



AGENDA

Executive and Finance & Corporate Standing Committee Meeting Wednesday, 17 February 2021

I hereby give notice that a Meeting of the Executive and Finance & Corporate Standing Committee will be held on:

Date: Wednesday, 17 February 2021

Time: 9.00am

**Location: Warren Truss Chamber
45 Glendon Street
Kingaroy**

**Mark Pitt PSM
Chief Executive Officer**

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

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- 1 OPENING**
- 2 LEAVE OF ABSENCE / APOLOGIES**
- 3 RECOGNITION OF TRADITIONAL OWNERS**
- 4 DECLARATION OF INTEREST**

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

5.1 MINUTES OF THE EXECUTIVE AND FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD ON 9 DECEMBER 2020

File Number: 17/02/2021

Author: Executive Assistant

Authoriser: Chief Executive Officer

OFFICER'S RECOMMENDATION

That the Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 9 December 2020 be received.

ATTACHMENTS

- 1. Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 9 December 2020**



MINUTES

Executive and Finance & Corporate Standing Committee Meeting Wednesday, 9 December 2020

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**MINUTES OF SOUTH BURNETT REGIONAL COUNCIL
EXECUTIVE AND FINANCE & CORPORATE STANDING COMMITTEE MEETING
HELD AT THE WARREN TRUSS CHAMBER, 45 GLENDON STREET, KINGAROY
ON WEDNESDAY, 9 DECEMBER 2020 AT 9.00AM**

PRESENT: Councillors:

Cr Brett Otto (Mayor), Cr Roz Frohloff, Cr Danita Potter, Cr Kirstie Schumacher,
Cr Scott Henschen, Cr Kathy Duff

Council Officers:

Mark Pitt (Chief Executive Officer), Susan Jarvis (General Manager Finance &
Corporate), Aaron Meehan (General Manager Infrastructure), Carolyn Knudsen
(Manager Social & Corporate Performance), Celina Branch (Manager Finance),
Lynelle Paterson (Executive Assistant)

1 OPENING

The Mayor declared the meeting open and welcomed all attendees.

2 LEAVE OF ABSENCE / APOLOGIES

Apology

Committee Resolution 2020/15

Moved: Cr Danita Potter

Seconded: Cr Kirstie Schumacher

That the apology received from Cr Jones be accepted and leave of absence granted.

CARRIED 6/0

3 ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Cr Duff acknowledged the traditional custodians of the land on which the meeting took place.

4 DECLARATION OF INTEREST

Nil

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

**5.1 MINUTES OF THE FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD
ON 18 NOVEMBER 2020**

COMMITTEE RESOLUTION 2020/16

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

That the Minutes of the Finance & Corporate Standing Committee Meeting held on 18 November
2020 be received.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and
Kathy Duff

Against: Nil

CARRIED 6/0

6 PORTFOLIO – SOCIAL & CORPORATE PERFORMANCE, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT**6.1 SOCIAL & CORPORATE PERFORMANCE, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO**

COMMITTEE RESOLUTION 2020/17

Moved: Cr Brett Otto

Seconded: Cr Kirstie Schumacher

That Mayor Otto's Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio Report to Council be received.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

6.1.1 LETTER OF THANKS TO ICT DEPARTMENT

RESOLVED 2020/18

The Mayor requested a letter of thanks be sent to the ICT Department to acknowledge and thank them for their efforts including designing an app for the water meter readings.

6.2 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CUSTOMER SERVICE CHARTER-STRATEGIC-018

COMMITTEE RESOLUTION 2020/19

Moved: Cr Kirstie Schumacher

Seconded: Cr Kathy Duff

That the committee recommends to Council:

That the South Burnett Regional Council Customer Service Charter – Strategic-008 be amended as per the discussion and recirculated for comment and feedback and tabled at the January 2021 General meeting.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

MOTION

COMMITTEE RESOLUTION 2020/20

Moved: Cr Brett Otto

Seconded: Cr Danita Potter

That the meeting adjourn for 10 minutes.

CARRIED 6/0**MOTION**

COMMITTEE RESOLUTION 2020/21

Moved: Cr Brett Otto

Seconded: Cr Roz Frohloff

That the meeting resume at 10.23am.

CARRIED 6/0**6.3 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL RECRUITMENT & SELECTION POLICY-STATUTORY-014**

COMMITTEE RESOLUTION 2020/22

Moved: Cr Brett Otto

Seconded: Cr Danita Potter

That the committee recommends to Council:

That the South Burnett Regional Council Recruitment & Selection Policy-Statutory-014 lay on the table until the February standing committee meeting.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy DuffAgainst: Nil**CARRIED 6/0****Attendance:**

At 11.22am, Cr Kirstie Schumacher left the meeting.

6.4 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COMPUTER, INTERNET AND EMAIL USAGE POLICY-STRATEGIC-007

COMMITTEE RESOLUTION 2020/23

Moved: Cr Brett Otto

Seconded: Cr Scott Henschen

That the committee recommends to Council:

That the South Burnett Regional Council Computer, Internet and Email Usage Policy-Strategic-007 be adopted as presented.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Scott Henschen and Kathy DuffAgainst: Nil**CARRIED 5/0**

Attendance:

At 11:24 am, Cr Kirstie Schumacher returned to the meeting.

6.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL ARTS CULTURE & HERITAGE POLICY-STRATEGIC-009

COMMITTEE RESOLUTION 2020/24

Moved: Cr Danita Potter

Seconded: Cr Brett Otto

That the committee recommends to Council:

That the draft South Burnett Regional Council Arts, Culture and Heritage Policy – Strategic-009 be adopted for external consultation.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

6.5.1 MEDIA RELEASE - ARTS CULTURE AND HERITAGE POLICY

RESOLVED 2020/25

Mayor Otto requested Council embark on a consultation process with the community with Cr Potter leading the consultation process, with the Media and Comms team preparing a media release to inform the community.

6.6 CUSTOMER AND COUNCILLOR REQUESTS

COMMITTEE RESOLUTION 2020/26

Moved: Cr Brett Otto

Seconded: Cr Kirstie Schumacher

That the Customer and Councillor Requests Summary be received for information.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

7 PORTFOLIO – ECONOMIC DEVELOPMENT

7.1 ECONOMIC DEVELOPMENT PORTFOLIO REPORT

COMMITTEE RESOLUTION 2020/27

Moved: Cr Kirstie Schumacher

Seconded: Cr Brett Otto

That Cr Schumacher’s Economic Development Portfolio Report to Council be received for information.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

7.2 ECONOMIC DEVELOPMENT AND TOURISM MONTHLY UPDATE

COMMITTEE RESOLUTION 2020/28

Moved: Cr Brett Otto

Seconded: Cr Scott Henschen

That the Economic Development and Tourism monthly Update for November 2020 be received for information.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

8 CONFIDENTIAL SECTION

9 CLOSURE OF MEETING

The Meeting closed at 12.15pm.

The minutes of this meeting were confirmed at the Executive and Finance & Corporate Standing Committee Meeting held on 17 February 2021 .

.....
CHAIRPERSON

6 PORTFOLIO – SOCIAL & CORPORATE PERFORMANCE, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT

6.1 SOCIAL & CORPORATE PERFORMANCE, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO

File Number: February 2021

Author: Mayor

Authoriser: Chief Executive Officer

PRECIS

Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio Report

SUMMARY

Mayor Otto presented his Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio Report to Council.

OFFICER'S RECOMMENDATION

That Mayor Otto's Social & Corporate Performance, People & Culture, Communications/Media, Finance and ICT Portfolio Report to Council be received.

Social & Corporate Performance:

As part of Council's business system transformation project, the Records team has been working closely with officers to progress ECM tasks in preparation for the transition of Council's business system to the Cloud. Using ECM Dashboards in CI Anywhere, it was determined that there were 1017 tasks over four (4) Departments requiring finalisation. I am happy to report that this project has now been completed well ahead of schedule and that the tasks have been actioned accordingly.

Corporate Risk, Audit and Governance sections of the Branch this past month have been working with Council departments to finalise the 6-month corporate risk register review, progress implementation of changes to legislation/policy, processed two (2) right to information applications and assisted external agencies with external enquiries/reviews.

The Customer Contact team across our five (5) offices in Blackbutt, Nanango, Kingaroy, Wondai and Murgon have been busy assisting Queensland Health and Council's Community Department to accommodate the possible venues for the roll out of the COVID-19 vaccination program in our region. Once we have final notification of what is required, Council officers will contact customers who have bookings impacted by the rollout at our facilities.

Customer Contact, working with Business Systems, has commenced the plan development for the 'Customer Request Effectiveness Review Project' to be undertaken commencing fourth quarter of 2020/2021. This project to be delivered primarily during 2021/2022 and will fully review, rethink and reimplement all business processes, system processes, data quality processes and reporting requirements in order to deliver a corporate, consistent, responsive and accountable Customer Request Process for Council.

At today's committee meeting, Council will continue to discuss the draft Customer Service Charter. As a customer service focused organisation, it is vitally important that we continue to foster an organisational culture dedicated to building strong customer relations to enhance customer satisfaction. During 2020, within the current service levels, Council issued 120,704 receipts, created 14,855 customer requests for service, processed 2,010 search requests and answered 33,790 calls to the 41899100 number. Further, Council received close to a million external emails. For awareness, a more comprehensive list of customer service statistics for 2020 is attached to this report.

People & Culture:**Traineeships with South Burnett Regional Council**

Advertising was undertaken and for the ten traineeships available there was approximately 662 applications in total.

Shortlisting has been undertaken based on eligibility criteria and interviews will be conducted. We expect that all trainees will commence with Council in March 2021.

Communications/Media:

In December 2020 / January 2021 the Media and Communications team progressed the following:

- Media Releases x 56
- Media enquiries x 19
- Social Media:
 - **Facebook** Posts x 95
 - The most popular post for December: 21-12-20 Santa Claus Lane Award reached an audience of 5,972.
 - The most popular post for January: 12-01-2021 Traineeships with Council reached an audience of 29,496 with 488 engagements.
 - Council's 'southburnettregion' Facebook page ended the month with 7,923 likes (+24 likes from Dec 2020) and 8,204 followers (+37 followers from Dec 2020).
 - **LinkedIn** x 6 posts
 - Most engaged post: 20-01-2021 - KTP Groundbreaking Ceremony - 1,200 impressions, 185 website clicks, 4 shares, 17.67% engagement rate
 - Website clicks: 14 (+27% from Dec 2020)
 - Page views: 269 (+158% from Dec 2020)
 - Followers: 1349 (+46 followers from Dec 2020)
 - **Instagram** x 9 posts
 - Most engaged post: 18-01-2021 – KTP Groundbreaking Ceremony video – 37 likes, 272 views
 - Followers: 771
 - Photos tagged by other accounts: 5
- 1 eNews
- Printed Advertising:
 - Council progressed two full page ads (Page 4) in the South Burnett Today during December – 03-12-20 and 17-12-20, a two page feature for the Kingaroy Transformation Project, a quarter page ad for Council's Christmas Greeting and 2 x Public Notices for EOI's.
 - Council progressed one full page ad (Page 4) in the South Burnett Today during January – 21 January 2021 and 2 x Public Notices - Approved Systematic Inspection Program for Dog Registration on 07-01-2021 and Found 5 wandering goats on 28-01-2021
 - Council progressed one full page ad in the Murgon Moments for What's on @ South Burnett libraries and one half page ad for the region's dams in December and January.
- Graphical Design:
 - N/A

A list of all media release/ enquiries and statistics for December and January are available as an attachment to this report.

Finance:

Finance is currently working with managers on producing the third quarter budget revision for the 2020/2021 financial year, including an updated long-term financial forecast. Original budget preparations for 2021/2022 are well underway with adoption of the budget planned for the 30th June 2021.

Rates:

Rate Notices were issued on 10 February 2021 with a discount date of 16 March 2021. The Rates Team has also been heavily involved with Council's debt recovery specialists, Recovery and Reconstruction in following up on overdue debt. This has resulted in 71 summonses (Statement of Claim) being issued by the Brisbane Magistrates Court and are still in the process of being served.

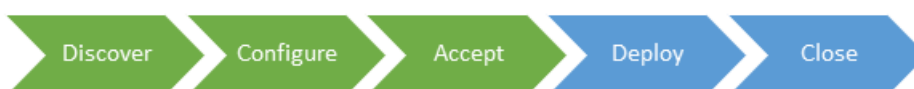
Procurement:

- Applications to the select invitation to Tender for Healthcare Providers is complete and will be presented for adoption at the February Council meeting.
- The stores team are working alongside the KTP Team assisting in the procurement of numerous goods and services for the project.
- Procurement:
 - is seeking to establish a contracted arrangement with a local provider for the supply of Hi-Visibility PPE uniforms for field staff.
 - tendering in the near future for the refresh of Council's registers of Pre-Qualified suppliers for Trade Services, Electrical Works, Pest Management and Civil Works. This process enables new suppliers to on board and existing suppliers to update their service listing.
 - Tendering for new bulk chemical supply arrangements for the water treatment plants as the existing contracts are due to expire.
- Council has engaged the services of a consultant to assist with the transition to Centralised Procurement. A road map to Centralised Procurement for Council will be developed for endorsement.

ICT:

Project T2, the overarching transformation project, has been adopted by the Project Board. The first sub project of T2 is the SaaS migration. This project is progressing well and is currently in the 3rd phase, being the acceptance phase. This phase is one of the most critical phases of the project and focusses on testing to ensure the readiness of the SaaS platform to proceed to deployment. Throughout the month of February over 40 staff from across the council have been involved.

The SaaS transition project is on track for a scheduled "Go live" date of March 22nd.





In April the Mayor, Councillors and Staff will be invited to launch the business transformation elements of Project T2. Representatives from TechnologyOne will also be present to show support for this project. Once the SaaS Transition project is deployed, council will be able to commence the first two (2) significant business reviews, being the Customer Request and Document Management Effectiveness Reviews.

