriculture - water security - tourism
Roads & Drainage		

Officer's Recommendation

That Council adopts the assignments of specific portfolios as:

Portfolio	Portfolio Councillor
Social & Corporate Performance People & Culture Communications/ Media Finance ICT	
Rural Resilience Parks & Gardens Property & Facility Management Indigenous Affairs	
Community Arts Heritage Sport & Recreation	
Local Disaster Management Water Wastewater Waste	
Economic Development - industry - agriculture - water security - tourism	
Rural Services Natural Resource Management Planning Compliance Services Roads & Drainage	

Financial and Resource Implications

No direct financial or resource implications arise from this report.

Link to Corporate/Operational Plan

Corporate Plan 2018/19 to 2022/23

EXC2.1 Deliver governance that provides sound organisational management and complies with relevant legislation

Communication/Consultation (Internal/External)

Councillors and Senior Management were consulted in the defining of the Portfolios.

Legal Implications (Statutory Basis, Legal Risks)

No direct legal implications arise from this report.

Policy/Local Law/Delegation Implications

No direct policy/local law/delegation implications arise from this report.

Asset Management Implications

No direct asset management implications arise from this report

Report

South Burnett Regional Council (Council) adopted a portfolio system where the Mayor and each Councillor has been assigned as a portfolio representative for a specific portfolio.

The portfolio system gives Councillors additional roles and responsibilities and in no way diminishes a Councillor's statutory responsibilities and obligations under the *Local Government Act 2009*.

The portfolios are focused at a strategic level of Council policy. The portfolio system is intended so that ratepayers and residents can identify which Councillor to approach according to a strategic issue at hand.

The Portfolios have been defined as follows:

Portfolio	Portfolio	Portfolio
Social & Corporate Performance People & Culture Communications/ Media Finance ICT	Community Arts Heritage Sport & Recreation	Rural Services Natural Resource Management Planning Compliance Services
Rural Resilience Parks & Gardens Property & Facility Management Indigenous Affairs	Local Disaster Management Water Wastewater Waste	Economic Development <ul style="list-style-type: none"> - industry - agriculture - water security - tourism
Roads & Drainage		

5.3.3 CP - 2682021 - Appointment of Councillor Representatives on Council Committees and Other Organisations

Document Information

ECM ID 2682021

Author Manager Social and Corporate Performance

Endorsed

By General Manager Finance and Corporate
Chief Executive Officer

Date 21 April 2020

Précis

Appointment of Councillor Representatives on Council Committees and Other Organisations.

Summary

The Chief Executive Officer is seeking the appointment of the Mayor and Councillors (Councillors) to various Council committees and as representatives to external organisations, associations and other bodies.

The appointments have been predominately aligned with Councillor Portfolios.

Officer's Recommendation

That the following Councillors be appointed as the Council representatives to Council Committees and other organisations as listed below:

Committees for nomination of Councillor appointments	Councillor Membership	Councillor/s allocation
South Burnett Regional Council Audit Advisory Committee	2 Councillors with 1 appointed as the Chair	Mayor Brett Otto Cr Kirstie Schumacher
South Burnett Regional Council Australia Day Judging Panel	3 Councillors	Mayor Brett Otto Deputy Mayor Gavin Jones Cr Kathy Duff
Blackbutt Pool Committee	Division 2 Councillor	Deputy Mayor Gavin Jones
Boondooma Homestead Management Advisory Committee	2 Councillors	Cr Kathy Duff Cr Scott Henschen
Burnett Inland Economic Development Organisation (BIEDO)	1 Councillor	Cr Kirstie Schumacher
South Burnett Community Police Consultative Committee	2 Councillors	Cr Danita Potter Cr Scott Henschen
Murgon Sports Association	1 Councillor	Cr Kathy Duff
Reconciliation Action Plan Committee	Mayor & 2 Councillors	Mayor Brett Otto Deputy Mayor Gavin Jones Cr Kathy Duff

Committees for nomination of Councillor appointments	Councillor Membership	Councillor/s allocation
South Burnett Community Consultative Committee (Health)	1 Councillors	Cr Danita Potter
South Burnett Community Network Committee (Interagency)	3 Councillors	Cr Danita Potter Cr Kathy Duff Cr Scott Henschen
Traffic Advisory Committee	3 Councillor	Deputy Mayor Gavin Jones Cr Scott Henschen Cr Roz Frohloff
Wide Bay Burnett Regional Organisation of Councils (WBBROC)	Mayor & Deputy Mayor	Mayor Brett Otto Deputy Mayor Gavin Jones
Wide Bay Burnett Regional Road Transport Group (WBBRTG)	Mayor & Deputy Mayor	Mayor Brett Otto Deputy Mayor Gavin Jones
Wide Bay Burnett Regional Sport & Recreation Advisory Committee	Portfolio Councillor	Cr Danita Potter
South Burnett Tourism Advisory Committee	2 Councillors will be appointed to the Committee, 1- Council's Tourism Portfolio Holder who will perform the role of Committee Chairperson. 1 Councillor appointed to the Committee as Deputy Chair.	Cr Kirstie Schumacher Deputy Mayor Gavin Jones
Wide Bay Burnett Regional Arts Committee	Councillor	Cr Danita Potter
Kingaroy Stakeholder Consultative Group	Mayor	Mayor Brett Otto
South Burnett Local Drug Action Team	Portfolio Councillor	Cr Danita Potter
BIEDO Sub Committee - Ag Network	2 Councillor	Cr Kathy Duff Cr Kirstie Schumacher Cr Scott Henschen
Mundubbera – Jandowae Road Working Group	2 Councillors	Cr Kathy Duff Deputy Mayor Gavin Jones
South Burnett Drought Resilience Committee	2 Councillors	Cr Kathy Duff Cr Danita Potter

Financial and Resource Implications

No direct financial or resource implications arise from this report.

Link to Corporate/Operational Plan

EXC4 Effective advocacy and strategic partnerships.

Communication/Consultation (Internal/External)

Councillor appointments to Council committees and other organisations have been aligned with the Councillors allocated portfolio where appropriate and discussed with Councillors during the induction process.

Legal Implications (Statutory Basis, Legal Risks)

No direct legal implications arise from this report

Policy/Local Law/Delegation Implications

No direct policy/local law/delegation implications arise from this report.

Asset Management Implications

No direct asset management implications arise from this report.

Report

The Chief Executive Officer is seeking the appointment of the Mayor and Councillors (Councillors) to various Council committees and as representatives to external organisations, associations and other bodies.

The appointments have been predominately aligned with Councillor Portfolios.

5.3.4 CP - 2682018 - Election of the Local Government Association of Queensland's (LGAQ) Executive District Representative

Document Information

ECM ID 2682018

Author Manager Social and Corporate Performance

Endorsed By General Manager Finance and Corporate
Chief Executive Officer

Date 21 April 2020

Précis

Requesting nominations for the election of the Local Government Association of Queensland's Executive District Representatives 2020-2024.

Summary

The Local Government Association of Queensland ('LGAQ') is seeking nominations for the election of the Association's Executive District Representatives 2020-2024 to represent Wide Bay and Burnett District (No.3). Nominations close at 5.00pm on Friday, 1 May 2020.

Officer's Recommendation

That Council:

1. nominate Mayor Brett Otto to the Local Government Association of Queensland for the Executive District Representatives for 2020-2024 to represent Wide Bay and Burnett District; and
2. delegate Mayor Brett Otto and Deputy Mayor Gavin Jones to vote on behalf of South Burnett Regional Council at the Local Government Association of Queensland Executive Elections in June 2020.

Financial and Resource Implications

LGAQ pays an allowance to Executive Members for attending executive and committee meetings (including other approved meetings). Travel costs are also provided, including taxi fares and parking fees. A personal accident insurance scheme operates for all Executive Members whilst travelling or involved in LGAQ activities.

Link to Corporate/Operational Plan

EXC4 Effective advocacy and strategic partnerships.

Communication/Consultation (Internal/External)

General Manager Finance and Corporate and the Chief Executive Officer have been consulted in the preparation of this report.

Legal Implications (Statutory Basis, Legal Risks)

No direct legal implications arise from this report.

Policy/Local Law/Delegation Implications

No direct policy, local law or delegation implications arise from this report.

Asset Management Implications

No direct asset management implications arise from this report.

Report

The Local Government Association of Queensland (LGAQ) is seeking nominations for the election of the LGAQ's Executive District Representatives 2020-2024 to represent Wide Bay and Burnett District (No.3). Nominations close at 5.00pm on Friday, 1 May 2020.

Meeting Obligations:

The Policy Executive currently has six (6) regular meetings each year, however this frequency can be varied by the Policy Executive. With the exception of one (1) regional meeting and the meeting which precedes the Annual Conference, the Policy Executive meets at Local Government House in Brisbane. The dates, at present, are set from meeting to meeting but are generally as follows:

1. February (1 day)
2. April (1 day)
3. June (2 days including an induction day)
4. August (1 day)
5. October (The day before the Annual Conference (1 day))
6. December (1 day)

Special Meetings may be called as required. Meetings by way of telephone hook-up may also be held.

Policy Executive members may also be appointed to represent the LGAQ on statutory boards and committees as well as ad hoc bodies. These appointments are made by the Policy Executive following consultation with member Councils.

Members elected at the time take up their positions in June 2020, and subject to the Rules, hold office until June 2024.

The LGAQ's stated fees, reimbursements and insurance for Executive Members are:

The current payments for attending Executive and Committee Meetings and other approved meetings, for which payment is not made by the outside board, committee or body, are as follows:

- Daily Allowance \$491
- Overnight Allowance \$271

Travel Costs – Actual airfare (economy class), and/or motor vehicle expenses at current Australian Taxation Office rate ie 68c a kilometre, and/or actual taxi fares, and/or actual parking fares.

These rates are review each year by LGAQ for the Budget in May.

A personal accident insurance scheme operates for all Policy Executive Members whilst travelling or involved in LGAQ activity.

South Burnett Regional Council ('Council') is entitled to nominate a candidate for election amongst elected members nominated from the Council's within our district, Wide Bay and Burnett (No.3).

Council can choose not to nominate a candidate. Council will, at a later date, be entitled to 2 votes at the Election of Executive District Representatives for 2020-2024 to be held in June.

5.3.5 CP - 2682016 - Adoption of the Expenses Reimbursement Policy for Councillors

Document Information

ECM ID 2682016

Author Manager Social and Corporate Performance

Endorsed
By General Manager Finance and Corporate
Chief Executive Officer

Date 21 April 2020

Précis

Adoption of the Expenses Reimbursement Policy for Councillors.

Summary

Under *Section 250* of the *Local Government Regulation 2012*, a local government is required to adopt a Mayor and Councillor ('Councillor') expenses reimbursement policy to deal with the reimbursement of reasonable expenses and the provision of facilities to Councillors in their roles as elected representatives.

The Expenses Reimbursement Policy for Councillors must also be consistent with the five (5) Local Government Principles under *Section 4(2)* of the *Local Government Act 2009* (the Act) and meet the financial sustainability criteria under *section 104* of the Act.

This policy is to be regularly reviewed as part of Council's commitment to good governance.

Officer's Recommendation

That Council adopt the Expenses Reimbursement Policy for Councillors.

Financial and Resource Implications

No direct financial or resource implications arise from this report.

Link to Corporate/Operational Plan

EXC2.1 Deliver governance that provides sound organisational management and complies with relevant legislation.

Communication/Consultation (Internal/External)

Internal consultation was undertaken with the Senior Management Team and Councillors.

Legal Implications (Statutory Basis, Legal Risks)

No direct legal implications arise from this report.

Policy/Local Law/Delegation Implications

Direct policy implications which arise from this report have been addressed in the review of the relevant Councillor policies.

Asset Management Implications

No direct asset management implications arise from this report.

Report

Under *Section 250* of the *Local Government Regulation 2012*, a local government is required to adopt a Mayor and Councillor ('Councillor') expenses reimbursement policy to deal with the reimbursement of reasonable expenses and the provision of facilities to Councillors in their roles as elected representatives.

The Expenses Reimbursement Policy for Councillors must also be consistent with the five (5) Local Government Principles under *Section 4(2)* of the *Local Government Act 2009* (the Act) and meet the financial sustainability criteria under *section 104* of the Act.

This policy is to be regularly reviewed as part of Council's commitment to good governance.



POLICY CATEGORY-NUMBER: Statutory-002
POLICY OWNER: Social & Corporate Performance

ECM ID:
MINUTE NUMBER:
ADOPTED ON:

Expenses Reimbursement Policy for Councillors

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1. POLICY STATEMENT

This policy ensures that Council's reimbursement of expenses incurred by the Mayor and Councillors ('Councillors') and facilities provided to Councillors is consistent with the local government principles and financial sustainability criteria as defined in the *Local Government Act 2009* (the 'Act').

The local government principles are:

- (a) transparent and effective processes, and decision-making in the public interest; and
- (b) sustainable development and management of assets and infrastructure, and delivery of effective services; and
- (c) democratic representation, social inclusion and meaningful community engagement; and
- (d) good governance of, and by, local government; and
- (e) ethical and legal behaviour of councillors and local government employees.

Furthermore, additional principles that underpin this policy are: -

(a) Public Interest

The use of public monies in the public interest by responsible budgeting and accounting.

(b) Fair and Reasonable

Fair and reasonable allocation of Council resources in the form of allowances, facilities and other benefits, to enable all Councillors to conduct the duties of their office.

(c) Accountability

Accountability for expenditure and use of facilities through full justification and acquittal.

Councillors should not be financially disadvantaged when carrying out their roles and should be fairly and reasonably compensated in accordance with statutory requirements and community expectations. Councillors should not receive a private benefit through their role as a Councillor and as such this policy provides for actual reimbursement of legitimate expenses and full disclosure through appropriate accountability requirements.

2. SCOPE

This policy applies to the Mayor, Deputy Mayor and Councillors (Councillors) of South Burnett Regional Council.

This policy does not provide for Councillor remuneration as in accordance with the determination of the Local Government Remuneration and Discipline Tribunal.

3. POLICY OBJECTIVES

This policy is to provide for the proper control of the reimbursement of reasonable expenses incurred, or to be incurred by Councillors in discharging their duties and responsibilities.

The policy covers: -

- the reimbursement to Councillors of legitimate expenses incurred; and
- the facilities to be provided to Councillors.

4. BACKGROUND AND/OR PRINCIPLES

Pursuant to *Section 250* of the *Local Government Regulation 2012* (the 'Regulation'), Council is required to adopt an Expenses Reimbursement Policy that provides the payment of reasonable expenses incurred, or to be incurred, by Councillors for discharging their duties and responsibilities as Councillors and the provision of facilities to Councillors for that purpose.

5. GENERAL INFORMATION

The Expenses Reimbursement Policy for Councillors must be consistent with the five (5) local government principles under *Section 4(2)* of the Act and meet the financial sustainability criteria under *Section 104* of the Act.

The Regulation legislates that Council must in its Annual Report detail the expenses incurred by each Councillor during the year under the local government's expenses reimbursement policy.

5.1 Payment of Expenses

Expenses will be paid to Councillors in accordance with the relevant administrative processes as approved by the Chief Executive Officer (CEO). Wherever possible most expenses will be booked and paid for by Council in advance. Councillors making a claim for legitimate expenses incurred for Council business must submit the appropriate form detailing the relevant expense within one (1) month of the expense being incurred or invoiced.

Professional Development

Council will pay for/reimburse expenses incurred for:

- mandatory professional development; and
- discretionary professional development deemed essential for the Councillor's role and approved by Council.

Corporate Uniform

Council will make available a professional Corporate Uniform allowance of \$330 per annum (exclusive of GST) to purchase uniform items.

Legal Assistance and Insurance Cover

Council shall pay any reasonable expenses of Council associated with the informal resolution or investigation of suspected inappropriate conduct of a Councillor including any costs of:

- the president of the Tribunal in undertaking an investigation for Council;
- a mediator engaged under Council's Councillor Conduct Complaints Investigation Policy;
- a private investigator engaged by Council;
- travel where the investigator needed to travel to undertake the investigation or to interview witnesses;

- seeking legal advice; or
- engaging an expert.

The provision of legal assistance/payment of legal costs incurred by a Councillor shall be provided subject to prior approval being granted by the CEO and endorsed by resolution of Council. Where it has been found that the Councillor has acted dishonestly or neglectfully or breached the provisions of the Act, the Councillor will, by resolution of Council, reimburse Council with all associated costs incurred by Council.

Councillors will be covered under Council insurance policies while discharging civic duties. Specifically, insurance cover will be provided for public liability, professional indemnity, Councillor's liability, personal accident and/or workers' compensation, international and domestic travel insurance.

Travel as required to represent Council

Council may reimburse local and in some cases interstate and overseas travel expenses (e.g. flights, car hire or mileage, parking, accommodation, meals and associated registration fees) deemed necessary to achieve the business of Council where:

- a Councillor is an official representative of Council; and
- the activity/event and travel have been endorsed by resolution of Council.

Councillors are to travel via the most direct route, using the most economical and efficient mode of transport. Council will pay for reasonable expenses incurred for overnight accommodation when a Councillor is required to stay outside the South Burnett region.

Note: Any fines incurred while travelling in Council owned vehicles or privately owned vehicles when attending Council business, will be the responsibility of the Councillor (driving or in charge of the motor vehicle) incurring the fine.

Travel Bookings

All Councillor travel approved by Council will be booked and paid for by Council. Economy class is to be used where possible. Airline tickets are not transferable and can only be procured for the Councillor's travel on Council business. Travel costs cannot be used to offset other unapproved expenses (e.g. cost of partner or spouse accompanying the Councillor).

Travel Transfer Costs

All travel transfer expenses associated with Councillors travelling for Council approved business will be reimbursed, e.g. trains, taxis, road tolls, buses and ferry fares. Cab charge vouchers may also be used if approved by the CEO where Councillors are required to undertake duties relating to the business of Council.

Accommodation

All Councillor accommodation for Council business will be booked and paid for by Council. Council will pay for the most economical deal available. Where possible, the minimum standards for Councillors' accommodation should be three (3) star rating. Where particular accommodation is recommended by conference organisers, Council will take advantage of the package deal that is the most economical and convenient to the event.

Meals

Council will reimburse costs of meals for a Councillor when:

- the Councillor incurs the cost personally and can produce original documents sufficient to verify the actual meal cost; and
- the meal was not provided within the registration costs of the approved activity/event; or during a funded flight.

The following limits (inc GST) are considered to be reasonable for reimbursement by Council:

- Breakfast- \$35
- Lunch- \$50
- Dinner- \$100

Note: Alcoholic beverages will not be reimbursed under this policy.

Should the cost be for a greater value than those listed above and the cost is deemed reasonable by the CEO, then reimbursement for the full cost may be provided.

Hospitality

The Mayor may claim up to \$2,000 per annum for hospitality expenses deemed necessary in the conduct of Council business. Each Councillor may claim up to \$500 per annum for hospitality expenses deemed necessary in the conduct of Council business. In claiming hospitality expenses, a Councillor or the Mayor, will be required to complete the relevant form to identify why the hospitality occurred and who attended with authorisation by the CEO. Alcohol is not an allowable expense for reimbursement.

Responsibility

Councillors accept full responsibility for the accuracy of each claim. Failure to comply with this policy, falsifying claims or the misuse of facilities may represent official misconduct and be referred to the Independent Assessor or Crime and Corruption Commission.

5.2 Facilities

All facilities provided to Councillors remain the property of Council and must be returned when a Councillor's term expires or they cease in their role.

Private Use of Council Owned Facilities

Based on the principle that no private benefit is to be gained, the facilities provided to Councillors by Council are to be used only for Council business unless prior approval has been granted by resolution of Council. The Council resolution authorising private use of Council owned facilities will set out the terms under which the Councillors will reimburse Council for the percentage of private use. This would apply to Council vehicles and mobile telecommunication devices.

Councillors will be provided facilities as detailed below which have been based on the principle that no private benefit is to be gained from the facilities provided.

Administrative Tools

Administrative tools will be provided to Councillors as required to assist Councillors in their role. Administrative tools include:

- designated office space (where space is available within a Council facility)
- access to meeting rooms;
- computer including internet access and wireless remote access where appropriate;
- stationery;
- access to photocopiers, scanners and printers;
- copies of publications; and
- use of Council landline telephones and internet in Council offices.

Administration support will be provided to the Mayor with limited administration support provided to Councillors with approval from the CEO.

Maintenance costs of Council owned equipment

Council will be responsible for the ongoing maintenance and reasonable wear and tear costs of Council owned equipment that is supplied to Councillors for official business use. This includes the replacement of any facilities, which fall under Council's asset replacement program.

Name Badge & Personal Protective Equipment for Councillors

Council will provide Councillors with one (1) Identification Card and up to two (2) name badges. Councillors will be provided the necessary personal protective equipment for use on official business when needed (i.e. safety helmet, vest and boots). Councillors are expected to observe the appropriate Work Health and Safety policies and procedures while at any workplace.

Telecommunication Needs - Mobile Devices

Mobile telecommunication devices owned by Council will be provided to Councillors for official Council business. 'Bring Your Own' device requests will be approved by the CEO.

Contribution to Councillors Telephone Costs

Council will contribute up to \$2,000.00 per annum to each Councillor (excluding the Mayor) to offset the cost of fixed and mobile telephone costs. This will only be reimbursed on the production of appropriate invoices/tax receipts. For the Councillors supplied mobile telephone Council will pay the monthly account.

Contribution to Mayors Telephone Costs

Council will contribute up to \$3,000 per annum to the Mayor to offset the cost of fixed and mobile telephone costs. This will only be reimbursed on the production of appropriate invoices/tax receipts. For the Council supplied mobile telephone Council will pay the monthly account.

Vehicle Fuel and Operation Costs

A weekly amount will be paid to each Councillor covering the cost of fuel and fair wear and tear on the private vehicle of the Councillor as follows:

- Division Three (3) and Four (4) - \$100.00
- Division One (1) & Two (2) - \$180.00
- Division Five (5) and Six (6) - \$250.00

Car Parking Amenities

Council will reimburse Councillors for parking costs paid by Councillors while attending to official Council business.

Limit

Council may by resolution reduce or limit benefits receivable under this policy.

6. DEFINITIONS

To assist in interpretation, the following definitions shall apply:

Council business: shall mean official business conducted on behalf of Council, where a Councillor is required to undertake certain tasks to satisfy legislative requirements or achieve business continuity for the Council, for example official Council meetings, Councillor forums and workshops, Committees/Boards as Council's official representative, scheduled meetings relating to portfolios or Council appointments.

Council Business should result in a benefit being achieved either for the local government and/or the local government area, for example Council may decide that Council business includes civic ceremony duties such as opening a school fete.

Participating in a community group event or being a representative on a Board not associated with Council is not regarded as Council business.

Councillors: shall mean the Mayor, Deputy Mayor and Councillors unless otherwise specified.

Expenses: shall mean costs reasonably incurred, or to be incurred, in connection with Councillors discharging their duties. The expenses may be either reimbursed to Councillors

or paid direct by Council for something that is deemed a necessary cost or charge. Expenses are not included as remuneration.

Facilities: shall mean the facilities deemed necessary to assist Councillors in their role.

Reasonable: shall mean Council must make sound judgements and consider what is prudent, responsible and acceptable to the community when determining reasonable levels of facilities and expenditure.

7. LEGISLATIVE REFERENCE

Local Government Act 2009

Local Government Regulation 2012

Income Tax Assessment Act 1997 (Cwlth)

8. RELATED POLICIES/PROCEDURES

Councillor Code of Conduct Policy

Councillor Conduct Complaints Investigation Policy

9. NEXT REVIEW

April 2022 or as required by legislation

10. VERSION CONTROL

Version	Revision Description	Approval Date
1	Policy Adopted	27 May 2009
2	Revision of Policy	16 May 2012
3	Revision of Policy	27 August 2014
4	Revision of Policy	7 April 2016
5	Revision of Policy	15 March 2017
6	Revision of Policy	13 June 2018
7	Legislation Amendments	12 December 2018
8	Local Government Quadrennial Election	Anticipated 29 April 2020

Mark Pitt PSM

CHIEF EXECUTIVE OFFICER

Date:

5.3.6 CP - 2681981 - Adoption of Councillor Code of Conduct Policy

Document Information

ECM ID 2681981

Author Manager Social and Corporate Performance

Endorsed By General Manager Finance and Corporate
Chief Executive Officer

Date 21 April 2020

Précis

Adoption of the Councillor Code of Conduct Policy.

Summary

The *Local Government Act 2009* (the Act) provides a regulatory framework for the adoption and enforcement of a Councillor code of conduct in Queensland.

By adhering to the behaviours set out within the 'Code of Conduct for Councillors in Queensland' and the South Burnett Regional Council (Council) Councillor Code of Conduct Policy, Councillors will increase public confidence in Local Government and Council decisions.

The policy sets out the principles and standards of behaviour expected of the Mayor and Councillors when carrying out their roles, responsibilities and obligations as elected representatives for their communities.

Officer's Recommendation

That Council adopt the Councillor Code of Conduct Policy.

Financial and Resource Implications

No direct financial or resource implications arise from this report.

Link to Corporate/Operational Plan

EXC2.1 Deliver governance that provides sound organisational management and complies with relevant legislation.

Communication/Consultation (Internal/External)

This policy references the Department of Local Government, Racing and Multicultural Affairs Councillor Code of Conduct. Internal consultation was undertaken with the Senior Management Team and Councillors.

Legal Implications (Statutory Basis, Legal Risks)

Under *Section 150D* of the Act, the Minister for Local Government must make a Code of Conduct stating the standards of behaviour for Councillors in the performance of their responsibilities as Councillors. In addition to this, the Code of Conduct may contain anything the Minister considers necessary for, or incidental to, the standards of behaviour. Before assuming public office, Councillors must understand and commit to complying with the Local Government principles and obligations of Councillors in accordance with *Section 169* of the Act, as well as the standards of behaviour set out in this Code of Conduct. All Councillors are required to make a declaration of office under *Section 169* of the Act. As part of that declaration, Councillors must declare that they will abide by this Code of Conduct.

Policy/Local Law/Delegation Implications

Direct policy implications which arise from this report have been addressed in the review of the relevant Councillor policies.

Asset Management Implications

No direct asset management implications arise from this report.

Report

The *Local Government Act 2009* (the Act) provides a regulatory framework for the adoption and enforcement of a Councillor code of conduct in Queensland.

By adhering to the behaviours set out within the 'Code of Conduct for Councillors in Queensland' and the South Burnett Regional Council (Council) Councillor Code of Conduct Policy, Councillors will increase public confidence in Local Government and Council decisions.

The policy sets out the principles and standards of behaviour expected of the Mayor and Councillors when carrying out their roles, responsibilities and obligations as elected representatives for their communities.



POLICY CATEGORY-NUMBER: *Statutory-001*
 POLICY OWNER: *Social & Corporate Performance*

ECM ID:
 MINUTE NUMBER:
 ADOPTED ON:

Councillor Code of Conduct Policy

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1. POLICY STATEMENT

The Code of Conduct sets out the principles and standards of behaviour expected of the Mayor and Councillors (Councillors) when carrying out their roles, responsibilities and obligations as elected representatives for their communities. By adhering to the behaviours set out within the 'Code of Conduct for Councillors in Queensland', Councillors will increase public confidence in Local Government and South Burnett Regional Council ('Council') decisions.

2. SCOPE

The 'Code of Conduct for Councillors in Queensland' applies to the Mayor and Councillors of the Council.

3. POLICY OBJECTIVES

To ensure the system of local government is accountable, effective, efficient and sustainable, the Councillors are responsible for performing their duties under *Section 12* of the *Local Government Act 2009* (the 'Act') in accordance with the local government principles pursuant to *Section 4(2)* of the Act.

The local government principles are:

- (a) transparent and effective processes, and decision-making in the public interest; and
- (b) sustainable development and management of assets and infrastructure, and delivery of effective services; and
- (c) democratic representation, social inclusion and meaningful community engagement; and
- (d) good governance of, and by, local government; and
- (e) ethical and legal behaviour of Councillors and local government employees.

4. BACKGROUND AND/OR PRINCIPLES

Under *Section 150D* of the Act, the Minister for Local Government must make a Code of Conduct stating the standards of behaviour for Councillors in the performance of their responsibilities as Councillors. In addition to this, the Code of Conduct may contain anything the Minister considers necessary for, or incidental to, the standards of behaviour. Before assuming public office, Councillors must understand and commit to complying with the Local Government principles and obligations of Councillors in accordance with *Section 169* of the Act, as well as the standards of behaviour set out in this Code of Conduct. All Councillors are

required to make a declaration of office under *Section 169* of the Act. As part of that declaration, Councillors must declare that they will abide by this Code of Conduct.

5. GENERAL INFORMATION

Council provides this policy to directly reference the 'Code of Conduct for Councillors in Queensland' as mandated the Queensland Minister for Local Government.

6. DEFINITIONS

Councillors: shall mean the Mayor, Deputy Mayor and Councillors unless otherwise specified.

Act means the *Local Government Act 2009*

Conduct includes -

- a) failing to act; and
- b) a conspiracy, or attempt, to engage in conduct

7. LEGISLATIVE REFERENCE

Local Government Act 2009

Crime and Corruption Act 2001

8. RELATED POLICIES/PROCEDURES

South Burnett Regional Council

Acceptable Request Guidelines
Conduct of Council and Committee Meetings Policy
Councillor Conduct Complaints Investigation Policy
Councillor Portfolio Representative Policy
Expenses Reimbursement Policy for Councillors
Media Relations Policy

Department of Local Government, Racing and Multicultural Affairs

Code of Conduct for Councillors in Queensland
Councillor Conduct Examples for Queensland Local Governments
Example Investigation Policy

9. NEXT REVIEW

April 2022 or as required by legislation

10. VERSION CONTROL

Version	Revision Description	Approval Date
1	Adoption of Policy	9 April 2008
2	Revision of Policy	6 October 2010
3	Revision of Policy	16 May 2012
4	Revision of Policy	7 April 2016
5	Revision of Policy	13 June 2018
6	Legislation Update	12 December 2018
7	Local Government Quadrennial Election	Anticipated 29 April 2020

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

5.3.7 CP - 2682005 - Adoption of Acceptable Request Guidelines

Document Information

ECM ID 2682005

Author Manager Social and Corporate Performance

Endorsed By General Manager Finance and Corporate
Chief Executive Officer

Date 21 April 2020

Précis

Adoption of the Acceptable Request Guidelines Policy.

Summary

Under *Section 170A* of the *Local Government Act 2009*, the Chief Executive Officer is required to prepare Acceptable Request Guidelines that set out the procedure that the Mayor and Councillors ('Councillors') must follow when requesting help or advice from Council employees.

Acceptable Request Guidelines Policy for South Burnett Regional Council ('Council') are based on both the requirements of *Local Government Act 2009* and best practice guidelines developed by the Local Government Association of Queensland.

The Acceptable Request Guidelines Policy is to be regularly reviewed as part of Council's commitment to good governance.

Officer's Recommendation

That Council adopt the Acceptable Request Guidelines Policy.

Financial and Resource Implications

No direct financial or resource implications arise from this report.

Link to Corporate/Operational Plan

EXC2.1 Deliver governance that provides sound organisational management and complies with relevant legislation.

Communication/Consultation (Internal/External)

Internal consultation was undertaken with the Senior Management Team and Councillors.

Legal Implications (Statutory Basis, Legal Risks)

No direct legal implications arise from this report.

Policy/Local Law/Delegation Implications

Direct policy implications which arise from this report have been addressed in the review of the relevant Councillor policies.

Asset Management Implications

No direct asset management implications arise from this report.

Report

Under *Section 170A* of the *Local Government Act 2009*, the Chief Executive Officer is required to prepare Acceptable Request Guidelines that set out the procedure that the Mayor and Councillors ('Councillors') must follow when requesting help or advice from Council employees.

Acceptable Request Guidelines Policy for South Burnett Regional Council ('Council') are based on both the requirements of *Local Government Act 2009* and best practice guidelines developed by the Local Government Association of Queensland.

The Acceptable Request Guidelines Policy is to be regularly reviewed as part of Council's commitment to good governance.



POLICY CATEGORY-NUMBER: Statutory-004
POLICY OWNER: Social & Corporate Performance

ECM ID:
MINUTE NUMBER:
ADOPTED ON:

Acceptable Requests Guidelines Policy

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1. POLICY STATEMENT

The Acceptable Requests Guidelines are intended to provide clear guidelines to the Mayor and Councillors ('Councillors') and Council employees about the way in which Councillors may:

- ask a Council employee for advice to assist the Councillor carry out his or her responsibilities under *Section 170A(1)* of the *Local Government Act 2009* (the 'Act'); and
- ask the Chief Executive Officer (CEO) to provide information, that the local government has access to, relating to the local government in accordance with *Section 170A(2)* of the Act.

It is the responsibility of all Council employees and Councillors to abide by these Acceptable Requests Guidelines.

A breach of these Guidelines by a Councillor will be considered a breach of the Act under *Section 150L* "What is misconduct". A breach by a Council employee will be investigated by the CEO in line with Council policy.

2. SCOPE

The Acceptable Requests Guidelines apply to all Councillors and Council employees, when a Councillor is requesting advice or information.

3. POLICY OBJECTIVES

The guidelines specifically assist Councillors, the CEO and Council employees in meeting:

- their statutory obligations under *Section 170A* of the Act - "Requests for assistance or information"; and
- the CEO's statutory obligation under *Section 13(3)(f)* of the Act to comply with requests from Councillors.

4. BACKGROUND AND/OR PRINCIPLES

It is a requirement of the Act *Section 170A(7)* for Council to adopt acceptable requests guidelines about:

- (a) the way in which a Councillor may ask a local government employee for advice to help the Councillor to carry out his or her responsibilities under the Act, and
- (b) reasonable limits on requests that a Councillor may make.

5. GENERAL INFORMATION

- 5.1 Communications between Councillors and Council employees must;
- (a) be conducted in accordance with the Local Government Principles prescribed in *Section 4(2) of the Act*;
 - (b) be conducted in accordance with Council policies, procedures and guidelines;
 - (c) comply with the law ;
 - (d) be conducted in good faith; and
 - (e) be conducted in a respectful, reasonable and professional manner.
- 5.2 Councillors shall consider the likely cost implications in making requests for advice or information, and shall not make requests where the costs could not be justified as being in the public interest.
- 5.3 Councillors may request, from any Council employee, advice or information of a similar nature and in a similar manner to that which the Council employee ordinarily gives similar advice to the public (e.g. a Customer Contact Officer at a Customer Service Centre).
- 5.4 Councillor's requests for access to confidential information shall only be made to the relevant Manager, General Manager or the CEO and shall be put in writing.
- 5.5 In respect to advice and information provided by Council employees to Councillors, Councillors may refer complaints to the CEO in writing. All complaints of this nature will be referred to the Office of the Independent Assessor or dealt with under Council's Complaints Management Policy, Councillor Conduct Complaints Investigation Policy and associated procedures.
- 5.6 Councillor's requests for advice or information during the caretaker period of a local government election shall be restricted to information or advice that is available to members of the public and/or any other candidates in the election, other than in accordance with matters being formally considered by Council.
- 5.7 Any Councillor's decision to rely on verbal advice given by a Council employee shall be the responsibility of the Councillor and shall be made entirely at the discretion of the Councillor. Any such decision to rely on verbal advice given shall be made with due regard for the level of knowledge and experience of the Council employee providing the advice and shall be made with due regard for alternative advice available from other sources.
- 5.8 Councillors must not breach conflict of interest or material personal interest's provisions as described in *Division 5A 'Dealing with councillors' personal interests in local government matters* the Act when requesting information from Council employees.
- 5.9 Other than in emergency situations, as detailed in *Section 5.10 and 5.11* hereunder, Councillors are not to contact a Council employee outside working hours other than with the prior approval of the Manager, General Manager or the CEO.
- 5.10 If an afterhours matter is of a non-emergency operational nature Councillors should, as far as possible, defer the matter for consideration during business hours. Otherwise, Councillors must log a request through the general Council phone number (1300 789 279) - which is also Council's after hours emergency number.
- 5.11 When a matter occurs after hours and is of such urgency that to delay contact will bring harm to the Council or damage the reputation of Council, Councillors may successfully contact one (1) of the Council employees listed below in order of listing:
- (a) CEO;
 - (b) General Manager; or
 - (c) Manager.