BACKGROUND

Nil

ATTACHMENTS

1. **Media and Communication Report - December 2020**  
2. **Media and Communication Report - January 2021**  
3. **2020 Statistics - Customer Service**  

Communications/Media:

In December 2020 the Media and Communications team progressed the following:

Media Releases x 28:

- 135. Media Release 03-12-20 - KTP Update - Inclusive Parking Strategy for Kingaroys CBD Transformation
- 136. Media Release 03-12-20 - Council supports International Day of People with Disability with Butter Factory Park all inclusive playground
- 137. Media Release 03-12-20 - Inclusive parking and footpath strategies for Murgon, Blackbutt and future streetscape works
- 138. Media Release 03-12-20 - South Burnett Regional Council supports Red Bench Relay
- 139. Media Release 08-12-20 - Upcoming traineeships with South Burnett Regional Council
- 140. Media Release 08-12-20 - Increase to Councils Waste Disposal Fees
- 141. Media Release 08-12-20 - Local Fire ban extended for South Burnett region
- 142. Media Release 11-12-20 - KTP Groundbreaking Ceremony to take place 18-01-21
- 143. Media Release 11-12-20 - Kingaroy Waste Water Treatment Plant produces recycled water
- 144. Media Release 11-12-20 - An innovative new collaboration will see increased support for artists in the Wide Bay and Burnett
- 145. Media Release 11-12-20 - Christmas operating hours
- 146. Media Release 14-12-20 - Temporary closure of Kingaroy Library due to recent weather event
- 147. Mayoral Media Statement 18-12-20 - Burnett Water Feasibility Study
- 148. Media Release 17-12-20 - Wondai Road Proston is officially Santa Clause Lane
- 149. BIEDO Media Release - Drought relief as Summer heats up
- 150. Media Release 21-12-20 - Community consultation on Council's Arts, Culture and Heritage Policy
- 151. Media Release 21-12-20 - KTP Update - Construction Works – Youngman Street, Haly Street Intersection
- 152. Media Release 21-12-20 - Recommencement of installation of town and village signage
- 153. Media Release 22-12-20 - Line marking of various South Burnett roads
- 154. Media Release 22-12-20 - Road maintenance on state controlled roads
- 155. Media Release 22-12-20 - Footpath Construction – Markwell Street Kingaroy
- 156. Media Release 22-12-20 - Standpipe water price confirmed
- 157. Media Release 22-12-20 - South Burnett Regional Council Planning Scheme amended
- 158. Media Release 22-12-20 - Explore virtual reality at the Kingaroy VIC
- 159. Media Release 22-12-20 - Upgrades to Wheatlands State School carpark commenced
- 160. Media Release 22-12-20 - Approved Systematic Inspection Program for Dog Registration
- 161. Media Release 22-12-20 - QLD Traffic website 'Road Lookup'
- 162. Media Release 22-12-20 - Changes to COVID safe practices in licensed venues announced

Media Releases 20-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	30	19	28	24	34	28
2021	Jan	Feb	Mar	Apr	May	Jun

Media enquiries x 9:

- 1/12/2020 - Martoo Review - KTP Video
- 2/12/2020 - 4SB - Wine tariff and Qld Budget - Mayor interview
- 3/12/2020 - Hit FM - Shutdown of retail stores over Christmas - response from Mayor
- 4/12/2020 - South Burnett Today - Kumbia Revitalisation Plan / Chat with the Mayor
- 9/12/2020 - ABC Radio - Confirmation radio interview re waste fees Thursday 10-12-20
- 21/12/2020 - ABC Wide Bay - CEO interview re Santa Claus Lane
- 21/12/2020 - South Burnett Online - Christmas Lights Map
- 21/12/2020 - Channel 7 - Burnett Water Feasibility Study - Zoom Meeting with Mayor
- 23/12/2020 - Martoo Review - Mayoral approval for KTP video

Media Enquiries 2020-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	25	23	25	10	20	9
2021	Jan	Feb	Mar	Apr	May	Jun

Social Media:

Social Media – Facebook Posts 2020-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	58	61	61	81	74	52
2021	Jan	Feb	Mar	Apr	May	Jun

Media and Communication Report – January 2021

In January 2021 the Media and Communications team progressed the following:

Media Releases x 28:

1. 163. Public Notice 12-01-21 - UPDATE – Gravel Resheeting Works - January
2. 164. Ministerial Media Release 18-01-21 - Kingaroy to be transformed
3. 165. Media Release 18-01-21 - Dog Registration Pension discount now extended to all pension card holders
4. 166. Media Release 18 -01-21 - KTP to improve accessibility at Kingaroy Shopping World
5. 167. Media Release 19-01-21 - KTP Update - Official Groundbreaking marks start of the Kingaroy Transformation Project
6. 168. Public Notice 19-01-2021- Invitation to Offer - SBRC 20-21-10 - Sale of Oaten and Rhodes Grass Hay
7. 169. Media Release 20 -01-2021 - South Burnett Australia Day Ambassador announced
8. 170. Public Notice 20-01-2021 - Powerlink to perform helicopter inspections January through to March
9. 171. Media Release 20-01-2021 - Have your say on the future of the South Burnett
10. 172. Media Release 25-01-2021 - Celebrate Australia Day in the South Burnett
11. 173. BIEDO Media Release 27-01-2021 - Burnett producers need to know proposed reef regulations
12. 174. Public Notice 28-01-21 - Red Hill Road Chelmsford Closed 1 Feb 2021
13. 175. Public Notice 28-01-2021 Nominations now open for Queensland Reconciliation Awards 2021
14. 176. Public Notice 28-01-2021 - Community Grants Program Round 2 now open
15. 177. Media Release 29-01-2021 - South Burnett Region now has an Arts Culture and Heritage Policy
16. 178. Media Release 29-01-2021 - South Burnett Regional Council 2021 Australia Day Award recipients announced
17. 179. Media Release 29-01-2021 High rainfall prompts mowing changes
18. 180. Media Release 29-01-2021 - Upgrades to commence at the Nanango Energy Centre
19. 181. Media Release 29 -01-2021 - New citizens join in Australia Day celebrations
20. 182. Public Notice 02-02-2021 - Road upgrades on Bye Road Wheatlands to commence 1 February 2021
21. 183. Public Notice 02-02-2021 - UPDATE – Gravel Resheeting Works – February
22. 184. Media Release 02-02-2021 - Kingaroy Transformation Project KTP works commence

Media Releases 20-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	30	19	28	24	34	28
2021	Jan	Feb	Mar	Apr	May	Jun
22						

Media enquiries x 10:

1. 08-01-2021 - Burnett Today - Agricultural buffer zones enquiry
2. 08-01-2021 - Burnett Today - Preserving History of Kingaroy Hospital
3. 12-01-2021 - Burnett Today - Preserving History of Kingaroy Hospital
4. 13-01-2021 - ABC Radio Toowoomba– Meet CEO and Mayor regarding new year plans
5. 13-01-2021 - Australian Rural and Regional News – Request to be added to media distribution list
6. 13-01-2021 - Crow FM- Continuation of Weekly Mayor Chats for Breakfast Show
7. 20-01-2021 - South Burnett Times – Statement regarding alleged inappropriate councillor conduct

8. 21-01-2021 - ABC Radio - Interview request with the Australia Day Ambassador Vanessa Fowler
9. 21-01-2021 - South Burnett Today - Nanango Butter Factory Park why it was built and the community reaction so far
10. 25-01-2021 - South Burnett Times - Requesting a list of Australia Day Award Winners and contact details to interview the winners

Media Enquiries 2020-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	25	23	25	10	20	9
2021	Jan	Feb	Mar	Apr	May	Jun
	10					

Social Media:

Social Media – Facebook Posts 2020-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	FB - 58	FB - 61	FB - 61	FB - 81	FB - 74	FB - 52
2021	Jan	Feb	Mar	Apr	May	Jun
	FB – 43 LI – 6 In - 9					

2020 Statistics - Customer Service

Type	Number
Certificates – Search Requests	2,023
Bonds and Guarantees - Money held in Trust	53
Property By Law Enforcement	942
Property Management Leases / Licences	22
Regulatory Applications	2,165
Trade Waste	126
Licences and Permits	862
Customer Requests Management (CRM)	14,855
Total	21,048

Certificates – Search Requests	CREATED	CLOSED
Building	481	478
Health	2	1
Planning	42	42
Plumbing	119	119
Pool Safety	8	8
Rates	1,208	1,207
Water / Sewer	156	151
Right To Information	7	4
TOTAL	2,023	2,010

Bonds and Guarantees - Money held in Trust	CREATED	CLOSED
Election Signage	12	12
Hall Hire	20	12
Roads	1	1
Security (Relocatable Building Applications)	20	4
TOTAL	53	29

Property By Law Enforcement	CREATED	CLOSED
Animals	7	4
General (e.g. abandoned vehicles)	2	2
Impounding	540	529
Local Laws (e.g. Overgrown)	385	338
Regulated Animals	8	0
TOTAL	942	873

Property Management Leases / Licences	CREATED	CLOSED
Leases (Community/ Sport/ Telecommunications/ Fire Brigade)	17	17
Licences (Community/ Sport/ Airport)	5	5
TOTAL	22	22

Regulatory Applications	CREATED	CLOSED
Building – Private Certifier	237	96
Building	394	145
Coin Operated Services (Saleyards/ Standpipes)	62	61
Hall Bookings	76	49
Infrastructure (Water Sewer Connections)	128	102
Landfill	224	224
Plumbing Drainage	333	33
QEXC (Exemptions)	1	1
QMCU (Material Change of Use)	26	2
QOPW (Operational Works)	2	0
QPOS (Plans of Subdivisions)	15	15
QRAL (Reconfiguration of Lots)	19	1
Roads and Drainage	648	620
TOTAL	2,165	1,349

Trade Waste	CREATED	CLOSED
Trade Waste Licences	126	102
TOTAL	126	102

Licences and Permits	CREATED	CLOSED
Animals (Excess animal permit)	17	6
Cemetery (Reservations / Interments)	384	373
Env Health	24	22
Food Licences	307	34
Footpath Licences (short term)	16	14
Livestock (Grazing Permits / Dog Baiting)	76	71
Local Laws (Footpath Annual)	37	17
Personal Appearance (Tattoo / Beauty)	1	0
TOTAL	862	520

Customer Requests Management (CRM)	CREATED	CLOSED
Airports	44	38
Animals	1,814	1,752
Bridges	9	9
Building Matters	871	833
Callbacks	91	81
Cemeteries	115	108
Council Buildings	383	312
Council Organisation	244	186
Dams	29	21
Disaster Management	5	5
Drainage	314	265
DrumMuster	22	20
Economic Development	21	7

Customer Requests Management (CRM)	CREATED	CLOSED
Environmental Health	261	169
ERGON	3	1
Events	5	4
Food Businesses	3	2
Footpath	169	146
Gates /Grids	2	2
Immunisations	1	1
Information Services	8	2
Library	2	1
Local Laws	130	87
Mowing	606	590
Parking	126	110
Parks and Gardens	459	380
Planning Matters	685	635
Plumbing Matters	147	77
Pool Compliance	16	14
Private Works Requests	3	2
Property Access	44	42
Public Health	219	160
Rates	2,571	2,558
Roads	1,384	1,252
Signage	338	287
Stock Route	15	15
Street Furnishings	24	20
Telecommunications	15	1
Toilet Facilities	153	128
Trees	469	392
Waste – General	300	243
Waste – Collection	726	678
Waste Hire	3	2
Wastewater	190	169
Water Supply	1,681	1,536
Weeds	135	132
TOTAL	14,855	13,475

BLACKBUTT OFFICE STATISTICS – DECEMBER 2020

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUGUST	SEPT	OCT	NOV	DEC
QGAP	122	178	147	157	172	195	207	194	202	191	172	181	157
DEPT. OF HUMAN SERVICES	20	44	36	97	64	38	43	26	28	56	24	45	34
TOTAL TRANSACTIONS	142	222	183	254	236	233	240	220	230	247	196	226	191
No. of customers issued with new number plates	10	19	12	24	25	27	31	36	28	20	29	24	16

6.2 ALGA NATIONAL GENERAL ASSEMBLY CALL FOR MOTIONS - 2021**File Number:** EXEC1**Author:** Chief Executive Officer**Authoriser:** Chief Executive Officer**PRECIS**

Councils are encouraged to submit motions for the 2021 National General Assembly (NGA). The NGA proposed to be held in Canberra from 20 June to 23 June 2021.

SUMMARY

The Australian Local Government Association's National General Assembly, held in Canberra, generally attracts more than 870 representatives from councils across the states and territories.

The theme for the 2021 Conference is "working together for our communities". This assembly will consider and acknowledges the need to come together and with other partners, including the Federal Government, to deliver for our communities.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

1. That South Burnett Regional Council resolves to submit the following resolutions to the National General Assembly of Local Government
 - (a)

FINANCIAL AND RESOURCE IMPLICATIONS

Officer time to prepare and submit any resolutions

LINK TO CORPORATE/OPERATIONAL PLAN

EXEC4 Effective advocacy and strategic partnerships

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Discussion with Councillors in regards to issues that are:

- Relevant to the work or local government nationally;
- Be consistent with the themes of the NGA;
- Complement or build upon the objectives of the LGAQ;
- Propose a clear action or outcome; and
- Not be advanced on behalf of third parties.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Not applicable

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

This event provides a unique opportunity each year for Local Government to engage directly with the Federal Government, to develop national policy and to influence the future direction of our councils and our communities.

ASSET MANAGEMENT IMPLICATIONS

Not applicable

REPORT

Council direction is sought on which motions to be placed for debate. Motions must be submitted no later than 26 March 2021 for inclusion in the agenda.

ATTACHMENTS

Nil

6.3 WBBROC DELEGATE

File Number: EXEC2
Author: Chief Executive Officer
Authoriser: Chief Executive Officer

PRECIS

Appointment of delegates to the Wide Bay Burnett Regional Organisation of Councils.

SUMMARY

The Chief Executive Officer is seeking the appointment of delegates to the WBBROC committee upon receipt from the Mayor that he wishes to pass on the opportunity to attend to another councillor.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That South Burnett Regional Council appoints the following representatives to the Wide Bay Burnett Regional Organisation of Councils:

Deputy Mayor Gavin Jones; and

FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial or resource implications arise from this report. Council currently is a financial member of WBBROC and pays a subscription each year for membership.

LINK TO CORPORATE/OPERATIONAL PLAN

EXEC4 Effective Advocacy and strategic partnerships

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Seeking direction from Council

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Appointment in accordance with the WBBROC constitution

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

In accordance with 6.5 of the WBBROC constitution council is entitled to the following representation:

*Each member council shall be entitled to be represented by **two (2) Councillors and the CEO of the Member Council. One delegate should be the Mayor of the member council or his/her appointed representative.***

ASSET MANAGEMENT IMPLICATIONS

Not applicable

REPORT

At the general meeting of 29 April 2020 the following delegates were appointed:

Wide Bay Burnett Regional Organisation of Councils (WBBROC): Mayor Brett Otto & Deputy Mayor Gavin Jones

The appointments have been predominately aligned with the WBBROC constitution previously

The objects of the Association are to –

- foster co-operation between member Councils in the areas of land use planning and infrastructure planning and delivery to ensure that future development within the Wide Bay Burnett Region occurs in an economically and environmentally sustainable manner
- promote the economic and social well-being of people in the Wide Bay Burnett Region;
- identify economic, social and environmental issues in the Wide Bay Burnett Region and to work with the Commonwealth and State Governments with regards to these issues;
- promote sustainable economic development within the region of a type compatible with its lifestyle and the region's comparative advantages;
- identify and pursue the future infrastructural needs of the Wide Bay Burnett Region;
- co-operate in the preparation and submission of requests for assistance for member Councils from Commonwealth and State Governments;
- foster co-operation between Councils on projects of individual or mutual benefit or to further joint interests; and
- concentrate available resources on seeking solutions to identified mutual problems and ascertain where savings in resources can be gained through co-operative effort.
- to be a conduit to and from the Local Government Association of Queensland to the region

ATTACHMENTS

Nil

6.4 ASSIGNMENT OF COUNCILLOR PORTFOLIO REPRESENTATION**File Number: EXEC3****Author: Chief Executive Officer****Authoriser: Chief Executive Officer****PRECIS**

Assignment of Councillor Portfolio representation – change of portfolio name.

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.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

- That South Burnett Regional Council adopts the assignments of specific portfolios as:

Regional Development <ul style="list-style-type: none"> • industry • agriculture • water security • economic development and tourism 	Cr Kirstie Schumacher
--	-----------------------

And

- Amends any Council policy or procedure on an administrative basis to reflect the name change.

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)

Discussions with Councillors and senior staff.

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 following resolution was passed at the general meeting of 29 April 2020, with delegates assigned to portfolios as shown below:

5.3.2 CP - 2682224 - Assignment of Councillor Portfolio Representation Resolution:

Moved Cr KA Duff, seconded Cr DA Potter.