- 5.12 When referring service requests, Councillors shall use the Customer Request Management system rather than directly referring requests to any Council employee individually. This will ensure the matter is recorded and can be appropriately actioned.
- 5.13 Councillors may request advice or information from a Council employee only in accordance with these Acceptable Requests Guidelines and Appendix 1 hereto - "Table of Authorised Employees". Where the nominated Council employee is not available when the contact or request is made, another suitably qualified Council employee may, entirely at the Council employee's discretion, determine either to provide the advice or information requested or decide to take a message for the nominated Council employee to respond in person to the Councillor.
- 5.14 Councillors may be given approval in writing by the CEO to request advice and information from a Council employee other than General Managers and Managers, in specific circumstances; for example where a Council employee is a member or support officer to an Advisory Committee. In these specific circumstances, written approval will be provided to the Councillor, the Council employee and the relevant supervisor. This written approval will be recorded electronically in Council's Enterprise Content Management system with a copy provided to the relevant parties.
- 5.15 Pursuant to *Section 170A(4)* of the Act, Councillors may not ask for information that:
- (a) is a record of the conduct tribunal; or
 - (b) was a record of a former conduct review body; or
 - (c) if disclosure of the information or document to the Councillor would be contrary to an order of a court or tribunal; or
 - (d) would be privileged from production in a legal proceeding on the ground of legal professional privilege.
- 5.16 Other than in accordance with these guidelines, Councillors shall:
- (a) not direct, or attempt to direct any Council employee to do anything (except for the Mayor, who is entitled to direct the CEO in accordance with a resolution, or a document adopted by resolution of the local government) in accordance with *Section 12(4)(c)* and *170A(1)* of the Act; and
 - (b) not behave towards Council employees in an overbearing or threatening manner; and
 - (c) not coerce or entice, or attempt to coerce or entice any Council employee to do anything that does not comply with these Acceptable Requests Guidelines; and
 - (d) not unduly disrupt a Council employee in the undertaking of that Council employee's routine employment obligations, nor during a Council employee's meal breaks, nor shall Councillors unduly disrupt that Council employee's workplace e.g. lengthy, unscheduled discussions with a Council employee in the corridor or unplanned attendance at the Council employee's work station; and
 - (e) not place, or attempt to place any Council employee in a position that would create a conflict of interest for that Council employee, or that would compromise the integrity and honest performance of that Council employee; and
 - (f) not direct or pressure a Council employee in relation to their work or recommendations they should make or action they should take.
- 5.17 A Mayoral direction may be given to the CEO but only in fulfilling the Mayoral responsibilities outlined in *Section 12(4)(c)* of the Act.
- 5.18 All Council employees are bound by Council's Employee Code of Conduct, the Act principles and the *Public Sector Ethics Act 1994* principles. Council employees will maintain an awareness of their role as a public service provider. They will seek to maintain and enhance public confidence in the integrity of public administration, and to advance the common good of the community served by Council.

Specifically, Council employees will not:

- make improper use of information acquired as a Council employee to gain, directly or indirectly, an advantage for themselves (or someone else); or to cause detriment to the Council; and
- release information that the Council employee knows, or should reasonably know, is information that is confidential to Council, and which the Council wishes to keep confidential; and
- improperly use, or allow the improper use of, Council employee's official powers or position.

Council employees must ensure that any conflict that may arise between their personal interests and their official responsibilities is recorded on the Employee Conflicts of Interest form and resolved in favour of the public interest.

Where a Council employee is uncertain about whether or not they should respond to a Councillor enquiry, or how to respond to a Councillor enquiry, they must not provide a response, but rather refer the matter to their Manager, General Manager or the CEO who may then action the Councillor request.

Council employees must keep records of advice given to Councillors as they would do when advising a member of the public. This should be recorded electronically in Council's Enterprise Content Management system.

5.19 Where Councillors are dissatisfied with the response from a Council employee (for a request for advice or information) the Councillor may report their dissatisfaction to the Council employee's Manager or General Manager. Councillors may seek a further review if they are dissatisfied with the Manager or General Manager's response, by putting their concerns in writing to the CEO.

5.20 If the Mayor or a Councillor behaves inappropriately or asks for help or advice from a Council employee other than under these guidelines, the Council employee must inform their Manager, General Manager or the CEO about the request as soon as is practicable..

An allegation of a breach of these Acceptable Requests Guidelines will be dealt with in accordance with *Chapter 5A "Councillor Conduct"* of the Act and recorded in the Councillor Conduct Register.

Failure to comply with the Acceptable Requests Guidelines by the Mayor or a Councillor will be defined as misconduct under *Section 150* of the Act and will be referred to the Independent Assessor to be investigated under *Section 150* of the Act. If the Independent Assessor is reasonably satisfied the conduct is misconduct the Independent Assessor will make an application to the conduct tribunal about the conduct.

6. DEFINITIONS

Acceptable Requests Guidelines refers to this policy, as required by Section 170A of the Act

Act means the Local Government Act 2009

Conduct includes -

- a) failing to act; and
- b) a conspiracy, or attempt, to engage in conduct

Council employee means a person employed by or contracted to Council - whether appointed permanent, part-time, temporary or casual.

Councillor conduct register means the register required to be kept by Council as set out in *Section 150DX* of the Act

Inappropriate conduct see *Section 150K* of the Act.

Independent Assessor means the Independent Assessor appointed under *Section 150CV* of the Act

Local government meeting means a meeting of –

- a) a local government; or
- b) a committee of a local government.

Misconduct see *Section 150L* of the Act; model procedures see *Section 150F* of the Act

Tribunal means the Councillor Conduct Tribunal as established under *Section 150DK* of the Act

7. LEGISLATIVE REFERENCE

Local Government Act 2009
Public Sector Ethics Act 1994

8. RELATED POLICIES/PROCEDURES

Complaints Management Policy
Councillors Code of Conduct Policy
Councillor Conduct Complaints Investigation Policy
Employee Code of Conduct Policy

9. NEXT REVIEW

April 2022 or as required by legislation

10. VERSION CONTROL

Version	Revision Description	Approval Date
1	Adopted by Council	15 April 2014
2	Review in line with term of office – Adopted by Council	7 April 2016
3	Review in line with policy framework – Proposed adoption by Council	15 November 2017
4	Reviewed in relation to the local government legislation amendments	12 December 2018
5	Local Government Quadrennial Election	Anticipated 29 April 2020

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:



Table of Authorised Employees

The following Council employees are authorised to provide information and/or advice to Councillors in accordance with the "Acceptable Requests Guidelines – South Burnett Regional Council".

Advice on any matter:

Chief Executive Officer

Advice on Departmental matters:

General Managers (relevant to their departments)

- Finance & Corporate
- Infrastructure
- Community

Advice on matters relating to programs in specific Branches:

AUTHORISED OFFICER	SPECIFIC MATTER
EXECUTIVE SERVICES	
Manager People & Culture	Employee Relations Learning & Development Performance Management Recruitment & Selection Workplace Health & Safety Workplace Relations
Senior Economic Development Officer	Art Gallery Associations Arts Development Boondooma Homestead Advisory Committee Economic Development Museum Associations Tourism Development & Marketing Visitor Information Centres
FINANCE & CORPORATE	
General Manager Finance & Corporate	Financial Planning Budget Preparation Plant & Fleet Corporate Insurance

AUTHORISED OFFICER	SPECIFIC MATTER
Manager Finance	Accounts Payable / Receivable Budget monitoring Cash Management Contract Compliance Financial Compliance / Reporting Payroll Functions Procurement / Stores Rates / Revenue Taxation Trust Accounts
Manager Information & Communications Technology	Business Systems Computer Hardware GIS System Administration Internet Operating Systems Intranet Operating Systems Network Systems Operating Software Telecommunications
Manager Social & Corporate Performance	Complaint Management Community Grants Program Corporate Performance Corporate Registers Corporate Risk Management Corporate Strategic Planning & Performance Customer Service Delegations & Authorisations Fraud & Corruption Control Governance Information Privacy Internal Audit (incl. Audit Advisory Committee) Legal / Local Laws Operational Planning & Performance Policy Framework Records Management Right to Information
INFRASTRUCTURE	
General Manager Infrastructure	Disaster Management
Manager Infrastructure Planning	Asset Management Design Services & Infrastructure Planning Infrastructure Charges Quality Assurance Road Naming Soil Laboratory State Emergency Services Street Lighting Traffic Assessments

AUTHORISED OFFICER	SPECIFIC MATTER
Manager Water & Wastewater	Bulk Water Storage Bulk Water Treatment Waste Water Treatment Waste Water Service Delivery Water Service Delivery
Manager Works	Bridges Cycleways Drainage Flood Mitigation Footpaths Roads Road Mowing & Slashing Streetscapes Traffic Facilities
COMMUNITY	
General Manager Community	Indigenous Affairs Libraries Local Disaster Recovery
Manager Environment & Waste	Animal Management Environmental Protection Health Services Landfills & Transfer Stations Local Laws policing Nuisance Control Waste Collection
Manager Natural Resource Management (NRM) & Parks	Airports / Aerodrome Boondooma Tourist Park Cemetery Management Coolabunia Saleyard Ficks Crossing Natural Resources Parks & Gardens Public Conveniences Rail Trails Recreational Reserves Sporting Grants Sports Development Stock Routes Straying Livestock Tick Facilities Weeds & Pest Management Yallakool Tourist Park

AUTHORISED OFFICER	SPECIFIC MATTER
<p>Manager Planning & Land Management</p>	<p>Building Assessment Building Compliance/ Inspection Development Assessment Infrastructure Charges Planning Compliance/ Inspection Plumbing Assessment Plumbing Compliance/ Inspection Strategic Land Use Planning Strategic Planning</p>
<p>Manager Property</p>	<p>Building Maintenance</p> <ul style="list-style-type: none"> - Administration Buildings - Aerodrome Buildings - Art Galleries Facilities - Boondooma Homestead Facilities - Heritage Buildings - Library Facilities - Museum Facilities - PCYC Facility - Private Hospital Facility - Ringsfield House Facilities - Showground Facilities - Sport Ground Facilities <p>Council Depots</p> <p>Facility Operations</p> <ul style="list-style-type: none"> - Caravan Parks - Commercial Housing - Commercial Shops - Community Housing - Halls <p>Land Management (Sales) Leases and Licences Swimming Pools</p>

5.3.8 CP - 2682014 - Annual Operational Plan 2019/2020 Implementation Third Quarter Progress Report

Document Information

ECM ID 2682014

Author Manager Social and Corporate Performance

**Endorsed
By General Manager Finance and Corporate**

Date 21 April 2020

Précis

Annual Operational Plan 2019/2020 Implementation Third Quarter Progress Report for the period ending 31 March 2020.

Summary

The Annual Operational Plan (the 'Plan') details the projects, services and initiatives that Council planned to deliver for the 2019/2020 financial year.

Pursuant to *Section 174(3) of the Local Government Regulation 2012* a report must be presented to Council at regular intervals detailing the progress towards the implementation of the Plan.

Officer's Recommendation

That Council adopt the Annual Operational Plan 2019/2020 Implementation Third Quarter Progress Report for the period 1 July 2019 to 31 March 2020.

Financial and Resource Implications

No direct financial or resource implications arise from this report other than what has been identified in Council's financial budgeting and planning documents.

Link to Corporate/Operational Plan

EC1 An informed and engaged community
EXC2 Effective corporate management
EXC4 Effective advocacy and strategic partnerships
EXC5 Quality customer service
INF1 Infrastructure that meets our communities needs

Communication/Consultation (Internal/External)

Chief Executive Officer, General Managers and Managers have contributed to the Annual Operational Plan 2019/2020 Implementation Third Quarter Progress Report for the period 1 July 2019 to 31 March 2020 in respect of their relevant areas of responsibility.

Legal Implications (Statutory Basis, Legal Risks)

Pursuant to *Section 174(3)* of the *Local Government Regulation 2012* the Chief Executive Officer has a statutory obligation to present a written assessment of the implementation of the Annual Operational Plan.

Policy/Local Law/Delegation Implications

No direct policy/local law/delegation implications arise from this report which have not previously been identified operationally with Council's planning and budget documents.

Asset Management Implications

No direct asset management implications arise from this report other than what has been identified in Council's financial budgeting and planning documents

Report

The Annual Operational Plan (the 'Plan') details the projects, services and initiatives that Council planned to deliver for the 2019/2020 financial year.

Pursuant to *Section 174(3)* of the *Local Government Regulation 2012* a report must be presented to Council at regular intervals detailing the progress towards the implementation of the Plan.



SOUTH BURNETT
REGIONAL COUNCIL

Executive Services Operational Plan 2019/2020

Mission:

To effectively plan, manage and deliver Council services and regulatory responsibilities to and on behalf of the organization.

Officer Responsible:

Chief Executive Officer

Responsibilities:

Executive Services, Strategy Planning, Council Operations Management, Human Resource Management, Workplace Health and Safety, Economic Development, Tourism and oversight of organisational operational matters.

DEPARTMENT: EXECUTIVE SERVICES

Mission: To effectively plan, manage and deliver Council services and regulatory responsibilities to and on behalf of the organisation.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>WIDE BAY BURNETT REGIONAL ORGANISATIONS OF COUNCIL Strengthen, maintain and actively contribute to the Wide Bay Burnett Regional Organisations of Council (WBBROC), advocating Council's strategic and operational position on key issues. Meeting with Ministers half yearly as part of WBBROC.</p> <p>Update as at 31 March 2020 WBBROC meeting held on 29 August and attended by Mayor and CEO – with discussions being held on Water Alliance. Regular contact with WBBROC Executive Officer and the various committees of WBBROC. SBRC will continue regular attendance at WBBROC committees and events including RRTG Technical Committee meetings.</p> <p>RRTG meetings 29 August and 14 November 2019.</p> <p>WBBROC meeting held on 28 November at Parliament House, Brisbane and attended by Mayor and CEO.</p> <p>Regular contact with WBBROC Executive Officer and the various committees of WBBROC. SBRC will continue regular attendance at WBBROC committees and events including RRTG Technical Committee meetings.</p> <p>RRTG meetings nil. Informal RRTG catch-up 16-01-2020.</p> <p>WBBROC meetings nil. Mayor & CEO introduced to new Regional Economic Development Manager with discussion on economic development concerns 21-01-2020.</p> <p>STRATEGIC HUMAN RESOURCE MANAGEMENT PLAN Develop a Strategic Human Resource Management Plan that fosters diversity, merit and equity, reward and recognition in the workplace by 30 June 2020.</p> <p>Update as at 31 March 2020 Review of current HR Management Standards and associated documents underway by newly appointed Manager People and Culture. Continuing review of current HR Management Standards and associated documents underway by Manager People and Culture. Request extension for a further 6 months to 30 June 2020.</p> <p>Finalisation of Collective Agreements for SBRC Field Staff and Officers, implement upon successful vote and update standards, policies and procedures in accordance with Collective Agreement. Undertake review of Code of Conduct and facilitate training across the teams.</p>	<p>EXC4 Effective advocacy and strategic partnerships.</p>	<p>Internal & External Stakeholders.</p>	<p>Inform Consult Involve</p>
<p>TRAINING / DEVELOPMENT PLAN Establish a council training and development plan.</p> <p>Update as at 31 March 2020 Review of current Training and Development practices and standards underway by newly appointed Manager People and Culture in conjunction with newly appointed People and Culture Officer (L&D). Continuing review of current Training and Development practices and standards underway by Manager People and Culture in conjunction with People and Culture Officer (L&D). Expected completion 30 June 2020.</p> <p>Training needs analysis to be facilitated within the teams.</p>	<p>EXC3 A skilled and sustainable workforce.</p>	<p>Internal & External Stakeholders.</p>	<p>Inform Consult Involve</p>

<p>SAFETY MANAGEMENT SYSTEM Review and implement Safety Management System that fosters a culture of employee health, safety and well-being by 30 June 2020.</p>	<p>EXC3 A skilled and sustainable workforce</p>	<p>Internal & External Stakeholders</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020 Review of current SMS and associated documents underway by Manager People and Culture in conjunction with the Safety Team. An overall health, safety and well-being approach is being reviewed by the team. Review of Safety Committee constitution completed and election for new committee members conducted. 1st meeting of renewed committee held on 19 November 2019. Commence sourcing of an electronic Safety Management System to implement in Council, scope of needs to be designed and proposal.</p>			
<p>TOURISM STRATEGY Adoption of a Tourism strategy and implementation of plan.</p>	<p>GO3 The South Burnett is a recognised tourism destination</p>	<p>Internal & External Stakeholders</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020 South Burnett Advisory Committee established. Members have attended one meeting at which the Committee members completed a Committee induction and reviewed the Committee Terms of Reference. Tourism Advisory Committee meetings scheduled to be held quarterly. South Burnett Tourism Advisory Committee meetings completed as scheduled. Confirmed Minutes from meetings received by Council. Members have discussed 2018/19 Destination Marketing Report, Draft 2020 Marketing Plan and Summer 2020 campaign (Let's go Digital). A signage project at the Kingaroy Information, Arts & Heritage Precinct, funded through Works 4 QLD, has commenced which will renew directional and interpretive signage around the precinct. No comments received from consultation on Draft 2020 Marketing Plan. Marketing Plan implementation disrupted by COVID-19 related restrictions and closures. South Burnett Tourism Advisory Committee meetings completed as scheduled. Launch of Visit South Burnett Inc. well received by industry in February. Closure of all publicly accessible Council owned tourism facilities in March due to COVID-19 restrictions, reflecting actions for much of tourism industry. Southern QLD Country Tourism initiated a regular meeting of Local Government Tourism Managers with first meeting held 26 March 2020. Kingaroy VIC funded to develop a virtual reality (VR) attraction in partnership with Visit Queensland/The Tourism Group. The Tourism Group secured funding from Department of Innovation & Tourism Industry Development for the VR project. The project will support 11 VR projects across the state, with Kingaroy VIC invited to participate. Kingaroy Information, Arts & Heritage Precinct signage project has seen content developed for interpretive signage and stakeholders consulted on signage requirements ahead of design proofs expected in April 2020.</p>			
<p>HERITAGE STRATEGY Adoption of a regional Heritage Strategy for Council owned historical assets.</p>	<p>GO3 The South Burnett is a recognised tourism destination.</p>	<p>Internal & External Stakeholders</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020 Economic Development and Property working closely with Boondooma Homestead Committee re heritage maintenance schedule, identified within the Heritage Study completed in 2019. Economic Development and Property working closely with Boondooma Homestead Committee and Heritage Maintenance Matrix has been developed and presented to Boondooma Homestead Committee. Heritage Maintenance Matrix has informed implementation of horse stables project. Implementation disrupted by COVID-19 related closure of Boondooma Homestead</p>			
<p>ECONOMIC DEVELOPMENT STRATEGY Adoption of an Economic Development Strategy and implementation of plan.</p>	<p>GO1 A strong and sustainable regional economy.</p>	<p>Internal & External Stakeholders</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020</p>			

<p>Draft 2025 Economic Development Strategy presented in July 2019 with direction from Economic Development & Department of State Development, Manufacturing, Infrastructure & Planning to meet, and revising draft. Two meetings held between officers in September QTR. Supplementary assistance in revision of draft provided from external consultant to further develop strategic context, improving economic credentials of document and nesting of the document in the national, state and regional economic development agenda.</p> <p>Revised Draft 2025 Economic Development Action Plan presented in October and December. Further meetings between Economic Development & Department of State Development, Manufacturing, Infrastructure & Planning staff on key areas of the draft including Context, Target Areas and Actions. Formatted Draft 2025 Economic Development Action Plan to be completed in December with view to release for public consultation in January 2020.</p> <p>Revised Draft 2025 Economic Development Strategy presented in January 2020, delaying public consultation to post Local Government election. Formatted Draft 2025 Economic Development Strategy to be presented to post election Council meeting to enable commencement of public consultation.</p>	<p>2020 LOCAL GOVERNMENT ELECTION Conduct of the 2020 quadrennial local government election, induction and training opportunities for Councillors</p>	<p>EXC2 Effective corporate management.</p>	<p>Internal & External Stakeholders</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020</p> <p>Liaise with Electoral Commission Queensland (ECQ) to coordinate the 2020 quadrennial local government election and liaise with Department of Local Government to implement training opportunities for intending candidates. Induction packages for successful Councillors will be collated in house. ECQ review of divisional boundaries complete and report presented to Council August General Meeting.</p> <p>Continued to liaise with Electoral Commission Queensland (ECQ) and with the returning officer in regards to venues for polling.</p> <p>Liaise with Electoral Commission Queensland (ECQ) to coordinate the 2020 quadrennial local government election and liaise with Department of Local Government to implement training opportunities for intending candidates. Draft Councillor Induction Program complete and Induction packages for successful Councillors have been collated in house. ECQ review of divisional boundaries complete and information updated on Council website and advertised to community members. Local Government Election held Saturday 28 March 2020 with Council awaiting official Declaration from ECQ.</p> <p>Continued to liaise with Electoral Commission Queensland (ECQ) and with the returning officer in regards to venues for pre-polling and polling. Impacts of COVID-19 required additional opening hours of pre-polling stations and to work through issues associated with COVID-19 on its impact on the polling places.</p>	<p>HOSPITAL BOARD FOUNDATION Continuation of the hospital board foundation fundraising and ongoing monitoring of the operations related to the South Burnett Day Hospital completing the existing contract</p>	<p>INF1 Infrastructure that meets our community's needs.</p>	<p>Internal & External Stakeholders</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020</p> <p>Update of Constitution to reflect potential future changes to board membership. Representations made for future funding opportunities.</p> <p>3 Board meetings held over period 1 July to 31 December 2019. Current board term completed 31 December 2019. Financial Audit completed and presented to the board.</p> <p>Update of Constitution to reflect potential future changes to board membership. Representations made for future funding opportunities. Current board term completed 31 December 2019. Media Release calling for nominations for Director positions on the Board of Directors progressed 15-01-2020. Nominations received and awaiting confirmation of Board members.</p>	<p>COMMUNICATION STRATEGY Review and implement communication strategy that informs, engages and advocates for the community</p>	<p>EC1 An informed and engaged community.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult Involve</p>

<p>Update as at 31 March 2020 Delay to review due to staff changes. Review to be undertaken prior to 30 June 2020.</p>		Inform Consult Involve
<p>CORPORATE COMMUNICATIONS Review and update Council's Corporate Website and Social Media communications.</p>	EC: An informed and engaged community.	Internal and External Stakeholders
<p>Update as at 31 March 2020 Website upgrade implemented with new website live as at 19 December 2019. Social media Policy/framework reviewed with new framework/factsheet social media guidelines implemented 5 December 2019. Local Government Election Caretaker Protocols enacted in accordance with legislation and Council policies. COVID-19 messaging in accordance with Queensland Health and State/Commonwealth Government directions.</p>		



Community Operational Plan 2019/2020

Mission: To implement appropriate planning & regulatory controls and provide community services & facilities to meet the community's needs.

Officer Responsible: General Manager Community

Responsibilities: Department Management, Property, Environment and Waste, Libraries, Natural Resource Management and Parks and Gardens, Planning and Land Management.

DEPARTMENT: COMMUNITY

Mission: To implement appropriate planning & regulatory controls and provide community services & facilities to meet the community's needs.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>SOUTH BURNETT LIBRARIES Deliver public library services to the region pursuant to the State Library of Queensland Service Level Agreement and First 5 Forever Family Literacy Initiative.</p>	EXC5 Quality customer service. EC3 An active, safe and healthy community. EXC5 Quality customer service.	Internal and External Stakeholders.	Inform Consult Involve
<p>Update as at 31 March 2020 During August, the Public Libraries Outcome Report to self-assess whether Council has met their obligations under the Service Level Agreement, and identify where the gaps are, was completed and submitted to the State Library of Queensland.</p> <p>The 2018-2019 Queensland Public Libraries Statistical Return was also completed and submitted in accordance with the Service Level Agreement for Public Libraries.</p> <p>Library statistics to date for this financial year, July 2019 through to December 2019: 56,739 loans and 94,015 returns. Visitation across the service was 49,509</p> <p>A total of 50 adult programs such as author/information talks, creative workshops and Spanish speaking class events where held with 242 attendees.</p> <p>The number of Groups for people to connect, discover and create have met across 307 with 1,389 attending.</p> <p>A total of 69 Story Time sessions with 764 participants and 81 Rhyme Time sessions with 599 participants have been held. In addition to this, 57 children's programs such as after school Kid's corner, holiday activities and school/kindergarten visits to the library have been hosted, with 1,129 attendees.</p> <p>Outreach programs including partnerships with Child Health, visits to schools and a pop up library that have been delivered since the start of financial year total 74 sessions with 650 attendees.</p> <p>First 5 Forever funding will be ongoing until 30 June 2021 with the fixed annual payment reduced by 35%. The Service Level Agreement has been signed by Council and returned to State Library.</p>			
<p>EXTERNAL GRANTS/CAPITAL WORKS/MAINTENANCE PROGRAMS Grants, capital works and maintenance programs 2019/20 delivered on time and within budget by 30 June 2020. Grant funded programs are delivered in line with agreed program deliverables.</p>			
<p>Update as at 31 March 2020 Scope of works developed for various capital works projects and quotations sourced. Delivery of projects expected to be delivered over next 2 quarters. 1st quarter budget review completed.</p>			

DEPARTMENT: COMMUNITY

Mission: To implement appropriate planning & regulatory controls and provide community services & facilities to meet the community's needs.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>WASTE MANAGEMENT Compliance with Council's Environmental Authority for Waste Disposal. Provision of cost effective and environmentally responsible waste management services and facilities. Implementation of administrative and operational processes necessitated by the introduction of the State Waste Levy. Collaboration with neighbouring regions in the Implementation of the Regional Waste Management Strategy</p>	<p>ENV2 Environmentally responsible and efficient waste management.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult</p>
<p>Update as at 31 March 2020 There were 460 Waste Collection complaints in total for this year to date, with 548,155 waste collection services "conducted", which equates to in excess of a 99% successful wheellie bin collection rate for the period. There were also 214 Waste complaints & Enquiries and two Waste Skips hired privately.</p>			
<p>PUBLIC HEALTH Public health licence applications, routine inspections of licensed premises and complaint investigation management effectively managed and actioned.</p>	<p>EC3: An active, safe and healthy community</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult</p>
<p>Update as at 31 March 2020 21 New Fixed Food Business Licence Applications; 15 change of Licensee Applications; 23 Temporary Food Applications; 45 Non-Profit Temporary Food Applications; 18 Private Water Samples Applications; 135 Public Health Customer requests and 3 Health searches completed.</p>			
<p>ENVIRONMENT Effectively manage environmental authority registration applications, routine inspections of registered activities and environmental protection complaints.</p>	<p>ENV1 Our region's environmental assets are promoted, protected and enhanced.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult</p>
<p>Update as at 31 March 2020 No new Environmental Authority Applications received for the first half of the financial year. 150 Environmental Complaints received. NRM staff and contractors inspected 116 properties for restricted weed species, attended 308 wandering livestock complaints and issued 48 stock route grazing permits.</p>			

DEPARTMENT: COMMUNITY

Mission: To implement appropriate planning & regulatory controls and provide community services & facilities to meet the community's needs.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>LOCAL LAWS ENFORCEMENT Regulation of Council's Local Laws to ensure efficient and effective complaint investigation and compliance enforcement to provide an appropriate level of service to address compliance issues.</p> <p>Update as at 31 March 2020 The following Customer Requests/Complaints were received year to date: 1478 Animal management; 98 Animal attack; 11 drum MUSTER requests to receive; 287 Overgrown allotments; 65 General Local Law; 27 Abandoned vehicles; 3 illegal parking; 9 Animal Keeping Applications; 3 Annual and 31 Short Term Footpath Application received. Enforcement action included: 243 Local Laws related matters; 471 Impounded animals and 13 animals were declared Regulated.</p>	EC3 An active, safe and healthy community.	Internal and External Stakeholders	Inform Consult
<p>LOCAL LAWS REVIEW Develop a Local Laws review schedule to ensure Council's Local Laws are relevant and effective in supporting the administration of community regulatory matters.</p> <p>Update as at 31 March 2020 Project yet to commence.</p>	EXC2 Effective corporate management.	Internal and External Stakeholders	Inform Consult Involve
<p>DEVELOPMENT Assess development applications in a timely manner in accordance with the legislation in order to achieve long term sustainable development for the South Burnett Region.</p> <p>Update as at 31 March 2020 Received 2 Material Change of Use (MCU), 3 Reconfiguring a Lot (ROL), 4 Survey Plan Endorsement (POS) applications received. 80% of applications processed with 20-day statutory timeframe.</p>	GO2 Balanced development that preserves and enhances our region.	Internal and External Stakeholders	Inform Consult
<p>PLANNING Finalise development of a Local Government Infrastructure Plan (LGIP) outlining the required trunk infrastructure to support development within the regions towns.</p> <p>Update as at 31 March 2020 Publication of Infrastructure Charges Register to Council's Website to meet requirements of Planning Regulation 2017 has commenced.</p>	GO2 Balanced development that preserves and enhances our region.	Internal and External Stakeholders	Inform Consult

DEPARTMENT: COMMUNITY

Mission: To implement appropriate planning & regulatory controls and provide community services & facilities to meet the community's needs.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
BUILDING / PLUMBING Provide building, plumbing and drainage regulatory services to meet legislative requirements.	EC3 An active, safe and healthy community.	Internal and External Stakeholders.	Inform Consult
Update as at 31 March 2020			
<u>Building Applications</u> Received 83 Building Applications, issued 46 approvals in total with 80% of applications processed within 45-business days statutory timeframe			
21 - Class 1a (Dwelling) 41 – Class 10a (Domestic Outbuildings) 1 – Class 5 (Office building) 1 – Class 6 (Shop) 1 – Class 7 (Storage or display of goods or produce for sale by wholesale) 1 – Class 9 (Public Building) 4 – Swimming Pool building and fence inspection requests. Received 5 siting discretion concurrence agency referrals under the Queensland Development Code (QDC) Received 8 removable building referrals for concurrence agency response. Received 27 Building Approvals from Private Certifiers for record keeping.			
<u>Plumbing and Drainage Applications</u> Received 76 Applications: 12 – Domestic Sewer 28 – Domestic Non-Sewer 16 - Household Sewerage Treatment Plants (HSTP) 14- Form 4 Minor Plumbing Work inspections undertaken 6 – Backflow Prevention Devices			

DEPARTMENT: COMMUNITY

Mission: To implement appropriate planning & regulatory controls and provide community services & facilities to meet the community's needs.

Significant Activities												
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level									
<p>COUNCIL OWNED TOURIST ACCOMMODATION FACILITIES Maintain Council's tourist facilities at Boondooma and Bjelke-Petersen Dams and review future management and operational arrangements.</p>	<p>GO3 The South Burnett is a recognised tourism destination. INF1 Infrastructure that meets our community's needs.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult</p>									
<p>Update as at 31 March 2020</p> <table border="1"> <thead> <tr> <th>Venue</th> <th>Occupants</th> <th>Average Length of Stay</th> </tr> </thead> <tbody> <tr> <td>Bjelke-Petersen Dam</td> <td>4514</td> <td>3.01 days</td> </tr> <tr> <td>Boondooma Dam</td> <td>8120</td> <td>3.39 days</td> </tr> </tbody> </table>				Venue	Occupants	Average Length of Stay	Bjelke-Petersen Dam	4514	3.01 days	Boondooma Dam	8120	3.39 days
Venue	Occupants	Average Length of Stay										
Bjelke-Petersen Dam	4514	3.01 days										
Boondooma Dam	8120	3.39 days										
<p>AERODROMES Provide and maintain Council owned aerodromes as per legislative requirements.</p>	<p>INF1 Infrastructure that meets our community's needs.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult</p>									
<p>Update as at 31 March 2020 Council is continuing to undertake twice-weekly inspections at Kingaroy Aerodrome and is meeting all legislative requirements for a certified Aerodrome. Weekly inspection continuing at Wondai Aerodrome.</p>												
<p>SALEYARDS / DIPS Review the future management and operational arrangements of Coolabunia Saleyards and Council owned dip yards.</p>	<p>INF1 Infrastructure that meets our community's needs.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult</p>									
<p>Update as at 31 March 2020 Coolabunia – Dipped 7,574 head, Inspections 9,484 head, Weighed 5,466 head, Transit 5,985 head, Sold 6,461 head Nanango – Dipped 54 head</p>												
<p>RECREATIONAL SPACE Provide well planned and maintained open space, parks and rail trails network compliant with asset inspection and maintenance schedules. Support local community and sporting groups to enhance local sport and recreational facilities in line with the South Burnett Sport & Recreation Strategic Plan.</p>	<p>ENV1 Our region's environmental assets are promoted, protected and enhanced. GO3 The South Burnett is a recognised tourism destination</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult Involve</p>									

DEPARTMENT: COMMUNITY

Mission: To implement appropriate planning & regulatory controls and provide community services & facilities to meet the community's needs.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>Update as at 31 March 2020</p> <p>Regional Parks open space – With the welcomed rain in the early part of this quarter Parks staff struggled to maintain all areas due to the grass growth rate and equipment issues. 15 staff and mowers worked tirelessly across the region during this period to gain the upper hand. With the slower growing conditions, the mowing schedule is back on track and staff are able to start working on completing finer touch ups including weed eating, stashing of the Rail Trail and general maintenance.</p> <p>WAQ projects have now completed with the installation of soft-fall in Memorial Park & Apex Park, new footpath, fencing and repair to look out sub structure at Apex Park Lookout. The following Capax projects completed during this quarter - Air conditioner replacement Boondooma Dam cabins, Murgon Skate Park new shelter and seating, Benarkin playground renewal, Les Muller Park replacement of playground with soft fall to be completed early 4th quarter.</p> <p>Assist in development of the regions sporting facilities – Worldai Sports Precinct EOI Activate Queensland Infrastructure Grant submitted. On-going community consultation and assistance is continuing, Blackbutt Sporting Clubs (rugby league, touch, cricket, and athletics) assistance/advice with facility assessments and future funding opportunities. Kingaroy Sporting Clubs – (soccer, touch, rugby league, AFL) future devolvement plans and funding opportunities and Nnanango Soccer/Cricket clubs facility assessment and funding opportunities.</p>			
<p>PROPERTY</p> <p>Implement Nnanango Office refurbishment within timeframes and budget.</p> <p>Implement building maintenance plan and asset management plan</p> <p>Review of Council leases and develop lease database and policy</p>	<p>EXC1 Effective financial management.</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020</p> <p>Council appointed Lanskey Construction Pty Ltd to implement the refurbishment of the Nnanango Office and Library. Council relocated the Customer Contact Centre and a small boutique Library to the Nnanango Energy Centre and VIC. All other office staff have relocated into Kingaroy Town Common Hall and other Council owned offices and facilities. Construction works commenced in July 2019 and works completed in November 2019. Staff, equipment, furniture and library materials relocated back into the office by 6th of December. Council opened the new refurbished office and library on 9th of December.</p> <p>Property Section has commenced Works for Queensland Round 3 and Capital Works program for 2019/20. Murgon Swimming Pool shell has been repainted and Kingaroy Swimming Pool expansion joints replaced ready for the new swimming season – opened September 2019. Durong Hall new fire doors and landing has been replaced, and drainage works to allow water to run away from building. Kingaroy Depot Extraction Exhaust fan has been installed to improve air quality for staff working in soil lab.</p> <p>Heritage permits have been approved for maintenance works to continue with restoration and maintenance at Boonbooma Homestead. Repairs to the stock yards, stable and tank stand are progressing.</p> <p>Councils Building Asset Management condition assessment project engaged CT Management Pty Ltd to undertake building condition inspections and assessments, prepared maintenance plans, financial plans and draft asset management plan. Over 800 buildings and structures been inspected and condition assessed, over 120 Councils Buildings have drone imagery of the buildings roofs, and floor plans drawn for major buildings. Workshops held with Councillors and staff to review condition assessment data, building hierarchy, and building service levels. This information assists as Council continues to work on the building asset management plans. Council is implementing the building maintenance as per the 10 year Building Maintenance Program.</p> <p>Council lease database is currently under construction. Lease Officer meets regularly with community and commercial operators.</p>			



SOUTH BURNETT
REGIONAL COUNCIL

Finance & Corporate Operational Plan 2019/2020

Mission:

To support Council achieve sound governance, provide exemplary financial services and professional advice to enable our organisation to achieve long-term financial sustainability

Officer Responsible:

General Manager Finance & Corporate

Responsibilities:

Department Management Rating, Procurement and Stores, Financial Planning and Sustainability, Information Communication Technology (ICT), Plant and Fleet Management, Social and Corporate Performance.

DEPARTMENT: FINANCE & CORPORATE

Mission: To support Council achieve sound governance, provide exemplary financial services and professional advice to enable our organisation to achieve long-term financial sustainability.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
BUDGET			
2020/21 Annual budget is prepared and adopted by Council by 30 June 2020 Quarterly budget reviews of 2019/20 budget are provided to Council.	EXC1 Effective financial management	Internal and External Stakeholders	Inform Consult Involve
Update as at 31 March 2020			
2020/21 Calendar of milestones prepared and distributed to SET for comment. 1 st Quarter 2019/20 budget review completed. Next review for 19/20 scheduled for March 2020. Budget workshops commenced with a revision of general rates and fees and charges.			
FINANCIAL MANAGEMENT			
Unqualified Audit from Queensland Audit Office. Maintain debt recovery processes. Roll out of the Corporate Card Program. Ensure Council's insurance and insurable assets remain current. Ensure Rate notices are accurate and issued on time.	EXC1 Effective financial management.	Internal and External Stakeholders	Inform Consult Involve
Update as at 31 March 2020			
Unqualified Audit from QAO – Milestone met. Recent external auditor closing report indicates SBRC will receive an unmodified audit report. Maintaining debt recovery processes is ongoing. Clean up of outstanding debtor balances underway as well as process improvements being investigated. Roll out of corporate card program – Policy adopted by Council. Procedure completed with remainder of roll out to occur over the next few months. August rates were issued on time.			
PLANT & FLEET			
Plant and Fleet maintenance schedules maintained to optimise utilisation.	EXC1 Effective financial management.	Internal Stakeholders.	Inform Consult Involve
Update as at 31 March 2020			
Ongoing to meet operation needs. TechOne automated maintenance scheduling being defined. Data cleansing is the holdup at present.			
ASSET MANAGEMENT			
10-year capital works plan that align to asset management plans are prepared for future budget considerations by January annually.	EXC1 Effective financial management.	Internal and External Stakeholders	Inform Consult

DEPARTMENT: FINANCE & CORPORATE

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Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
Asset Management Valuations achieved by agreed audit milestone date			
Update as at 31 March 2020			
Valuations achieved by milestone date. Audited in the 2018/2019 FY budget.			
<p>ICT</p> <p>Maintain a high level of Councils Core business systems uptime and availability through continued best practise monitoring and active response systems.</p> <p>Ensure the integrity of the Council network through best practise intrusion and protection principles</p> <p>Maintain a high level of security procedures and adhere to emerging technology security changes rapidly.</p>	<p>EXC2.3 - Deliver corporate business solutions that meet corporate and customer needs.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult Involve</p>
Update as at 31 March 2020			
Continued development with emergency power via external generators. The Kingaroy office budgeted for this FY			
Penetration and intrusion test conducted with a moderate result achieved. Item identified through audit process			
Improved continuity of services through alternative power via external generators. The Kingaroy office emergency generator has been scoped and out for quotation			
Adopted changes identified with the penetration tests. Ear marked future dates to conduct another			
Improve video and audio conferencing with and enhanced collaboration through Skype 4 Business			
PROCUREMENT			
Implementation of mobile stores and inter office deliveries.			
Implementation of central contracts register.			
Implementation of segregation of duties in the procure to pay process.			
Update as at 31 March 2020			
Mobile stores and inter office deliveries fully functioning with success.			
Central contracts register – Suitable systems or processes to be investigated.			
Implementation of segregation of duties in the procurement to pay process – Segregation of duties has been discussed with SMT and SET and agreed that the P2P process will follow the same guidelines as the organisational chart/chain of command. Follow up with Tech 1 to implement workflows.			
EXC1 Effective financial management.			
Internal Stakeholders.			
Inform Consult Involve			

DEPARTMENT: FINANCE & CORPORATE

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Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>CORPORATE RISK MANAGEMENT Operational Risk Registers and Treatment Plans developed by 31 October 2019. Operational Risk Registers and Treatment Plans reviewed six (6) monthly as at 30 June 2020. Fraud and Corruption Prevention Management Framework managed and compliant as at 30 June 2020.</p> <p>Update as at 31 March 2020 In July / August, the Fraud and Corruption Prevention Management Working and Steering Groups developed the 2019/2020 Risk Register and Treatment Plan. Additionally, the Senior Management Team developed the Corporate Risk Register and Treatment Plan considering the Corporate Plan 2018/19 to 2022/23, Annual Operational Plan 2019/2020, Registers/Treatment Plans 2018/19 and current / foreseeable Corporate Risks. The draft combined Risk Register and Treatment Plan 2019/2020 was presented to the Risk Management Committee and Audit Advisory Committee in August. The 6 monthly review is currently being undertaken by the Senior Management Team and will be presented to the Audit Advisory Committee and Risk Advisory Committee in February once the Chief Executive Officer has signed off on the review. The Risk Management Framework, policies and procedures to be reviewed in conjunction with the review of Internal Audit ready for Council consideration post-election in March. During this process a review of the composition and focus of the Audit and Risk Advisory Committees will be undertaken to ensure that the linkage between risk and internal audit are identified and effective in the delivery of the functions. Internal Audit Risk Officer position was called for and interviews conducted. This appointment will provide the necessary resources for S&CP to undertake the full review of the Corporate Risk and Internal Audit frameworks. Officer to commence by end May 2020. Corporate Risk Management continues to be delivered as per the operational plan identified activities.</p>	<p>EXC1 Effective financial management. EXC2 Effective corporate management.</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult Involve</p>
<p>INTERNAL AUDIT Internal Audit Plan activities and management of internal audit requirements completed as per schedule for 2019/20 by 30 June 2020.</p> <p>Update as at 31 March 2020 The Committee's function is to undertake the oversight of Council's financial management, internal/external audit, governance processes, risk management, legislative compliance and operational efficiency/performance. The Audit Advisory Committee has endorsed the proposed delivery of the Internal Audit function for 2019/2020. The Committee supported the focus on reviewing the corporate risk / internal audit frameworks and completing existing internal audit recommendations. Internal Audits will continue to be completed during this period with a provision for ad-hoc audits. Social & Corporate Performance (S&CP) has commenced the process to undertake a performance audit starting with the process mapping of functions provided by 'first point of contact - customer services' which will primarily focus on the sections of Customer Contact and Records within the S&CP Branch. This performance audit will identify areas of opportunity. It is anticipated that this audit will be completed by the 3rd quarter to inform the finalisation of the Customer Services Standard. At the August meeting, the Audit Advisory Committee 'received' the draft financials.</p>	<p>EXC1 Effective financial management. EXC2 Effective corporate management.</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult Involve</p>

DEPARTMENT: FINANCE & CORPORATE

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Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>At the October meeting, the Audit Advisory Committee 'received' and 'endorsed' the signing by the authorised officers, the South Burnett Regional Council's Financial Statements for the 2018/19 financial year being.</p> <ul style="list-style-type: none"> Audited 2018/19 South Burnett Regional Council Audited 2018/19 South Burnett Community Hospital Foundation Limited <p>At the Audit Advisory Committee meeting held on Thursday 27 February 2020, the committee 'received' and 'endorsed' the following:</p> <ul style="list-style-type: none"> Summary and Status on Implementation of IA Recommendations for 27 February 2020, Quarterly Leave Liability Report & EB Agreement, Registers & Treatment Plans 2019/2020, December 2019 Quarterly Investment Portfolio Report, Audit Advisory Committee Briefing Paper 2020 External Audit Plan Proposed Committee Dates for 2019/2020 being <ul style="list-style-type: none"> Thursday 3 September 2020 at 9:30am October 2020 at 9:30am - date to be confirmed Thursday 25 February 2021 at 9:30am Thursday 27 May 2021 at 9:30am 			
<p>CORPORATE GOVERNANCE</p> <p>Manage the governance function promoting good governance and compliance with the relevant legislation for the administration of Council operations.</p> <p>Annual Operational Plan 2019/2020 quarterly reviews adopted by Council.</p> <p>Update as at 31 March 2020</p> <p>Review of policies and procedures has commenced to align with the introduction of the <i>Human Rights Act 2019</i> (the 'Act'). The Act commences for Council on 1 January 2020. The Complaints Management Policy was newly adopted by Council at the Ordinary meeting in December 2019. This policy overarches the complaint management policies and procedures of Council and provides a process for the receipt of Human Rights complaints against Council.</p> <p>Delegations Management has processed the changes to relevant legislation. Sub-delegations have been determined and formally issued to the responsible positions and officers post the delegation approval by Council to the Chief Executive Officer. Appointed Authorised Persons, Powers of Entry and Local Government Worker (under the <i>Local Government Act 2009</i>) regulatory training was provided to delegated officers.</p> <p>Annual Operational Plan 2019/2020 was aligned with the newly adopted corporate organisational structure. The 1st quarter update has been completed and was adopted by Council at the Ordinary General Meeting in October. The 2nd quarter review as at 31 December 2019 was completed and presented for adoption by Council at the Ordinary General Meeting in January 2020.</p> <p>The 3rd quarter review as at 31 March 2020 was completed and will be presented for adoption by Council at the Ordinary General Meeting 29 April 2020.</p>	<p>EXC2 Effective corporate management.</p> <p>EXC1 Effective financial management.</p>	<p>Internal and External Stakeholders.</p>	<p>Inform</p> <p>Consult</p> <p>Involve</p>

DEPARTMENT: FINANCE & CORPORATE

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Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>Two (2) Right to Information applications have been received. The external review is currently still ongoing with the Office of the Information Commissioner Queensland. Twenty- Three (23) Administrative Action complaints have been received and processed. 3 sort External Review with the Queensland Ombudsman and have since been resolved. Records Management has processed 7,703 records into ECM and P&R. These records are then tasked to the relevant officer to be addressed via ECM or lodged as a request with Council's Customer Contact Team.</p>			
<p>CUSTOMER SERVICE Develop organisational customer service standard by June 2020.</p>	<p>EXC5 Quality customer service.</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020 The first draft customer service standard has been developed utilising historical data to inform the characteristics of the standard. The next phase is to source data to inform the further development of the standard, to effectively and appropriately outline what the community can expect from Council's customer service and how they can help to assist Council to deliver professional, reliable and consistent customer service. S&CP has commenced an audit, which will focus on the primary points of contact for the community being Customer Contact and Records. The process mapping will be undertaken to identify areas of opportunity to find efficiencies in services delivery. Once the final draft has been prepared, there will be engagement with internal customers to ensure that the standard is achievable, resourced and meets legislative requirements. It is anticipated that the process audit will be completed by 30 June, with the draft customer service standard presented to the newly elected Council in 2020/2021.</p>			
<p>COMMUNITY GRANTS PROGRAM Facilitate and support community development through effective implementation and delivery of the Community Grants Program.</p>	<p>EC2 Sustainable community groups EC3 An active, safe and healthy community</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult Involve</p>
<p>Update as at 31 March 2020 COMMUNITY EVENTS SPONSORSHIP 16 organisations funded for a total of \$25,404. COMMUNITY HALL INSURANCE GRANT 5 organisations funded for a total of \$5,000. HEALTHY COMMUNITIES SPONSORSHIP 4 organisations funded for a total of \$11,544.90. PROJECT / PROGRAM ON-OFF SPONSORSHIP</p>			

DEPARTMENT: FINANCE & CORPORATE

Mission: To support Council achieve sound governance, provide exemplary financial services and professional advice to enable our organisation to achieve long-term financial sustainability.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
14 organisations funded for a total of \$21,991,95.			
<u>REGIONAL ARTS DEVELOPMENT FUND</u>			
3 organisations funded for a total of \$7,250.			
<u>SCHOOL STUDENT AWARDS</u>			
3 schools funded for a total of \$800.			
<u>REGIONALLY SIGNIFICANT EVENTS – MAJOR SPONSORSHIP (Discontinued)</u>			
2 organisations funded for a total of \$12,500.			
<u>COMMUNITY AUSTRALIA DAY EVENTS SPONSORSHIP</u>			
7 organisations funded for a total of \$7,000.			
Ongoing funding provided as follows:			
<u>IN-KIND SPONSORSHIP</u>			
28 organisations were approved for funding to a maximum available funding allocation of \$56,000 (21 events were funded however 7 events were cancelled/postponed due to COVID-19)			
<u>COUNCILLOR DISCRETIONARY FUND (for an itemised listing of funded amounts refer to Council's website)</u>			
Mayor Keith Campbell - 14 organisations - total funding \$6,000.			
Deputy Mayor Kathy Duff – 11 organisations – total funding \$3,752.			
Councillor Roz Frohloff – 11 organisations – total funding \$3,366.10.			
Councillor Gavin Jones – 9 organisations – total funding \$4,000.			
Councillor Danila Potter – 10 organisations – total funding \$3,690.			
Councillor Terry Fleischfresser – 9 organisations – total funding \$3,750.			
Councillor Ros Hett – 13 organisations – total funding \$4,000.			
<u>ELITE PERFORMANCE YOUTH GRANT</u>			
7 individuals funded for a total of \$3,500.			

DEPARTMENT: FINANCE & CORPORATE

Mission: To support Council achieve sound governance, provide exemplary financial services and professional advice to enable our organisation to achieve long-term financial sustainability.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
INDIGENOUS AFFAIRS FUND			
1 organisation funded for a total of \$500.			
SOCIAL PERFORMANCE			
Manage Council's social performance activities within budget as at 30 June 2020.	EC2 Sustainable community groups. EXC2 Effective corporate management.	Internal and External Stakeholders.	Inform Consult Involve
<p>Update as at 31 March 2020</p> <p>On behalf of the South Burnett Local Drug Action Team (SBLDAT), Council has been successful in obtaining funding to deliver the Community Action Plan "Healthy Pregnancies and Bright Futures". With the assistance of our local partners, Council has commenced the delivery of educational activities designed to increase our community's capacity and awareness regarding the risks associated with alcohol consumption during pregnancy and prevention of Foetal Alcohol Spectrum Disorders (FASD). The Alcohol and Drug Foundation has granted funding which has been added to Council's in-kind contribution of \$32,380 and the in-kind contribution of \$2,000 from Darin Meme and Ben Barr (Healthy Mother, Baby and Child) - The Charbourg FASD Project. A project officer has been appointed from the funding. The launch of the Project was held in early February 2020 with events and information displays at our local libraries. FASD resource kits have been distributed to key community hubs and health services across the region. Face-to-face FASD information sessions for community groups and service providers were planned however have been put on hold due to coronavirus restrictions and other options are being explored for the delivery of these activities.</p>			



SOUTH BURNETT
REGIONAL COUNCIL
Infrastructure
Operational Plan
2019/2020

Mission: The provision of quality services and infrastructure for our growing community that is planned, provided and managed on sound asset management principles and adopted levels of service

Officer Responsible: General Manager Infrastructure

Responsibilities: Department Management, Infrastructure Planning, Works, Water & Wastewater

DEPARTMENT: INFRASTRUCTURE

Mission: The provision of quality services and infrastructure for our growing community that is planned, provided and managed on sound asset management principles and adopted levels of service.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>QUALITY MANAGEMENT Quality Management System and ISO9001 certification maintained.</p> <p>Update as at 31 March 2020 In accordance with the 3-Year Audit Plan, an audit was conducted by Compliance Australia Certification Services on 20 and 21 November 2019. A recommendation for the continuation of the ISO9001:2015 certification for South Burnett Regional Council was made by the auditor.</p>	INF1 Infrastructure that meets our community's needs.	Internal and External Stakeholders	Inform Consult
<p>TRANSPORT ASSETS Develop and implement an Asset Management Plan for transport assets.</p> <p>Update as at 31 March 2020 Council has developed a draft asset management plan for transport assets, and has had the asset management policy adopted by Council in June 2019. The new Council will be required to adopt the first iteration of the plan and undertake further review in line with service level requirements. Status: 75 per cent completed. There is currently a review of the road hierarchy being undertaken. Status: 85 per cent completed.</p>	INF1 Infrastructure that meets our community's needs.	Internal and External Stakeholders	Inform Consult
<p>Develop and implement a Maintenance Management System for transport assets.</p> <p>Update as at 31 March 2020 A draft maintenance management plan has been presented to Council and will be implemented for trial this financial year. Status: 80 per cent completed Council has purchased the software system Reflect which will form an integral part of the maintenance management plan. The process for the implementation of this system has commenced. Status: 50 per cent completed.</p>	INF1 Infrastructure that meets our community's needs.	Internal and External Stakeholders	Inform Consult
<p>Revise 10 year works program for the replacement, upgrade and construction of new transport assets.</p>	INF1 Infrastructure that meets our community's needs.	Internal and External Stakeholders	Inform Consult

DEPARTMENT: INFRASTRUCTURE

Mission: The provision of quality services and infrastructure for our growing community that is planned, provided and managed on sound asset management principles and adopted levels of service.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>Update as at 31 March 2020 Council currently is redeveloping its 10 year program. Council has previously adopted a preliminary budget strategy focusing on basic asset renewals, however the new Council will need to develop prioritised asset programs for its infrastructure including renewals, upgrades and new works. Status: 50 per cent completed.</p>			
<p>SEWERAGE TREATMENT Achieve compliance with treatment plant licence conditions, dam safety, public health requirements with statutory timeframes for reporting achieved.</p>	<p>INF1 Infrastructure that meets our community's needs.</p>	<p>Internal and External Stakeholders</p>	<p>Inform Consult</p>
<p>Update as at 31 March 2020 Currently complying with treatment plant licence conditions, dam safety, public health requirements and statutory timeframes for reporting.</p>			
<p>WATER / WASTEWATER Develop and implement an asset management plan for water and wastewater assets.</p>	<p>INF1 Infrastructure that meets our community's needs.</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult</p>
<p>Update as at 31 March 2020 Shepherd Services have been engaged to undertake a comprehensive review of the water and wastewater asset register to gather data for the development of the asset management plan. Shepherd Services has substantially commenced the development of the asset management plan. Status: 90 per cent completed.</p>			
<p>Review and comply with water and wastewater customer service standards and develop a maintenance management system for water and wastewater infrastructure.</p>	<p>INF1 Infrastructure that meets our community's needs.</p>	<p>Internal and External Stakeholders.</p>	<p>Inform Consult</p>

DEPARTMENT: INFRASTRUCTURE

Mission: The provision of quality services and infrastructure for our growing community that is planned, provided and managed on sound asset management principles and adopted levels of service.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>Update as at 31 March 2020 Water and wastewater customer service standards have been reviewed and the development of a maintenance management system for water and wastewater infrastructure is in progress. Status: 80 per cent completed.</p>			
Revise a 10 year works program for the replacement, upgrade and construction of new water and wastewater assets.	INF1 Infrastructure that meets our community's needs.	Internal and External Stakeholders	Inform Consult
<p>Update as at 31 March 2020 A 10 year works program for the replacement, upgrade and construction of new water and wastewater assets is in place. The 2020/21 financial year's capital budget program was revised in January 2020.</p>			
<p>ROAD NETWORK State controlled road network on behalf of Department of Transport & Main Roads - Completion of works to specification and in accordance with the Road Maintenance Performance Contract and Transport Infrastructure Contracts.</p>			
	INF1 Infrastructure that meets our community's needs.	Internal and External Stakeholders	Inform Consult
<p>Update as at 31 March 2020 Completion of works by Council are in accordance with the Road Maintenance Performance Contract requirements and the Department of Transport and Main Roads guidelines.</p>			
<p>LOCAL DISASTER MANAGEMENT Coordinate Local Disaster Management and Recovery as required by legislation and manage the implementation of disaster management and continuity plans.</p>			
	INF1 Infrastructure that meets our community's needs.	Internal and External Stakeholders	Inform Consult Involve

DEPARTMENT: INFRASTRUCTURE

Mission: The provision of quality services and infrastructure for our growing community that is planned, provided and managed on sound asset management principles and adopted levels of service.

Significant Activities			
Activity / Key Performance Indicator	Link to Corporate Plan	Customers	Engagement Level
<p>Update as at 31 March 2020</p> <p>The South Burnett Local Disaster Management Group (LDMG) held their quarterly meeting on Thursday 5th March 2020.</p> <p>In consultation with Queensland Fire and Emergency Services and District Disaster Executive Officers, South Burnett and Western Downs Local Disaster Management teams are currently working with the Bunya Mountains Community Association to create a sub-plan and community awareness surrounding the Bunya Mountains. As part of this year's Get Ready funding program, Council's Disaster Management team attended the Proston Show on Saturday 7th March 2020 to provide community awareness around the disaster dashboard. The Local Disaster Management Group was in the planning phase of organising an Aged Care Forum which was scheduled to be held on 21st May 2020. This forum had to be re-scheduled due to the current COVID-19 situation.</p> <p>The South Burnett Regional Council (SBRC) is aware that the region has been impacted by the Coronavirus disease (COVID-19) and has taken a number of measures to protect both the community and Council's own employees. Council has been coordinating with various agencies including Queensland Health. The Local Disaster Management Group (LDMG) role, in this case, is to ensure that support is provided to Queensland Health as the lead agency, and ensure that a wide of government response is provided for the local community.</p> <p>Council has ensured various recommendations and regulations released by the state and federal government in response to the COVID-19 outbreak has been adhered to. These include providing support for its employees by making available the Employee Assistance Program(EAP), ensuring staff adhere to social-distancing measures by placing posters in meeting rooms, depots and lunchrooms, encouraging the use of Skype for conducting business meetings, depot cleaning and promoting good hygiene practices by making available sanitisers for use by Council staff. In addition to this, Council has also undertaken a review of Council's business continuity plans, the need for the strategic redeployment of resources and staff if required. As part of a risk mitigation strategy, all of Council's customer service functions are now provided only via phone and email. In response to the COVID-19 outbreak, Council has also put in place a Policy for working from home for its employees, and has undertaken a review of the software and hardware requirements to facilitate the option of working from home if the need arises.</p>			

6. Portfolio - Roads & Drainage

6.1 Councillor Statement

7. Portfolio - Community, Arts, Tourism and Health Services

7.1 Councillor Statement

8. Portfolio - Planning & Property

8.1 Councillor Statement

9. Portfolio - Water, Waste Water, Waste Management, Sport & Recreation

9.1 Councillor Statement

9.2 Water & Waste Water (W&WW)

Officer's Reports

9.2.1 W&WW - 2680410 - Water and Sewerage Declared Service Areas

Document Information

ECM ID 2680410

Author Manager Water and Wastewater

**Endorsed
By** General Manager Infrastructure

Date 15 April 2020

Précis

As a requirement of the *Natural Resources and Other Legislation Amendment (NROLA) Bill 2019* and *Water Supply (Safety and Reliability) Act 2008*, Council is to declare its water supply and sewerage service areas.

Summary

Council is to declare the water supply and sewerage service areas and provide that declaration to the regulator (Department of Natural Resources, Mines and Energy) within one (1) year after commencement of the bill.

Council has already declared some of the service areas for Water Supply and Sewerage pursuant to *Section 94* of the *Local Government Act 2009* and *Section 99* of the *Local Government Regulation 2012* for *Setting of Waste Water Utility Charges* and *Setting of Water Utility Charges*.

Declared Service Areas are defined in *Schedule A of the Revenue Statement* for each financial year.

There is one (1) additional water supply, Yallakool, and two (2) additional sewerage schemes that are currently not declared, these being Boondooma Dam and Yallakool.

Maps of the declared service areas are to be published as soon as practicable after the declaration showing the boundaries of the service areas and the service provider's infrastructure.

A fact sheet for the Changes to the *Water Supply (Safety and Reliability) Act 2008*–Overview of declared service area amendments and a Natural Resource and Other Legislation Amendment Bill – Service Area Declaration flowchart are provided for additional reference material for the declaration process.

Officer's Recommendation

It is recommended that Council declare the additional water supply and sewerage service areas as follows and that Council, as registered Service Provider (491), is responsible for the provision of the services within these areas, including the operation and maintenance of the water and sewerage infrastructure that provide these services:

Potable Water Supply Service Area	Extent of Service Area
Yallakool Water Supply Service Area	Maps – Water Service Area Yallakool

Sewerage Service Area	Extent of Service Area
Boondooma Sewerage Service Area	Maps – Sewerage Service Area Boondooma
Yallakool Sewerage Service Area	Maps – Sewerage Service Area Yallakool

In addition, it is recommended that Council adopt the current boundary extents for the declared Water Supply and Sewerage Service areas for the 2020-2021 financial year, as provided in the attached report *Development of Water Service Areas and Sewerage Service Areas (Morris Water 2020)* and subsequent maps of the services areas, as follows:

Potable Water Supply Service Area	Extent of Service Area
Blackbutt Water Supply Service Area	Maps ¹ – Water Service Area Blackbutt
Boondooma Water Supply Service Area	Maps ¹ – Water Service Area Boondooma
Kingaroy Water Supply Service Area	Maps ¹ – Water Service Area Kingaroy Region & Water Service Area Kingaroy Town
Murgon Water Supply Service Area	Maps ¹ – Water Service Area Murgon
Nanango Water Supply Service Area	Maps ¹ – Water Service Area Nanango
Proston Water Supply Service Area	Maps ¹ – Water Service Area Proston (Town)
Wondai Water Supply Service Area	Maps ¹ – Water Service Area Wondai & Maps ¹ – Water Service Area Tingoorra
Yallakool Water Supply Service Area	Maps ¹ – Water Service Area Yallakool

Notes: 1 Refers to Maps contained in Appendix A-Water Service Areas of Development of Water Service Areas and Sewerage Service Areas

Non-Potable Water Supply Service Area	Extent of Service Area
Kumbia Water Supply Service Area	Maps – Water Service Area Kumbia
Proston Rural Water Supply Service Area	Maps – Water Service Area Proston (Region) & Maps – Water Service Area Proston (Rural)
Wooroolin Water Supply Service Area	Maps – Water Service Area Wooroolin

Notes: 1 Refers to Maps contained in Appendix A-Water Service Areas of Development of Water Service Areas and Sewerage Service Areas

Sewerage Service Area	Extent of Service Area
Blackbutt Sewerage Service Area	Maps ² – Sewerage Service Area Blackbutt
Boondooma Sewerage Service Area	Maps ² – Sewerage Service Area Boondooma
Kingaroy Sewerage Service Area	Maps ² – Sewerage Service Area Kingaroy
Murgon Sewerage Service Area	Maps ² – Sewerage Service Area Murgon
Nanango Sewerage Service Area	Maps ² – Sewerage Service Area Nanango
Proston Sewerage Service Area	Maps ² – Sewerage Service Area Proston (Town)
Wondai Sewerage Service Area	Maps ² – Sewerage Service Area Wondai
Yallakool Sewerage Service Area	Maps ² – Sewerage Service Area Yallakool

Notes: 2 Refers to Maps contained in Appendix B – Sewerage Service Areas or Development of Water Service Areas and Sewerage Service Areas

The *Development of Water Service Areas and Sewerage Service Areas (Morris Water 2020)* report details the extent of the service areas and the reasons used for establishing the boundary extents. The service area maps are to be reviewed and updated as necessary each financial year.

Financial and Resource Implications

Following the declaration, declared Water and Sewer Service Area Maps are required to be reviewed and updated annually, published and made publicly available. Resourcing to achieve this will need to be considered.

Link to Corporate/Operational Plan

The declaration of water supply and sewerage service areas are falls under the *Review and comply with water and wastewater customer service standards and develop a maintenance management system for water and wastewater infrastructure activity under the Councils Operational Plan and links Corporate Plan INF1 – Infrastructure that meets communities' needs.*

Communication/Consultation (Internal/External)

Discussions held with the Rates department regarding where the existing declared service areas exist as provided under the *Local Government Act 2009* and *Local Government Regulation 2012 – Utility Charges.*

Legal Implications (Statutory Basis, Legal Risks)

The declaration of water supply and sewerage service areas is a requirement of:

- *Water Supply (Safety and Reliability) Act 2008 – Part 5, Division 1-S160 -163 and*
- *Natural Resources and Other Legislation Amendment (NROLA) Bill 2019 Part 4-S343-344*

A notice of declaration of service area is also required to be published as required by Water Supply (Safety and Reliability) Act 2008 – Part 5, Division 1-S162.

Maps of the service area and its publication requirements are required under Water Supply (Safety and Reliability) Act 2008 – Part 5, Division 1-S163

Policy/Local Law/Delegation Implications

Council is to declare the water supply and sewerage service areas before May 25, 2020, and provide that declaration to the regulator (Department of Natural Resources, Mines and Energy).

Maps of the declared service areas are to be published as soon as practicable after the declaration showing the boundaries of the service areas and the service provider's infrastructure.

Asset Management Implications

Maps of declared service areas including existing infrastructure are to be made available to the public.

Report

The *Natural Resources and Other Legislation Amendment (NROLA) Bill 2019* requires Council to declare its service areas for the provision of water and sewerage services. Declarations must be made with 12 months of the commencement of the NROLA Bill.

Council must also declare who is responsible for the provision of the water supply and sewerage services. Maps for the service areas are also to be published and made publicly available.

A fact sheet for the *Changes to the Water Supply (Safety and Reliability) Act 2008*—Overview of declared service area amendments and a Natural Resource and Other Legislation Amendment Bill – Service Area Declaration flowchart are provided for additional reference material for the declaration process.

Council has already declared some of the service areas for Water Supply and Sewerage pursuant to *Section 94 of the Local Government Act 2009* and *Section 99 of the Local Government Regulation 2012* for "Setting of Waste Water Utility Charges". Declared Service Areas are defined in *Schedule A of the Revenue State* for each financial year.

However, Yallakool Water Supply service area, Boondooma Dam and Yallakool Sewerage service areas have not previously been declared. There is also some discrepancies in the revenue statement under Section F-2603887- Water Supply Charges with Boondooma Dam Water Supply service area not specifically indicated in the consumption charges tables - Water Supply Charges (b)(i) and (ii).

Council has not previously officially declared its water supply and sewerage service areas, making it difficult for officers to determine a boundary for where the service officially end. Subsequently, and following the requirements for Council to declare the service areas, Morris Water was engaged to review all available mapping and water and sewerage network documentation, and consider any additional legislation and policy documents, in defining the resultant service areas boundaries.

Through this review and assessment, a number of historical connections outside of the defined service area boundaries, including private water lines, have been identified. These have been connected based on historical decision and laws with limited consideration of network capacity or function. Subsequently, these connection have been considered as historical approvals, with no additional connections to be allowed outside of the defined service areas, unless they are under a defined planning and development approval process. Individual connections will not be considered. These connections have been excluded from the maps of the service areas, but council maintains a record of these.

If any of these historical connections request a disconnection from the service schemes, reconnection in the future will not be provided.

The declared service areas will also form part of Council's Customer Service Standards.

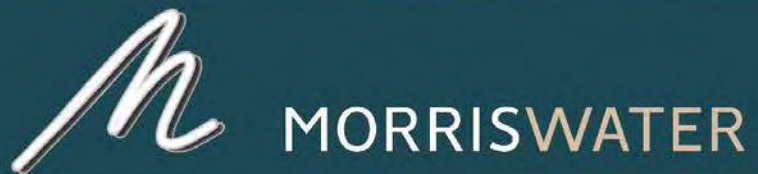
Attachments

1. Morris Water Report, including declared service area boundaries
2. Appendix A – Water Service Area Maps
3. Appendix B – Sewerage Service Area Maps
4. Factsheet - Changes to the *Water Supply (Safety and Reliability) Act 2008*–Overview of declared service area amendments
5. Flowchart - Natural Resource and Other Legislation Amendment Bill – Service Area Declaration

Development of Water Service Areas and Sewerage Service Areas



Prepared for South Burnett Regional Council





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MORRIS WATER PROJECT NUMBER: **SBRC17.01**

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1 INTRODUCTION

This report outlines the process and results of the development of Water Service Areas and Sewerage Service Areas for South Burnett Regional Council. These Service Areas were developed to comply with the Natural Resources and Other Legislation Amendment Bill 2019.



2 WATER SERVICE AREAS

2.1 GENERAL OVERVIEW OF SCOPE

Based on provided GIS data the following towns with water networks have been divided into water service areas.

- Blackbutt
- Boondooma Dam
- Kingaroy
- Kumbia
- Murgon
- Nanango
- Proston
- Proston Rural
- Tingoora
- Wondai
- Woooloolin
- Yallakool

2.2 METHODOLOGY

For each town, the water service area was defined by including all Lots that had an existing water connection (based on GIS records for metered water connections titled "2013 Cadastre Meters").

The resultant water service areas were then divided into the following water supply zones:

- Urban/Industrial/Commercial
- Rural Residential
- Rural
- Future Expansion
- Historic Connection

2.2.1 Urban/Industrial/Commercial (UIC)

The UIC zones consist of Lots that meet one of the following criteria:

- Within the priority infrastructure area (PIA). The PIA boundary was taken from SBRC's "Local Government Infrastructure Plan Priority Infrastructure Area Map" (LGIP PIA map), or
- Titled "Low Density Residential" or "Industrial" in SBRC's LGIP PIA maps.

2.2.2 Rural Residential (RR)

The RR zones consist of Lots that meet the following criteria:

- Titled "Rural Residential" in SBRC's LGIP PIA maps.

2.2.3 Rural (R)

The R zones consist of Lots that meet the following criteria:



- Titled "Rural" in SBRC's LGIP PIA maps.

2.2.4 Future Expansion (FE)

The FE zones consist of Lots that meet the following criteria:

- Titled "Emerging Communities" in SBRC's LGIP PIA maps.

2.2.5 Historic Connection (HC)

The HC zones include Lots that either:

- Have existing water connections but could not be categorised into any of the other zones, or
- Are 'special case' as identified by Council.

This zone has been excluded from the maps produced, as per Council's instructions.

2.2.6 Pressure Zones

Furthermore, the water supply zones were broken down based on existing pressure zones within the network, including updates to reflect future trunk mains upgrades.

2.2.7 Amendments

Preliminary water supply zones and water service areas were sent to Council for review, from which Lots were either selected into or deselected from a zone. These adjustments were made accordingly.

2.2.8 Service Area ID's

The assignment of zone ID's was based on the following structure:

- Scheme-Water Supply Zone-Pressure Zone

For example, a rural residential zone within the HLZ pressure zone in Kingaroy would adopt a zone ID of "K-RR-HLZ". For instances where there were no defined pressure zones, or the water supply zone fell outside of a defined pressure zone, the Pressure Zone allocation was left blank (i.e. "K-RR").



3 SEWERAGE SERVICE AREAS

3.1 GENERAL OVERVIEW OF SCOPE

Based on provided GIS data the following towns with wastewater networks have been divided into sewerage service areas.

- Blackbutt
- Boondooma Dam
- Kingaroy
- Murgon
- Nanango
- Proston
- Wondai
- Yallakool

For the purpose of this report reticulation mains are defined as being less than DN 225 and trunk mains are defined as DN 225 and greater.

3.2 METHODOLOGY

For each town, a sewerage service area was defined by including all Lots that had an existing sewerage connection.

The resultant sewerage service areas were then divided into sewerage catchments. These sewerage catchments were determined using the following rules:

1. All sewage pump stations were allocated a catchment
2. Reticulation mains connecting to trunk mains were each considered a catchment
3. Where reticulation mains have small catchments and discharge into the same trunk main, they have been grouped into a single catchment.

It is noted that the entire PIA, as per the most recent LGIP, is within a sewerage catchment.

3.2.1 Amendments

Preliminary sewerage catchments and sewerage service areas were sent to Council for review, from which Lots were either selected into, or deselected from a zone. These adjustments were made accordingly.



3.2.2 Service Area ID's

The assignment of service area ID's was based on the following structure:

- For catchments with a sewer pumping station,
 - Scheme-P#-#

Where,

The pump station (P) number increments by one from South to North, West to East, and

The final number indicates the catchment's order for flows into the pump station, increasing by one for each catchment upstream.

- For catchments without a sewer pumping station,
 - Scheme-G#

Where,

Gravity (G) numbers increment by one, originating from the trunk main and moving outward to reticulation mains from South to North, West to East.

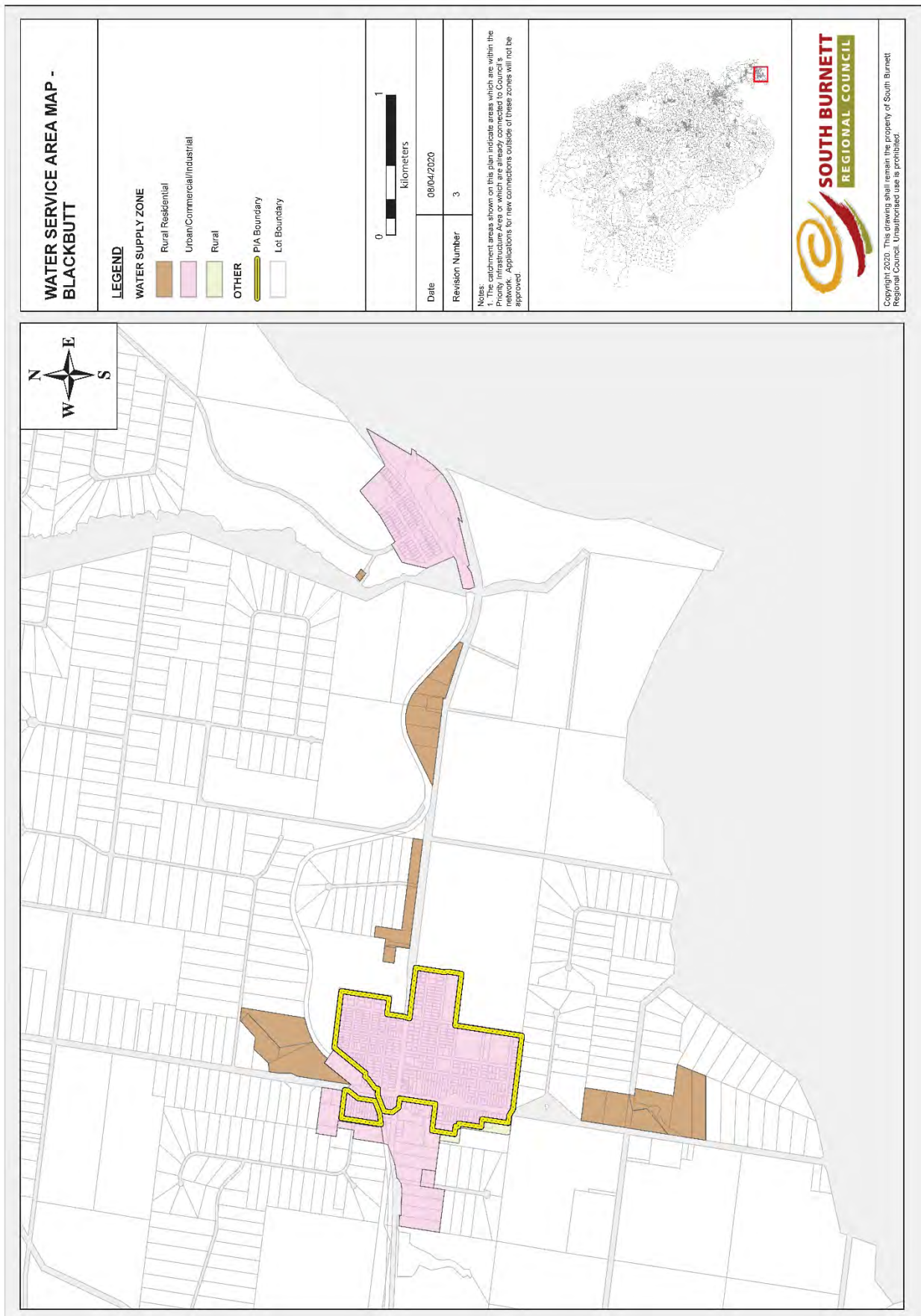
For example, a catchment in Kingaroy contains a pump station ("K-P#-#"). This pump station is third, based on the pump station numbering rule ("K-P3-#"). This catchment is the first and only catchment providing flows to the pump station ("K-P3-1").