That Council adopts the assignments of specific portfolios as:

<i>Portfolio</i>	<i>Portfolio Councillor</i>
<i>Social & Corporate Performance People & Culture Communications/ Media Finance ICT</i>	<i>Mayor Brett Otto</i>
<i>Rural Resilience Parks & Gardens Property & Facility Management Indigenous Affairs</i>	<i>Cr Kathy Duff</i>
<i>Community Arts Heritage Sport & Recreation</i>	<i>Cr Danita Potter</i>
<i>Local Disaster Management Water Wastewater Waste</i>	<i>Cr Roz Frohloff</i>
<i>Economic Development</i> <ul style="list-style-type: none"> • <i>industry</i> • <i>agriculture</i> • <i>water security</i> • <i>tourism</i> 	<i>Cr Kirstie Schumacher</i>
<i>Rural Services Natural Resource Management Planning Compliance Services</i>	<i>Cr Scott Henschen</i>
<i>Roads & Drainage</i>	<i>Cr Gavin Jones</i>

Carried 7/0

FOR VOTE - Councillors voted unanimously

ATTACHMENTS

Nil

6.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CUSTOMER SERVICE CHARTER - STRATEGIC 008

File Number: 17 February 2021

Author: Manager Social and Corporate Performance

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Customer Service Charter – Strategic 008

SUMMARY

South Burnett Regional Council's ('Council') desire to establish a framework that supports how the Council will respond to contact by customers of Council, is the foundation to delivering good customer service.

The purpose of this policy is to:

- a) Set, manage and communicate expectations for our internal and external customers;
- b) Ensure consistency and fairness in how Council operation's responds to customer requests;
- c) Guide and inform both customers and Council employees of Council's operational management of customer requests and standard response times;
- d) Deliver workflow processes and accountability at Council;
- e) Ensure customers receive an appropriate level of service within the bounds of the available resources;
- f) Improve customer service and enhance systems and processes based on feedback provided through public consultation; and
- g) Ensure clear and consistent information is provided across all of Council's communication channels.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Customer Service Charter – Strategic 008 be adopted as presented.

FINANCIAL AND RESOURCE IMPLICATIONS

Direct impact on financial and resource implications will be assessed as part of the implementation of the revised policy once adopted.

To advance further alignment of Council's service levels to a customer service focused organisation dedicated to building strong customer relations enhancing customer satisfaction, the organisation has commenced the development of the 'Customer Request Effectiveness Review Project' plan. This project, to be delivered primarily during 2021/2022, will fully review, rethink and reimplement all business processes, system processes, data quality processes and reporting requirements in order to deliver a corporate, consistent, responsive and accountable Customer Request Process for Council. Following this project delivery, it would be timely to again review the Customer Service Charter and associated policies to further align policy to delivery.

LINK TO CORPORATE/OPERATIONAL PLAN

Corporate Plan 2018/19 to 2022/23:	EXC2 Effective corporate management
------------------------------------	-------------------------------------

	EXC2.1 – Deliver governance that provides sound organisational management and complies with relevant legislation
	EXC2.2 – Appropriately resource the organisation to deliver Council's strategic objectives
	EXC2.3 – Deliver corporate business solutions that meet corporate and customer needs
	EXC5 Quality customer service
	EXC5.1 - Develop and implement Customer Service Charter
Annual Operational Plan 2020/21:	Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards.
	Introduce a program that embeds customer service industry best practice across the organisation.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken with the Coordinator Customer Contact.

The draft Customer Service Charter was circulated for review by Councillors and Council's Senior Management Team.

Feedback was received with suggested changes considered and included in the policy by the Manager Social & Corporate Performance having consulted the General Manager Finance & Corporate and the Chief Executive Officer.

The draft policy was presented for consideration at the Executive and Finance & Corporate Standing Committee meeting held 18 November 2020:

5.4 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CUSTOMER SERVICE CHARTER

COMMITTEE RESOLUTION 2020/6

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

That the committee recommends to Council:

That this item lay on the table until the December Finance & Corporate Standing Committee Meeting.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 7/0

The draft policy was presented for consideration at the Executive and Finance & Corporate Standing Committee meeting held 9 December 2020:

6.2 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CUSTOMER SERVICE CHARTER-STRATEGIC-018

COMMITTEE RESOLUTION 2020/19

Moved: Cr Kirstie Schumacher

Seconded: Cr Kathy Duff

That the committee recommends to Council:

That the South Burnett Regional Council Customer Service Charter – Strategic-008 be amended as per the discussion and recirculated for comment and feedback and tabled at the January 2021 General meeting.

In Favour: Crs Brett Otto, Roz Frohloff, Danita Potter, Kirstie Schumacher, Scott Henschen and Kathy Duff

Against: Nil

CARRIED 6/0

The draft policy was edited and circulated for consultation. Feedback was received and considered with the final draft circulated to the Councillors and Senior Management Team, prior to tabling at the Ordinary General Meeting in January 2021.

At the Ordinary Meeting of Council in January 2021, the following decision was made:

9.6 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CUSTOMER SERVICE CHARTER - STRATEGIC 008

MOTION

Moved: Cr Gavin Jones

Seconded: Cr Scott Henschen

That the South Burnett Regional Council Customer Service Charter – Strategic 008 be adopted as presented.

In Favour: Nil

Against: Crs Brett Otto, Gavin Jones, Kathy Duff, Roz Frohloff, Danita Potter, Kirstie Schumacher and Scott Henschen

LOST 0/7

The Mayor acknowledged the tremendous work undertaken by Council's Customer Contact Staff.

As a result, the draft policy is to be presented at the Executive and Finance & Corporate Standing Committee in February 2021 for further discussion and consideration.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Section 4(b) of the Human Rights Act 2019 (the 'Act') requires public entities to act and make decisions in away compatible with human rights. The Act requires public entities to only limit human rights in certain circumstances and after careful consideration. The human rights protected under the Act are not absolute. This means that the rights must be balanced against the rights of others and public policy issues of significance.

In the decision-making process, Council is to consider the 23 human rights:

1. Recognition and equality before the law;
2. Right to life;
13. Cultural rights—generally;
14. Cultural rights—Aboriginal peoples and Torres Strait Islander peoples;

3. Protection from torture and cruel, inhuman or degrading treatment;
4. Freedom from forced work;
5. Freedom of movement;
6. Freedom of thought, conscience, religion and belief;
7. Freedom of expression;
8. Peaceful assembly and freedom of association;
9. Taking part in public life;
10. Property rights;
11. Privacy and reputation;
12. Protection of families and children;
15. Right to liberty and security of person;
16. Humane treatment when deprived of liberty;
17. Fair hearing;
18. Rights in criminal proceedings;
19. Children in the criminal process;
20. Right not to be tried or punished more than once;
21. Retrospective criminal laws;
22. Right to education;
23. Right to health services.

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

No direct local law or delegation implications arise from this report

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council's ('Council') desire to establish a framework that supports how the Council will respond to contact by customers of Council, is the foundation to delivering good customer service.

The purpose of this policy is to:

- a) Set, manage and communicate expectations for our internal and external customers;
- b) Ensure consistency and fairness in how Council operation's responds to customer requests;
- c) Guide and inform both customers and Council employees of Council's operational management of customer requests and standard response times;
- d) Deliver workflow processes and accountability at Council;
- e) Ensure customers receive an appropriate level of service within the bounds of the available resources;
- f) Improve customer service and enhance systems and processes based on feedback provided through public consultation; and
- g) Ensure clear and consistent information is provided across all of Council's communication channels.

ATTACHMENTS

1. **DRAFT - South Burnett Regional Council Customer Service Charter – Strategic 008**  
2. **CURRENT - South Burnett Regional Council Customer Service Charter as adopted 27/07/2009**  



POLICY CATEGORY - NUMBER: Strategic - 018
POLICY OWNER: Social & Corporate Performance

ECM ID: 2745004
ADOPTED:

Customer Service Charter

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Social & Corporate Performance Branch. **A hard copy of this electronic document is considered uncontrolled.**

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1. POLICY STATEMENT

This policy establishes the framework that supports how the South Burnett Regional Council ('Council') will respond to contact by customers of Council.

The purpose of this policy is to:

- Set, manage and communicate expectations for our internal and external customers;
- Ensure consistency and fairness in how Council operation's responds to customer requests;
- Guide and inform both customers and Council employees of Council's operational management of customer requests and standard response times;
- Deliver workflow processes and accountability at Council;
- Ensure customers receive an appropriate level of service within the bounds of the available resources;
- Improve customer service and enhance systems and processes based on feedback provided through public consultation; and
- Ensure clear and consistent information is provided across all of Council's communication channels.

2. SCOPE

This policy applies to all interactions between Council employees and customers of Council. As a customer focused organisation, customer service is the responsibility of all Council employees. It deals with expected standards of service and outlines response times for general service requests.

3. GENERAL INFORMATION

3.1. Our Service Commitment to our Customers

Council employees will communicate clearly and work collaboratively to refine our internal processes so that each customer receives quality and timely service.

Council employees shall comply with the Employee Council Code of Conduct in their dealings with

customers, employing Council's corporate values of accountability, community, harmony, innovation, ethical conduct, vision and excellence in all exchanges.

Any general information and/or advice provided will be premised on relevant legislation and Council's current policies and procedures.

Customer interactions and all reasonable service requests will be appropriately recorded in Council's business system (including but not limited to ECM and P&R) for informative decision making and to allow Council to monitor the quality of the service provision.

Council will provide our customers with opportunities to comment and make suggestions on our services and standards to assist Council to enhance the quality of services we provide.

Council is committed to protecting customer privacy, ensuring any personal information collected will be handled in accordance with the *Information Privacy Act 2009* and will be used for the purposes of liaising directly with customers on Council related matters. This information will not be disclosed to a third party without the customer's expressed or implied consent, unless reasonably considered required and authorised by law.

3.1.1. General Service Principles

Council is committed to being accessible and responsive to all customers who seek assistance with a request for service, request for information or a complaint.

Council will:

- set, manage and communicate expectations for internal and external customers supporting each other to deliver these expectations; and
- promote and invest in safe workplaces and training where Council employees can achieve high levels of service outcomes for its customers.

Council's processes and decision making will focus on objectivity, consistency, reliability, transparency and accountability with complaints taken seriously and used to improve service quality.

Council requests and queries can be submitted over the counter at any Council Customer Service Centre, via the telephone, Council's website or email (info@sbrc.qld.gov.au).

Council is committed to implementing processes and practices to ensure the services delivered are fully inclusive and accessible to all members of the community.

3.1.2. Our Service Standards

Council employees will be rostered to ensure the continuation of service levels are kept during opening hours.

Council regards the timely response to customer telephone enquiries as a priority customer service standard providing an indication as to the anticipated timeframe in which Council will work to resolve the request or provide additional information.

At each point of contact, where possible in addition to providing written correspondence, Council encourages the Council employee responsible for the customer request to make contact by telephone with the customer where it is the preferred form of contact as nominated by the customer.

Council has a strong focus on building rapport and good relationships with its customers, and a telephone conversation between the customer and the relevant department is recognised as supporting this intent.

In some instances, the customer request may be resolved in the initial point of contact with Council. Council employees will endeavour, where practicable, to resolve the request or transfer the telephone call to the first available Council employee within the relevant Section.

Customer requests provide an opportunity for Council to improve on the ways in which it serves its community. This feedback is considered critical in supporting Council's strong desire to continue to improve its operations and strengthen its relationships with its customers.

Customer requests are to be monitored by the senior management team of Council, with an appropriate response time being a service standard of Council. Customer requests must be resolved as soon as reasonably appropriate or as legislatively required. Council employees must make every effort to engage in open, honest and transparent conversations with customers adhering to Council policy whilst meeting legislative requirements.

3.1.2.1. Telephone Calls to the main Council service number (07) 4189 9100

In normal circumstances, a Council employee will endeavour to answer a customer call within three (3) minutes, having contacted the main Council service number (07) 4189 9100.

Council's customer contact team answering calls will attempt to resolve the enquiry at the first point of contact or otherwise direct the customer to the relevant department. When transferring calls, the customer's information and the reason for the call will be relayed accurately to the relevant Council employee to efficiently handover the call.

Referral of calls to Council employees are to be regarded as a priority by Council employees, to this end Council employees are to make every reasonable effort to take such calls when and as requested by the customer contact team.

If a Council employee is unable to answer the customer query immediately or the relevant department is unable to take the call, the customer's contact details will be recorded to ensure the enquiry or service request is acknowledged through a return call or preferred form of contact from the responsible department within two (2) business days.

Where a call is referred to a Council department, the relevant department returning the call or responding in the preferred form of contact will provide the name of the responsible officer and an anticipated timeframe for resolution. Customers submitting complex enquiries or service requests involving planning or scheduling of Council resources will receive regular updates whilst the request is open for action.

3.1.3. Written Correspondence to main Council email account or by post.

All written correspondence once received by Council will be issued a reference number.

Customers submitting a written enquiry or service request will be provided with a reference number within five (5) business days in their preferred form of contact.

The enquiry or service request will be acknowledged in writing or preferred form of contact by the responsible department within 10 business days providing the name of the responsible officer and an anticipated timeframe for resolution.

Customers submitting complex enquiries or service requests involving planning or scheduling of Council resources will receive regular updates whilst the request is open for action.

Written correspondence should be submitted either over the counter at any Council customer service centre, via email info@sbrc.qld.gov.au or by mail to South Burnett Regional Council, PO Box 336, Kingaroy Qld 4610.

3.1.4. Social Media

Council will respond to general enquiries submitted through Council social media platforms during Council hours of operation. These platforms may be monitored but not active outside of these hours.

Requests for service should be lodged directly with Council via telephone (07) 4189 9100 or written correspondence via email info@sbrc.qld.gov.au or by mail to South Burnett Regional Council, PO Box 336, Kingaroy Qld 4610.

3.1.5. In Person

Customers who present to a Council customer service centre with a straightforward request for factual and easily accessible information, forms or general advice will be accommodated at the time of enquiry.

Requests which require follow up or response from another department will be logged as a customer request in Council's business system. A reference number for the request will be provided to the customer at that time. The request will be acknowledged by the relevant department within 10 business days in the Customer's preferred form of contact.

Where a request is referred to a Council department, the relevant department will provide the name of the responsible officer and an anticipated timeframe for resolution.

Customers requiring technical advice will generally be provided with this information via phone or in writing. In person appointments will be made by mutual agreement and are of most value where customer requests are complex allowing opportunity for further questions and clarity.

Customers who identify as a person with a disability should, where appropriate, advise the customer contact officer who will endeavour to respond effectively to the customer's need for assistance.

3.1.6. Exclusions or Exemptions to response timeframes:

In accordance with legislation or policy, applications / permits / items of correspondence forwarded to Council may require processing in various ways and alternate timeframes exist for these matters. Requests with timeframes listed in legislation or policy will be adhered to and advised to the customer in the acknowledgment correspondence and/or by the customer's preferred form of contact.

3.2. Hours of Operation

Council's customer service functions will be available during Council's advertised hours of operation (generally 8.30am to 4.30pm Monday to Friday). An 'After-Hours' telephone emergency service through the main telephone number (07) 4189 9100 will be provided to enable customers to contact Council outside normal business hours for urgent matters.

3.2.1. Requests that are Unreasonable or Abusive

Council employees are trained to deal fairly, objectively and empathetically with all customers. However, in some cases a customer's conduct can go beyond what is acceptable.