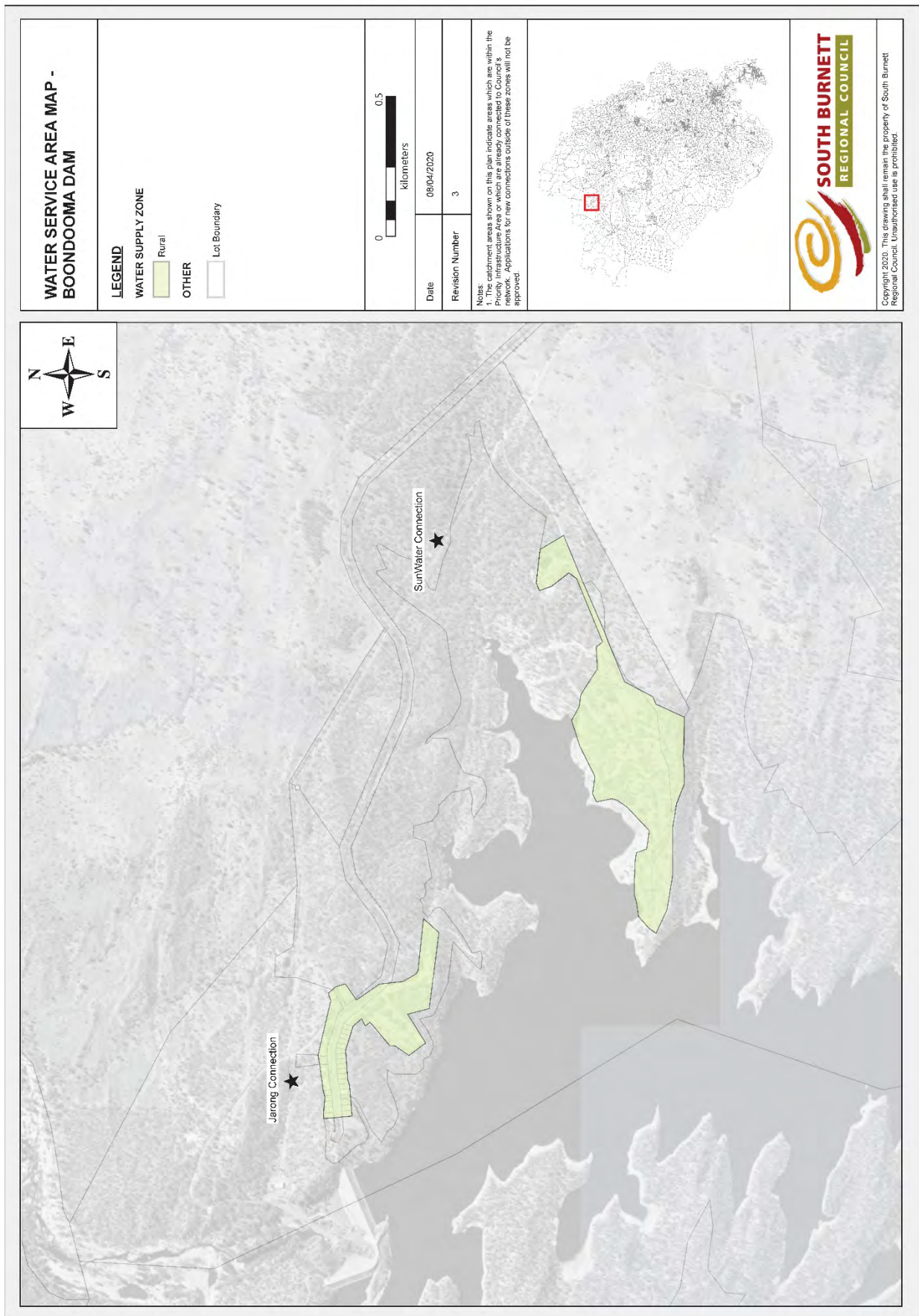


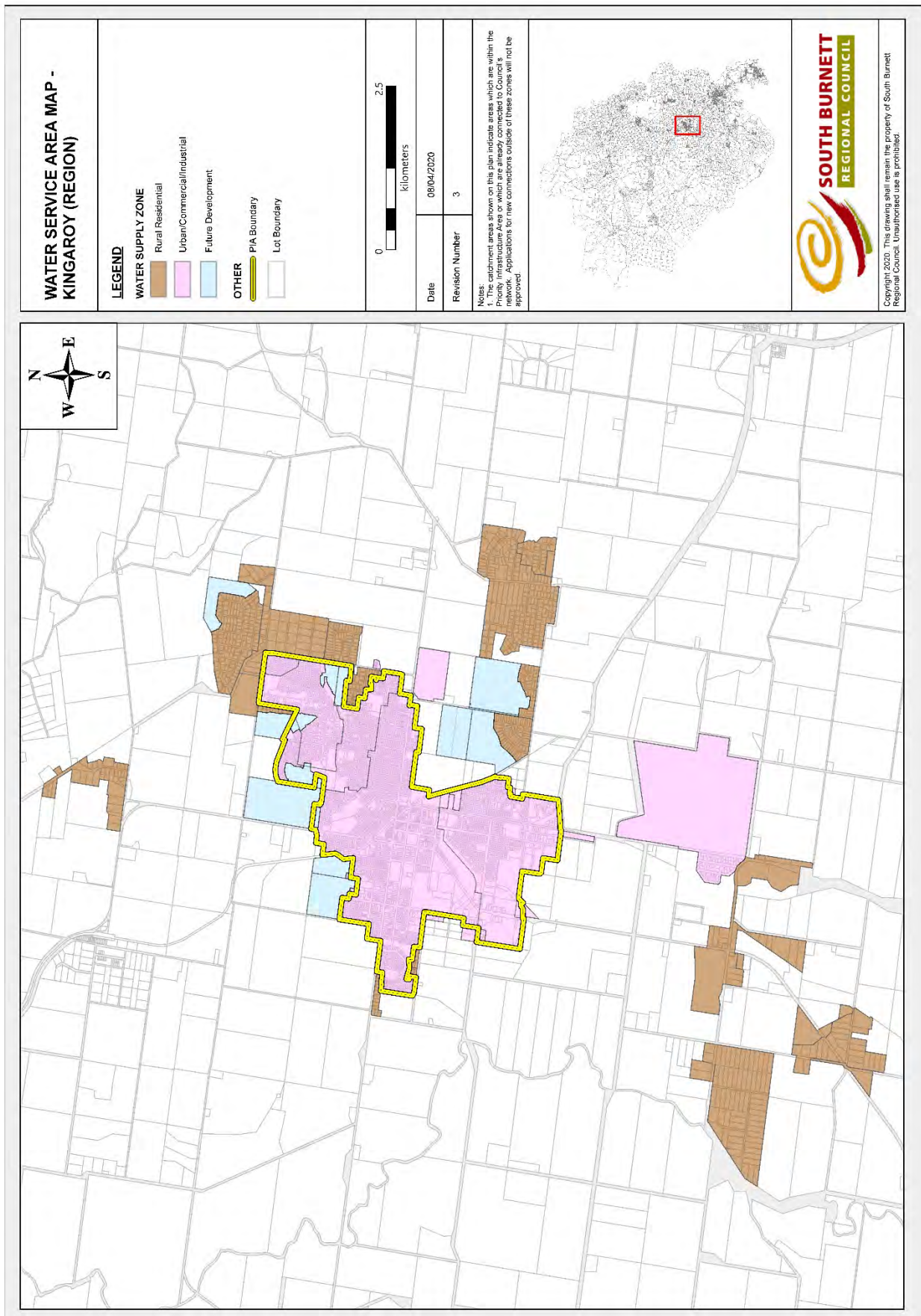
APPENDICES

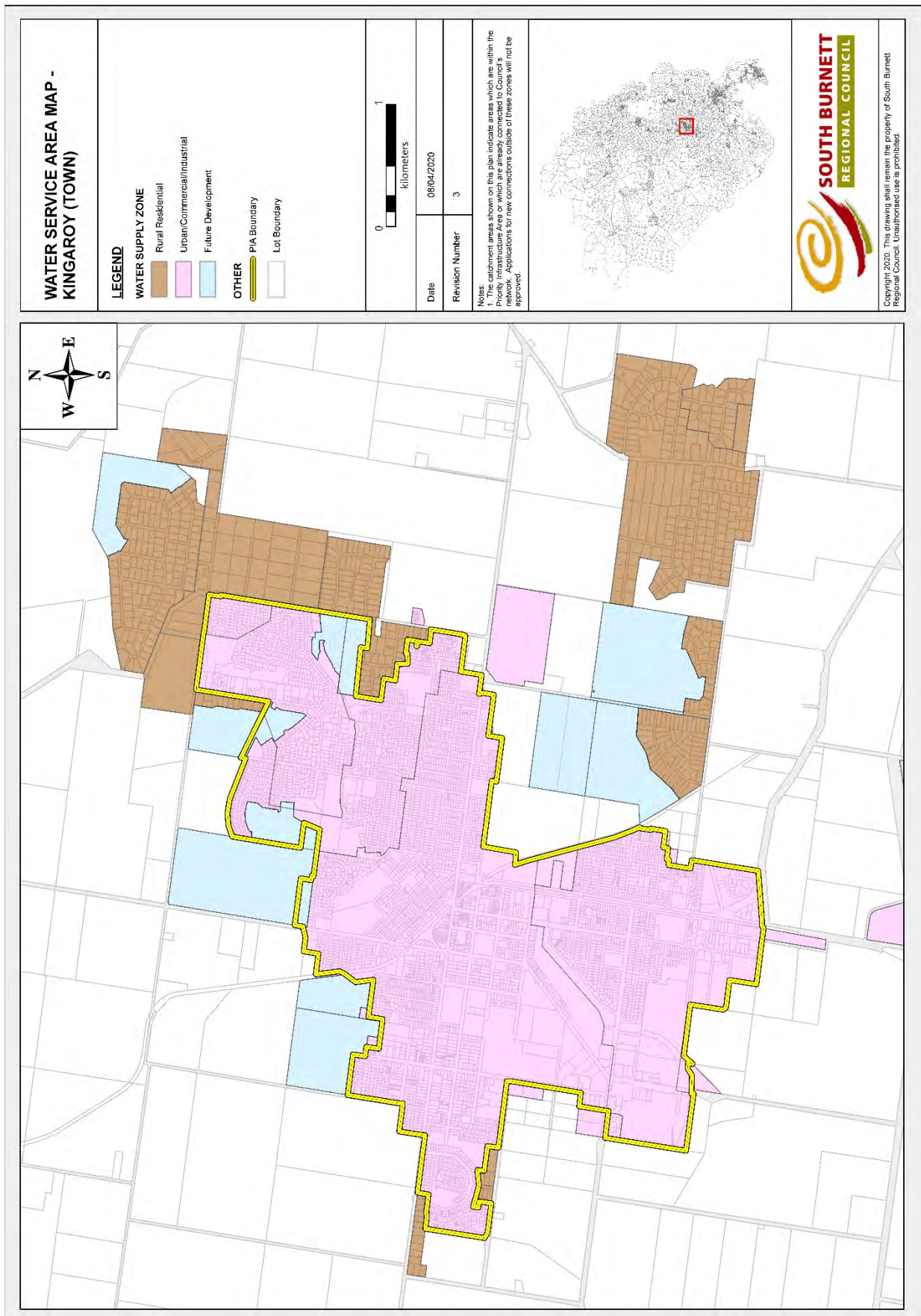


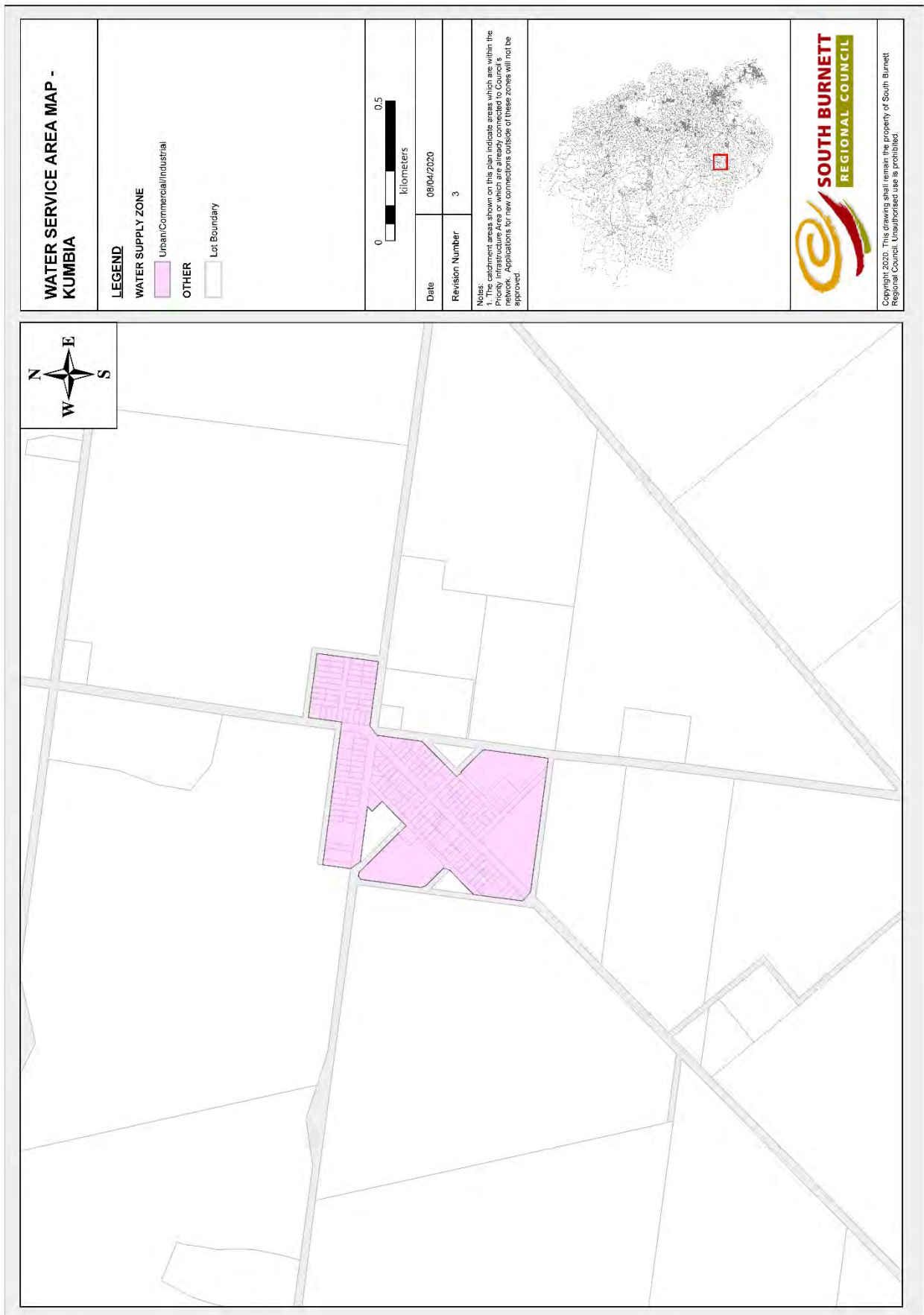
APPENDIX A
WATER SERVICE AREA MAPS

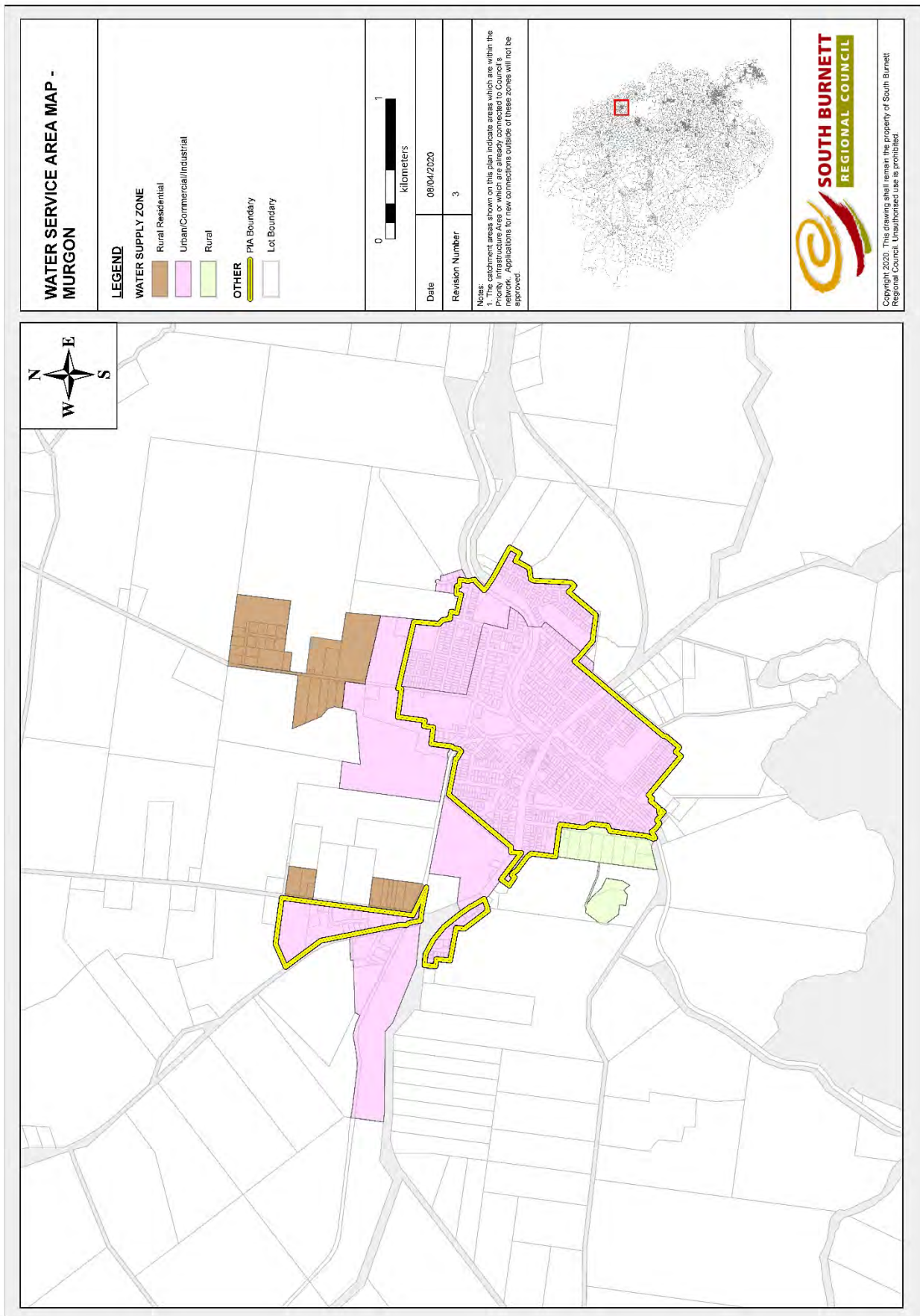


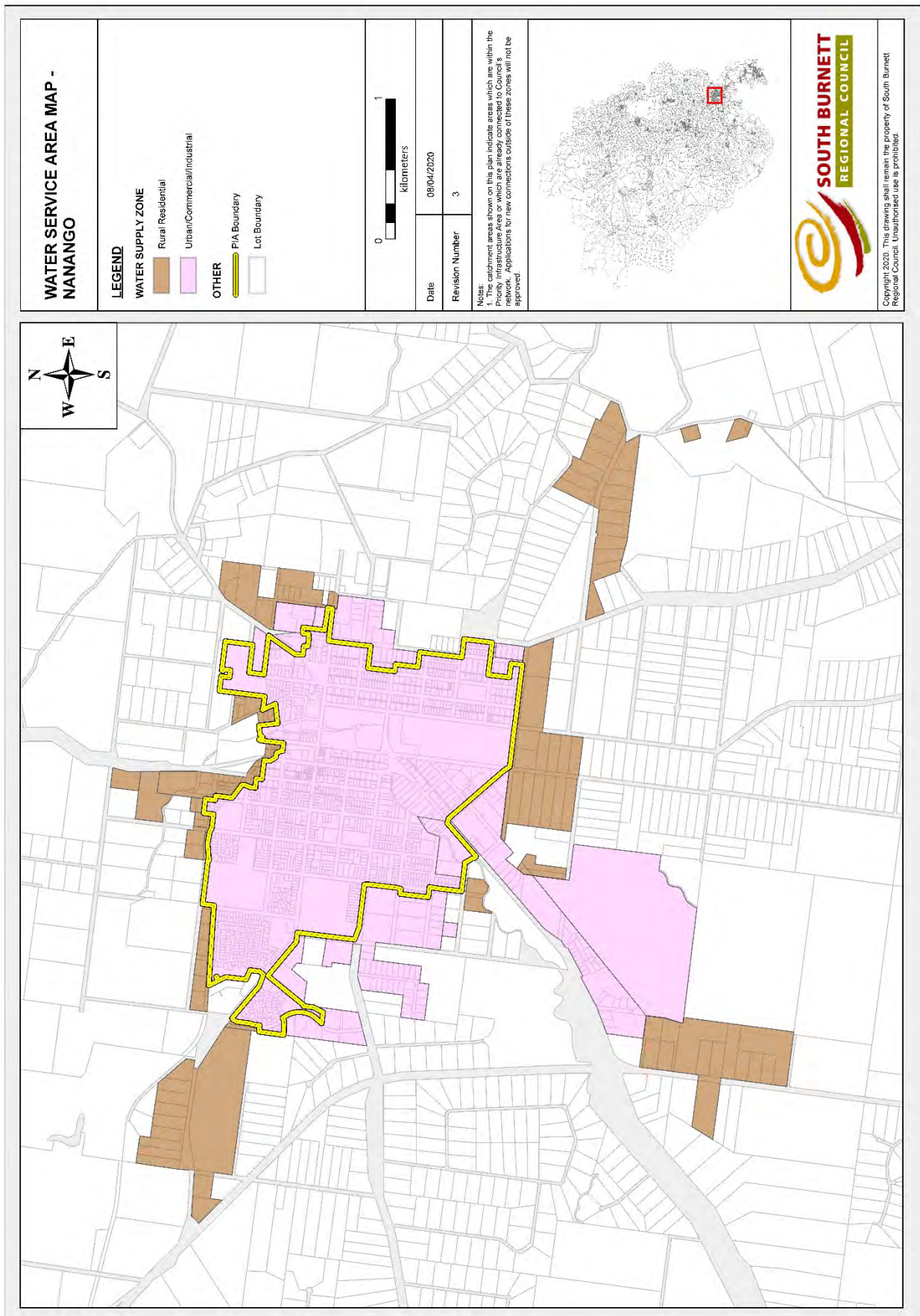


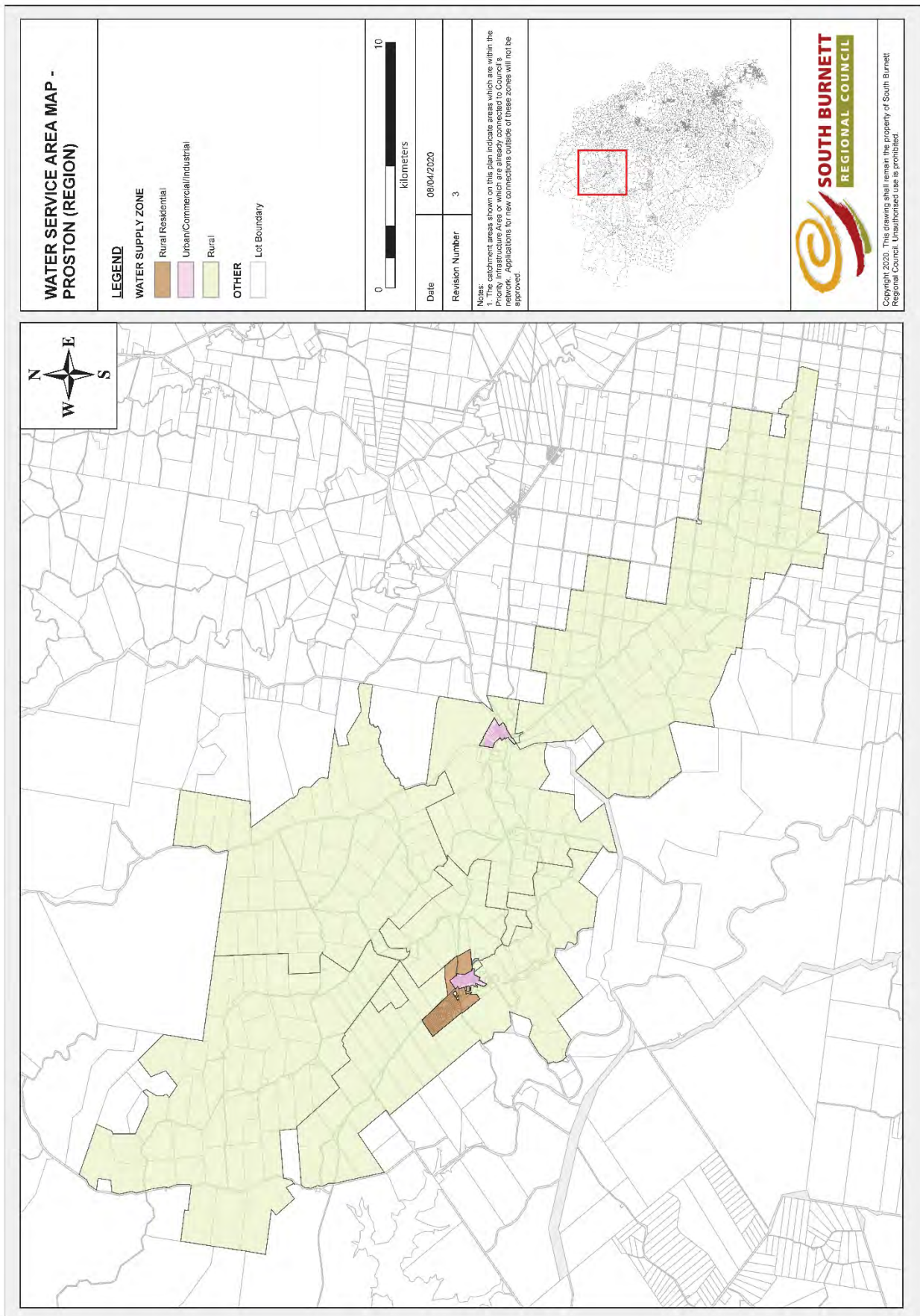


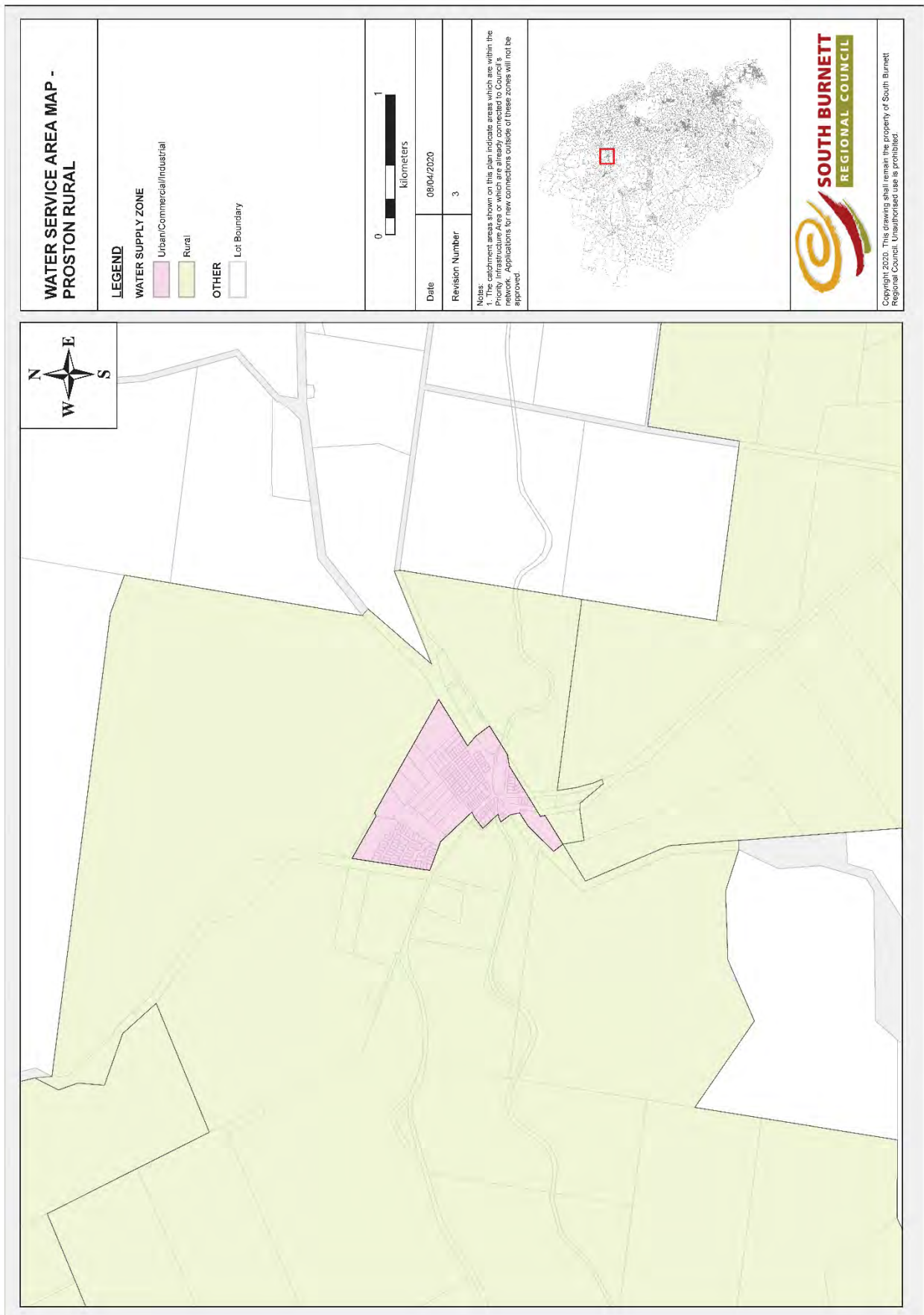


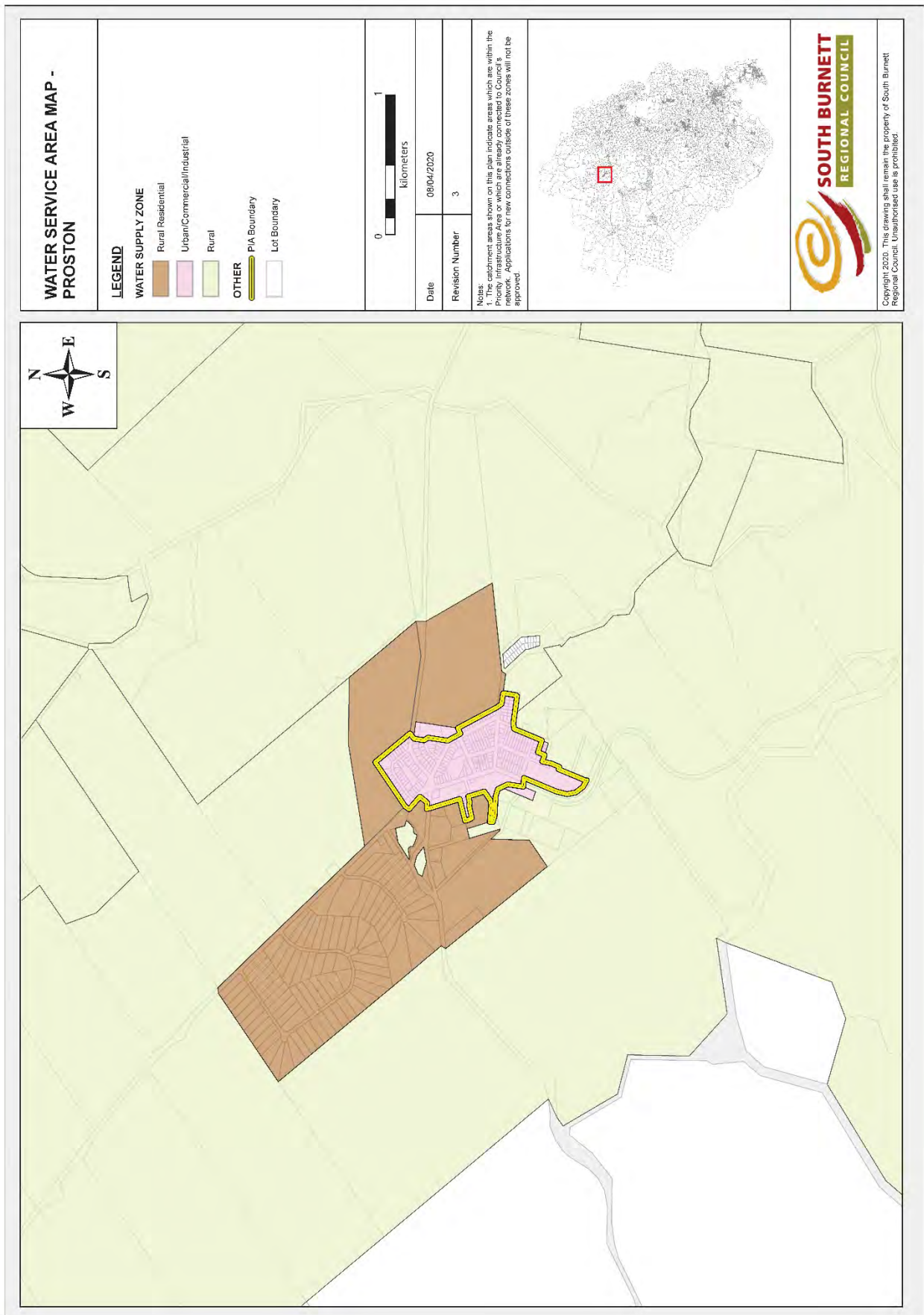


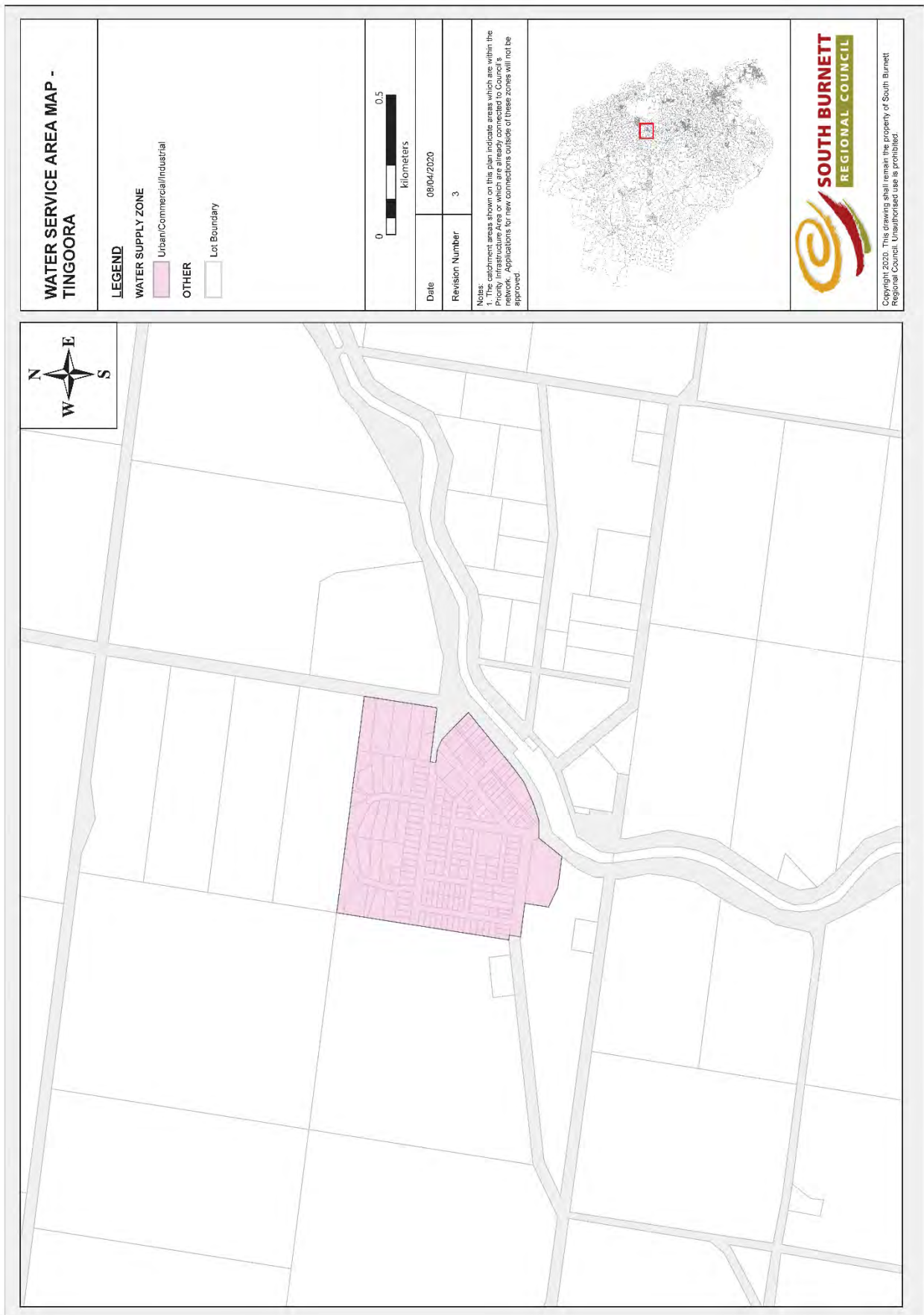


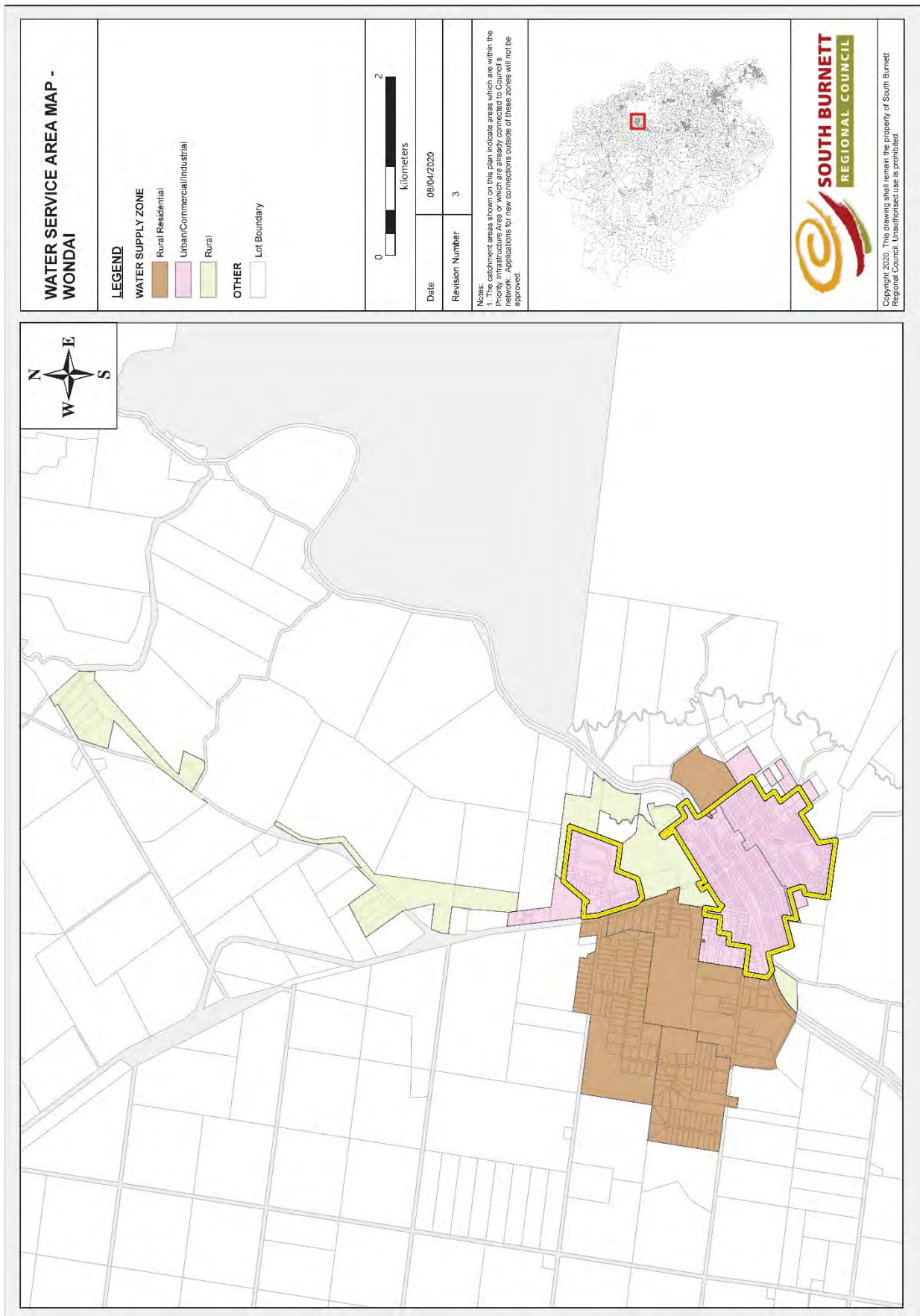


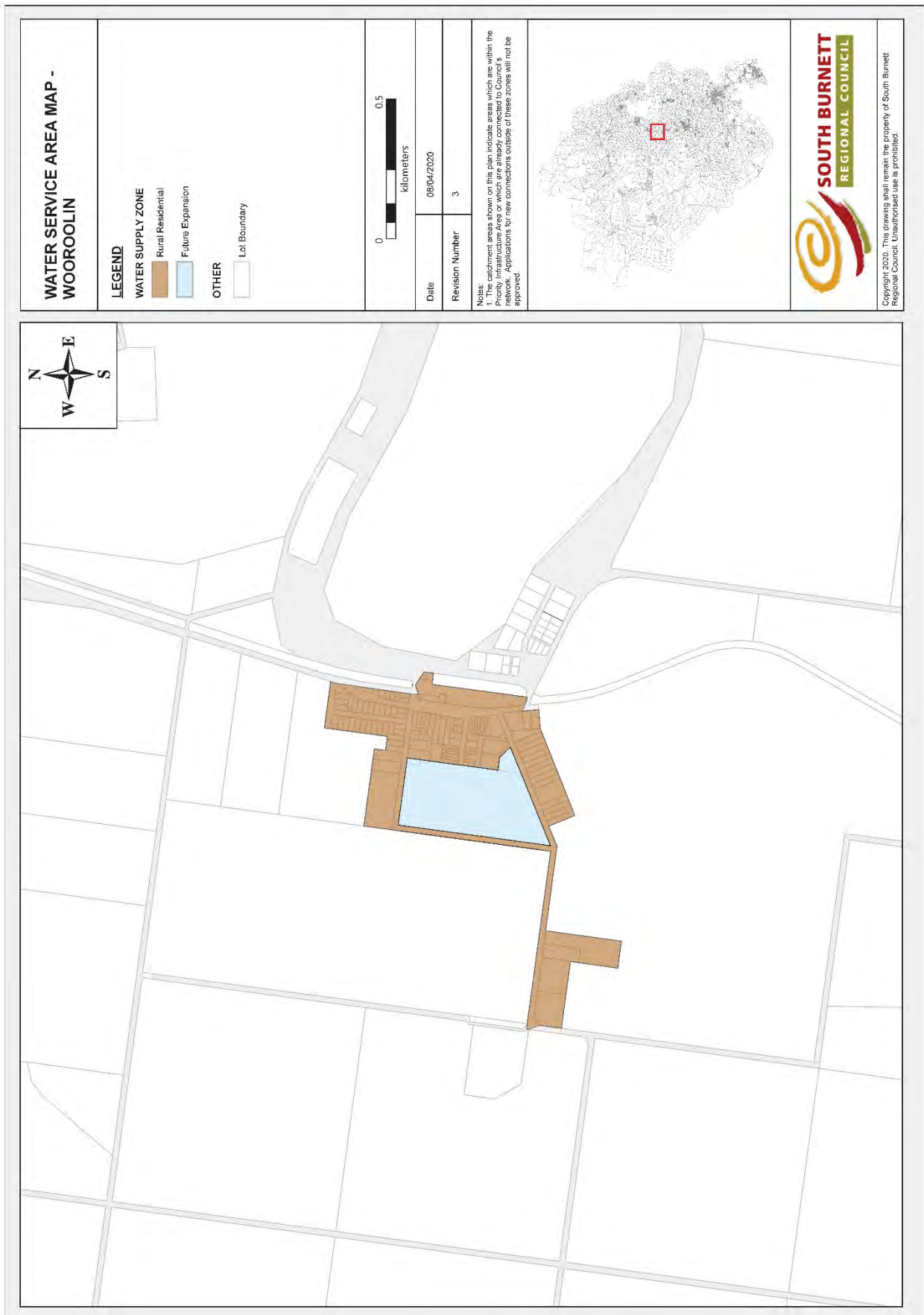


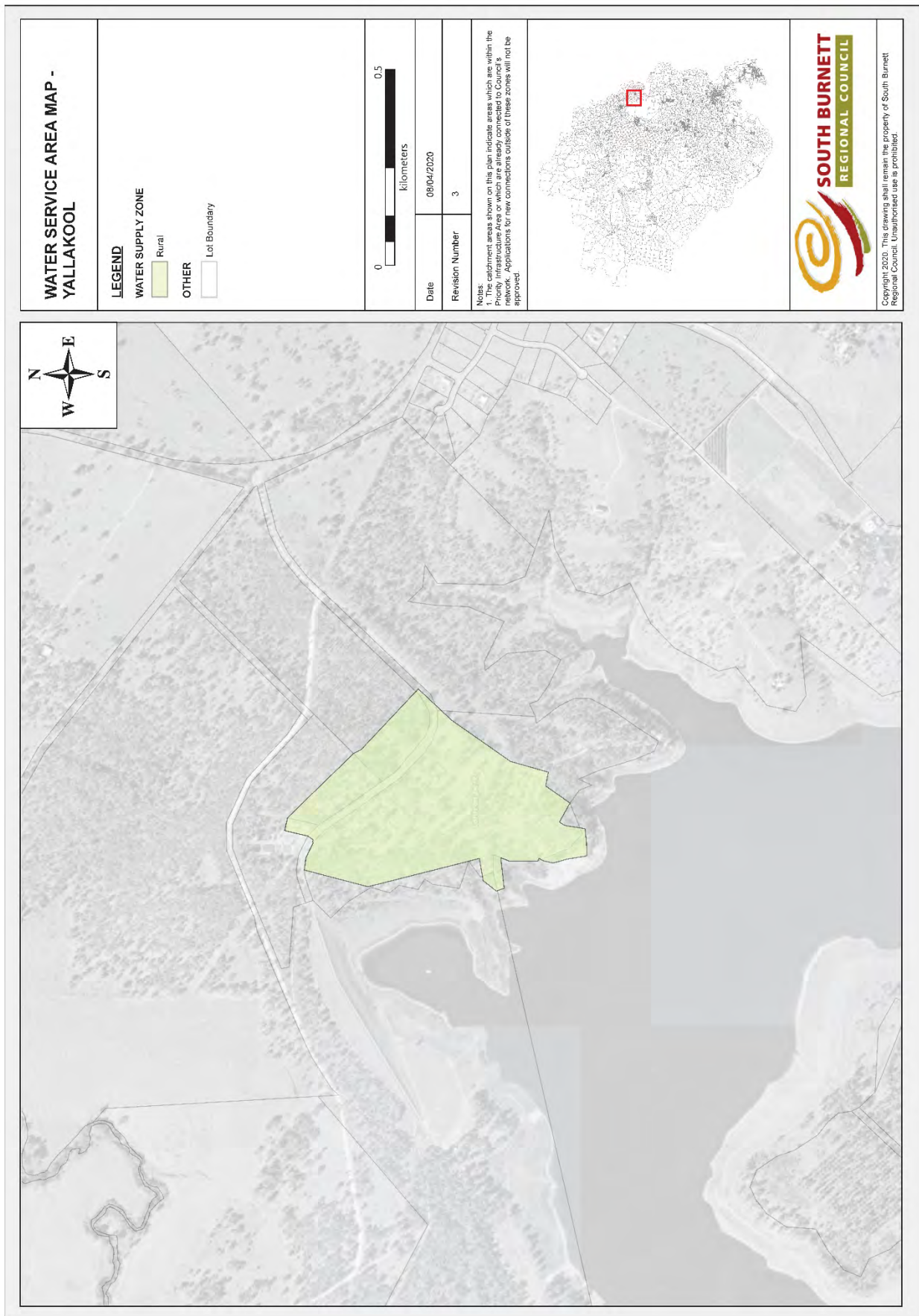






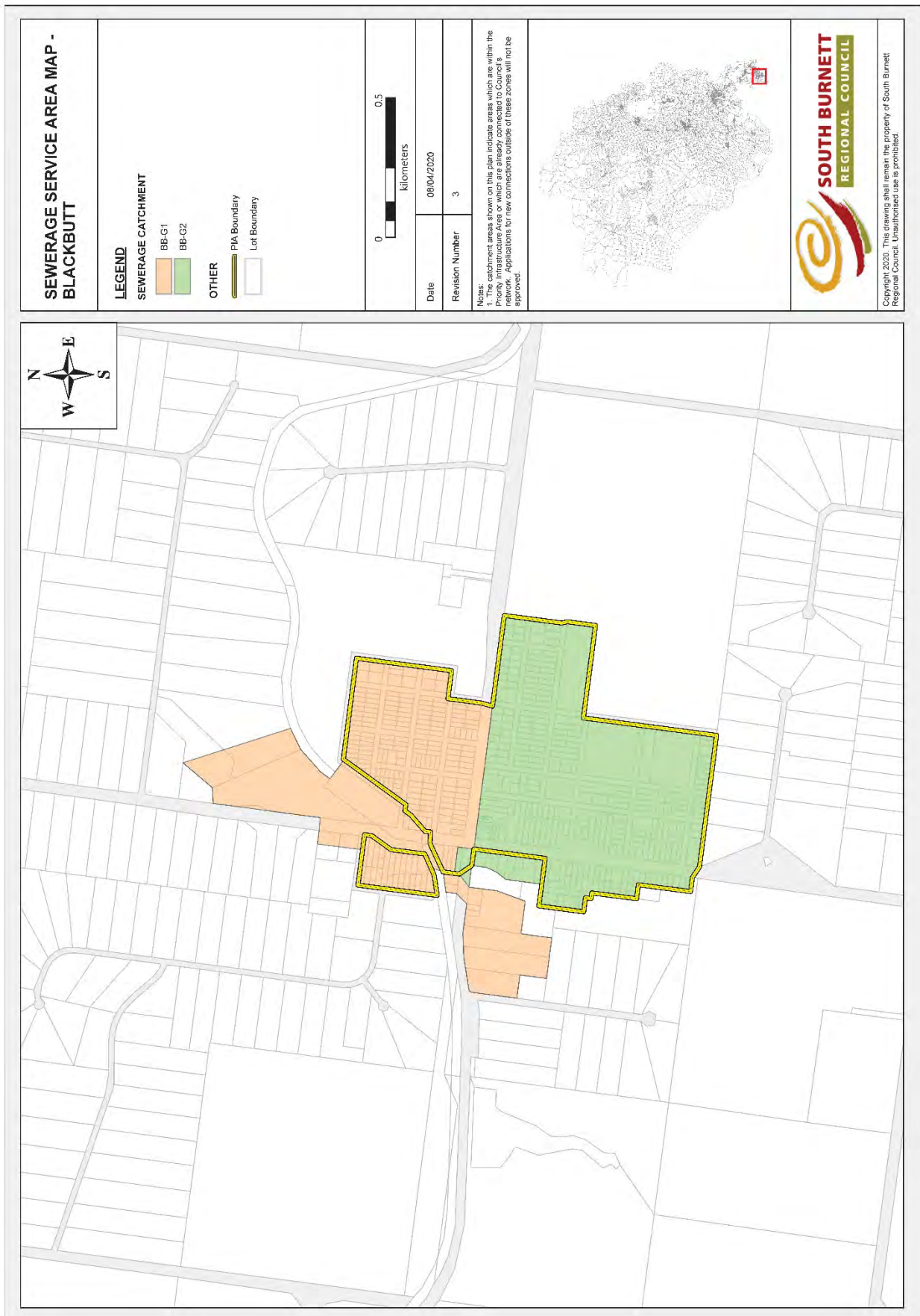


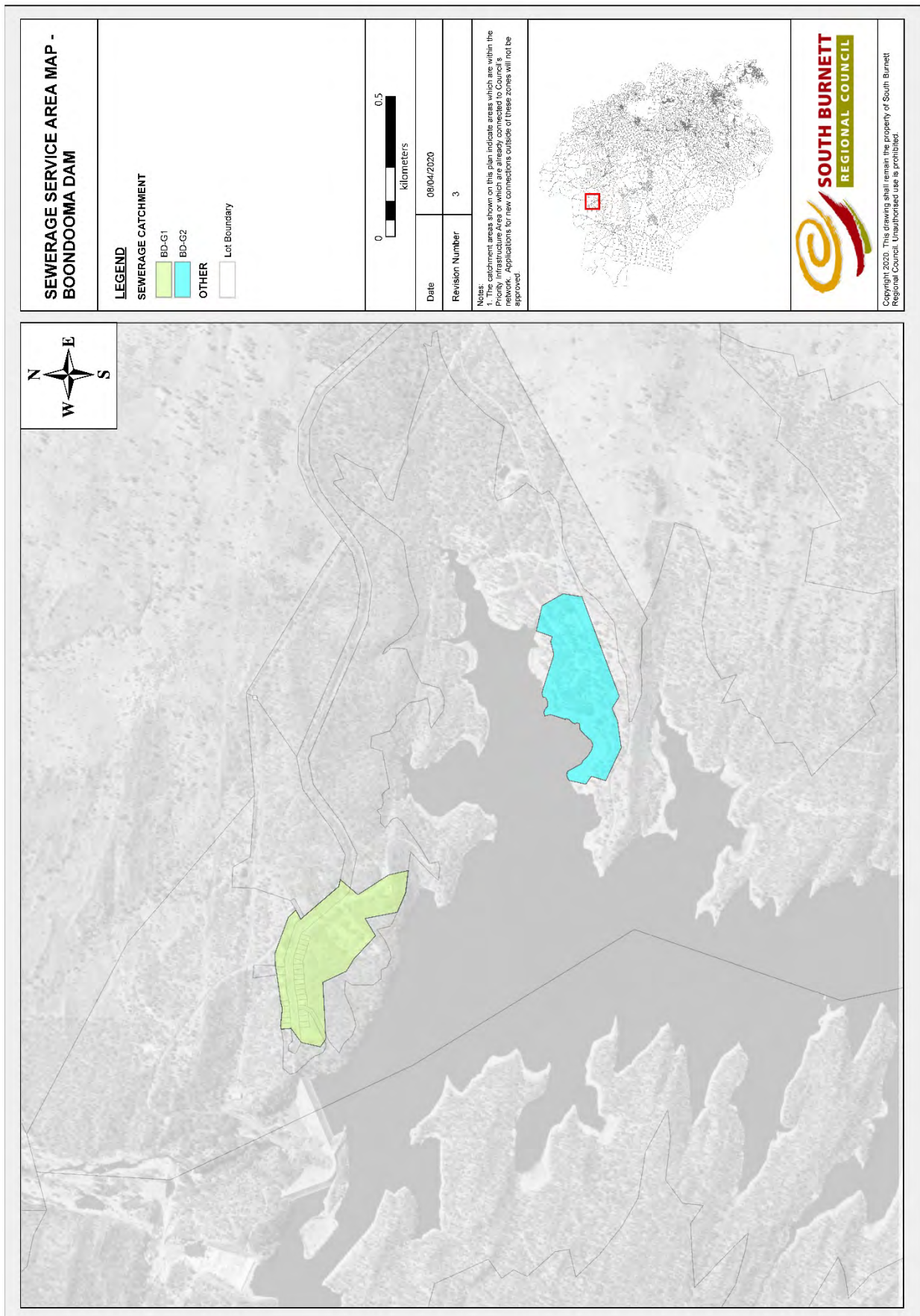


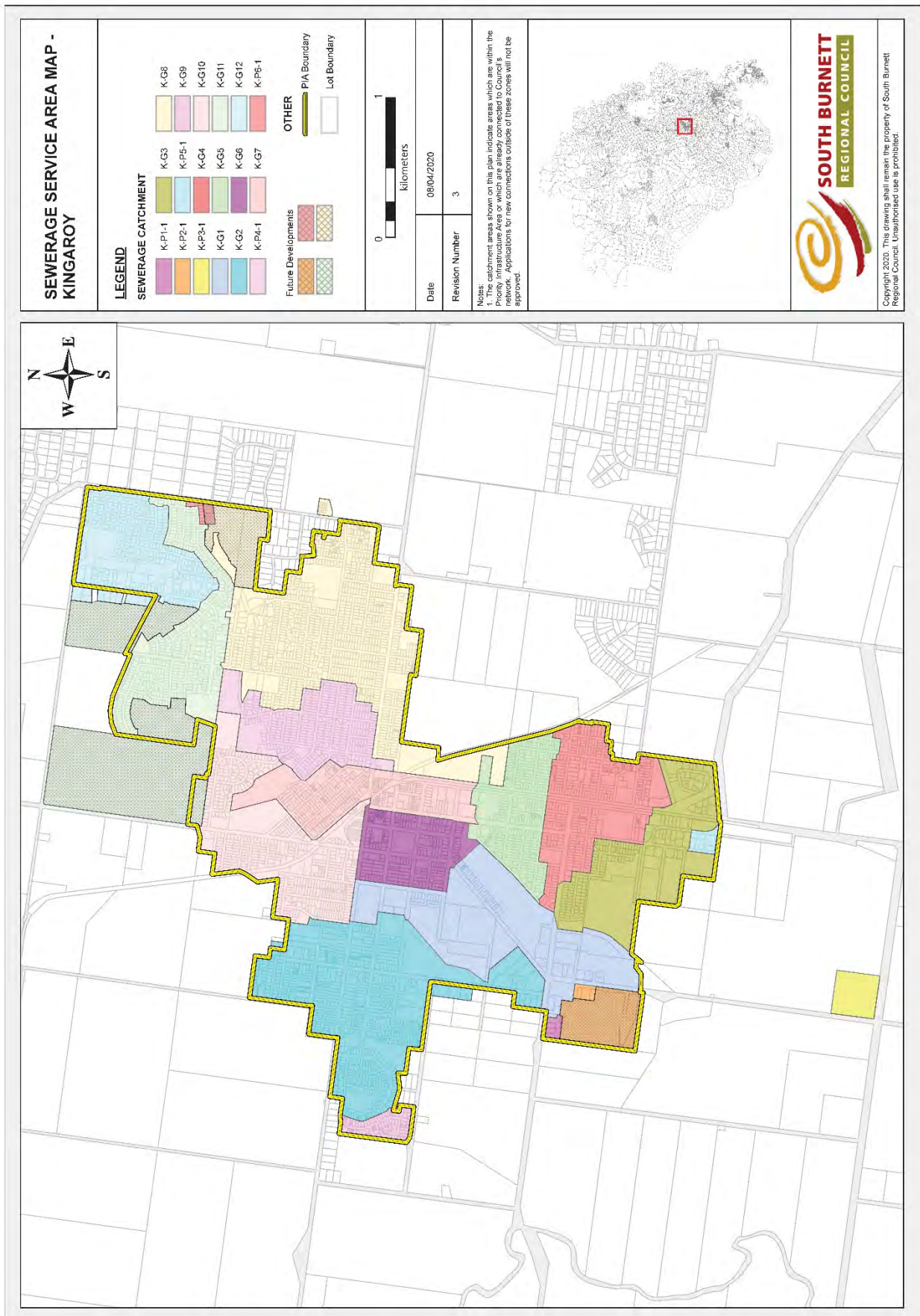


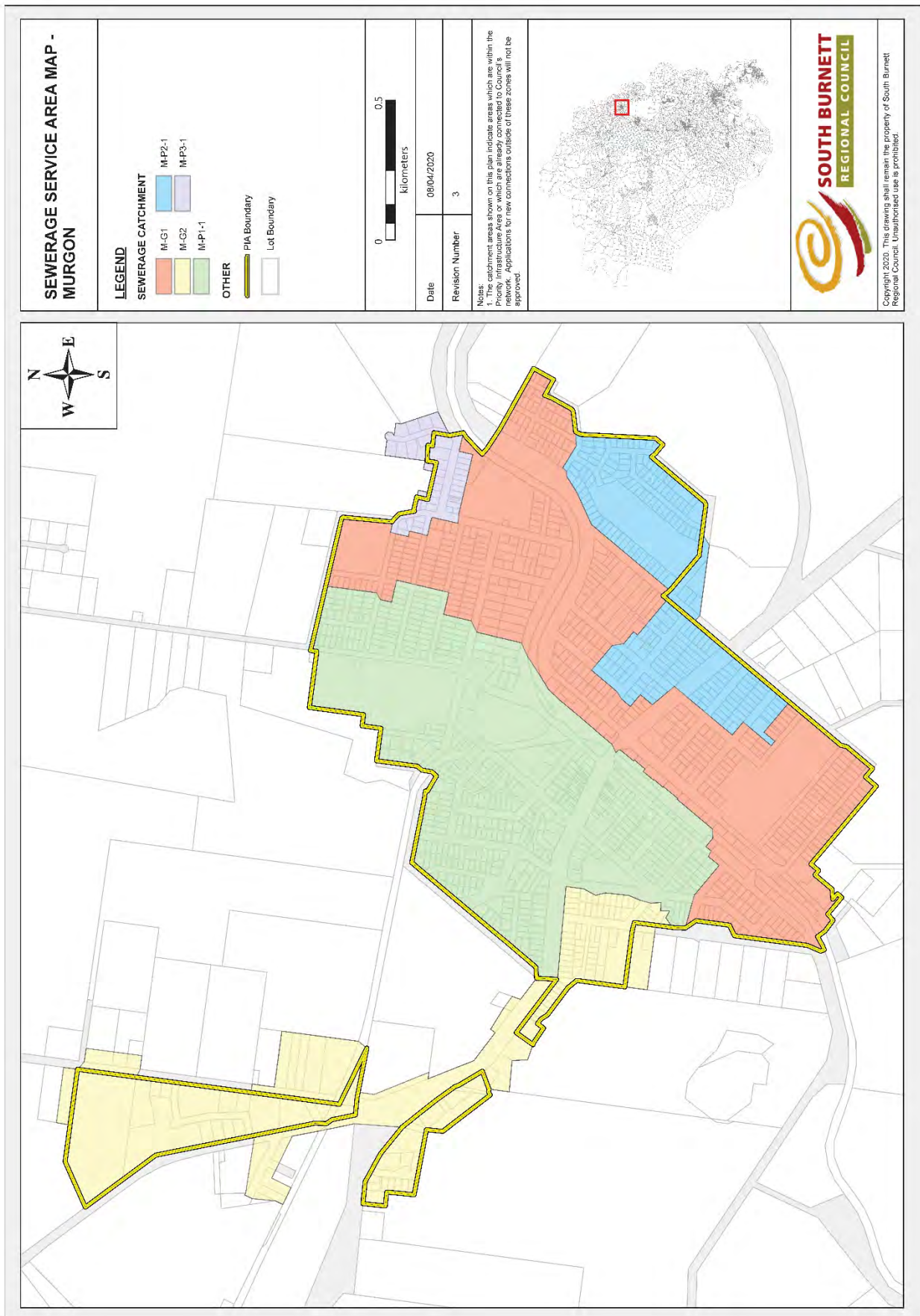


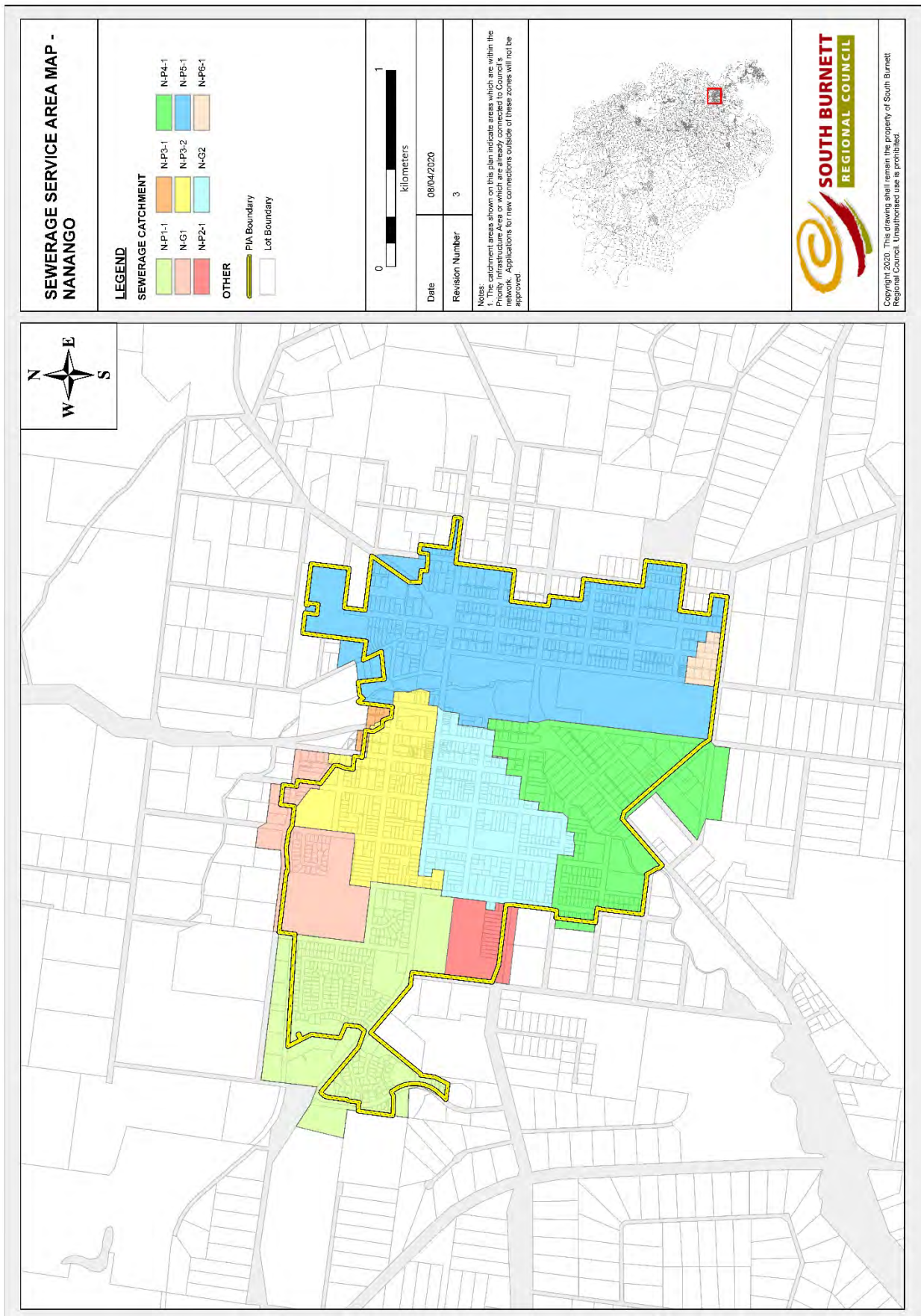
APPENDIX B
SEWERAGE SERVICE AREA MAPS

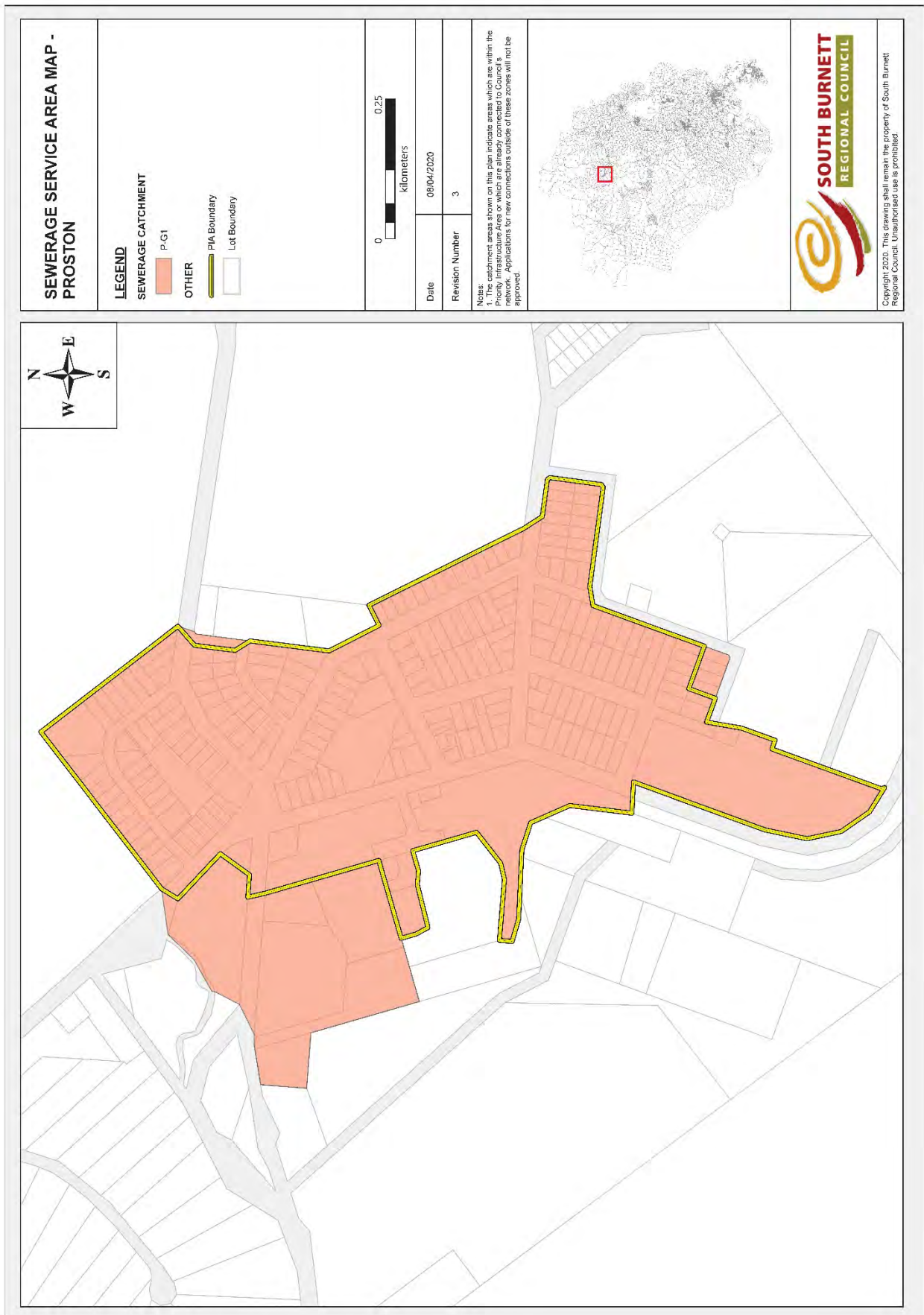


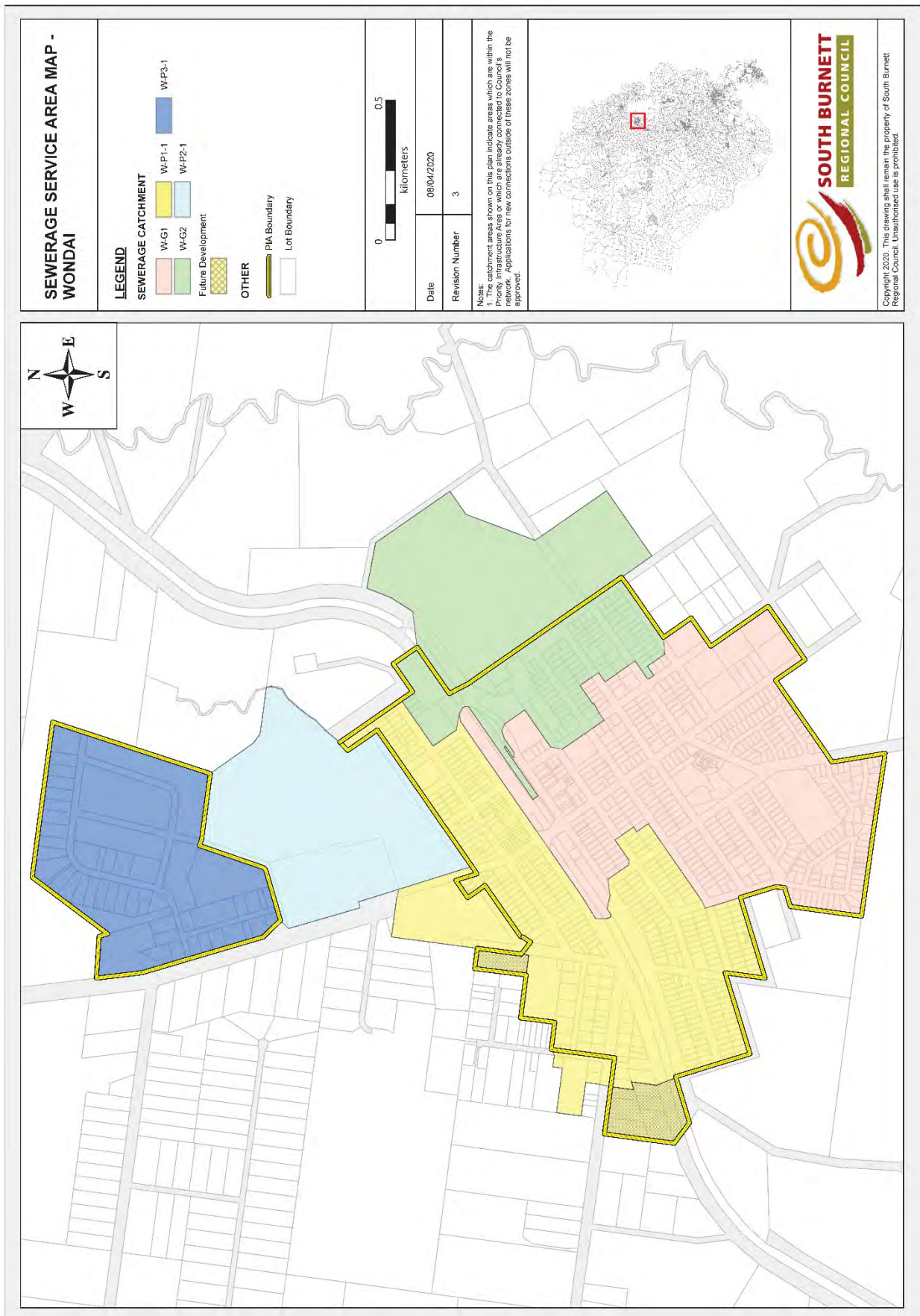


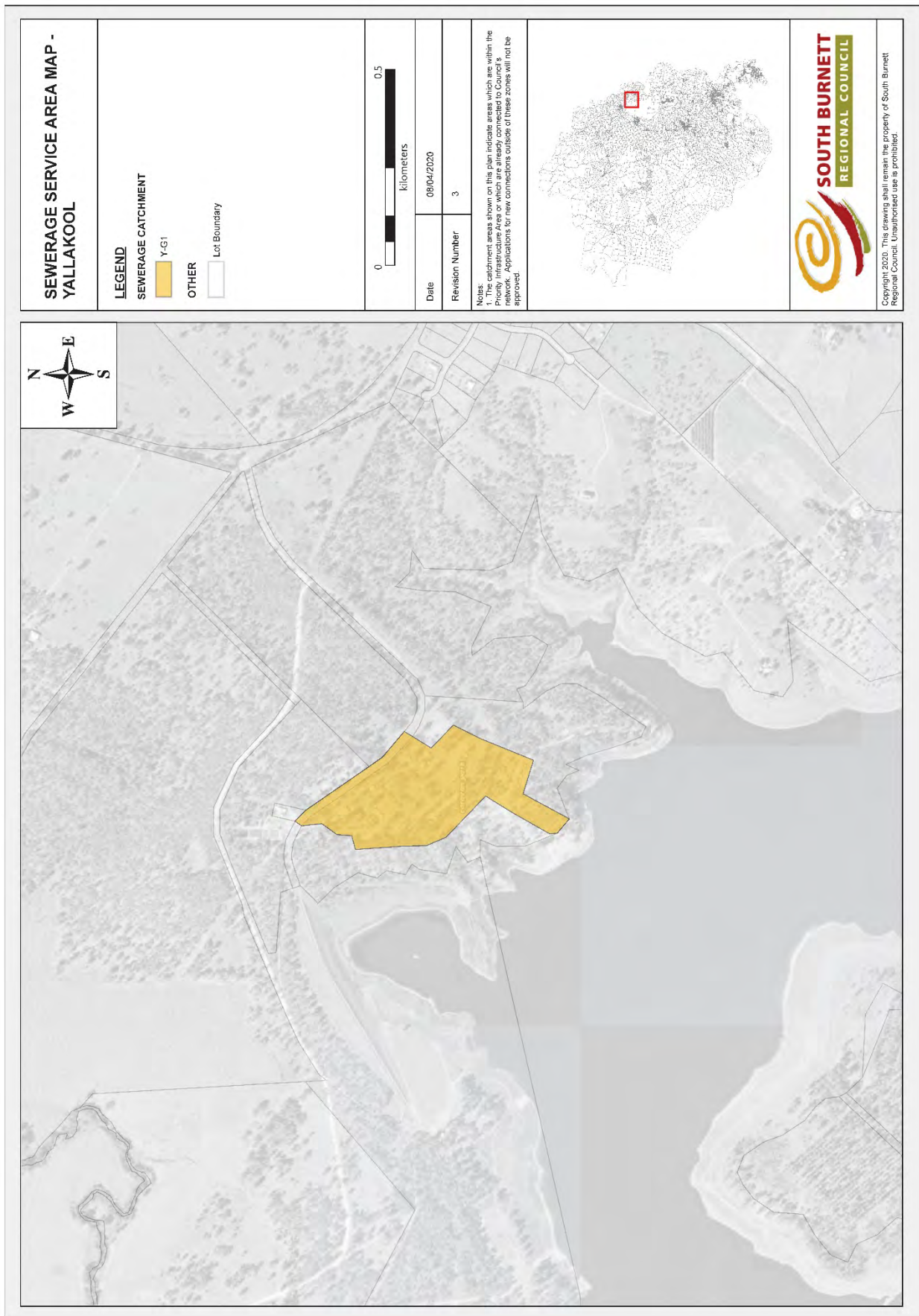












Changes to the *Water Supply (Safety and Reliability) Act 2008* and the *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* – Overview of declared service area amendments

This information sheet provides an overview of key changes proposed to the *Water Supply (Safety and Reliability) Act 2008* (Water Supply Act) and the *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* (SEQ Water Act). These proposed changes will amend the requirements for water service providers' declared service areas.

Service Areas

Queensland Water Service Providers (WSPs) have a long-standing voluntary power to declare service areas for retail water and sewerage services. A local government can declare another service provider other than themselves to be the service provider for a service area.

Service area declarations are important as they provide the basis for a guarantee of connection for all premises in the service area. A declared service area also enables water service providers to recover the reasonable costs from customers for ensuring their networks are designed for and can deal with the service requirements of all premises in the service area.

Amendments to service areas

Amendments to the Water Supply Act and SEQ Water Act under the *Natural Resources and Other Legislation Amendment Bill 2019*, will make declarations of service areas mandatory.

Local governments must within 12 months of the commencement of the amendments make a service area declaration for water and/or

sewerage services in its area. The declaration must also include who is responsible for the provision of the water and/or sewerage service. Existing retail providers will continue to be protected under these amendments as local governments cannot amend a service area declaration without their permission.

Local governments must make the declaration through a council resolution. The declaration must be published and a copy given the regulator.

After making a declaration the local government must, as soon as practicable, also publish a map which details the service area boundaries for water and/or sewerage services. The map must show the limits of the service areas and identify the location of the service provider's infrastructure. Service area maps must be updated at least annually.

Service areas and connection areas

Amendments are proposed to section 92BD of SEQ Water Act to reinstate for the SEQ local government WSPs the power to declare service areas under the Water Supply Act.

The reinstatement of the power to declare service areas will mean the SEQ local government WSPs will be subject to the same proposed requirements for service area declarations as other Queensland local governments. For the SEQ distributor-retailers and withdrawn councils, the amendments will show that their service area is taken to be their

connection area under their water netserv plan.

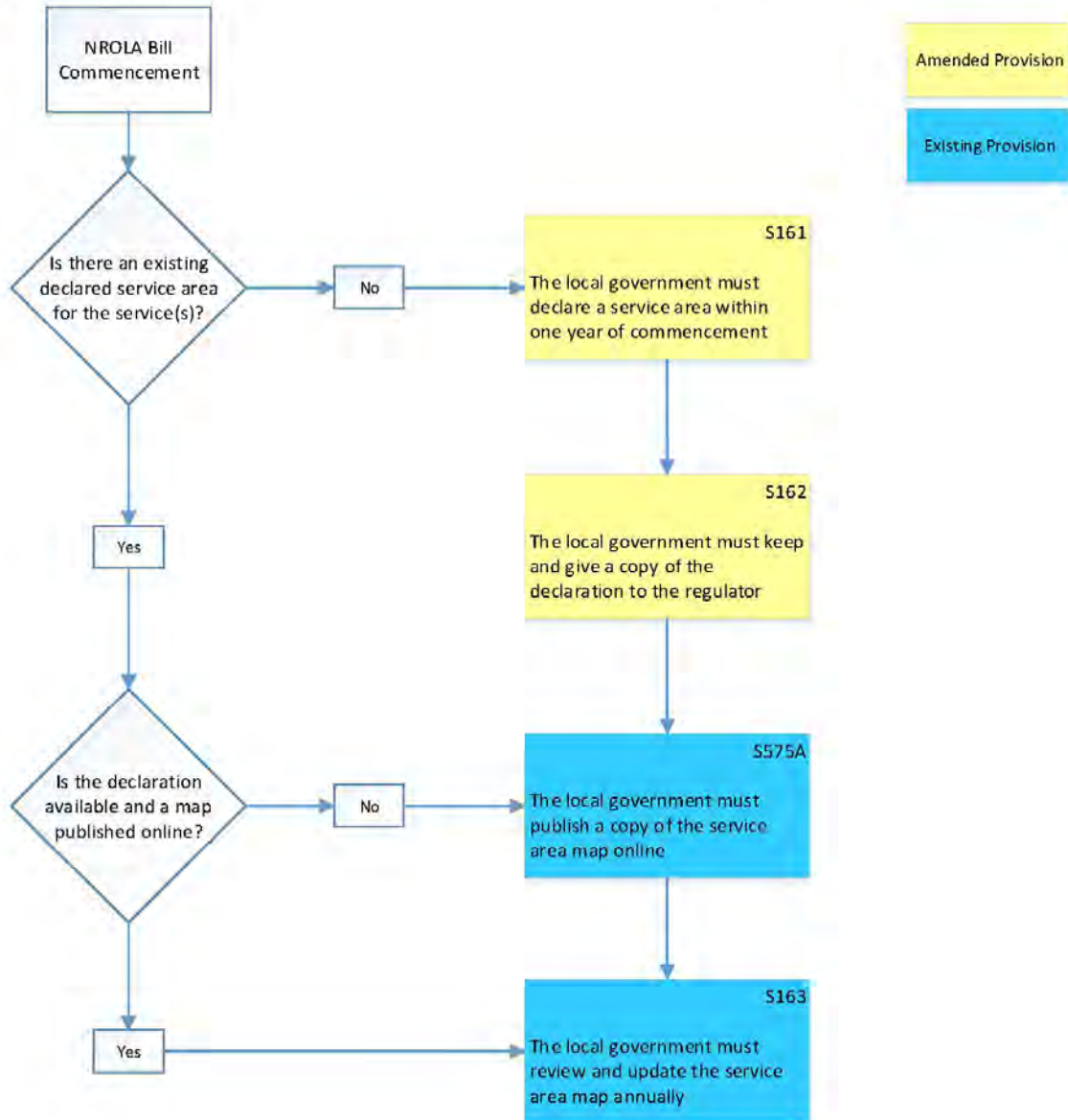
These amendments do not alter the existing service area framework for the SEQ

distributor-retailers, however it will be made clear that only the relevant distributor-retailer or withdrawn council can supply retail water or sewerage services in their connection area.

Not Government Policy

Natural Resources and Other Legislation Amendment Bill – Service Area Declaration

This flowchart shows the process in the Water Supply (Safety and Reliability) Act 2008 for local governments (excluding withdrawn councils). The provisions apply if the local government supplies a reticulated water or sewerage service. A reticulated water service means a water service that is the reticulation of water; but does not include irrigation, bulk water, or recycled water supply.



Notes:

A local government may declare a service area for another service provider (other than the local government) if the service provider supplies a reticulated water service or sewerage service in the local government area.

A service area cannot be declared for an area that has already been declared (i.e. service areas cannot overlap). Only the declared service provider can provide the relevant services in the declared service area (i.e. it is an exclusive area of operation).

9.2.2 W&WW - 2680553 - South Burnett Regional Council Customer Service Standards Water and Wastewater 5 Year Review

Document Information

ECM ID 2680553

Author Manager Water and Wastewater

Endorsed By General Manager Infrastructure

Date 15 April 2020

Précis

As a requirement of the *Water Supply (Safety and Reliability) Act 2008*, Council is required to review our Customer Service Standards every five years.

Summary

The *Water Supply (Safety and Reliability) Act 2008* requires Council to establish and publish customer service standards and key performance indicators for water and wastewater services.

As part of meeting the legislative requirements, Council is required to publish a document detailing its Customer Service Standards for consultation and public comment.

Council uploaded a draft version of *South Burnett Regional Council – Customer Service Standards: Water and Wastewater* for community consultation on Council's website between 17 December 2019 and 3 March 2020 and asked for feedback from the community. A media release was also released to alert the public to the draft service standards and was published on Council's website and Facebook on 20 December 2020.

No feedback or comments for the *South Burnett Regional Council – Customer Service Standards: Water and Wastewater* was received.

Council officers have therefore reviewed the Customer Service Standards and updated were required to meet any legislative changes that have occurred over the past five years. The *South Burnett Regional Council – Customer Service Standards: Water and Wastewater* are submitted for Council adoption.

Officer's Recommendation

That the *South Burnett Regional Council – Customer Service Standards: Water and Wastewater* be adopted.

Financial and Resource Implications

N/A

Link to Corporate/Operational Plan

Customer Service Standards is a requirement for Council to meet its obligations under the *Water Supply (Safety and Reliability) Act 2008*.

Communication/Consultation (Internal/External)

The draft document has been circulated for feedback within the Water and Wastewater section of the Infrastructure Department.

Council uploaded a draft version of *South Burnett Regional Council – Customer Service Standards: Water and Wastewater* for community consultation on Council's website between 17 December 2019 and 3 March 2020, and asked for feedback from the community. A media release was also released to alert the public to the draft service standards and was published on Council's website and Facebook on 20 December 2020.

Legal Implications (Statutory Basis, Legal Risks)

Customer Service Standards and their publications is a requirement for Council to meet its obligations under the *Water Supply (Safety and Reliability) Act 2008*.

The Customer Services Standards now also include declared water supply and sewerage service areas as mandated by Natural Resources and Other Legislation Amendment Bill 2019, and the *Water Supply (Safety and Reliability) Act 2008*

Policy/Local Law/Delegation Implications

Once the document is finalised it will form the policy for Council for Customer Service Standards for Water and Wastewater.

Asset Management Implications

N/A

Report

The *Water Supply (Safety and Reliability) Act 2008* requires Council to establish and publish customer service standards and key performance indicators for water and wastewater services.

As part of meeting the legislative requirements, Council is required to publish a document detailing its Customer Service Standards for Water and Wastewater, publish this on Councils Website, and make publicly available.

A final copy of the reviewed Customer service standards are attached for Council adoption.

Attachments

1. Draft *South Burnett Regional Council – Customer Service Standards: Water and Wastewater*



Water and Wastewater

Customer Service Standards

Version 2.2

April 2020

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1.0 Council’s Vision, Mission and Values

1.1 Corporate Plan

South Burnett Regional Council’s Corporate Plan outlines goals and strategies providing Council with direction for the next five (5) financial years.

Council’s main focus will be on service delivery and the extent to which existing service levels can continue to be maintained, while putting in place the required financial strategies to ensure ongoing sustainability.

We recognise the need for our community to be sustainable and therefore have identified priority focus areas for our region during the period of this Plan. Priority focus areas include:

- Roads Infrastructure
- Economic development and growth
- Sustainable Asset management
- Communication for greater awareness and understanding

The Corporate Plan is supported by Council’s Annual Operational Plan which details the activities and projects planned to achieve our goals. The annual budget provides the funding and resources to meet the objectives of the operational plan.

1.2 Vision

As a larger regional Council we have come to understand what makes the South Burnett a region of choice for lifestyle, employment and investment opportunity; Individual Communities.

That is Council’s vision; Individual communities building a strong and vibrant region.

1.3 Our Values – ACHIEVE

A	Accountability We accept responsibility for our decisions and actions
C	Community Building partnerships, supporting communities and delivering quality services
H	Harmony Our people working cooperatively to achieve common goals in a supportive and safe environment
I	Innovation Encouraging an innovative and resourceful workplace and community
E	Ethical Conduct We behave fairly with open, honest and accountable behaviour and consistent decision-making
V	Vision Our vision is the driving force behind our actions and responsibilities
E	Excellence Striving to deliver excellent environmental, social and economic outcomes

1.4 Our water and wastewater facilities

South Burnett Regional Council owns and maintains a vast underground network of water and wastewater mains that delivers water throughout the region and collects and treats wastewater from homes and businesses. The regions water and wastewater network and assets include:

- 8 water treatment plants
- 609 kilometres of water mains
- 28 potable water pump stations
- 31 water storage reservoirs
- 9 wastewater treatment plants
- 245 kilometres of wastewater mains
- 24 wastewater pump stations

Council owns and operates both bulk water supplies and distribution networks across the region including Gordonbrook Dam, Boobir Dam, and the Ellwoods Road and Nukku bulk supply main connections to the Tarong-Boondooma Pipeline.

As a water and wastewater service provider, Council will deliver high quality water and wastewater services across the 9 water and wastewater schemes.

1.5 This document

The purpose of this document is to describe South Burnett Regional Council's water and wastewater customer services and standards in accordance with the *Water Supply (Safety and Responsibility) Act 2008*.

The *Water Supply (Safety and Responsibility) Act 2008* requires Council to establish and publish customer service standards and key performance indicators for water and wastewater services.

This document provides:

- an explanation of the services offered for drinking water and wastewater collection and treatment. General information is also provided about the provision of trade waste services. However, trade waste customers are expected to have individual approvals with Council that will contain information specific to their discharge requirements.
- information on a range of customer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution
- a list of key performance indicators and targets to express the level of service Council aims to deliver to its customers and the environment. This includes standards for drinking water quality, water pressure, water supply interruptions, wastewater overflows and odours, response times and repair completion times.

This document also sets out our shared rights and responsibilities. Overall, this document informs the customers of the service that they can expect to receive from South Burnett Regional Council, and the obligations of customers in relation to their use of the water and wastewater systems.

The document is available to all customers. It applies to all customers connected to Council's water and wastewater services.

1.6 Disclaimer

The service levels set out in this document are not a contract and are not intended to create any contractual obligation or rights. The times and service levels indicated are not intended to be prescriptive of exact times or levels of services to be provided.

2.0 Water and Sewerage Services

2.1 Drinking water supply

South Burnett Regional Council distributes a reliable supply of drinking water via our network of reservoirs, pump stations and mains connected to the Blackbutt, Kingaroy, Nanango, Murgon, Proston and Wondai water supply schemes.

Council's Drinking water standard is specified under South Burnett Regional Council's Drinking Water Quality Management Plan and the Australian Drinking Water Guidelines specified by the National Health Medical Research Council, against which South Burnett Regional Council measures the verification of water quality.

2.1.1 Standard service area

Council is required to provide drinking water to customers within the declared drinking water service areas, as indicated in to Figure 1.

Declared service areas for water supply are required under the Water Supply (Safety and Reliability Act) 2008 and the Natural Resources and Other Legislation Amendment Bill (NROLA) 2019. Detailed plans will be available from Council from July 2020.

Appendix A provides detailed maps for the declared water supply service areas for all schemes. These areas generally cover those developed properties within the urban and some rural residential areas.

2.1.2 Areas other than those of the standard service area

Water services are also provided to a number of properties outside the declared service area. The standard of service to these properties may not be equal to that provided to properties within the standard service area because they have typically been connected via infrastructure that is not designed or built to Council standards.

No future properties outside the declared water service area can be connected to the water supply system.

2.1.3 Non potable water supplies

South Burnett Regional Council distributes a reliable supply of non-potable water to Kumbia, Proston Rural, Wooroolin supply schemes, and some customers connected

to the Nanango scheme. Detailed maps for declared service areas for these supplies are provided in Appendix A.

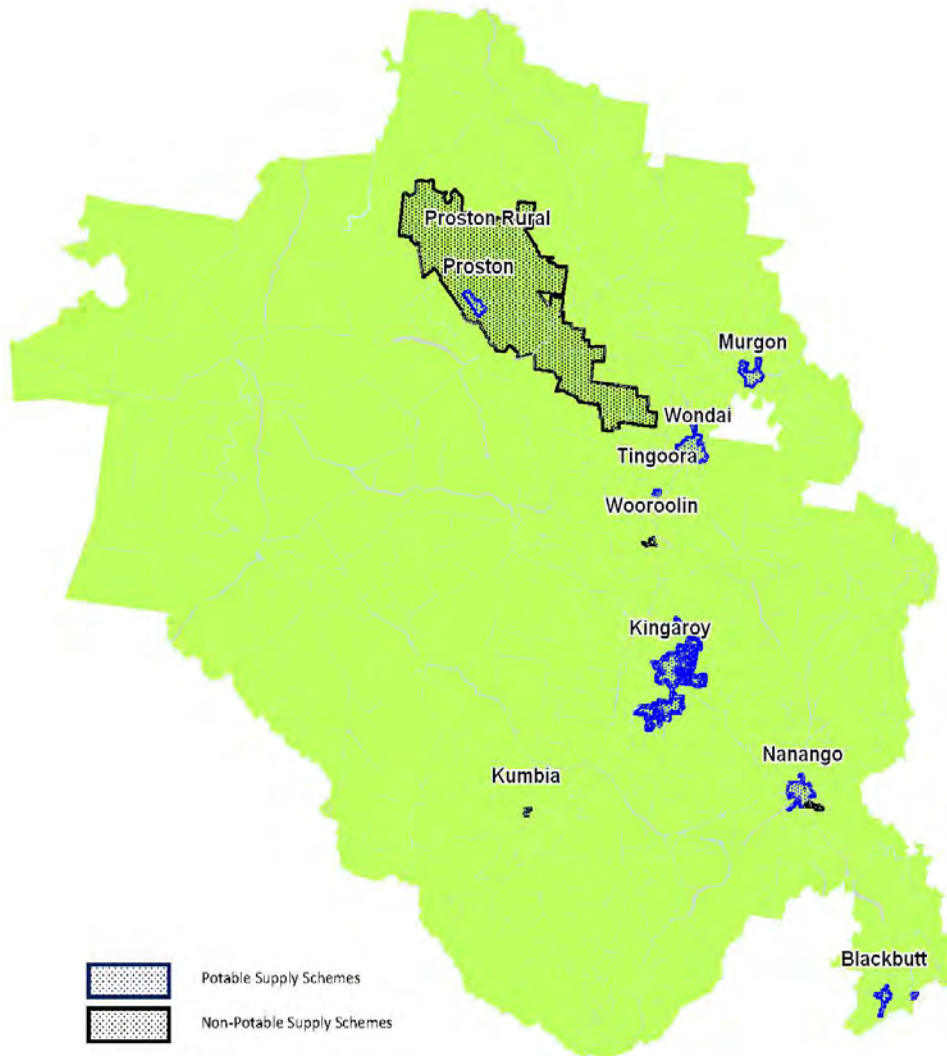


Figure 1: South Burnett Water Supply Areas

2.1.4 Standard water connections

Applications for new water connections and upgrades of existing connections can be made by lodging an *Application for Water and Sewerage Connection* that can be downloaded from Council's website (<http://www.southburnett.qld.gov.au/water-and-wastewater>)

Council offers a fixed price installation and/or upgrades to service for new meters less than 32mm in size and 30m in length. For larger meter sizes or service connection greater than 30m, a quote will be provided within 10 working days of receipt of an application.

2.1.5 Water Supply Pressure

The minimum pressure customers in urban/residential water supply areas can expect to receive immediately upstream of the water meter under normal service conditions is 22m or 220kPa. This excludes those customers in non-standard water service areas and during periods of fire flow.

Non-standard service areas include rural residential and non-potable supply areas. The minimum pressure customers in non-standard supply areas can expect is 12m.

2.1.6 Standpipes

Council provides a number of credit card operated standpipes connected to the drinking water schemes of Blackbutt, Benarkin and Nanango. These standpipes provide a specific volume of potable water at a fee per kilolitre as determined annually in Council's Fees and Charges. Please refer to Fees and Charges available on Council's website.

Council also provides a non-potable water standpipe at Hivesville.

Details of the locations of filling stations and access requirements can be obtained by contacting South Burnett Regional Council Customer Service Centre on (07) 4189 9100.

2.2 Wastewater collection, treatment and disposal

Council owns and operates 9 wastewater treatment facilities across the region servicing the townships of Blackbutt, Kingaroy, Nanango, Murgon, Proston, Wondai, Boondoomba Dam and Yallakool.

Council is licensed by the Department of Environment and Heritage Protection to operate the plants in accordance with the Environmental Protection Act (1994) and associated legislation.

Council collects wastewater from homes, businesses and schools from the various schemes, sending this to the treatment plants via a system of collection and trunk mains and pump stations. Council also maintains pumps and electrical systems at its wastewater facilities.

Reclaimed water and biosolids from the wastewater treatment plants is reused or recycled where possible, prior to disposal or discharge to the environment under the license conditions approved by Department of Environment and Heritage Protection.

2.2.1 Standard Sewerage Service Areas

Council is required to provide wastewater services to customers within the declared wastewater service area, as indicated in Figure 2.

Declared service areas for sewerage are required under the Water Supply (Safety and Reliability) Act 2008 and the Natural Resources and Other Legislation Amendment Bill (NROLA) 2019.

Detailed plans will be available from Council end of May 2020.

Appendix A provides detailed plans for the declared sewerage service areas for all schemes. These area generally covers those developed properties within the urban areas of major towns across the region.

2.2.2 Wastewater connections