It is important that Council manages unreasonable or abusive customer conduct. Council employees reserve the right to terminate a telephone call or contact over the counter with customers behaving unreasonably.

Council identify three (3) main types of 'unreasonable' behaviours:

- Customers who become physically or verbally aggressive; and/or
- Customers that make substantial and unreasonable demands on the workload and resources of Council; and/or
- Customers acting in a manner which threatens or vilifies.

If ongoing measures are considered necessary by the Chief Executive Officer, appropriate measures will be put in place to protect Council employees and the general public. The customer will be advised of the measures put in place by Council operations and the reason for the measures.

4. DEFINITIONS

Business Day means a day that is not a Saturday, a Sunday or a public holiday in Council and commences the day after contact with Council. For the purposes of this policy only, this definition is extended to include contracted personnel who are performing work under direction and control of Council.

Council Employee means a person employed by Council who performs work, under the direction and control of Council, on an ongoing basis with an ongoing expectation of work entitled to superannuation contributions paid by Council.

Customer means any person or organisation that has any interaction with Council. This includes but not limited to residents, ratepayers, business operators, government officers and elected representatives.

Customer Request means a request for provision of a Council service that a member of the public may generally make such as a road repair request or the reporting of a non-compliance issue.

5. LEGISLATIVE REFERENCE

Acts Interpretation Act 1901 (Cth)
Information Privacy Act 2009 (Qld)
Local Government Act 2009 (Qld)
Local Government Regulation 2012 (Qld)
Privacy Act 1988 (Cth) - Australian Privacy Principles
Right to Information 2009 (Qld)

6. RELATED DOCUMENTS

South Burnett Regional Council Complaints Management Policy – Statutory 040
 South Burnett Regional Council Employee Code of Conduct – Statutory 011
 South Burnett Regional Council Information Privacy Policy – Statutory 038
 South Burnett Regional Council Workplace Health and Safety Policy – Statutory 015

7. NEXT REVIEW

As prescribed by legislation or every two (2) years –

8. VERSION CONTROL

Version	Revision Description	Approval/Adopted Date	ECM Reference
1	New Policy	29 July 2009	536218
2	Revised Policy		2745004

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

Title **CS&IS - Customer Service Charter**

Précis

Customer Service Charter

Summary

As part of the Goals and Strategies from the Corporate Plan it is expected to have Customer Service Standards established that promote the delivery of quality services to all customers. Accordingly, a draft Customer Service Charter was prepared in May 2009 and forwarded to Councillors and staff for comment prior to it being presented to Council for adoption. The feedback has now been received and reviewed by the Executive Team and incorporated into the document where appropriate. The finalised Customer Service Charter is attached for adoption.

Officer's Recommendation

That the Customer Service Charter as **follows** be adopted.



South Burnett
Regional Council

Corporate Services Directorate
Customer Service

Customer Service Charter

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1. VISION

- To deliver quality customer service outcomes for all customers of the South Burnett Regional Council.

2. MISSION

- To provide the highest standards of service to all customers of the South Burnett Regional Council.

3. COMMITMENT

- To create and maintain a customer service culture throughout the organisation that ensures the delivery of consistent and quality customer focused services whereby our customers are dealt with promptly, courteously, honestly and efficiently at all times.
- All requests and queries will receive an informative response within an appropriate timeframe, the more urgent the request, the more rapid the response.

4. WHO ARE OUR CUSTOMERS

- Every person has the potential to be our customer. Our customers are both internal and external to the organisation. They are the people who live, work and conduct their business in the South Burnett Region and those who visit from within Queensland, interstate and overseas. It is our expectation that all staff contribute to the role of Customer Service.

5. OUR STANDARDS OF SERVICE

- Our customers can expect to be treated in a professional manner with honesty, courtesy and respect in all interactions with Council. This may be in the form of telephone call, letter, email, fax or in person. We will:

5.1. Contact In Person - Office Staff

- Greet you with a smile upon your arrival
- Attend to your enquiry as quickly as possible
- Wear a name badge, so that you can easily identify the Council Officer you are dealing with
- Advise you of the relevant staff names in all dealings that we have with you
- Answer all enquiries with respect, courtesy and understanding
- Deal with an enquiry directly without unnecessary referrals or transfers and if the matter is for another office we will:
 - Phone and find out details then pass those details back to you and take a detailed message to be forwarded through to the relevant office or officer
 - Pass phone to you to speak to the relevant officer in the other office if necessary
- Be punctual for meetings and appointments and notify you if we are unable to attend

5.2. Contact In Person - Operational Staff

- Our Operational Staff may not be able to assist with your enquiry
- You may need to refer the matter to a Supervisor or Customer Service Centre
- In an emergency, our Operational Staff will endeavour to inform the appropriate officers as soon as possible so the relevant action can be taken. We need you to provide your contact details for response.

5.3. Contact by Telephone

- Answer your call within 5 rings and have a smile in our voice when we greet you with "Good Morning/Good Afternoon, South Burnett Regional Council and our name".
- If demand for our services is high, we may need to place your call in a queue for a short period
- Accurately record and monitor your query on our customer service system
- Introduce your call if it is transferred (ie inform the Council Officer your full name and the nature of your enquiry)
- If an officer is unavailable give you the option to leave a message on voicemail or take a detailed message and forward it on to the relevant officer
- Acknowledge your call on the same day if possible but certainly by the close of business on the next working day

5.4. Contact in Writing (mail, email or fax)

- Register all correspondence (mail, email or fax) into Council's Document Management System and it will be routed to the relevant Council officer
- Respond to incoming correspondence within 10 working days of receipt unless legislation requests and earlier response
- Provide an interim response to you if your enquiry cannot be fully addressed within 10 working days
- Acknowledge your email request by the close of business on the next working day advising you of our course of action
- Respond to all Council meeting correspondence within 7 working days from the date of the Council meeting
- Ensure all reply correspondence has a name, contact phone number and reference number for your use
- Write to you in clear, concise language that is easily understood

6. HOW YOU CAN HELP US MEET OUR COMMITMENT

- We ask you to:
 - Treat Council officers with courtesy and respect
 - Supply us with clear, complete and accurate information
 - Be open and honest in your dealings with us and respect the privacy, safety and needs of other members in the community
 - Make notes of any details we give you, which you may need to refer to in future dealings with Council
 - Make an appointment for a complex enquiry or to see a specific officer
 - Phone the officer nominated and quote any file number listed on correspondence
 - Provide us with honest feedback on our performance

7. CUSTOMER FEEDBACK

- Your views are important. We value your feedback, as it helps us to improve the way we provide our service to you. Feedback will be received at any level of Council in the form of a phone call, mail, fax, email or in person. We take compliments, comments or complaints about our service and staff seriously.
- While we will receive anonymous complaints, we will generally only act on them where the matter is considered to be serious a public risk or of a serious nature and there is sufficient information in the complaint to enable an investigation to be undertaken.

8. INTERNAL CUSTOMER SERVICE

- When receiving calls from other staff members or from another Council Office aim to answer within 5 rings
- Ensure transferred calls go to the correct person, who should be told who is calling and why
- Absent staff members' telephones should be answered and detailed messages taken
- Answer absent staff members' telephones and take detailed messages
- Identify ourselves and our Section in internal calls if we are not answering our own phone
- Attend meetings on time
- Respond to internal requests promptly
- Ensure voicemail is used appropriately as a tool to enhance customer service
- Ensure the Customer Service centre is informed of absences or other circumstances affecting a Directorate's capacity to answer calls
- Redirect your telephone to another officer if away from your desk for an extended period of time

9. HOW YOU CAN CONTACT US

- Visit, phone or fax one of Council's Customer Service Centres:

Location	Address	Operating Hours	Phone ☎	Fax
Blackbutt	69 Hart Street, Blackbutt	8.30am - 4.30pm	4163 0033	4163 0436
Kingaroy	45 Glendon Street, Kingaroy	8.30am - 4.30pm	4162 6200	4162 4806
Murgon	42 Stephens Street West, Murgon	8.30am - 4.30pm	4169 9000	4168 2627
Nanango	48 Drayton Street, Nanango	8.30am - 4.30pm	4171 6800	4163 1729
Wondai	McKenzie Street, Wondai	8.30am - 4.30pm	4169 2555	4168 5808

- In Writing:
South Burnett Regional Council
PO Box 336
Kingaroy Q 4610
- By email:
info@southburnett.qld.gov.au
- After Hours Emergency Contacts:

Blackbutt Area:	☎ 4162 5133
Kingaroy Area:	☎ 4162 5133
Nanango Area:	☎ 4171 6800
Murgon Area:	
Water, Sewerage & Drainage Matters	☎ 0428 146 767
Animal Control, Health and Environmental	☎ 0418 756 744
All Other Matters	☎ 0408 063 941
Wondai Area:	
Water, Sewerage & Drainage Matters	☎ 0418 758 668
Animal Control, Stray Cattle and Dogs	☎ 0418 756 774
All Other Matters	☎ 0419 678 502

Resolution:

Moved Cr DJ Palmer, seconded Cr KM Campbell.

6

That the Officer's Recommendation be adopted

*Carried 6/0
FOR VOTE - All Councillors voted unanimously
ABSENT. DID NOT VOTE - Cr DP Tessmann*

6.6 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL PROCUREMENT POLICY - STATUTORY 007

File Number: 17 February 2021

Author: Manager Social and Corporate Performance

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Procurement Policy – Statutory 007

SUMMARY

South Burnett Regional Council ('Council') conducts its procurement and contracting activities to advance the strategic and operational priorities as outlined in Council's Corporate plan and Annual Operational Plans.

In doing so, Council must meet its legislative obligations under the *Local Government Act 2009* and the *Local Government Regulation 2012* ('Regulation') following probity, accountability and value for money principles.

This policy being an important element in corporate risk management. Pursuant to *Section 198* of the Regulation, Council must prepare and adopt a procurement policy which includes details of the principles (including sound contracting principles), that Council will apply in the financial year for purchasing goods and services.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Procurement Policy – Statutory 007 be adopted as presented.

FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial and resource implications arise from this report.

LINK TO CORPORATE/OPERATIONAL PLAN

Corporate Plan 2018/19 to 2022/23:	EXC1 Effective financial management
	EXC1.1 - Ensure Council's financial management planning is based on realistic, sustainable, equitable policies and practices
	EXC2 Effective corporate management
	EXC2.1 – Deliver governance that provides sound organisational management and complies with relevant legislation
	EXC2.2 – Appropriately resource the organisation to deliver Council's strategic objectives
	EXC2.3 – Deliver corporate business solutions that meet corporate and customer needs

Annual Operational Plan 2020/21:	Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards.
	Review the procurement processes to achieve more efficient procurement outcomes including embedding the preferred supplier arrangements

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken with the Councillors, the Senior Executive Team and the Strategic Procurement Coordinator. Social & Corporate Performance Branch assisted in the review of the draft policy aligning the review to the Policy Governance Framework.

The draft policy was circulated for review by Councillors and Council's Senior Management Team for a period of approximately three (3) weeks.

Feedback was received, considered by the Strategic Procurement Coordinator in line with the legal advice received by Council and included or not in the revised draft policy as per the summary below:

Name	Summary of feedback	Outcome
Cr Kathy Duff	On page 2 of 15 in the policy in the last paragraph in the second sentence suggest the words changed to 'must give consideration' instead of 'are encouraged to'.	This has been changed in the policy
	In 3.2.1 on page 3, suggested add (f) the local economy and (g) reputational damage.	This request has not been actioned. Section 3.2.1 references what Value for Money constitutes. Reference to the local economy is not relative in the determination of Value for Money and is covered under 3.2.3 and 3.9 sections of the policy. Reputational damage also does constitute how value for money is determined however may be a part of risk mitigation which is already referenced in this section (f) as per Legal Advice 3.2.1 – Value for Money.
	On page 6, suggest in section 3.6 to add a clause to outline how a new business gets onto the Pre-Qualified list such as state that at any time a new or existing business can apply to get on the list.	This request has not been actioned. A supplier cannot apply to get on to the list at "any time". Council adopted a Tender Consideration Plan in June 2018 which outlines the process in which the Pre-Qualified panels are to be managed meeting legislative obligations. This is a Tender process and cannot be an open tender 365 days of the year. Information on how Council manages the Pre-Qualified panels is already provided for in 3.5 Pre-Qualified Supplier Register. As per Legal Advice 3.5 – Prequalified Supplier Register and 3.6 – Panel Arrangements.
	In Section 232 on page 10 Exception for a register of pre-qualified suppliers. Concern about these exemptions suggest clause (e) the	This request has not been actioned. The information provided for in Section 232 falls under Legislative Exceptions therefore the definition of this exception

	<p>ability of local business to supply goods or services needs to be discovered or developed – suggesting this clause or one of the clauses in these exemptions is enabling our Council to purchase the staff internal uniforms by assuming that the locals are unable to supply the quantity. I have spoken to one of the local suppliers of uniforms who assures me they could provide the uniforms and has never been asked. Suggest altering to ensure that all local suppliers are extended an invitation to be included in an opportunity to quote on large Council purchases such as all of the internal staff uniforms.</p>	<p>is extracted directly from the <i>Local Government Regulation 2012</i> and cannot be altered.</p> <p>The definition of <i>Section 232</i> of the <i>Local Government Regulation 2012</i> details the conditions on which a pre-qualified register should be developed. (e) states that the goods/services need to be explored locally and not that it is assumed by Council to be non-existent, it means it needs to be explored as part of the conditions of developing a register. I am unsure how it is interpreted as allowing Council officers to assume. As per Legal Advice paragraph 3, Section 3.11 – Exceptions.</p>
	<p>Concern about the exception clauses and after discussion with Mayor Brett Otto, suggest including at the end of 3.11 'however reliance upon any of the exception clauses contained within this policy must receive prior approval from Council excluding 3.11.2 Genuine Emergency Exception'.</p>	<p>Repeated Operational Expenditure, OEM and sole suppliers will be adopted by Council each and every time a supplier is added to the register pursuant to <i>Section 235(a)</i> of the Regulation. If Council wishes for all applied exceptions to be approved by Council, operations will be significantly delayed due to the delay associated with the approval process and removes all authorities delegated to Council's Management and senior management team.</p> <p>The removal of the delegations to officers to apply exceptions as per relevant Acts and Regulations would significantly impact on the efficient delivery of services and result in budget and resource increases along with increased risk to service failure including program delivery and daily operations of Council. This also disables the objectives of the Act and principles for good governance on behalf of the community.</p> <p>Legislative exceptions have been written into the Regulation to enable flexibility for the operational efficiency of Council. All exceptions are detailed and recorded on a Procurement Exception Form and are authorised by the relevant manager with the financial delegation to do so. As per Legal Advice, paragraph 7 of 3.11 Exceptions.</p>
<p>Cr Kirstie Schumacher</p>	<p>3.1. Procurement Principles Council will: (a) seek to achieve a minimum number of two quotes or</p>	<p>This change references only 2 quotes /invitations from local suppliers which contradicts Cr Duff's request stating that</p>

invitations to tender from local based industry and suppliers invites to quote/tender being issued (at every where appropriate opportunity) in accordance with Purchasing Quotation Table 5.3.1

all locals with capacity to supply must be approached. Recommended the statement remain the same as a broad acre statement as local preference is addressed in further detail within the policy. As per Legal Advice, paragraph 3.1 Procurement Principles.