Wastewater connections are provided to premises within each wastewater service areas. Connections to the sewer system are typically 100mm in diameter. Council is responsible for maintaining and repairing wastewater services from the connection point at the main to the first inspection opening for the service connection. Applications for a new sewage connection or alteration of an existing connection can be made by lodging an *Application for Water and Sewerage Connection* that can be downloaded from Council's website (<http://www.southburnett.qld.gov.au/water-and-wastewater>). For enquiries and applications on connections and changes to connections, contact Council's Customer Service Centre on (07) 4189 9100.

New commercial properties requiring service from Council's wastewater network may require a larger connection and approval. This will be coordinated through the Council's Planning and Land Management section.

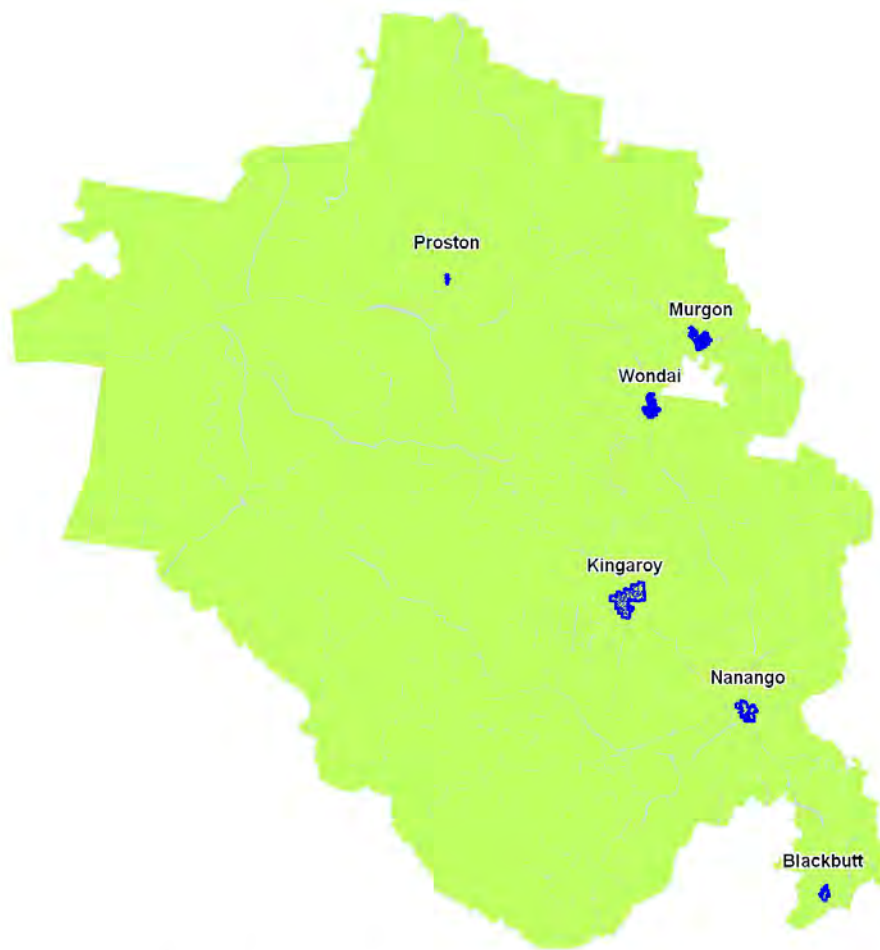


Figure 2: South Burnett Sewerage Areas

2.3 Trade waste management

Trade waste is liquid waste generated from any business (commercial and industrial) other than domestic wastewater from toilets, hand basins and showers.

Trade waste can include cooking oil, grease and food solids produced by food outlets across the region. Trade waste may also contain a variety of toxic or harmful substances, such as heavy metals, organic compounds, solvents, oils and grease, explosive substances, gross solids and chlorinated organic compounds. Wastewater treatment plants are not designed to treat these substances. They could also pose a health and safety risk to staff working at treatment plants.

Businesses may only discharge waste to the wastewater system that complies with Council's Trade Waste Management Policy and wastewater admission standards. These standards set limits on what substances are allowed and those prohibited from discharge into the system.

All businesses that generate trade waste and discharge it to the wastewater system must have a current trade waste permit approved from Council. The approval stipulates the conditions for discharging trade waste into the wastewater system. It is illegal to discharge trade waste into Council's wastewater system without approval.

Council operates a waste tracking program to monitor the regular removal and disposal of waste from grease traps and other industrial holding tanks. The approval granted by Council stipulates how often these devices must be cleaned out. Approval holders are issued with dockets that must be given to the licensed liquid waste disposal contractor, Council and Department of Environment and Heritage Protection when the device is emptied. These provide information to Council that verify grease traps have been emptied and record the volume of waste.

Industry, businesses, trade or manufacturing customers wishing to discuss liquid waste discharges should call Council's Customer Service Centre on (07) 4189 9100.

2.3.1 Trade waste approval

Businesses wishing to discharge trade waste into the wastewater system must apply to Council for a Trade Waste Permit under section 180 of the *Water Supply (Safety and Reliability) Act 2008* and Council's trade waste policy. The approval stipulates the conditions for discharging trade waste into the wastewater system.

Applications can be made by lodging an application form with Council and providing the following information:

- type of business
- business owner and property owner (or authorised agent)
- layout of the business or industrial plant
- contaminants that are expected to be discharged
- volume and time of day the trade waste will be discharged
- type, size and location of pre-treatment equipment

Applicants must ensure all prior approvals (development application, plumbing and drainage approval) have been obtained from Council prior to lodging the application for approval to discharge trade waste.

The trade waste application must be signed by the applicant (the waste generator) and property owner (authorised agent). The approval is issued to the waste generator and a copy may be forwarded to the property owner and is not transferable. If a trade waste generating business changes ownership, the existing approval is terminated and the new business owner must re-apply for a new approval. If the property changes ownership, the approval will remain current provided the new property owner grants approval, in writing, to discharge the trade waste from the property.

For more information on trade waste applications call Council's Customer Service Centre on (07) 4189 9100.

2.4 Septic and Onsite Treatment System Waste Receiving Station

Septic and onsite treatment system waste is domestic liquid waste generated from any septic and onsite wastewater treatment plants outside of Council's sewerage areas. These systems require regular routine servicing and cleaning by licensed service contractors.

South Burnett Regional Council provides a septic and onsite wastewater treatment system waste disposal facility at the Kingaroy Wastewater Treatment Plant. Council receives septic and onsite treatment system waste at a fee per kilolitre as determined annually in Council's Fees and Charges for waste generated inside the South Burnett Regional Council areas, with a different fee per kilolitre as determined annually in Council's Fees and Charges for waste generated outside this area. Please refer to Fees and Charges available on Council's website.

Details of the locations of septic and onsite wastewater treatment system waste disposal facility and access requirements can be obtained by contacting South Burnett Regional Council Customer Service Centre on (07) 4189 9100.

3.0 Water and Sewerage Charges

3.1 Introduction

All current water and wastewater charges can be found on Council's website (<http://www.southburnett.qld.gov.au/fees-charges>) or by calling Customer Service Centre (07) 4189 9100

If fees and charges are amended, Council will advise customers via a public notice in the relevant local newspapers. If the amendment only affects a small number of customers, Council may use other reasonable means of communication to notify affected customers.

3.2 Water charges

Water charges for all water supply schemes are divided into two components:

- water service fixed access charge
- water consumption volumetric charge

The water service access charge is a fixed fee (regardless of the volume of water used) for the connection, or ability to connect, to Council's water supply system in the declared service areas. The access charge is based on the service size and type.

Council has resolved that all consumers should share the fixed cost component, in proportion to the rate that the water may be obtained from the water supply system. That is, the larger the size of the service (water meter), the greater the capacity to draw water from the scheme, hence the higher access charge.

The base access charge is for a 20 mm service. Nearly all residences will be charged at this rate.

The access charge applies to each and every water service connection provided to your property. For example, if you have two (2) 20 mm water meters connected to your property, you will be charged two (2) access charges.

Water service access charges for the current financial year are available on Council's Website (<http://www.southburnett.qld.gov.au/rates>) or by phoning Council's Customer Service Centre on (07) 4189 9100.

Consumption charges help cover the cost of treatment and distribution of water in each scheme including:

- operation of water treatment plants
- improvements to water treatment processes
- the operation and maintenance of the extensive water distribution systems.

The consumption charge is based on a three (3) tier system calculated on the volume of water used in kilolitres dependent on meter size and whether the connection is residential or commercial in nature. The step system rewards customers with low water usage to assist with demand management. Council believes that the higher consumption charge for higher steps will be a significant incentive for residents to conserve water and implement water saving devices.

Water consumption charges for the current financial year are available on Council's Website (<http://www.southburnett.qld.gov.au/rates>) or by contacting Council's Customer Service Centre on (07) 4189 9100.

3.3 Wastewater Charges

Wastewater charges have been equalised for each wastewater treatment scheme. For private residences, a charge applies only to the first toilet pedestal. Each additional pedestal is free of charge.

Flats (other than community title scheme lots), businesses and commercial premises, are charged the same first pedestal charge. However, there is also a charge for each additional pedestal.

Vacant land also attracts a charge that is a proportion of the first pedestal charge. Residences connected to the Proston CED scheme have a reduced charging regime, as the sewage is not treated to the same standard as the other schemes.

Wastewater charges for the current financial year are available on Council's Website (<http://www.southburnett.qld.gov.au/rates>) or by contacting Council's Customer Service Centre on (07) 4189 9100.

3.4 Billing

Water Meter Readings are recorded every six (6) months in June/July and December/January each year.

The water usage for that corresponding 6 month period is then allocated to each "tier". For properties that have more than one water meter, the water usage for each water meter in that 6 month period is allocated to each "tier". Water charges are then calculated accordingly.