All Council representatives must conduct their procurement activities with the utmost probity, propriety, transparency, defensibility and accountability. Council representatives who perform procurement activities are responsible and obligated to account for their procurement actions and are accountable to their superiors for their procurement decisions. –

Council has plans in place such as Procurement Plans, Probity Plans and Evaluation Plans. These plans provide details on the procurement activities and the decision-making process.

<Questions - How is this managed? What is the process for managing probity?>

3.2. Sound Contracting Principles Legislative Framework

Means for example: out of 100% not all five (5) principles are required to be weighted equally e.g. 20% each totalling 100%. Therefore, if value for money for the procurement is considered to be the most important principle then the weighting for that can be higher than the others. (this is often the case for the supply of goods alone as the risk is minimal). Another example may be that if environmental protection is most important for a procurement activity such as in that which involves removal of asbestos, then environmental might have a higher weighting than the others. All principles must be considered therefore not open to misinterpretation but open to different weightings dependent on the procurement activity as explained in the above examples. As per Legal Advice, paragraph 3.2 Sound Contracting Principles.

While regard must be had to each principle, Council is not required to give equal consideration to each principle. The weight of regard may depend on the particular procurement procurement.

<More detail as to what this means, perhaps an example of what particular procurement may negate a lesser weighting on these principles>

3.2.1. Value for Money

Council is committed to achieving the best return and performance for the money being spent. Council will harness its purchasing power to achieve the best value for money which is not restricted to price alone. The value for money assessment must include the consideration of: (a) evidenced contribution to the

Points (a) to (g) are contributing factors to the definition of Value for Money. Point (a) is part of the definition, as soon as it is changed to 'evidenced', it becomes a procedure and not a definition. As per Legal Advice, 3.2.1 Value for Money.

	advancement of enabling Council to deliver on its priorities;	
	(g) consideration of environmentally friendly principles that preference recycled materials, limit waste and reduce Council's overall carbon footprint. the value of any associated environmental benefits.	'Preference' has been supplemented with the word 'considered' as the word preference is restrictive as there will need to be other changes to Council's approach to waste management policies, the infrastructure quality manuals as well as Council's ISO certification if Council is to mandate the preference of recycled materials.
	<p>3.2.4. Environmental Protection</p> <p>Council promotes environmental protection through its purchasing procedures. In undertaking any purchasing activities Council will:(a) promote the purchase of environmentally friendly goods and services that satisfy value for money criteria and where possible, use recycled materials</p>	As above, the use of recycled materials needs to be most likely included in waste management policies and infrastructure quality manuals and policies before being written into this policy. As per Legal Advice, 3.2.4 Environmental Protection.
	<p>3.4. Conflicts of Interest</p> <p>It is essential that any conflict of interest whether actual, perceived or potential is addressed at the earliest stages of a procurement activity. All Council representatives must declare any personal, close or professional relationship with a person working for the supplier or the supplier's directors and will be excluded from the decision-making process.</p>	This section has been revised in its entirety. As per Legal Advice - 3.4 Conflicts of Interest.
	Council representatives participating in procurement and contracting activities must comply with the existing requirements of the Council's policies and must not knowingly engage in a procurement process where there is a proven close or professional relationship with person's directly related to the potential supplier.	This section has been revised in its entirety. As per Legal Advice - 3.4 Conflicts of Interest.
	<p>3.8.3. Purchasing Quotation Table</p> <p>Row From \$0.00 to \$2,000 - Column - Minimum Quotation Requirements - "No quote Required. Strong Preference to And seek to source locally. (where available)</p>	Changing the wording here is conflicting to the intentions of Council. As it currently stands, the statement is "Source Locally" (where available). As per Legal Advice, 3.8.3 – Purchasing Quotation Table.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Corporations Act 2001 (Cth)

Public Records Act 2002 (Qld)

Human Rights Act 2019 (Qld)

Section 4(b) of the *Human Rights Act 2019* requires public entities to act and make decisions in away compatible with human rights. The *Human Rights Act 2019* requires public entities to only limit human rights in certain circumstances and after careful consideration. The human rights protected under the Act are not absolute. This means that the rights must be balanced against the rights of others and public policy issues of significance.

In the decision-making process, Council is to consider the 23 human rights:	
1. Recognition and equality before the law;	13. Cultural rights—generally;
2. Right to life;	14. Cultural rights—Aboriginal peoples and Torres Strait Islander peoples;
3. Protection from torture and cruel, inhuman or degrading treatment;	15. Right to liberty and security of person;
4. Freedom from forced work;	16. Humane treatment when deprived of liberty;
5. Freedom of movement;	17. Fair hearing;
6. Freedom of thought, conscience, religion and belief;	18. Rights in criminal proceedings;
7. Freedom of expression;	19. Children in the criminal process;
8. Peaceful assembly and freedom of association;	20. Right not to be tried or punished more than once;
9. Taking part in public life;	21. Retrospective criminal laws;
10. Property rights;	22. Right to education;
11. Privacy and reputation;	23. Right to health services.
12. Protection of families and children;	

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

No direct local law or delegation implications arise from this report

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council ('Council') conducts its procurement and contracting activities to advance the strategic and operational priorities as outlined in Council's Corporate plan and Annual Operational Plans.

In doing so, Council must meet its legislative obligations under the *Local Government Act 2009* ('Act') and the *Local Government Regulation 2012* ('Regulation') such as probity, accountability and value for money principles.

Further, decisions regarding Council's policy and how it should be implemented, must be made in accordance with the local government principles under the Act and consistent with Council's Councillor Code of Conduct Policy – Statutory001. While each of these principles are not given any precedence in application, Council's policies and processes should be designed to manage Council resources effectively, efficiently and economically and foster a culture of excellence in service delivery.

In order to reflect best practice and good governance by Council, this policy has been revised to be clear, concise and self-contained so as to recognise the need for effective management. Components of the framework that could lead to confusion, inefficiencies or outcomes that are not consistent with the local government principles or do not have proper regard to the sound contracting principles under the Act / Regulation, have to be avoided.

As Council has not established strategic contracting procedures under *Chapter 6, Part 2* of the Regulation, it must follow the requirements of the default contracting procedures under *Chapter 6, Part 3* of the Regulation. These default procedures provide clear guidance as to what Council must do to procure goods/services, the exemptions that can be applied and when those exemptions need Council resolutions. This policy is drafted so that it complies with, and is consistent with, such default contracting procedures.

Council is best protected from procurement risks and claims by adhering to the requirements of the Act / Regulation and having clear, concise and transparent procurement frameworks that do not create additional circumstances where operational decisions on procurements are to be made by Councillors. While Council understand the need for local suppliers to be supported, this is one (1) of the sound contracting principles to be considered and introducing a disproportionate focus on this criteria may result in the failure to comply with the local government principles in setting this policy and undertaking procurements.

A review of the final draft of this policy has been undertaken by lawyers Norton Rose Fulbright to ensure that changes made to this policy is consistent with, the requirements of the Act and Regulation.

ATTACHMENTS

1. **Legal Advice from Norton Rose Fulbright reviewing the South Burnett Regional Council Draft Procurement Policy Statutory007** [!\[\]\(67ff022fd78f943b679992c2874bbfd1_img.jpg\) !\[\]\(042ea11c58a77088d3dd7150909adec0_img.jpg\)](#)
2. **South Burnett Regional Council Procurement Policy – Statutory 007** [!\[\]\(5890ff4c38007932c846fa9d39ba1fe6_img.jpg\) !\[\]\(0951d374ca92713a262635cd1d2251b2_img.jpg\)](#)



Advice – South Burnett Regional Council Draft Procurement Policy

From	Ren Niemann, Norton Rose Fulbright	Date	11 January 2021
To	Mark Pitt, Chief Executive Officer South Burnett Regional Council ("Council")		

1 Executive Summary

1.1 We have reviewed the **attached** draft Council procurement policy ("**Policy**") and various feedback provided in respect of the Policy

1.2 In summary, we recommend as follows:

- (1) The Policy must comply with, and be consistent with, the requirements of the Local Government Act ("**LGA**") and the Local Government Regulation ("**LGR**"), (together, the "**LG Legislation**"). Further, decisions regarding Council's Policy, and how it should be implemented, must be made in accordance with the local government principles under the LG Legislation and consistent with the Code of Conduct for Councillors in Queensland ("**Code**"). While each of these principles are not given any precedence in application, Council's policies and processes should be designed to manage Council resources effectively, efficiently and economically and foster a culture of excellence in service delivery.
- (2) In order to reflect best practice and good governance by Council, the Policy should be revised to be clear, concise (and self-contained) so as to recognise the need for effective management. Components of the framework that could lead to confusion, inefficiencies or outcomes that are not consistent with the local government principles or do not have proper regard to the sound contracting principles under the LG Legislation, should be avoided.
- (3) Matters that are best dealt with at the executive and operational level in Council should not be elevated to Councillors unless the LG Legislation specifically calls for this approach, particularly given the introduction of the Belcarra reforms, including the added requirements for conflicts of interest and the need for Councillors to avoid giving directions to Council employees. This maintains an appropriate balance between the resources of Council (particularly given the delegations in place), efficient and sustainable approach to delivering Council services and ensuring Councillors effectively represent the overall public interest when making decisions for the benefit of the whole community. As the guidance from the Department of State Development, Infrastructure, Local Government and Planning provides: *"The careful use of delegations, with appropriate accountability, contributes to good decisions by allowing councillors to focus on strategic rather than operational issues."*

1.3 Default contracting procedures and exceptions

- (1) As Council has not established strategic contracting procedures under Chapter 6, Part 2 of the Local Government Regulation ("**LGR**"), it must follow the requirements of the default contracting procedures under Chapter 6, Part 3 LGR. These default procedures provide clear guidance as to what Council must do to procure goods/services, the exemptions that can be applied and when those exemptions need Council resolutions. The Policy should be drafted so that it complies with, and is consistent with, such default contracting procedures.
- (2) Division 3 of the default contracting procedures sets out the circumstances when a Council is permitted to enter into a medium or large sized contractual arrangement without the need for obtaining written quotes or tendering.¹ Council should note that:

¹ Section 227 LGA

- (a) the exceptions under sections 231 to 234 in the LGR are designed to capture circumstances where a procurement process and due diligence, in accordance with sound contracting principles, has already been applied to suppliers (including local suppliers). It is appropriate that Council relies on the LGR exceptions as this ensures that suppliers have the financial, technical and operational capacity to carry out the required work in accordance with established contractual terms that meet the Council's risk management requirements.
- (b) having additional qualifications in the Policy to when Council can use these exceptions, or the removal of the ability to use the exceptions:
- (i) dilutes the ability of the Policy to meet the local government principles. Such restrictions impact the efficiency of procurement, creating greater administrative burden and pressure on resources and budget. Further, such restrictions present Council with a greater level of risk than it otherwise would be in terms of ensuring Council meets its work health and safety obligations and receives goods and services of the requisite quality within the required timeframes with appropriate warranties and insurances in place;
- (ii) adversely affects Council's ability to access the benefits of using Council's established arrangements, the Local Buy arrangements and other exceptions in order to meet its responsibilities of local government under the LGA. By way of example, using the Local Buy arrangements in their current form, without additional constraints, allows Council to efficiently and effectively engage professional services with the right capability and experience at short notice, e.g. legal support, engineering services, planning support etc; and
- (iii) results in a Policy that is unlikely to promote:
- (A) the effective, efficient and economical management of public resources; and
- (B) excellence in service delivery,
- and instead will create unnecessary administrative burdens, cost and delayed procurement.
- (3) As outlined in the table below, there are a number of specific concerns we have with the comments and proposed changes to the Policy that would be regarded as inconsistent with the LG Legislation. Failure to adopt a procurement policy consistent with the LG Legislation is a significant risk to Council from both a financial and reputational perspective.

2 Review of the Policy

- 2.1 The table below sets out some specific comments in respect of the Policy, highlighting the areas that which consider either reflect an appropriate approach or where changes would be required to ensure compliance with the LG Legislation and the Code.
- 2.2 The table also addresses various comments in response to comments or queries raised by Councillors and Council Business Solutions on the Policy.

Policy Section	Comment
1 – Policy Statement	This is helpful as it sets out the basis for the policy and the legislative basis for principles and practices being adopted.
2 – Scope	We agree with the approach taken. However, to ensure all Council representatives familiarise themselves with the policy, it is suggested that the final sentence of this

	<p>section be revised to read: "It is the responsibility of all Council representatives to understand the meaning and intent of this policy."</p>
3 – General Information	<p>This section helpfully supports the LG Legislation and recognises the importance of non-price criteria such as efficiencies of process, quality and timeliness of delivery. Inclusion of non-price criteria is essential in protecting the Council against risk and ensuring the Council is best placed to meet its objectives, e.g. efficiency, economical management of resources, sourcing of quality and timely services and ensuring work health and safety requirements are adhered to.</p>
3.1 – Procurement Principles	<p>The policy provides that prior to undertaking procurement, the Council representative should ensure that the goods or services required are not available from existing supply and contract arrangements. We recommend qualifying 'available' by having regard to non-exhaustive references to cost, quality, experience/qualifications and timing as it will not always be the case that an 'available' existing supply and contract arrangement is the most appropriate in the circumstances or represents value for money. This is consistent with section 3.2 of the Policy.</p> <p>The reference to the importance of non-price criteria is important and it is suggested that it be referred to throughout the policy to enable the flexibility Council requires.</p> <p>We do not understand the need for the change in (a) as the Purchasing Quotation Table in section 3.8.3 (noting the reference to 5.3.1 appears incorrect) should set out the minimum local industry invites. We suggest that (a) is retained as it was - this would provide clarity in the application of the Table in section 3.8.3. As a general comment, we do not recommend that there be a general requirement for two invites/quotes from local industry for 'every appropriate opportunity' as this would not provide the clarity required for the Policy or consistency with the LG Legislation (e.g. what does 'every appropriate opportunity' mean?). It would also not be practical when applied to the different thresholds of procurements (which is where the Purchasing Quotation Table is aimed at providing clear guidance).</p>
3.2 – Sounding Contracting Principles Legislative Framework	<p>We are satisfied this section reflects the LG Legislation. All principles must be considered, which the Policy reflects, but it is open to apply different weightings to these principles dependent on the particular procurement activity. This application of different weightings would be considered as part of the activity itself (with appropriate internal guidance and processes to inform Council representatives as to the approach to take).</p>
3.2.1 – Value for Money	<p>This section of the report is supported – referencing fitness for purpose is helpful given the need for Council to receive goods and services of an appropriate quality and standard.</p> <p>We note a suggestion to include 'local economy' and 'reputational damage' in the considerations for value for money. While we understand why such matters are raised, we do not believe these are appropriate considerations for value for money and, in any event, such matters would seem to be appropriately covered elsewhere in the Policy (e.g. (f) deals with management of risk which would cover both qualitative risks, such as reputational harm, as well as quantitative risks).</p>
3.2.3 Development of Competitive Local Business and Industry	<p>We recommend that contract terms be specially referenced here. Even if criteria (a)-(d) are met, there may be disadvantages (including costs, delays, resourcing issues and the need for a proper allocation of risk) associated with having to build up a full contract and specification for non-Local Buy supplier.</p>
3.2.4 – Environmental Protection	<p>While we understand the comments around using recycled material, we believe this is appropriately covered by some of the other paragraphs, including (c) 'reducing waste wherever possible'.</p>
3.4 – Conflicts of Interest	<p>We note comments regarding the need for persons to be excluded from decision making processes. We recommend that the Policy cross reference to Council's Conflicts of Interest ("COI") policy and framework instead of dealing with the outcomes of the COIs in the Policy – we believe this approach would be preferred given the outcomes of COIs declared might be varied depending on the circumstances of the particular procurement activity and the person declaring the</p>

<p>3.5 – Pre-Qualified Supplier Register</p>	<p>COI. The Policy should work alongside the COI policy and not contradict it. It should not be the case that outcomes are or appear predetermined.</p> <p>In the final dot point, we recommend qualifying this by inserting 'where appropriate', as there will be some instances where sole supply may be appropriate.</p> <p>As a general comment, we would not support the Policy reflecting either this register or a register of Approved Contractors being maintained that would allow suppliers to be added to 'regularly'. This is not consistent with the LG Legislation and, in our view, would not be considered best practice. The TCP for the Pre-Qualified Supplier Register provided clear guidance and transparency around how suppliers could be added or removed – this provides clear accountability and manages Council's risks as to probity and claims by suppliers who might dispute the outcomes of the application of the Council's policy.</p>
<p>3.6 – Panel Arrangements (Established Arrangement)</p>	<p>We note the comment as to detailing how a new business gets onto the list. We do not believe it is necessary to include this in the Policy as it would be outlined in the TCP that was the subject of Council resolution. In any event, for reasons outlined in section 3.5, being able to add a supplier 'at any time', is not consistent with the LG Legislation and, in our view, would not be considered best practice. Suppliers should not be encouraged or able to apply 'at any time' outside of the usual application period as this creates unnecessary administrative costs and burden on Council resources and detracts from the Council being able to adopt a consistent approach across suppliers.</p>
<p>3.8.3 – Purchasing Quotation Table</p>	<p>The current form of the table is consistent with the LG Legislation (including the definitions of medium sized contractual arrangement and large sized contractual arrangement and the default contracting procedures). Council has reflected the established arrangements consistent with the requirements of the default contracting procedures, particularly given the exemptions allowed under the LGR to use Local Buy arrangements and its Pre-qualified Supplier Register). In our experience, having these established arrangements in place, and using them, are aimed at ensuring good governance given they have standardised terms and conditions and specifications, have pre-qualified suppliers appropriately (e.g. based on experience, qualifications, capability etc.) and decreases Council's costs of procurement and administration (thereby delivering more sustainable delivery of services by Council). Increasing administration or other requirements over and above what is required by the LG Legislation creates cost, inefficiencies and unnecessary pressure on resources for Council in circumstances where the Queensland Government has not sought to introduce these requirements as part of the default contacting procedures.</p>
<p>3.8.4 – Purchases \$200,00 and Above</p>	<p>See also comments below on the application of s234 of the LGR.</p> <p>While this section is consistent with the LGR, it should be made clear that the Council representative should refer to each of section 228 and section 237 of the LGR for more detail (e.g. dealing with possible expressions of interest being invited).</p>
<p>3.9 – Local Preference</p>	<p>The requirement to notify and provide an opportunity for all local suppliers to quote on goods and services where local suppliers exist should be qualified by reference to table 3.8.3. It is also important to recognise that while local suppliers may 'exist' they may not represent value for money for Council nor be appropriate to use due to matters such as cost, quality, experience/qualifications and timing.</p> <p>It might not be feasible, nor efficient, for Council to be able to identify and notify all local suppliers. Depending on the nature of the procurement, it might be a disproportionate use of Council's resources to provide an opportunity for 'all local suppliers' to quote and for Council representatives to have to 'establish' that no local or regional supplier can quote. These requirements seem unclear in definition and difficult to comply with in practice. There needs to be a balanced approach to procurement activities of Council given its limited resources and budget capacity and the utilisation of established arrangements permitted under</p>

<p>3.10 – Evaluation</p>	<p>the LG Legislation which still provide Council with an appropriate procurement outcome consistent with sound contracting principles.</p> <p>The reference to the five sound contracting principles is helpful and consistent with the LG Legislation.</p> <p>If Council prefers an approach to specify mandatory criteria, these will need to be developed and expressed such that they can be a pass or fail. If there is uncertainty or subjectivity in such criteria, they should not be mandatory. Equally, we would generally recommend that Council limits the mandatory criteria in any tender to those absolute necessary, particularly if it will automatically exclude a tenderer. In our experience, mandatory criteria should be used carefully as it can have the unintended outcome of reducing the effectiveness of the procurement (e.g. where Council is left with only one compliant tenderer). We also recommend careful drafting of the tender conditions to provide Council with appropriate discretions and protections in all cases (including evaluation against mandatory criteria) so as to manage claims against it in circumstances where a tenderer disputes/complains regarding procurement outcomes.</p> <p>For purchases over \$15,000 plus GST, where a weighting of 15% is to be applied for local content, it is important that the Local Supplier is also within budget and is still achieving value for money. If Council has a budget set for a procurement but exceeds that budget due to the application of the local content 15% weighting, there is a risk that such budget exceedance is inconsistent with the LG Legislation and, in certain circumstances, may lead to Councillors being personally liable for the budget overrun (e.g. under section 110 of the LG Act). Consideration should be given to not having a mandatory 15% weighting but an 'expectation' of giving consideration to this subject to consideration of the other sound contracting principles in the circumstances (e.g. where Council has the ability to purchase goods directly from a wholesaler which means that going to a local supplier is less likely to represent value for money).</p>
<p>3.11 – Exceptions</p>	<p>We recommend that this be revised to read "exceptions outlined in this section, the Act and the Regulation." This will protect Council by capturing all exceptions available to Council (including in circumstances where the LGA or LGR are amended).</p> <p>The qualifications to the section 231 Exception are inconsistent with the LGR. In particular, the LGR states that Section 231 applies to medium or large sized contractual arrangements² whereas the Policy states that the list is to be utilised for low value, low risk purchases. The additional qualifications are over and above the requirements of the LGR and create unnecessary administrative burdens and will result in unnecessary cost and delayed procurement.</p> <p>There were concerns raised regarding the requirements for the application of section 232 LGR Exception regarding paragraph (e). This is the wording specified in the LGR and should not be amended or sought to be qualified. In respect of the example provided regarding uniform purchases, we're not aware of Council having established a prequalified register for uniform supply and it would seem that the concern is more directed at other parts of the Policy.</p> <p>The Section 234 Exception for LGA arrangement paragraph contains certain qualifications to Council's use of an LGA arrangement that are not in the LGR. It is unduly limiting to have a situation where a cost-effective, pre-approved supplier of requisite quality and experience is not able to be engaged using Local Buy because a local or regional supplier would be affected.</p> <p>It is also not clear as to how Council is determine a local or regional supplier would be 'affected', particularly given the tender processes employed by Local Buy to engage with the market. Utilisation of Local Buy arrangements without the</p>

² Sections 225, 226 and 231(1) LGR

additional qualifications reflects the approach under the LGR and, importantly, reflects good governance and the efficient and sustainable delivery of Council services given that:

- Local Buy has employed appropriate procurement approaches to the market to give local suppliers the opportunity to join the relevant panels;
- Local Buy has prequalified suppliers based on capability, creditworthiness, experience and qualifications relevant to each panel and obtained appropriate rates and pricing;
- The panels have been set up with appropriate terms and conditions and specifications for the relevant works, goods and services. If Council limited the use of Local Buy arrangements in the circumstances outlined by the qualifications proposed, Council will need to ensure it has developed its own terms and conditions and specifications to address the needs of Council. This will add cost and time to the procurements.

While there is minimal overhead cost to Council in accessing these arrangements, we would expect this cost is greatly outweighed by the benefits Council would obtain in using the arrangements. We would consider it unduly limiting to have a situation where a cost-effective, pre-approved supplier of requisite quality and experience not being able to be engaged under the Local Buy arrangements because a local or regional supplier would be affected. However, we might suggest that the able of procurement is amended to reflect that approved local suppliers are invited to tender or quote (when this is required) when using other LGA arrangements if they are suitable to meet specification of good or services.

We note there was a suggestion that the Policy should reflect a need for prior approval from Council to the application of the exceptions except for a genuine emergency. In our view this is not consistent with the LG Legislation or the Code and would not reflect best practice for reasons outlined above and as follows:

- This would have Council intervene on operational matters beyond those required by the default contracting procedures. For example, only sections 230(1) (quote or tender consideration plan), 235(a) (only one supplier reasonably available) and 235(b) (specialised or confidential nature of services) require a Council resolution. To impose additional resolution requirements is not in accordance with the LGR;
- The Exceptions have in-built mechanisms to ensure appropriate procurement outcomes. For example, each of sections 231, 232 and 233 require tenders and selection having regard to sound contracting principles. Specific Council concerns can be addressed in those tenders where Council is seeking to utilise those exceptions rather than introducing broad and uncertain qualifications to the use of these exceptions in the Policy;
- The Policy itself should be clear and self-contained to ensure appropriate application for each procurement. Once Council approves the Policy, this should close out the Council's involvement other than the usual reviews of policies and those circumstances requiring resolution from Council under the default contracting procedures. Having this additional layer of approval creates delays, and places unnecessary additional cost and resourcing pressures on Council;
- We understand that the application of all exceptions are detailed and recorded on a Procurement Exception Form (see s3.11.4 of the Policy) and are authorised by the relevant manager with the financial delegation to do so. These delegations have been approved by Council.

Council is best protected from procurement risks and claims by adhering to the requirements of the LG Legislation and having clear, concise and transparent procurement frameworks that do not create additional circumstances where operational decisions on procurements are to be made by Councillors. While we understand the need for local suppliers to be supported, this is only one of the sound contracting principles to be considered and introducing a disproportionate

	focus on this criteria may result in the failure to comply with the local government principles in setting the Policy and undertaking procurements.
3.11.1 – ROE, OEM and Sole Supplier Exceptions	<p>We understand that Council adopts, by way of resolution, the inclusion of suppliers on these registers. We assume this is done consistently with the requirements of s235(a).</p> <p>We suggest the Policy reflects that these registers are reviewed (e.g. annually) to ensure that suppliers on those registers retain the same level of monopoly or other reason justifying their inclusion on the register. It may be, from time to time, that the supply market has changed such that there is more than one supplier reasonably available.</p> <p>If ROE supplies are, on any occasion, more than \$15,000 (ex GST), Council will need to ensure such procurements are utilising an exception under the LGR.</p>
3.11.3	As mentioned above, the Policy must comply with and be consistent with the LG Legislation. Where there are exemptions in the LG Legislation, Council must have the ability to utilise these without additional qualifications or restrictions in order to ensure consistency with the LG Legislation, that flexibility in procurement is retained, and to ensure that Council has access to the benefits provided by LGA arrangements and Council arrangements where it makes sense to do so.
3.14.2 – Purchasing and Orders	Council's payment terms must be in line with the security of payment legislation (to the extent relevant)
3.14.3 – Variations	<p>Having approval only able to be given by the Council representative who originally approved the expenditure is unnecessarily restrictive. There could be numerous reasons why the relevant person is not readily available to review the variation.</p> <p>We would like to discuss with Council section 3.14.3 and how variations are to be managed. Concerns we have include:</p> <ul style="list-style-type: none"> • There are restrictions imposed on Council regarding who has appropriate delegated authority for variations however this does not recognise the function a 'superintendent' might have under a construction contract where that function is being performed by a Council employee. Such approval restraint may be inconsistent with the construction contract and lead to circumstances of Council being in breach of the relevant contract where a superintendent fails to certify costs of valuation on the basis that they don't have the requisite financial delegation; • There should be greater clarity between variations as to scope of work/services (leading to additional time and cost) and other changes to scope which entitle contractors to adjustments to time and costs (e.g. changes in law). The former should be subject to appropriate control whereas the latter is a function of the contractual terms agreed by Council. There should not be a need for a variation form to be completed and approved for the latter; • Amendments to contracts (e.g. changing the terms and conditions) should be distinguished from variations to scope (where the contract permits this); • We do not understand the last paragraph when read against the remainder of s3.14.3; • How does Council treat provisional sums and the like, which are not strictly variations but are uncertain in a budget sense and subject to directions from Council under the relevant contract.
3.15 – Termination of Contracts	Termination for breach or non-performance is rarely achieved. We recommend revising to reflect 'termination for a breach or non-performance based on appropriate contractual criteria or triggers'

3 Conclusion

3.1 Any Policy developed for Council should:

- (1) be consistent with the LGA and LGR;

- (2) enable efficient delivery by Council at all levels;
 - (3) recognise Council's budgetary limitations;
 - (4) protect the Council from assuming unnecessary risk;
 - (5) support the Council's strategic priorities and
 - (6) support the Council in delivering its Corporate Plan, including:
 - (a) delivering governance that provides sound organisational management and complies with relevant legislation; and
 - (b) appropriately resourcing the Council to deliver Council's strategic objectives³.
- 3.2 Imposing qualifications or requirements in addition to, or more onerous than, the requirements of the LGA and LGR:
- (1) reduces clarity and accordingly could lead to confusion, inefficiencies or outcomes that are not consistent with the local government principles or do not have proper regard to the sound contracting principles;
 - (2) is not appropriate given the prescriptive nature of Chapter 6, Part 3 of the LGR, noting that the default contracting procedures under Chapter 6, Part 3 LGR are to be applied to Council; and
 - (3) may reduce flexibility, compromise efficiency and increase costs to Council. For example, where local suppliers that are not pre-approved are utilised, for each individual procurement, Council may need to prepare and negotiation contract terms, and prepare and review technical specifications and evaluate such suppliers against required standards for quality, insurance, work health and safety, and security.

Once you have had an opportunity to consider our comments above, we would be happy to assist in finalising the Policy and having a discussion with those involved in reviewing it to clarify their concerns.

Yours sincerely

Ren Niemann
Partner

³ South Burnett Regional Council Corporate Plan 2018/19 to 2022/23



POLICY CATEGORY - NUMBER: Statutory-007

POLICY OWNER: Finance

ECM ID: 2754050

ADOPTED:

Procurement Policy

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Social & Corporate Performance Branch. **A hard copy of this electronic document is considered uncontrolled.**

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1. POLICY STATEMENT

This policy establishes the procurement principles South Burnett Regional Council ('Council') will follow and apply to all procurement processes and activities undertaken by Council, including purchasing, ordering, quotations, tendering, contracting and disposals. The policy has been developed to enable Council to carry out all its procurement in accordance with the prescribed legislative framework and statutory obligations, in an effort to achieve the desired outcomes of its Corporate and Operational Plans.

This policy applies the sound contracting principles and practices as outlined in the *Local Government Act 2009* ('Act') and the *Local Government Regulation 2012* ('Regulation'). **This policy aligns with Council's core values** and the ethics principles of integrity and impartiality, promoting the public good, commitment to the system of government and accountability and transparency.

This policy provides the framework for the development and implementation of streamlined systems, practices and controls for efficient, effective and economic financial performance management.

2. SCOPE

This policy applies to all Council representatives undertaking in procurement activities on behalf of Council. The policy applies to all Council procurement processes and activities undertaken by Council, including but not limited to purchasing, ordering, quotations, tendering, contracting and disposals. It is the responsibility of all Council representatives to understand the meaning and intent of this policy **and adhere to the guiding principles.**

3. GENERAL INFORMATION

Procurement is the framework, the rules, and procedures, by which a Council obtains an effective supply of the required goods and services. It seeks to align with the organisational strategy rather than just process orders and acquire goods and services.