Council issues rate notices, which includes the water service access and wastewater charges. Water consumption charges are issued following six (6) monthly meter reading periods

3.5 Trade waste charges

Additional wastewater quality charges may apply to customers that operate commercial premises, industry, trade or manufacturing businesses that discharge liquid waste other than just domestic wastewater.

Trade waste charges are comprised of three parts, one for access, one based on the volume and one based on strength and quantity of waste accepted by Council for treatment. Charges for Category 1 trade waste is a flat fee provided the water meets the quality requirements specified. Category 2 charges are based the expected volume of waste produced, provided the waste quality parameters meet those specified in the policy. Category 3 charges are dependant on waste quality and the volume discharged to the sewer system.

Details of trade waste charges can be found in Council's Trade Waste Management Policy.

3.6 Use of water for fire fighting

There is no charge for water taken from a fire fighting system (or a fire hydrant) for fire fighting purposes (this includes training for fire fighting and testing fire fighting equipment). However, a person must not take water from a fire fighting system (or a fire hydrant) without the permission of Council, unless the water is taken for fire fighting purposes. Fire fighting systems are systems that are used solely for fire fighting purposes.

4.0 Council's Rights and Responsibilities

4.1 Introduction

In general, South Burnett Regional Council:

- has the right to enter your property for the purpose of installing, reading, replacing or maintaining your meter between the hours of 6am and 6pm
- has the right to enter your property at other times if the situation is deemed an emergency or a breach of legislation is suspected (eg for sewer main blockages)

- officers are required to carry photo identification and produce it if requested, indicating their powers of authorisation under the respective legislation.
- has the right to impose on-the-spot fines for illegal use of water in accordance with any water legislation or restriction in force at the time, or connection or interference with Council's infrastructure, including water and sewerage infrastructure.

4.2 Service standards

South Burnett Regional Council sets standards for its water and wastewater services that are consistent with the organisation's corporate vision and commitment to customers and the natural environment. These are provided in *Section 7.0 Customer Service Standards*.

In general, Council will make every reasonable effort to:

- provide water and wastewater services on a continuous basis unless an interruption is required for emergency repairs or planned maintenance of the system
- supply high quality drinking water free from harmful organisms in accordance with the National Health and Medical Research (NHMRC) Australian Drinking Water Guidelines
- minimise overflows from the wastewater collection system and ensure affected areas are cleaned up and disinfected as soon as possible
- provide an acknowledgement of a complaint within 10 business days
- provide a resolution of a complaint within 15 business days, depending on the complexity of the complaint

Section 7.0 describes Council's Customer Service Standards. Once Customer Service Standards are approved, flyers are available on Council's website or from Council's Customer Service Centres.

4.3 Meter reading

Meter readings are used to calculate consumption charges that appear on the Council water rate notices.

Council reads water supply meters at six (6) monthly intervals.

In most cases the water meter is located in the footpath in front of the property. There are cases, however, where the meter is located inside the property and Council's meter reader or approved contractor will need to enter the property to take the reading.

Meter accuracy may reduce with increasing age or usage. In general, mechanical meters tend to slow down as they get older (i.e. they tend to record less consumption than actually occurs).

Council runs a meter replacement program. If the water meter is found to be damaged or not working then an estimate of the property's water consumption will be applied based on customers historical consumption. When a water meter is replaced, the final

reading is recorded for billing prior to the new meter being installed. Meter replacement occurs at no cost to the customer except where the customer has damaged the meter.

Damage to meters and water services caused by the customer will be charged to the customer for the cost to repair the service.

4.4 Repairs and maintenance

From time to time, Council needs to undertake planned maintenance work and emergency repairs to the water supply and wastewater system.

For planned works Council will:

- provide written notice to the occupier of all affected properties at least 48 hours prior to commencing planned work
- undertake planned work that involves shutting down the water supply or wastewater system at a time
- minimises disruption to residents and businesses. Every reasonable effort will be made to perform this work between 8am and 3pm.

For emergency repairs and service faults, Council will, where possible:

- respond to service faults within quoted timeframes
- try to limit water interruptions to a maximum of four (4) hours
- provide alternative water supply throughout the interruption for customers with special needs, such as those who require water to operate life support or dialysis equipment

If, as part of the work entry into your property is required, Council will:

- make every effort to contact the occupier of the property prior to entering the property to undertake urgent repairs
- ensure that all Council staff and authorised contractors produce their identification card upon arrival and keep the identification card clearly visible whenever working within the property
- advise the occupier of the property as to the nature of the work required, the personnel and equipment that will be involved and the timeframe to complete the work
- undertake the work as carefully as possible with all effort made to minimise the impact to the property and disruption to the occupier
- leave a calling card after completion of the work if the occupier of the property is not present
- discuss any reinstatement works with the occupier prior to commencement
- make every effort to reinstate the property to its prior state as quickly as possible after completion of the work

In all circumstances Council will:

- undertake works in a safe manner in line with best practices and Council's safety procedures
- present ourselves in a neat and tidy manner
- conduct ourselves professionally and courteously at all times and refrain from any offensive behaviour or coarse language

4.5 Reinstatement of surfaces

In the majority of cases, water and wastewater mains and services are located beneath the street or footpath in front of the property. It is therefore necessary from time to time that landscaping and concrete driveways will need to be cut and excavated in order to repair or replace water mains and other infrastructure.

Council will take reasonable care in undertaking such works to find an alternative to cutting driveways where possible, but should an alternative solution not be viable, cutting may be unavoidable. Council will restore the driveway with plain concrete.

Some properties have decorative driveways with pavers, exposed aggregate, stamped concrete, tiles or slate surfaces that are difficult or impossible to reinstate to their previous condition. Council will undertake works to match the finish of decorative driveways as close as practicable.

4.6 Restriction of supply

Under the *Water Supply Act 2008*, Council may restrict the water supply to a property when the property owner:

- has not paid a water and wastewater rate notice
- has been provided with at least two reminder notices and has not sought assistance in paying the rate notice
- has failed, more than once in a 12 month period, to comply with any agreed payment plan.

By law, the water supply may be reduced to the minimum level required for the health and sanitation of the occupier, but not completely shut off.

Council will not restrict the supply if you are registered with Council for special health needs.

Resumption of full supply will occur when the reason for the restriction of services no longer applies, but will not exceed five business days.

5.0 Your Rights and Responsibilities

5.1 Introduction

In general, customers:

- are responsible for internal plumbing on their property. Internal plumbing should be maintained, including preventing tree root intrusion on wastewater pipes, and regularly checking for leaks on water pipes
- are responsible for ensuring their water meter is readily accessible by Council's meter readers
- are responsible for the cost of a wastewater blockage if caused by a covered inspection hole, defective fitting on their property or placement of inappropriate items in the wastewater system
- are required to notify Council of any dangers on their property e.g. dangerous dogs

- should advise Council if they require uninterrupted/high volumes of water (eg for use by life support or dialysis machines) so we are aware of the situation
- must ensure that stormwater drainage is not connected to or not permitted to enter the wastewater system through the overflow relief gully (ORG)

In addition, customers must allow an authorised person (officer) from Council to access their property to:

- install, read, test maintain or alter meters
- replace meters and other equipment
- connect, restrict or restore supply
- inspect, make safe, operate, change, maintain, remove, repair or replace any SBRC infrastructure or equipment
- disconnect unauthorised connections to the system

5.2 Property connections

Property owners can lodge applications for water and wastewater connection works to Council using *Application for Water and Sewer Connection* form.

Application for Water and Sewerage Connection forms are available at SBRC Customer Service Centres or via Council's Website (<http://www.southburnett.qld.gov.au/water-and-wastewater>)

Upon receipt of a completed *Application for Water and Sewerage Connection* and payment of the appropriate connection fees, Council will provide the connection to the property within 10 working days.

5.2.1 Disconnection of water supply

If a property no longer requires water supply, Council can disconnect the existing service and remove the meter and meter box from the property. Fixed water supply charges will still apply. Applications for disconnection of existing connections can be made by lodging an *Application for Disconnection of Water Service* form.

Council offers a fixed price disconnection service for new meters less than 100mm in size. For larger sizes, a quotation will be provided on application. On receipt of the application, Council will provide a fixed price quote within 10 business days.

Council will undertake the disconnection works within 10 working days upon receipt of the application for disconnection and appropriate fees have been paid.

5.2.2 Disconnection of wastewater

If a property no longer requires an existing wastewater connection, the pipe connecting to Council's wastewater main must be cut off and capped by a licensed plumber to prevent water or soil entering the system. The connection pipe should be cut off as deep in the ground as is practical to avoid being damaged by future landscaping or building works. Fixed wastewater supply charges will still apply to the property.

5.2.3 Water Service Flow and pressure tests

Customers can request water flow and pressure information to their property should they consider the water service to be inadequate. Customers may lodge a Customer Request by contacting Council's Customer Service Centres (07) 4189 9100.

Customers who request a water flow or pressure test will receive a written response within 10 working days outlining the results of the pressure and flow test, and any actions taken.

South Burnett Regional Council does not provide fire flow or pressure test services required to assess a customer's fire system requirements. Customers are referred to private hydraulic consultants to undertake and assess this information at their expense.

5.3 No building near or over services

There are strict land development guidelines regarding structures being built near or over Council water and wastewater infrastructure. In general:

- building work near or over a water or wastewater main must not interfere with or adversely affect the function of the service or place any additional load on the service
- adequate access must be provided to the mains for future maintenance
- adequate access must be provided and maintained to access covers
- adequate access must be provided and maintained to wastewater connection points

Requirements for building near or over water and wastewater infrastructure are outlined in Queensland Development Code MP 1.4 – BUILDING OVER OR NEAR RELEVANT INFRASTRUCTURE (October 2013).

5.4 Metering

5.4.1 Special meter readings

Property owners can request a special water meter reading, for example:

- if the property is being sold and a water rate adjustment is required as part of final settlement figures
- if a tenancy agreement requires the tenant to pay or contribute to the water consumption charges.

Property owners and/or their agent can order a special water meter reading by contacting Council's Customer Contact Centre on (07) 4189 9100. A standard fee is payable upon application. South Burnett Regional Council will take all reasonable action to provide the meter reading within 5 working days for non-urgent requests.

5.4.2 Sub-metering of multi-unit developments

Historically, multi-unit developments had two options for the management of their water consumption charges:

- option A - have the total consumption recorded by the master meter apportioned in accordance with Lot Entitlement and billed to each Lot owner separately through the rate notice

- option B - have the total consumption recorded by the master meter billed entirely to the Body Corporate

Pre-1 January 2008, sub-meters were not required to be installed and if they were installed were not owned by Council.

Post-1 January 2008 when sub-metering of multi-unit developments was introduced; the sub-meters are owned by Council, and located so they are easy to read and maintain. It is not mandatory to retro-fit submeters to existing multi-unit complexes. The Body Corporate can, however, elect to do so at its own cost.

During the planning of new multi-unit complexes, the developer must submit plans to Council showing the proposed arrangement of the internal plumbing, the proposed location of each meter to be installed.

The sub-meters must be accessible for reading and periodic replacement. Only meters approved by Council can be installed and all meters used in a complex must be of the same make.

After the sub-meters have been inspected, tested and approved they will become the property of Council. From that time onwards, the meters will be read, maintained and replaced by Council similar to standard individual property meters.

5.4.3 Meter accuracy testing

If the property owner is concerned that the water meter is not reading correctly, then the property owner can apply to have the meter tested. This can be done within 12 months of the relevant rate notice by lodging a Customer Request through Council's Customer Service Centre.

Council offers two different tests that are progressively more accurate but also progressively more expensive:

- option A - a field test using a second accurate Council flow meter
- option B – an independent laboratory test whereby the meter is removed tested offsite for accuracy of flow

The applicant must pay the fee for the test when the application form is lodged. For option A, Council will take all reasonable action to conduct the meter test and provide a meter test report within 10 business days following completion of the test.

For option B, Council will take all reasonable action to conduct the meter test and provide a meter test report within 20 business days following completion of the test. A replacement meter will be installed in place of the meter being tested for the duration of the test.

The prescribed margin for meter accuracy is defined by the National Measurement Institute *National Framework for Urban Water Measurement 2010*. If the meter is found to be registering within ± 5 per cent, or registering greater than 5 per cent less than the actual amount used in the test (i.e. the meter is running 'slow' and under-charging the property owner) no refund or adjustment to the water consumption charge will be

made. However, the meter will be replaced with a new equivalent meter as per Council's meter replacement program.

If the meter is found to be registering greater than 5 per cent more than the actual amount used in the test (i.e. the meter is running 'fast' and over-charging the property owner) Council will refund the testing fee and adjust the water consumption charge on the next rate notice for the estimated amount that has been over-charged. The meter will also be replaced with a new equivalent meter as per Council's meter replacement program.

5.4.4 Monitoring of water use and water leaks

Customers are responsible for all water use and water leaks on their property. Customers can monitor their water use by reading their water meter on a regular basis.

To perform a leak check, turn off all taps and water-using appliance in and around your property. Then check your water meter. If the dials on your water meter are moving there could be a leak. If there is no movement on the dials, there may still be a slow leak. To check this, do not use any water for at least 30 minutes, then take another reading. If the meter reading has changed, there may be a leak. To fix, check all fixtures and fittings or call a licensed plumber.

5.5 Bursts, blockages and spills

5.5.1 Wastewater blockages in private plumbing

The property owner is responsible for clearing blockages and repairing cracks or breaks to the wastewater plumbing within the property and down to the connection to Council's wastewater main. In cases where the connection of the private plumbing to the wastewater main is outside the property boundary, then the property owner is only responsible for the private plumbing from the first inspection opening.

In the event of a wastewater blockage, the property owner must contact a licensed plumber in the first instance to identify the cause. If the blockage is located within the property owner's area of responsibility then the property owner must pay for the cost of clearing the blockage and any associated repairs to the private plumbing.

If the plumber believes that the blockage is located within Council's area of responsibility then the plumber must contact Council as soon as possible to arrange for a Council officer to attend the property and liaise and inspect with the plumber in relation to the location of the blockage.

If the blockage is located within Council's area of responsibility, Council will clear the blockage and repair any infrastructure necessary, and reimburse reasonable charges from the plumber in attending on-site.

5.5.2 Water damage and wastewater overflows

From time to time, water mains burst and wastewater pipes get blocked with tree roots or other debris causing an overflow. This may result in damage to private property. If this occurs:

- property owners should contact their insurers in the first instance
- tenants should contact their insurers in the first instance in relation to any personal effects and advise the owner or property manager/agent of any damage to the property

Council recognises that such an event is distressing and will, without liability, assist owners and occupiers with support and advice throughout the process.

6.0 Complaints and Dispute Resolution

In the interests of improving customer service Council welcomes customer comments, enquiries and suggestions.

You are encouraged to contact Council for assistance on matters such as service difficulties and faults, account enquiries and general and technical enquiries. Council will maintain an after hours emergency contact service for emergency events related to water and wastewater systems such as a burst water mains or sewerage overflow and we will respond promptly to customer enquiries, complaints and requests.

6.1 Complaints Handling

If you have a complaint that can be justified against Council's stated service standards, we will investigate the complaint and take all reasonable action to solve the problem or address the issues promptly and effectively.

We will endeavour to resolve 90% of complaints within 15 working days of it being lodged.

6.2 Dispute Resolution

If the issue or difficulty proves more complex, development of a resolution will follow Council's complaint resolution process. If the dispute remains unresolved the customer may submit the complaint to the Ombudsman.

7.0 Customer Service Standards

The South Burnett Regional Council customer service standards outline commitments, responsibilities and standards you can expect from Council in relation to your water and wastewater service. The standards are provided to all customers connected to the South Burnett Water Supply and Wastewater schemes, including Blackbutt, Kingaroy, Kumbia, Murgon, Nanango, Preston, Wondai and Wooroolin.

Service Standards are based on Key Performance Indicators (KPI's) which Council has developed through technical and public consultation. Annual reports highlighting Council's annual performance against these specified KPI's are provided on Council's website (The first Annual Report was published in January 2016).

Water Quality

Water Quality Complaints per 1000 properties (S) (QC 4.10)	
Definition	<p>The total number of complaints received South Burnett Regional Council that relate to water quality from any type of water provided. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received either in person, by mail, fax, phone, email or text messaging. With respect to water quality, this is any complaint regarding:</p> <ul style="list-style-type: none"> • discolouration • taste • odour • stained washing • illness • cloudy water (e.g. caused by oxygenation) <p>It excludes complaints relating to:</p> <ul style="list-style-type: none"> • service interruption • adequacy of service • restrictions • billing and accounts • water pressure and leakage. <p>Complaints that require further investigation are those where the recommended action by South Burnett Regional Council does not quickly solve the customer's concern. For example, a recommendation to address discolouration would be to run the tap for a minute. If effective, a complaint requesting service would not be recorded.</p>
SBRC Service Standard	<p>Potable Supply Schemes: Less than or equal to ten (10) water quality complaints per 1000 connections per year</p> <p>Non-Potable Supply Schemes: Less than or equal to twenty (20) water quality complaints per 1000 properties per year</p>

Interruptions and Continuity of Water Supply

Total Water Main Breaks (S) (QG 4.5)	
Definition	<p>The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains for the reporting period, including breaks caused by third parties.</p> <p>This excludes:</p> <ul style="list-style-type: none"> • breaks and leaks within the property service (i.e. mains to meter connection) • leaks, weeps or seepages that can be fixed without shutting down the main
SBRC Service Standard	Less than 15 breaks/100km of main

Incidence of unplanned water interruptions per 1000 connections per year (QG 4.7) (S)	
Definition	<p>An unplanned water supply interruption occurs when a property is without a service due to any cause. This is when the customer has NOT received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. 'Customers affected' is the count of individual customers who experience loss of water supply due to an unplanned water supply interruption.</p> <p>This includes</p> <ul style="list-style-type: none"> • situations where the duration of a planned interruption exceeds that which was originally notified • all un-notified interruptions caused by third parties (include text response on proportion of third-party breaks if desired) <p>This excludes the following:</p> <ul style="list-style-type: none"> • Property service connection interruptions (unless they burst or leak requiring the water main to be shut down for repair and therefore affects multiple customers) • Interruptions that cause some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing) are still possible • Breaks in house connection pipes or mains • Planned interruptions. <p>An unplanned water supply interruption is when the customer has not received at least 48 hours notification (or as otherwise prescribed by regulatory requirements)</p>

	<p>of the interruption. It also includes situations where the duration of a planned interruption exceeds that which was originally notified.</p> <p>In this circumstance the duration of the entire interruption is referenced.</p> <p>All un-notified interruptions caused by third parties should be included.</p>
SBRC Service Standard	Less than or equal to 20 unplanned water interruptions per 1000 connections per year

Average Response time for water incidents (burst and leaks) (S) (QG 4.8)	
Definition	This is the average response time for water service incidents, regardless of whether the incident causes an interruption to customers. It is determined as the time it takes to get a person / team on-site to commence fixing the problem.
SBRC Service Standard	Potable Supply Schemes – less than 60 minutes Non-potable schemes – less than 120 minutes

Sewerage

Sewer Main breaks/chokes per 100 km of sewerage mains per year	
Definition	<p>The sewerage main breaks and chokes indicator includes unplanned interruptions to the following infrastructure:</p> <ul style="list-style-type: none"> • All gravity sewer mains • All pressure mains (including common effluent pipelines, rising mains etc) • All vacuum system mains of any diameter. • Property connection sewers <p>The indicator excludes the following:</p> <ul style="list-style-type: none"> • Pipelines carrying treated effluent • Recycled water distribution and reticulation mains delivering water for urban areas; such mains are to be reported as water mains. <p>Sewer Chokes are a confirmed partial or total blockage that may or may not result in a spill to the external environment from the sewer system. A sewer break or leak is a failure of the sewer main which results in an interruption to the sewerage service.</p>
SBRC Service Standard	Less than 15 per 100km of sewer mains per year

Average response time for sewerage incidents (including main breaks and chokes) (S) (QH 4.9)	
Definition	This is the average response time for sewerage incidents. It is determined as the time from the notification of the incidence to the time it takes to get a person/ team on-site to commence fixing the problem. Average response time is based on individual schemes
SBRC Service Standard	Average Response time of 60 minutes

Total Water and Sewerage Complaints

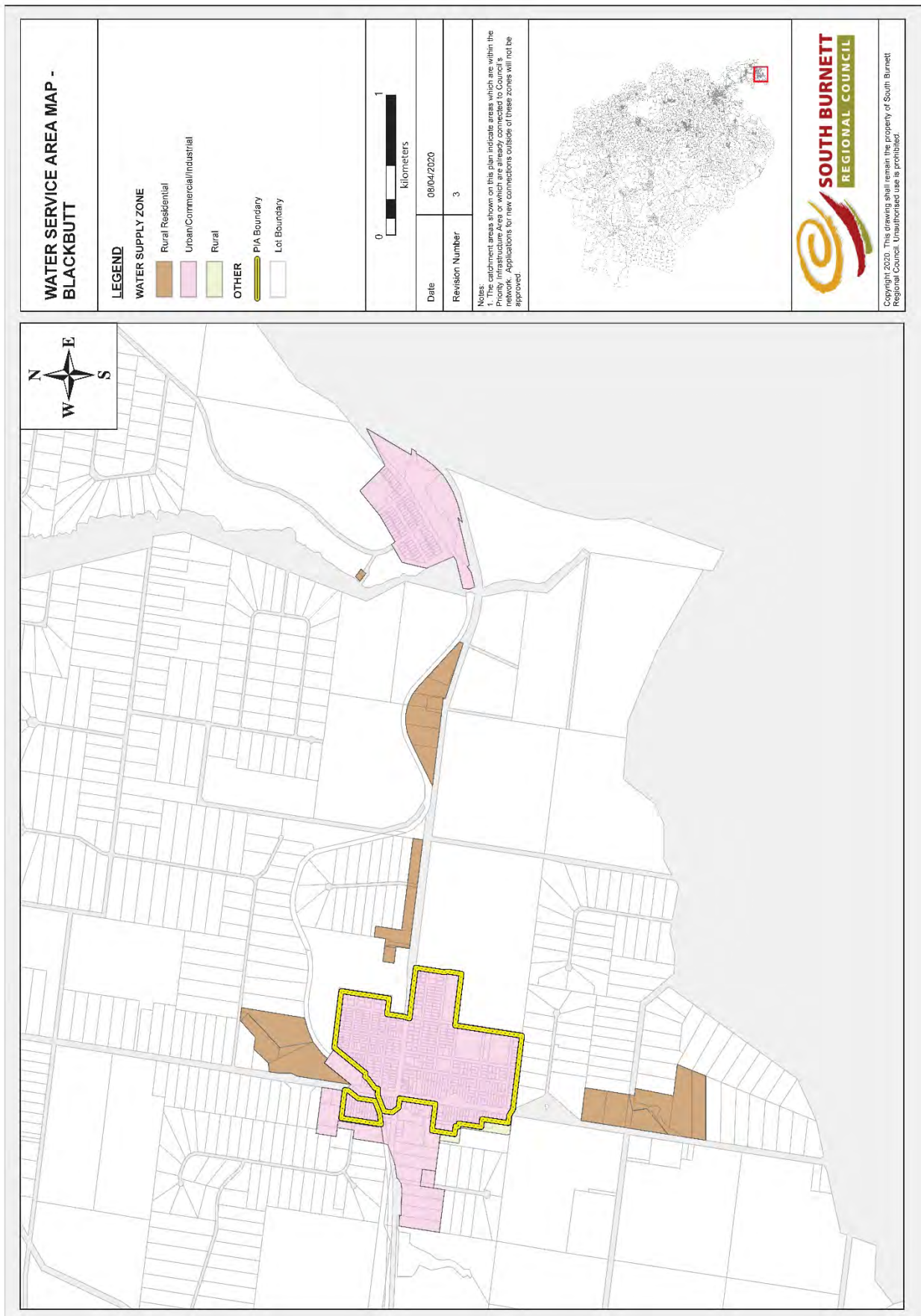
Total water and sewerage complaints (S) (QG 4.11)	
Definition	<p>The total number of complaints received by SBRC that relate to water or sewerage services. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.</p> <p>Complaints include:</p> <ul style="list-style-type: none"> • bursts • leaks • service interruptions • adequacy of service • water pressure • water quality or reliability • sewerage service complaints • sewage odours • affordability • billings and accounts • behaviour of staff or agents <p>Complaints relating to the following are excluded:</p> <ul style="list-style-type: none"> • government pricing policy • tariff structures <p>Complaints are those requiring further investigation where the recommended action by South Burnett Regional Council does not quickly solve the customer's concern. For example, a recommendation to address</p>

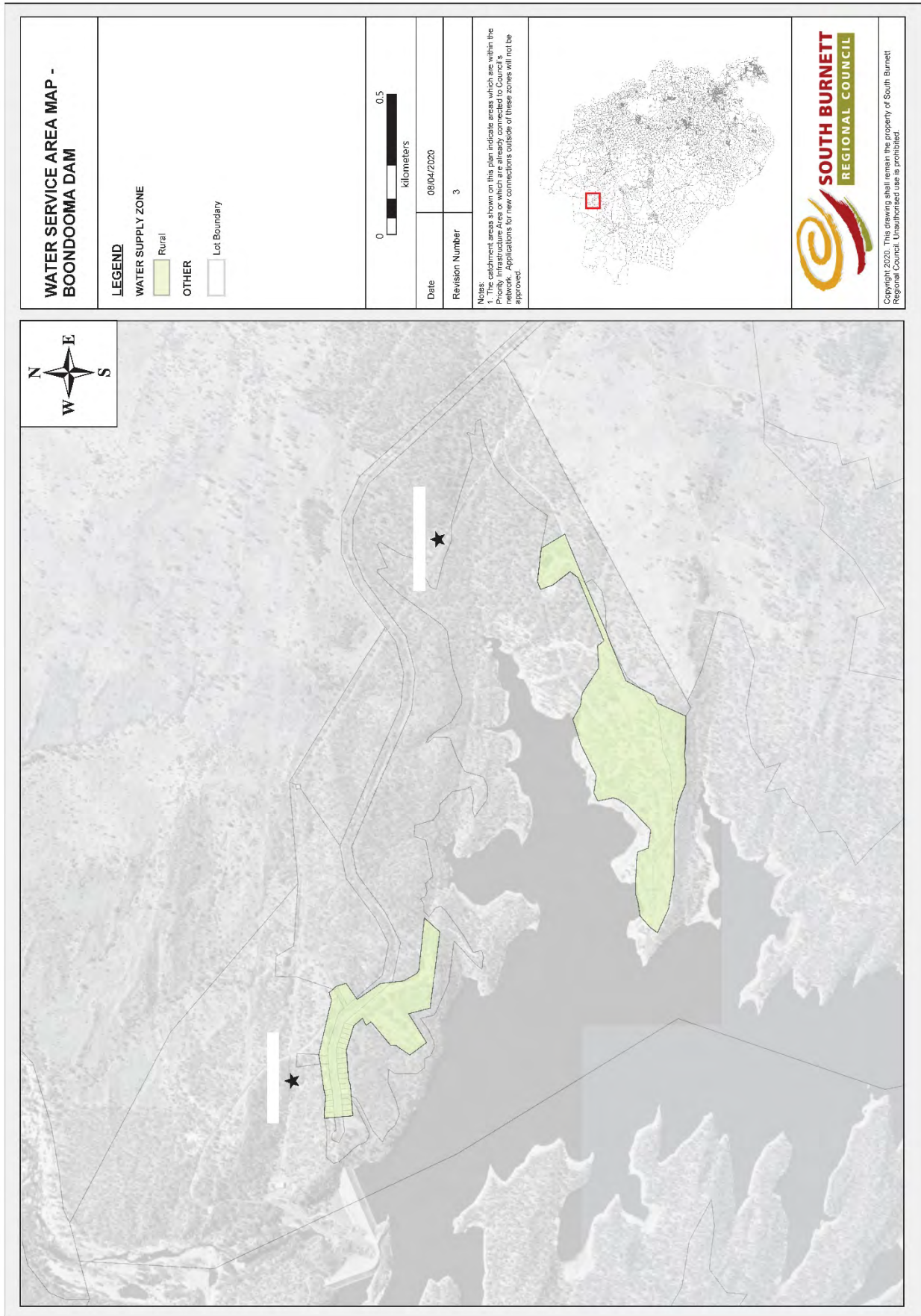
	discolouration would be to run the tap for a minute. If effective, a complaint requesting service would not be recorded.
SBRC Service Standard	Potable Supply Schemes: Less than or equal to ten (10) water quality complaints per 1000 properties per year Non-Potable Supply Schemes: Less than or equal to twenty (20) water quality complaints per 1000 properties per year