To be effective, it is critical Council's procurement function delivers on the following outcomes:

- **Providing** protection to the organisation and Council representatives through the use of robust systems and procedures;
- **Providing cost** efficiencies and **control measures throughout the procurement process;**

- Providing responsive and strategic support in ways that ensures quality goods and reliable services are procured;
- Supporting the overall delivery of Council's budget by enabling timely delivery of goods and services and managing the supply chain to mitigate issues such as over and under supply errors;
- Ensure effective communication and understanding between Council and its supply base;
- Contribute to ensuring Council's continued financial sustainability;
- Be flexible and responsive to meeting Council's needs, recognising the need to balance core service delivery with the nature of unexpected circumstances; and
- Concentrate on minimising actual, potential and perceived conflicts of interest created due to personal friendships, relationships and associations by immediately reporting any suspected or identified instances of unethical or illegal behaviours.

Council's purchasing activities must:

- (a) ensure value for money with careful recognition of any potential probity issues, ensuring appropriate management practices are in place and Council's representatives are accountable for any purchasing activities in which they undertake;
- (b) ensure procurement methodology provides "fit for purpose" goods and services and mitigates organisational risk;
- (c) provide reasonable opportunity for Council to support and encourage a competitive local business environment by enacting Council's preference to source products and services from within the South Burnett region;
- (d) comply with relevant legislation; and
- (e) promote compliance with relevant supervision and reporting that ensures Council is adhering to the appropriate legislation and its preference to support local first.

All Council purchases must be carried out in compliance with the Act and the Regulation.

In order to ensure the Council objectives are met, officers must:

- (a) preserve Council's integrity in the procurement and/or purchasing process to ensure that Council acts and remains beyond reproach in all dealings;
- (b) abide by Council's Code of Conduct and all other applicable policies, procedures and guidelines;
- (c) adhere to the Sound Contracting Principles as stipulated under the Act and Regulation (including *Section 198* and *Chapter 6* of the Regulation).

3.1. Procurement Principles

Council representatives must apply the following procurement principles in all purchasing activities. Council is committed to ensuring that its procurement is carried out in accordance with the relevant probity and accountability obligations in accordance with the prescribed legislative framework, and its statutory procurement obligations.

The following procurement principles apply to all Council procurement activities prior to going to market:

- (a) an appropriate scope and specification of the goods and services required is developed;
- (b) the material risks involved for each procurement activity are identified; and
- (c) the appropriate contract and procurement methodology are selected to the satisfaction of Council, ensuring Council obtains what it is seeking to procure and provides appropriate risk management and protections for Council with reference to the risks identified for the particular procurement activity.

Prior to undertaking procurement, the Council representative should ensure that the goods or services required are not available from existing supply and contract arrangements whilst having

regard to and maintaining consistency with the Sound Contracting Principles.

Council seeks to stimulate competition at a local industry level for the supply of goods and services. Council representatives must provide a fair and reasonable opportunity for local industry to tender for Council business.

Council representatives are to ensure that the planning process and supporting documentation (including the tender documents and specification) for the procurement is fit for purpose and maintains compliance within the legislative framework and appropriately manages the Council's material risks.

Council representatives must balance the focus on supporting locally sourced suppliers with Council's other objectives, including the non-price criteria identified below.

Council will:

- (a) seek to invite relevant local industry to quote/tender (where appropriate) in accordance with clause 3.6.3 - Purchasing Quotation Table.
- (b) ensure that the contractors it engages are appropriately qualified and capable of fulfilling their contractual obligations by assessing the scope, risks, and contract methodology for each procurement activity and still offer value for money;
- (c) strengthen the non-price criteria by recognising the physical presence of a supplier and the local economic outcomes of their operations within the local government area; and
- (d) consider the actual and demonstrated social and economic benefits that local spend provides to the region, including:
 - creation of new and/or maintenance of existing local employment opportunities;
 - more responsive and readily available service support;
 - encouragement for the relocation of established businesses from outside the region to physically enter, establish and maintain a physical presence ongoing in, the region; and
 - provide credible feedback to encourage Local Suppliers to earn more Council business, supporting economic growth within the local area.

All Council representatives must conduct their procurement activities with the utmost probity, propriety, transparency, defensibility and accountability. Council representatives who perform procurement activities are responsible and obligated to account for their procurement actions and are accountable to their superiors for their procurement decisions.

3.2. Sound Contracting Principles Legislative Framework

All purchasing is represented in a contractual arrangement of one form or another and is governed by contract and other laws and legislative frameworks. All purchasing must have regard to the five (5) Sound Contracting Principles detailed in *Section 104(3)* of the Act.

These principles are:

1. Value for money; and
2. Open and effective competition; and
3. Development of competitive local business and industry; and
4. Environmental protection; and
5. Ethical behaviour and fair dealing.

While regard must be had to each principle, Council is not required to give equal consideration to each principle. The weight of regard may depend on the particular procurement.

3.2.1. Value for Money

Council is committed to achieving the best return and performance for the money being spent. Council will harness its purchasing power to achieve the best value for money which is not restricted

to price alone. The value for money assessment must include the consideration of:

- (a) contribution to the advancement of Council's priorities;
- (b) fitness for purpose, quality, suitability and longevity of the product or services informed by the relevant industry standards and the needs of the Council service and employees using the equipment;
- (c) estimated whole-of-life costs including costs of acquiring, using, maintaining and disposal;
- (d) protection of Council contractual interests including warranties and statutory compliance with applicable and relative Acts and Regulations;
- (e) delivering on technical compliance issues in a suitably appropriate and responsible way;
- (f) potential exposure and mitigation of risk; and
- (g) environmentally friendly principles that consider recycled materials and limit waste to reduce Council's overall carbon footprint.

In effect, Council is not always right to select the lowest price.

3.2.2. Open and Effective Competition

The principle of open and effective competition considers the use of transparent, open and unbiased purchasing processes so that current and potential suppliers, contractors and the public have confidence in the outcomes of the purchasing process. This involves adequately testing the market to ensure all options and suppliers are considered equally and given suitable opportunity to provide a quote.

Suppliers wishing to conduct business with Council will be given every opportunity to do so, subject to them satisfying Council's requirements and relevant evaluation criteria. This may include, but not be limited to, demonstrated technical ability, management of potential environmental impacts, the company's profile, professional references, extent of local industry participation, quality assurance and whole of life cost.

3.2.3. Development of Competitive Local Business and Industry

Council encourages the development of competitive local businesses within the South Burnett. Where price, performance, quality, suitability, service and other evaluation criteria are comparable, the following areas should be considered in evaluating offers:

- (a) retention of existing and creation of new local employment opportunities;
- (b) more readily available servicing support;
- (c) more convenient communications for contract management;
- (d) economic sustainability and opportunities for growth and prosperity within the South Burnett;
- (e) the contractual arrangements, including the contractual protections for Council and risk allocation.

3.2.4. Environmental Protection

Council promotes environmental protection through its purchasing procedures. In undertaking any purchasing activities Council will:

- (a) promote the purchase of environmentally friendly goods and services that satisfy value for money criteria;
- (b) foster the development of products and processes of low environmental and climatic impact;
- (c) reduce waste wherever possible;
- (d) provide an example to business, industry and the community by promoting the use of climatically and environmentally friendly goods and services; and
- (e) encourage environmentally responsible activities in ways that reduce Council's overall carbon footprint.

3.2.5. Ethical Behaviour and Fair Dealing

Council representatives involved in purchasing must behave with impartiality, fairness, openness, transparency, integrity and professionalism in their discussions and negotiations with suppliers and their representatives. Any Council representative **must** immediately disclose any activity, or personal or close relationships which constitutes or may constitute a conflict of interest or raise probity concerns. Council representatives are responsible for declaring any instance in which may compromise the ability of the supplier to perform their legal obligations under the supply agreement.

Council has established an environment in which ethical conduct is expected, **with a zero-tolerance policy for deliberate conduct** that is corrupt, fraudulent activities or maladministration. Risk management principles and matching fraud and corruption prevention measures are applied across all areas to protect the Council.

3.3. Workplace Health and Safety

Council is committed to providing a safe and healthy work environment for its Council representatives performing work on behalf of Council and visitors to Council premises and worksites in accordance with the South Burnett Regional Council Workplace Health and Safety Policy – Statutory 015.

All Council representatives are expected to adhere to the following key outcomes in relation to procurement activities:

- (a) establishing and maintaining a corporate system to ensure compliance of all contractors and suppliers align with the workplace health and safety legislative requirements, Australian Standards and/or procedures;
- (b) ensuring all contractors and/or suppliers provide documentary evidence that they or the product they supply complies with relevant legislation, codes of practice and/or Australian Standards;
- (c) ensuring all foreseeable health and safety risks associated with potential procurements are identified;
- (d) ensuring specifications comply with the relevant legislation; and
- (e) ensuring Council's operational obligations with regards to workplace health and safety contract performance monitoring and management are actioned under the contract.

3.4. Conflicts of Interest

Council representatives participating in procurement and contracting activities must comply with the requirements of Council's Conflict of Interest Policy, Procedure and Management Plan.

A conflict of interest is any activity that would create a conflict between personal interests and the interests of Council. Council representatives engaged to any extent of the procurement function must be free of interests and/or relationships that are, actually or potentially, adverse or detrimental to the interests of Council.

Conflicts of interest in procurement are not necessarily wrong or unethical however it is essential that any conflict of interest whether actual, perceived or potential is addressed at the earliest stages of a procurement activity and effectively and transparently managed.

Management of Conflicts of Interest may include:

- (a) Registering details of conflicts disclosed and recorded (suits low risk conflicts);
- (b) Restricting the relevant person's involvement in the matter;
- (c) Recruiting an independent third party engaged to oversee part or all of the process;
- (d) Removing the relevant person from the procurement process entirely;
- (e) The conflicted person relinquishing the private interest that creates the conflict;
- (f) the conflicted person resigning from their position or role (last resort)

The choice of strategy will depend on the assessment of the individual circumstances and seriousness of each case.

3.5. Delegations

3.5.1. Delegations – Council Representatives

The Financial Delegation Register for Council representatives is held within the Social and Corporate Performance Branch. A copy of the Financial Delegations can be found on Council's Intranet.

3.5.2. Delegation Reserved for Council

Contracts that are \$200,000 and above exclusive of GST that progressed through public tender must be approved by Council. Contracts that are exempt from public tender shall be approved based on Council's Financial Delegation Register.

3.5.3. Delegation to the Chief Executive Officer

Pursuant to *Section 257(1)(b)* of the Act, the Council resolves to delegate to the CEO the power to make, amend or discharge a contract in accordance with *Section 238(2)* of the Regulation for:

- any contractual arrangement with a person (in respect of one contractual arrangement or cumulatively for all contractual arrangements) that is, or is expected to be, worth \$200,000 (exclusive of GST) or more in a financial year with that person; or
- any contractual arrangement with a person that is, or is expected to be, worth \$200,000 per annum (exclusive of GST) or more over the proposed term of the contractual arrangement.

3.6. Purchasing Thresholds

Procurement can only be undertaken by authorised employees as detailed in the financial delegation register. For low value and easy to secure purchases, consideration of total cost of ownership and associated risks will determine the appropriate market approach.

3.6.1. Medium-Sized Contractual Arrangement

A contractual arrangement with a supplier that is expected to be worth, exclusive of GST, \$15,000 or more but less than \$200,000 in a financial year, or over the proposed term of the contractual arrangement.

3.6.2. Large-Sized Contractual Arrangement

A contractual arrangement with a supplier that is expected to be worth, exclusive of GST, \$200,000 or more in a financial year, or over the proposed term of the contractual arrangement.

3.6.3. Purchasing Quotation Table

An established arrangement is an agreement subject to standardised terms and conditions whereby the purchaser may agree to purchase specific services from the vendor for a specified period on an "as and when" required basis. Suppliers are not guaranteed any work or business from Council.

Approved suppliers have been assessed as having the technical, financial and managerial capability necessary to perform contracts on time and in accordance with agreed requirements.

Quotes should be sought as per the below Purchasing threshold table.

Established Arrangements				Non-Established Arrangements			
SBRC Panel Arrangements: Entire panel of the specific service are to be invited to quote.				All local suppliers of the specific service are to be invited to quote			
LGA Arrangements: All local suppliers are to be invited							
\$ Value (excluding GST)	Minimum Quotation Requirement	Procurement Method	Award/Contract Method	\$ Value (excluding GST)	Minimum Quotation Requirement	Procurement Method	Award/Contract Method
From \$0.00 to \$2,000	No quote required and seek to source locally (where available)	<ul style="list-style-type: none"> Verbal Written 	Corporate Card/Purchase Order	From \$0.00 to \$2,000	No quote required and seek to source locally (where available)	<ul style="list-style-type: none"> Verbal Written 	Corporate Card/Purchase Order
From \$2,001 to \$5,000	Minimum 1 written quote (Minimum quotes to include Local Suppliers available when using Council Arrangements)	Request for Quote. (10 days) <ul style="list-style-type: none"> Felix Vendor Panel 	Purchase Order	From \$2,001 to \$14,999	Minimum 2 written quotes (Minimum quotes to include Local Suppliers where available)	Request for Quote. (10 days) <ul style="list-style-type: none"> Felix Marketplace Website LG Tenderbox Vendor Panel Written 	Purchase Order
From \$5,001 to \$14,999	Minimum 2 written quotes (Minimum quotes to include Local Suppliers available when using Council Arrangements)	Request for Quote. (10 days) <ul style="list-style-type: none"> Felix Vendor Panel 	Purchase Order				
From \$15,000 to \$199,999	(Medium Size Contract) Minimum 3 written quotes (Minimum quotes to include Local Suppliers available when using Council Arrangements)	Request for Quote. (21 days) <ul style="list-style-type: none"> Felix Vendor Panel 	Purchase order	From \$15,000 to \$199,999	(Medium Size Contract) Minimum 3 written quotes required. (Minimum quotes to include Local Suppliers where available)	Request for Quote. (21 days) <ul style="list-style-type: none"> Felix Marketplace Website LG Tenderbox Written 	Purchase Order and/or Public Tender at Council's discretion
Over \$200,000	(Large Size Contract) Minimum 3 written quotes. (Minimum quotes to be include Local Suppliers available when using Council Arrangements) and signed off by the CEO	Request for Quote. (21 days) <ul style="list-style-type: none"> Felix Vendor Panel 	Purchase Order	Over \$200,000	(Large Size Contract) Public Tender Subject to a minimum 21 Days Public Open Period	Public Tender (21 days) <ul style="list-style-type: none"> Website LG Tenderbox 	Public Tender to be awarded by Council

*Established Arrangement - being Local Buy Contracts, State Government Contracts, and existing Council Administered (Contract) Prequalified, Preferred Contractor or approved Contractor Lists. This section is subject to the Regulation *Division 3 – Exceptions*

3.6.4. Purchases \$200,000 and Above

Section 228 of the Regulation requires that Council invite tenders before making a contract for the carrying out of work, or the supply of goods and/or services involving a cost that is, or expected to be, \$200,000 (exclusive of GST) or more in a financial year or over the proposed term of the contractual arrangement.

The invitation to tender must be made by a notice placed on the Council's website and be open for submissions for a minimum of 21 days from the date of the notice.

Records of tenders received must be kept on file for the period of time outlined in the Retention and Disposal Schedules for Local Government as published by the Queensland State Archives.