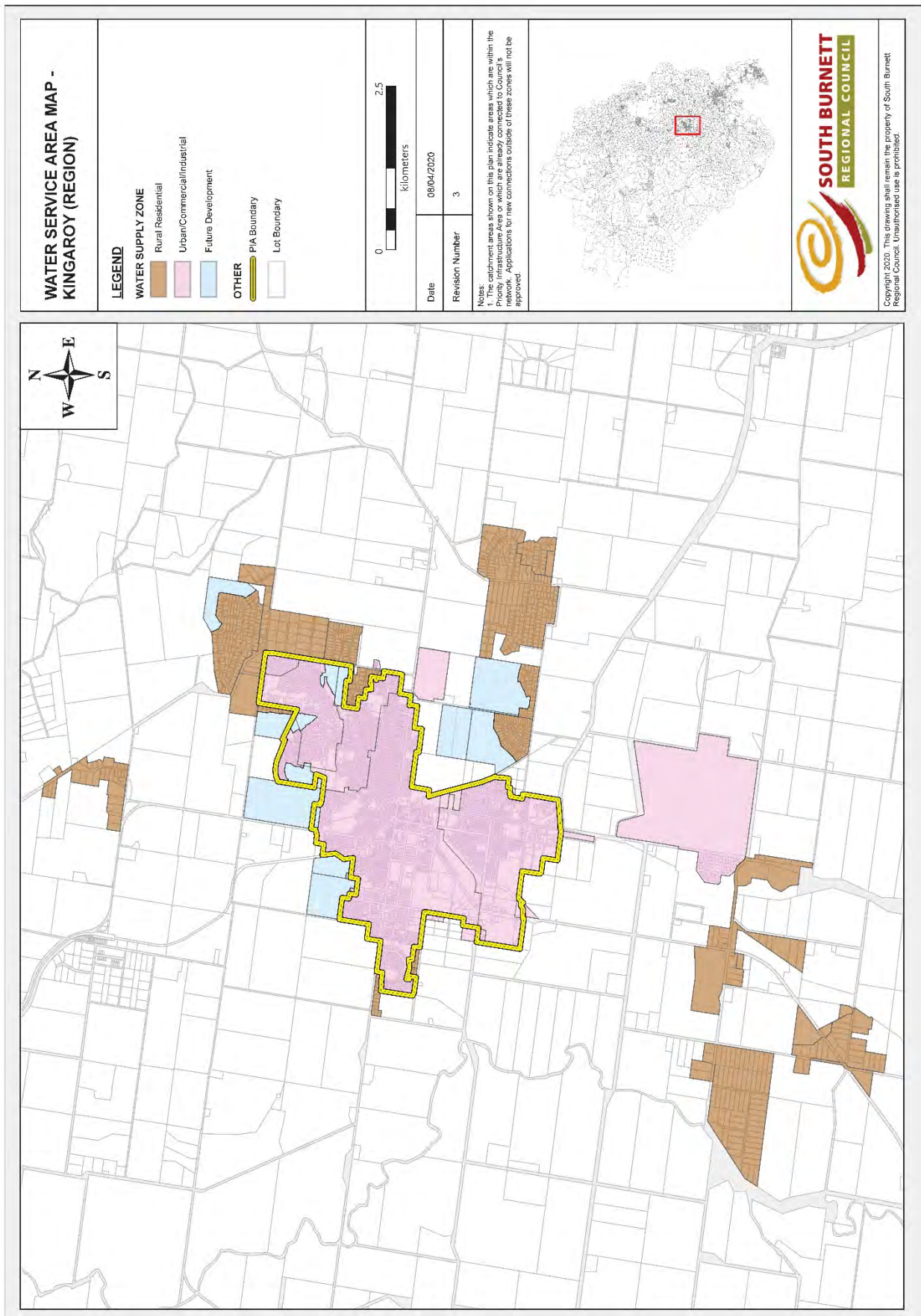
Appendix A

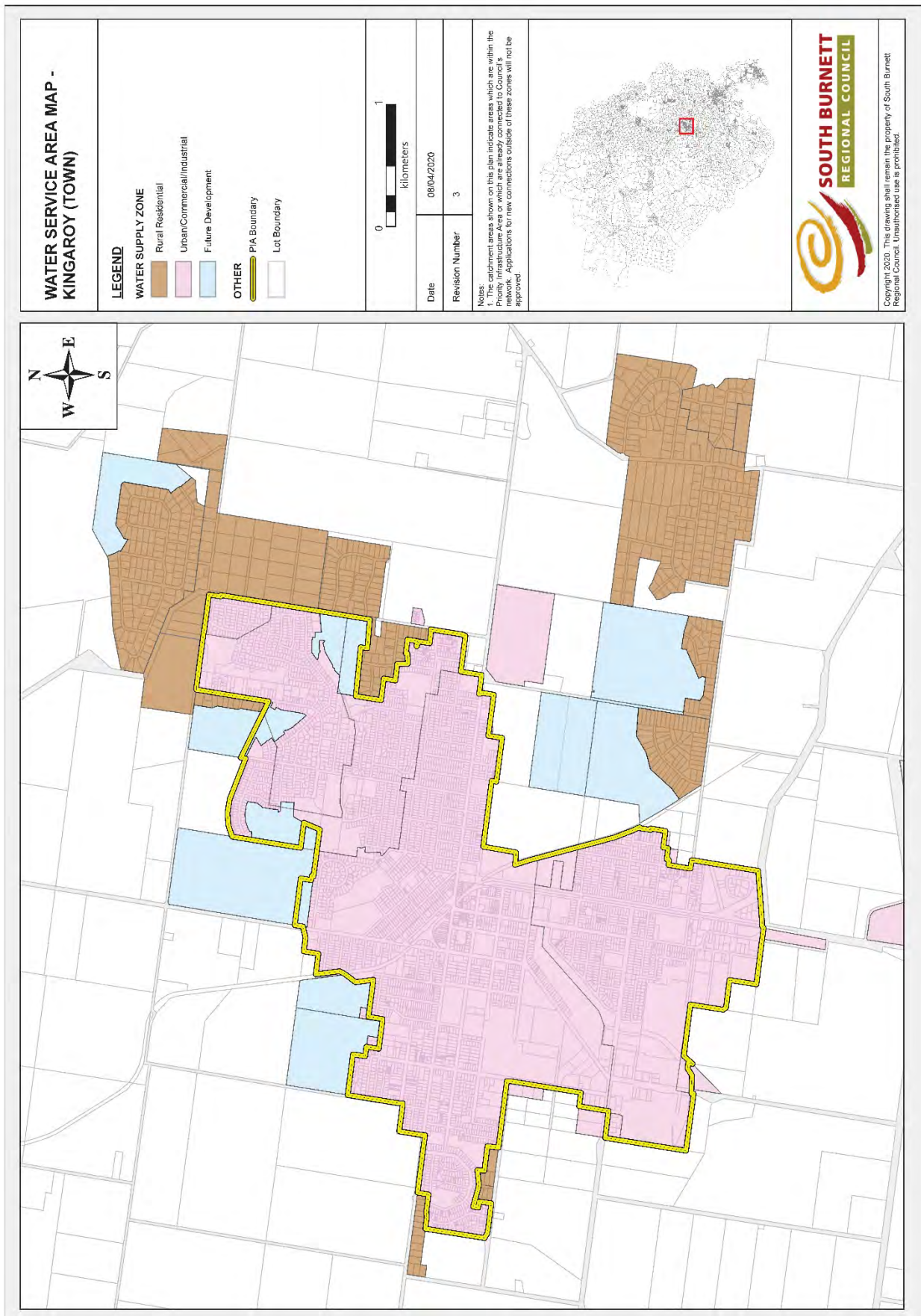
South Burnett Regional Council

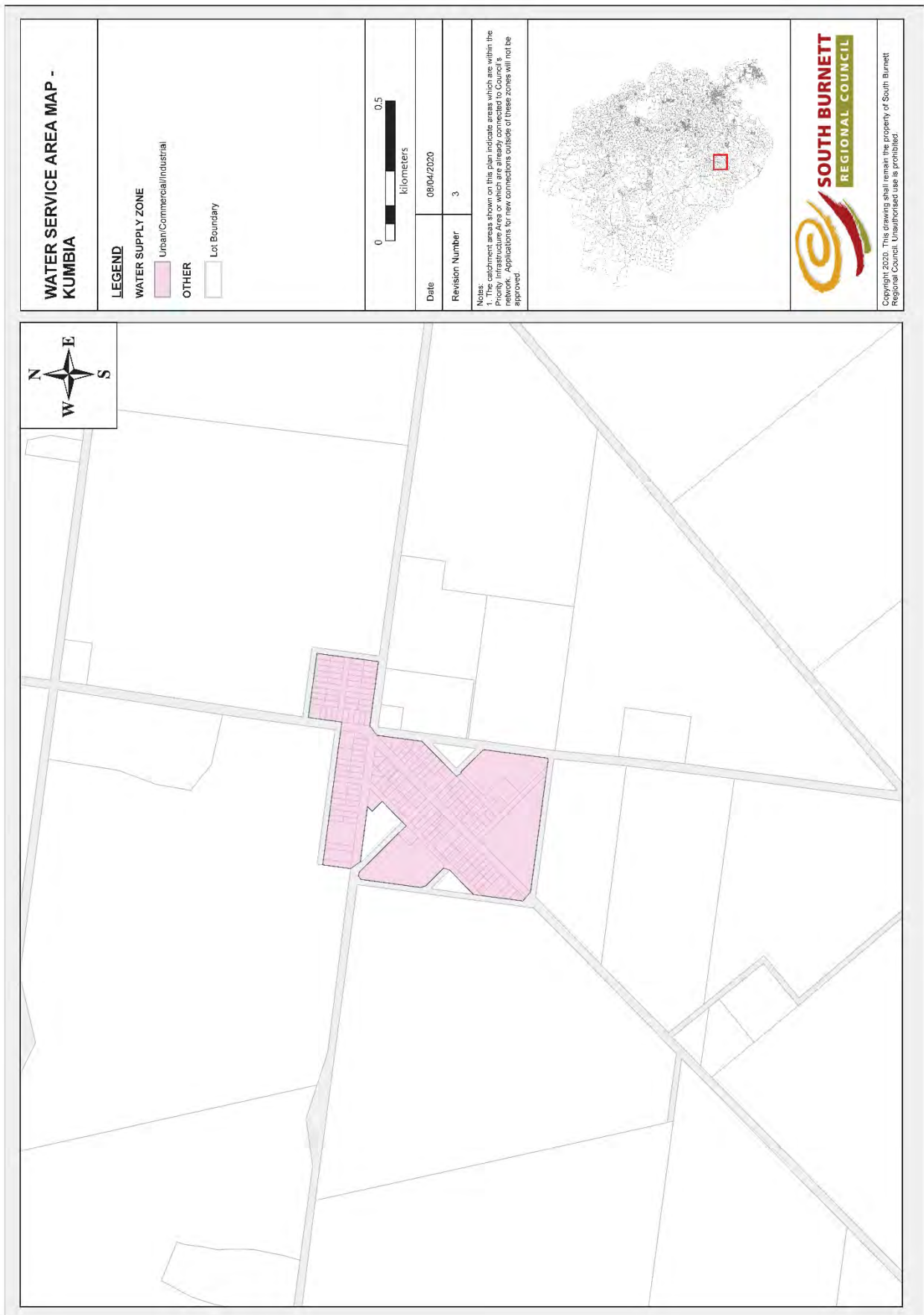
Declared Water Service Areas

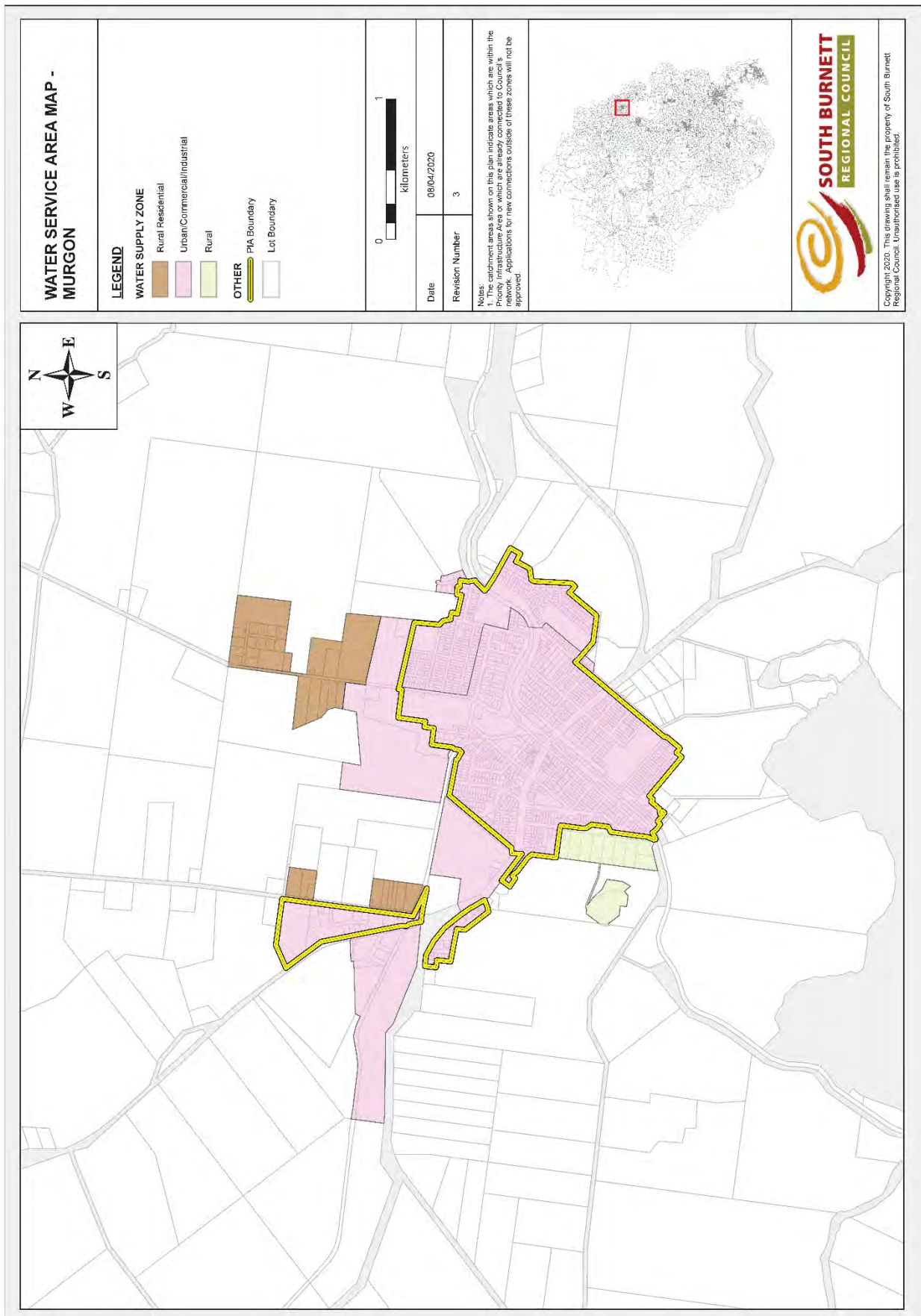


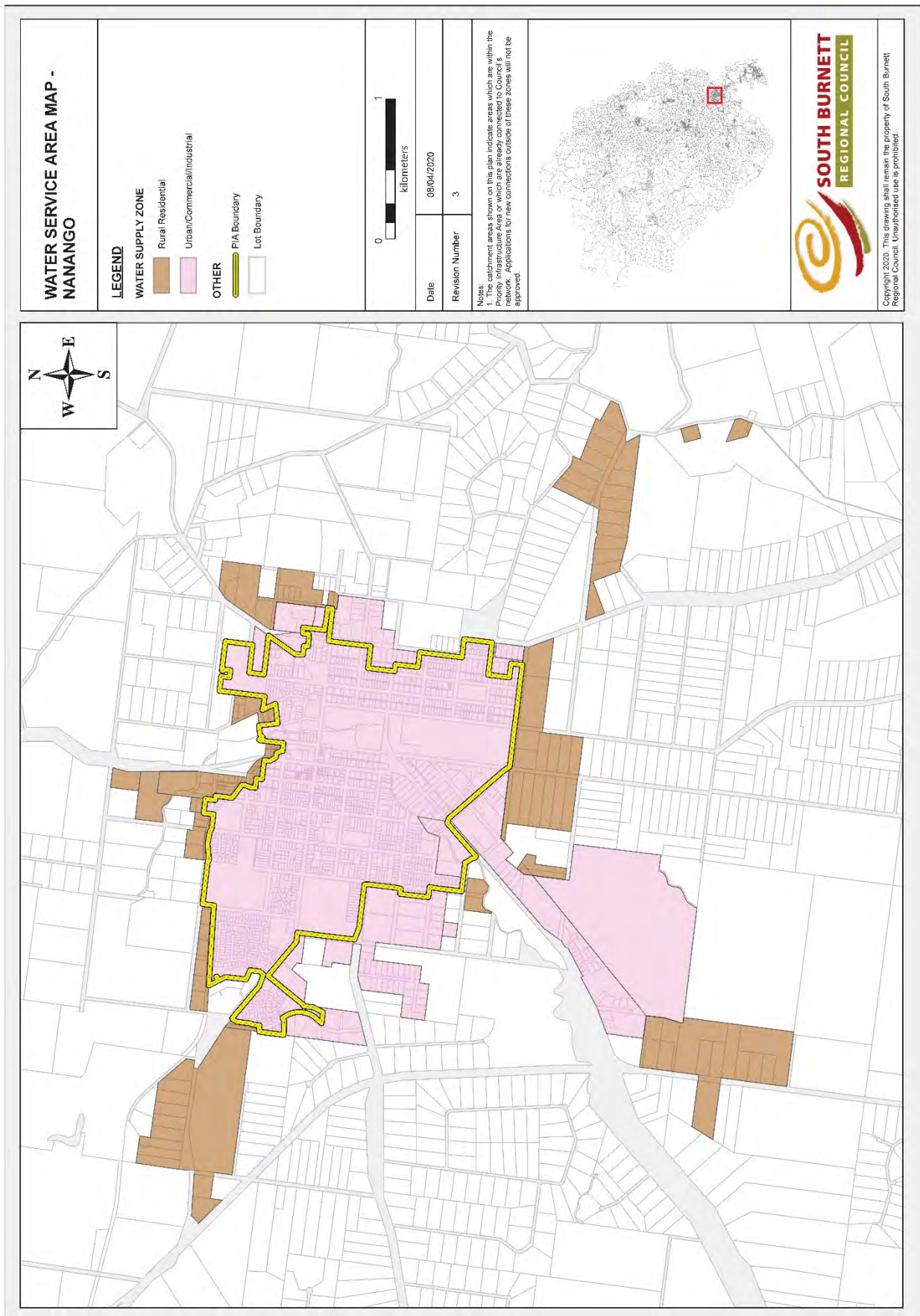


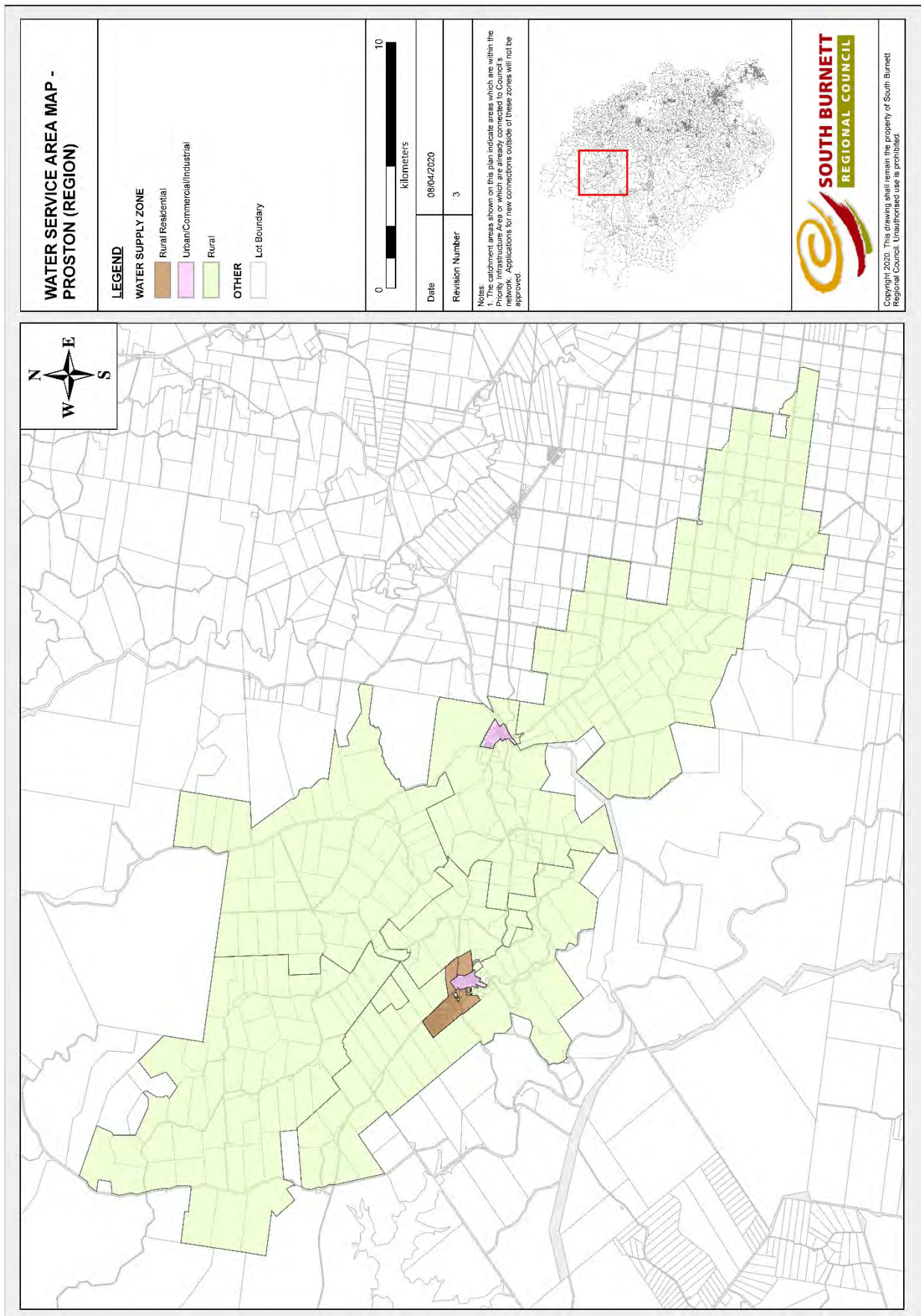


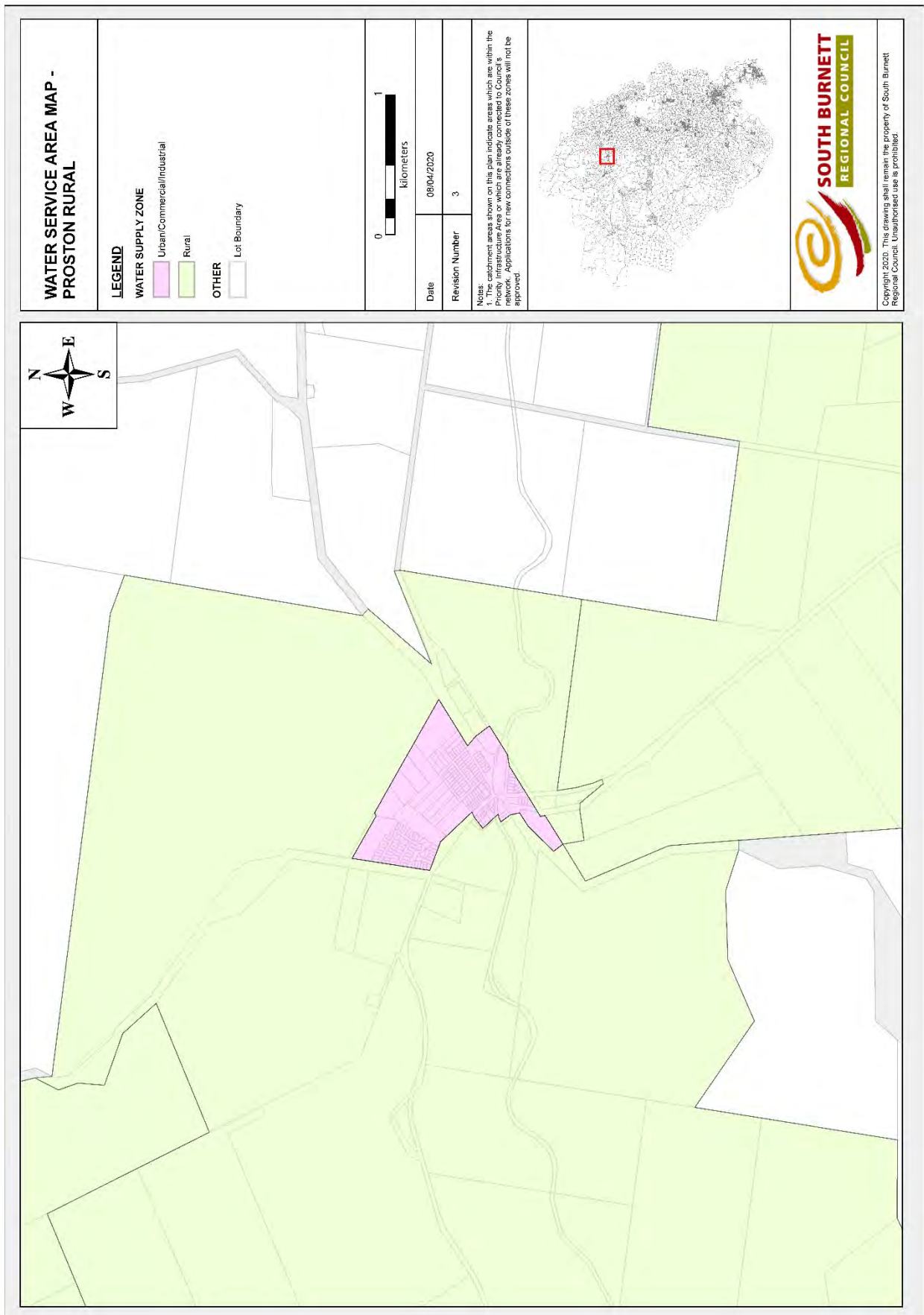


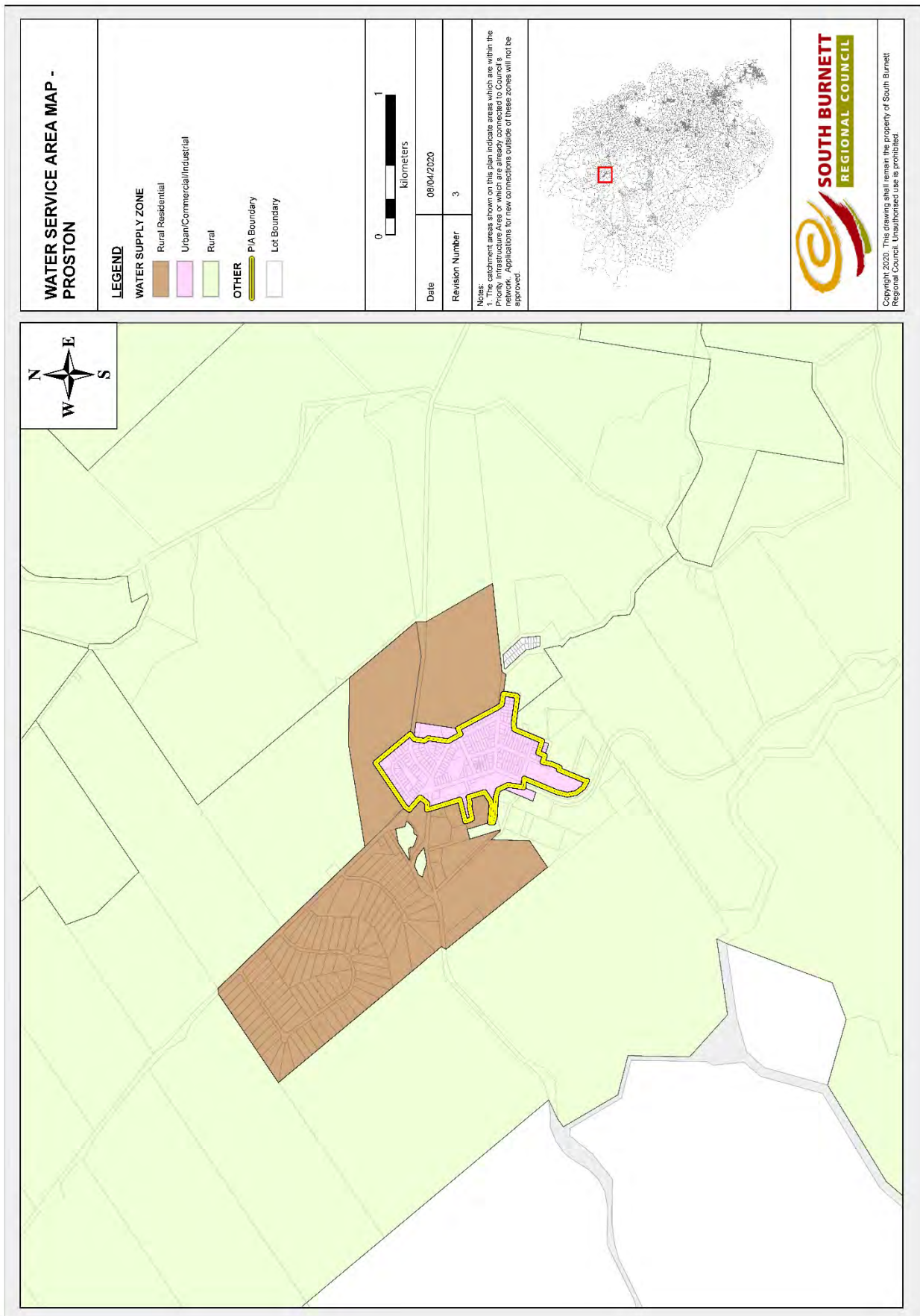


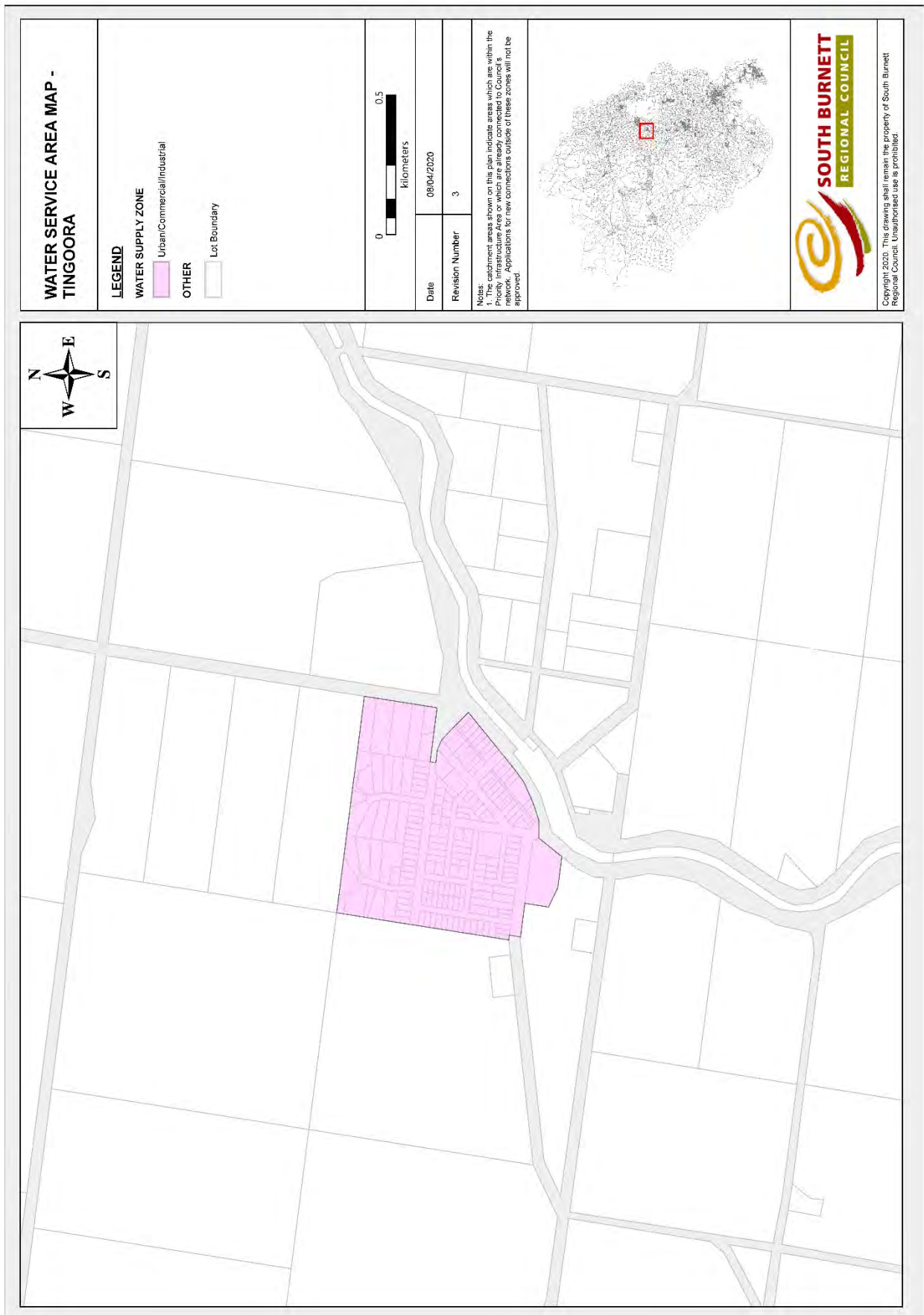


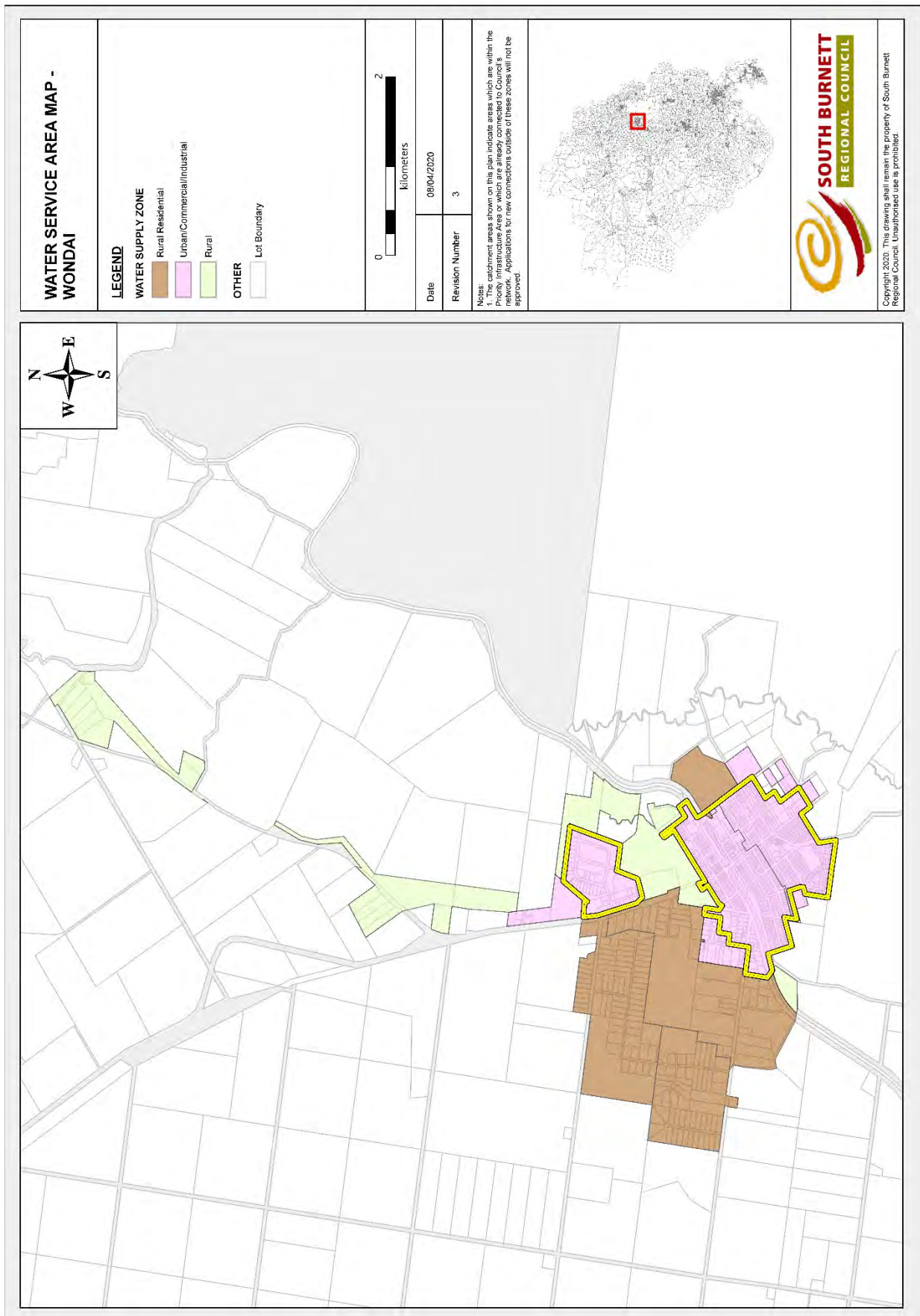


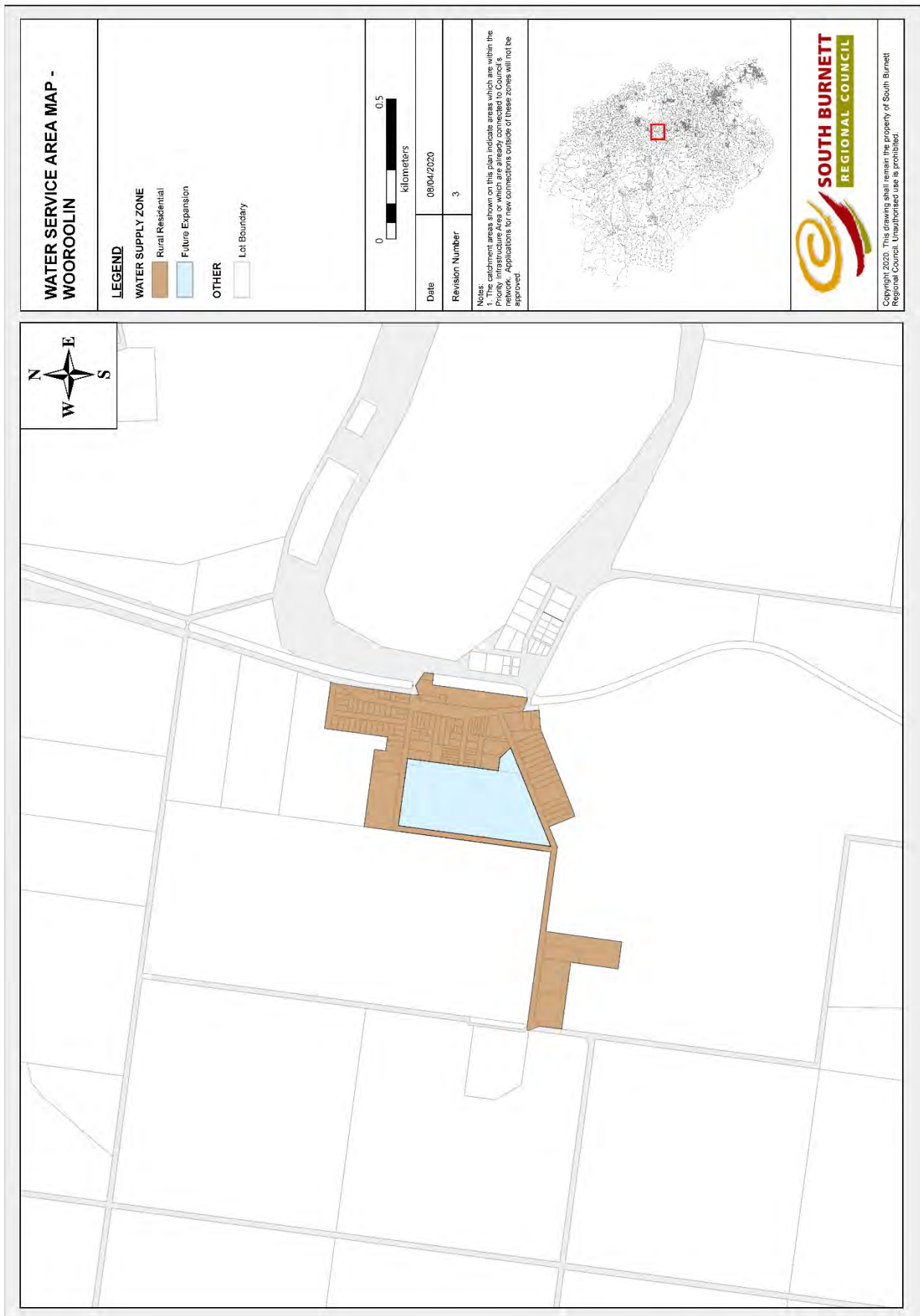


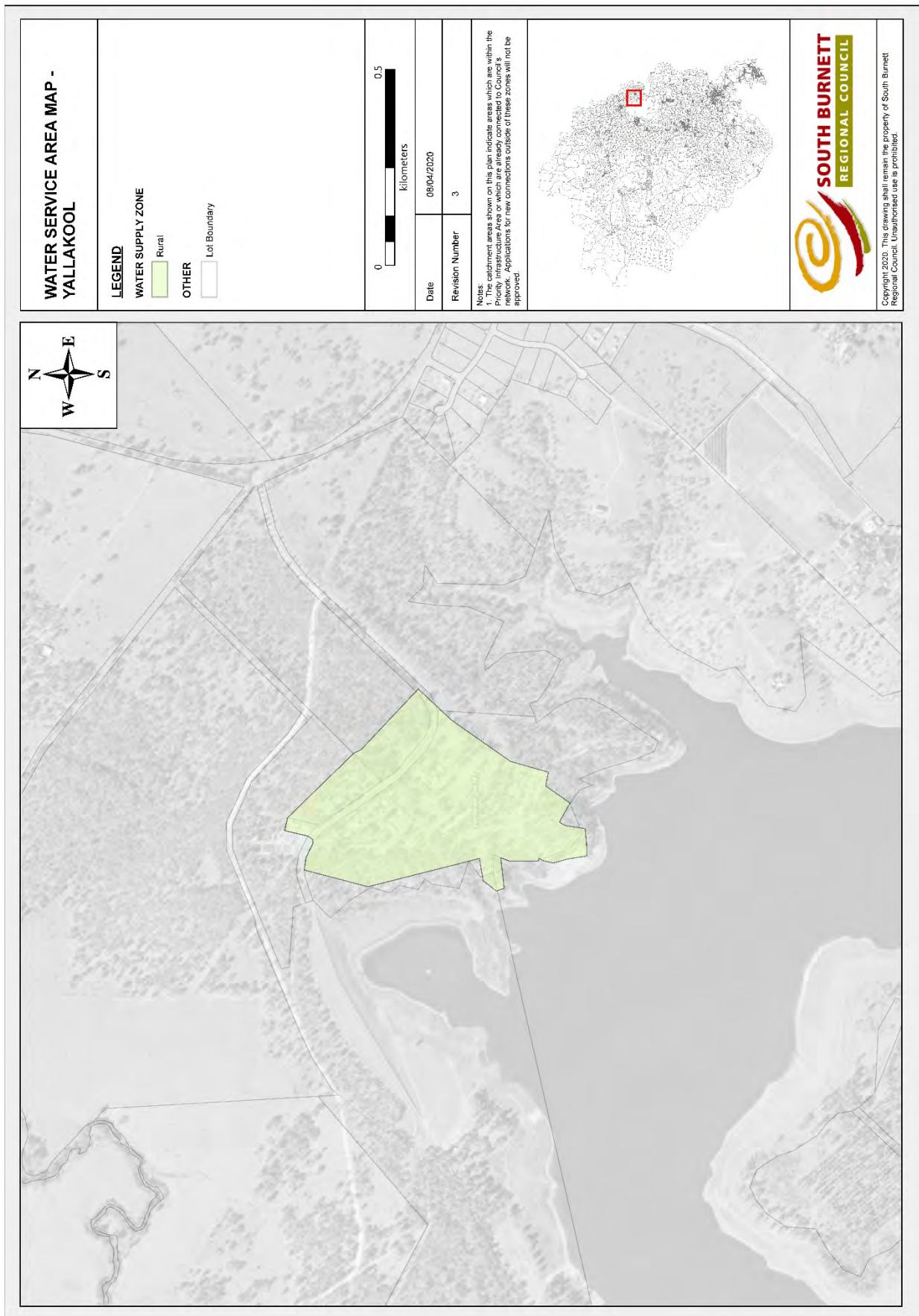












Appendix B

South Burnett Regional Council

Declared Sewerage Service Areas