In accordance with Section 237 of the Regulation, Council is obliged to publish details of all contracts worth \$200,000.00 or more (exclusive of GST). These details must be published monthly on Council's website and also on a noticeboard located in a position in Council premises that is easily accessible by the public. Information to be recorded in these publications includes the following:

- The person/company with whom Council has entered into a contract;

- The total value of the contract;
- The purpose of the contract; and
- The methodology under which the Council entered into the contract.

For the purposes of clarity, a purchase order may also be defined as a contract.

Council or Council representatives will not release proprietary or confidential information pertaining to any offer may by a supplier other than that which is required by law to be published.

3.7. Local Preference

Council representatives must give consideration to, and provide a fair and reasonable opportunity for, Local Suppliers to tender and quote for Council business opportunities. Council representatives are to ensure that the planning process and documentation (including tender documents and specification) for each procurement, is fit for purpose and does not seek to disadvantage Local Suppliers.

Council representatives must notify and provide an opportunity for all local suppliers to quote on goods and services where local suppliers exist in accordance with the Purchasing Quotation Table 3.6.3. Officers may seek quotations from regional or non-local suppliers if the officer has undertaken sufficient research to establish that no local or regional supplier can quote on the goods or services to be purchased.

Council representatives are encouraged to ensure they are testing the market effectively and ensuring Council is achieving true value for money outcomes, so where practical, in addition to the local quotations sought, there should always be one from outside the region.

Therefore, in this policy statement, the definition of a local supplier will be rated as follows:

Points	Description
10	Is a developing or established business owned by a residential ratepayer in the area directly employing locals
8	Is a developing or established business owned by a non-ratepayer in the Council area and employs locals
6	Is a business with a branch office in the Council area but with a head office located elsewhere that employs a minimum of five (5) locals.
4	Is a business with a branch office in the Council area but with its head office located elsewhere that employs less than five (5) locals.
2	Has a business in the adjacent local government areas
0	Is a Queensland business

3.8. Evaluation

Quotes and offers will be assessed having regard to the five (5) Sound Contracting Principles (to be considered in accordance with the Act and Regulation, the relevant Council representative will make a decision to purchase from a supplier or provider based on the Council's documented supplier evaluation criteria and a systematic weighting will be applied to all quotes or offers received. This will be assessed on a case by case basis and the weighting will be expressed as a percentage which reflects the relative importance of each criterion for the relevant procurement.

Medium and large size contracts will be evaluated using evaluative criteria. Council representatives will confirm any mandatory criteria as stipulated within the offer documents. It will be a requirement to evaluate mandatory criteria on a pass or fail basis. These criterions will include but not be limited to financial viability/stability and insurances. Any tenderer who does not comply with the mandatory criteria will no progress further in the evaluation process.

Council will provide a defensible local content weighting on all purchases.

Where it is applied to a price criteria the following standard will be used:

Council may make a documented decision to purchase from a Local Supplier offering a higher price margin, using the following guideline for acceptable price variances if the total value for money assessment is within the approved project budget:

- 10% for goods and services under \$50,000; or
- 5% for goods and services over \$50,000 up to \$200,000.

This will allow Council to ensure it is achieving its Value for Money objective and also that it is supporting its Development of a Competitive Local Business objective. Where the local content is applied to a non-price criterion as a specific element, it will be applied as per the table in the definition of Local Preference in section 3.7.

Where a Local Supplier has not been successful, Council representatives are to provide feedback to the supplier upon request to engender strong competition at a local industry level.

3.9. Exceptions outlined in this section, the Act and the Regulation.

Exceptions in this section are consistent with the Act and the Regulations and are designed to capture circumstances where a procurement process and due diligence, in accordance with sound contracting principles, have already been applied to suppliers or the procurement is required to ensure the efficient delivery of local government services and/or ensure the Local Government and its officers meet their obligations to the community in accordance with the Act. They benefit Local Governments by:

- reducing procurement costs;
- providing for shorter procurement timeframes as there is no need to tender or issue Requests for Tender;
- ensuring suppliers have the financial, technical and operational capacity to carry out the required work; and
- offering contractual protection to the Council through the use of established contractual terms that meet the Council's risk management requirements.

Council representatives responsible for purchasing goods and/or services are required to adhere to the purchasing thresholds and quotation requirements set out in the table under section 3.6.3 for all Procurement processes subject to the following exceptions outlined in this section.

3.9.1. Repeated Operational Expenditure (ROE), Original Equipment Manufacturers (OEM) and Sole Supplier Exceptions

ROE is defined as recurrent expenditure on goods and services which Council experiences at regular intervals that is required for general operations.

OEM is defined as a company whose goods are used as components in the products of another company which then sells the finished items to users. OEM components are often required to be used to maintain warranty or aftermarket parts are not available.

Sole Suppliers are defined as the only supplier that can provide the goods or service required. The sole supplier has either established a monopoly or is the only provider that is reasonably available geographically.

Suppliers who are listed on the above registers are exempt from Council Purchasing Thresholds. Suppliers on the above registers are adopted by Council by way of resolution consistent with the requirements of s235 (a) of the Local Government Regulation 2012 prior to applying the exception. If an officer identifies a supplier that the officer believes is the only supplier of the goods/services required that is reasonably available, the officer must complete the Sole Supplier form and submit it to procurement for processing. Council must adopt the register each time it is updated.

3.9.2. Genuine Emergency Exception

In utilising an exception for a Genuine Emergency Council recognises that full compliance with the existing Council procurement policy and procedures may not support the Council's needs during a critical or emergent incident and an alternative procurement process may operate during the incident. This alternative process aims to accommodate urgent Council and/or community needs, whilst ensuring that the procurement process adopted is reasonable and conducted with appropriate consideration of standard procurement principles.

Once the immediacy of the incident has passed normal procedure must then take place:

- Purchase orders must be raised to record expenditure;
- Reports must be presented to Council at the earliest opportunity for resolution to approve the unapproved expenditure; and
- The Council resolution must provide a definition of the emergency situation i.e. Natural disaster and delegate authority to the Chief Executive Officer ('CEO') or the appropriate Council representative if the CEO was not available at the time of the incident.

3.9.3. Legislative Exceptions

Division 3 under *Chapter 6* of the Regulation specifies when Council is exempt from the requirement to seek written tenders or quotations:

Section 230 – Exception if quote or tender consideration plan prepared

Council may enter in to a medium-sized contractual arrangement or large-sized contractual arrangement without first inviting written quotes or tenders if the Council:

- (a) decides by resolution to prepare a quote or tender consideration plan; and
- (b) prepares and adopts the plan.

Section 231 – Exception for contractor on approved contractor list

Council may enter into the contract without first inviting written quotes or tenders if the contract is made with a person who is on an approved contractor list. An approved contractor list:

- must be defined by the processes required in the Act;
- will be adopted by Resolution of Council
- will be formed after an Expression of Interest process
- will not be considered to be preferable to a register of pre-qualified suppliers or a preferred supplier arrangement in order to facilitate convenience but will provide Council with the ability to build rigor around medium to large purchasing activities; and
- will take into account all the sound contracting principles as defined in the Regulation.

Section 232 – Exception for a register of Pre-Qualified Suppliers

Council may enter into a contract without first inviting written quotes or tenders if the contract is entered in to with a supplier from a register of Pre-Qualified Suppliers that is made in compliance with the sub-sections outlined in *s232 of the Local Government Regulation*.

In establishing a register of pre-qualified suppliers, Council recognises that:

- the preparation and evaluation of submissions would be costly and time consuming if it invited submissions every time the goods and/or services were required; or
- It is critical to a successful outcome that the experience and financial viability of a supplier or contractor is assessed according to the requirements of the local government once only; or
- There are specific pre-conditions to the offer to supply goods and/or services that must be considered; or

- There is a need or desire to develop the specific capabilities of the businesses within the local region; or
- The supplier of goods or services may necessitate security considerations or requirements; or
- It will still ensure value for money by testing the market through quotations where appropriate.

The Council has developed the Pre-Qualified Supplier Registers for this purpose.

The Pre-Qualified Supplier Register is subject to the Tender Consideration Plan, adopted by Council by resolution under *Section 230* of the Regulation. The Tender Consideration Plan allows Council the flexibility to review the Pre-Qualified Supplier Register and the ability to better manage its Panel Arrangements for the supply of goods and services.

Council has established the following categories of supply as Pre-Qualified Supplier Registers. The registers will be refreshed at the same time each year allowing new suppliers to apply and existing suppliers to update pricing and service offerings.

- | | |
|--|----------------------------|
| • Dry Hire (September) | • Trade Services (April) |
| • Wet Hire (September) | • Electrical Works (April) |
| • Road Making & Quarry Materials (September) | • Pest Management (April) |
| • Civil Works (April) | |

Section 233 – Exception for a preferred supplier arrangement

Council may enter into a contract without first inviting written quotes or tenders if the contract is entered in to with a preferred supplier under the preferred supplier arrangement. This section applies for contractual arrangements for goods or services if Council:

- needs the goods or services either in large volumes or frequently; and
- is able to obtain better value for money by accumulating the demand for the goods or services; and is able to describe the goods or services in terms that would be well understood in the relevant industry.

Section 234 – Exception for Local Government Association (LGA) arrangement

Council may enter into a contract for goods and services without first inviting written quotes or tenders if the contract is entered in to under the LGA arrangement. An LGA arrangement is an arrangement that has been entered in to by

- Local Government Association Queensland Limited (LGAQ); or
- a company registered under the *Corporations Act 2001*, if LGAQ is its only shareholder (Local Buy).

In utilising an LGA arrangement, Council recognises that arrangements have been formed as a result of market testing processes which ensure that price and other considerations under these arrangements are equal to or better than the price and considerations which Council could achieve in a public tender or quotation process. Benefits of the LGA arrangements to Council include that such arrangements:

- promote efficiency, including by enabling Council to efficiently and effectively engage professional services with the right capability and experience at short notice, e.g. legal support, engineering services, planning support etc.;
- reduce unnecessary administrative burdens and costs;
- minimise the likelihood of delayed procurement;
- Council can enter into the contract confident that the contractual arrangements meet Council's risk management requirements and does not have to negotiate a new contract; and

- Council will be assured (as due diligence will have been performed previously) that the supplier is capable of providing the receive goods and services of the requisite quality and the supplier will comply with relevant laws, including health and safety laws.

Section 235 – Other exceptions

Council may enter into a contractual arrangement without first inviting written quotes or tenders if:

- (a) Council resolves it is satisfied that there is only one (1) supplier who is reasonably available; or
- (b) Council resolves that, because of the specialised or confidential nature of the services that are sought, it would be impractical or disadvantageous for the Council to invite quotes or tenders; or
- (c) a genuine emergency exists; or
- (d) the contract is for the purchase of goods and is made by auction; or
- (e) the contract is for the purchase of second-hand goods; or
- (f) the contract is made with, or under an arrangement with a government agency

When assessing the most effective method of obtaining goods and/or services, Council representatives should consider the administrative and price costs to Council of seeking tenders or quotations independently, and the reduction of these costs which can be achieved by the use of the Pre-Qualified Supplier Panels or Local Buy arrangements.

Section 236 – Exception for valuable non-current asset contracts

In accordance with the Regulation, the apparent value threshold for non-current assets other than real estate set by Council shall be \$5,000 (excluding GST). The Regulation provides that Council cannot enter into a valuable non-current asset contract unless it invites written tenders for the contract or offers the non-current asset for sale by auction. There are exceptions in *Section 236* of the Regulation that may apply.

Additional Council guidelines for the disposal of valuable non-current assets is outlined in the South Burnett Regional Council Disposal of Assets Policy – Statutory 008.

The authorised process for the disposal of valuable non-current assets of Council's interests in real property can be found in the Disposal of Council Real Estate Policy – Statutory 032.

3.9.4. Procurement Exception Form

In the event that a Procurement process requires the application of an exception under the Regulation and/or from this Policy, a 'Procurement Exception Form' must be submitted and approved by the General Manager with appropriate financial delegation. A reason why a procurement process requires the exception must be documented and recorded. Such reasons could include:

- purchase exceeding delegation limit;
- purchase exceeding thresholds with insufficient quotes;
- supplier used outside of council contract;
- scope of work exceeded 10% more than the original estimate;
- *Chapter 6, Part 3, Section 235* of the Regulation, including:
 - a genuine emergency exists
 - contract is made with, or under an arrangement with, a government agency.

The Exception Form must be submitted and approved by the CEO for:

- purchases exceeding \$200,000 without inviting tenders.
(*Chapter 6, Part 5, Section 238* of the Regulation – Entering into a contract under a delegation)

3.10. Local Buy

Local Buy is the LGAQ contracts and tenders service company. Established in 2001, Local Buy

facilitates business relationships with local government and their suppliers. Local Buy's core business is the creation of contractual arrangements for goods and services that can be used by Queensland Councils, aggregating the demand for these goods and services to achieve better pricing and conditions, and eliminating the need for Councils to establish their own supply contracts.

3.11. State or Federal Government Grants

Where State or Government loan funds or grants are used to fund Council projects, there may be stipulations as to the procurement requirements of the funding body that are to be observed and may supersede Council's procurement policy or procedures. These instances should always be noted in a report to Council and recorded in the minutes of that meeting.

3.12. Payment Terms

The following outlines the various methods that can be used to effect payment when procuring Council's requirements.

3.12.1. Corporate Credit Cards

Council encourages the use of its Corporate Credit Cards for the following reasons:

- simplified purchasing and payment procedures;
- improved payment performance to suppliers;
- provision of support to Local Suppliers;
- more effective cash management; or
- enhanced service delivery to customers.

3.12.2. Purchasing and Orders

The term "purchasing" refers to the process of ordering and receiving goods and services and does not generally drive policy decisions or developing Procurement strategy.

Purchase order forms are not required for some purchases, but relevant authorisations are required on the invoice documentation. These purchases are considered as repeated operational expenditure and are listed in a table of Repeated Operational Expenditure (ROE) in Appendix 1

A purchase order must be created and issued to the supplier for all purchases that are not procured via the corporate credit card or listed in the ROE.

All Council representatives must complete the required areas on the purchase requisition to justify the requirement. Any additional documents which will further detail and support the request are to be attached. Upon completion of the Purchase Requisition and within the Council representatives' financial delegation will a Purchase Order be issued to a supplier.

All invoices for payment are to be emailed direct to accounts@sbrc.qld.gov.au

Invoicing Requirements:

- Suppliers Identity;
- Australian Business Number (ABN);
- Description of Goods or Services Supplied, Quantity and Price;
- Total GST Amount;
- Date of Issue; and
- Purchase Order Number

Council's payment terms are 30 days from the date of invoice, and it is preferable that a monthly statement be provided to ensure accurate reconciliation of outstanding invoices.

3.12.3. Variations

From time to time, a contract will require a variation. Approval to vary the terms of a purchase order

(excluding scope) can only be given by the Council representative who originally approved the expenditure of the funds covered by the order or in their absence, approved by a Council representative that has direct control over the funds being expended. If the revised total value of the purchase order over the proposed term of the contract exceeds or cumulatively exceeds the financial delegation of the approving Council representative, then the variation must be approved by a Council representative with sufficient delegation.

A **Contract and Purchase Order Variation Form** must be completed for variations which exceed 10% of the original purchase value and be approved by the relevant department Manager with appropriate financial delegation.

The Council may seek to have appropriate contractual rights to direct a supplier in writing to amend, increase, decrease, omit or change the quality, timing character or method of performing the supply or to execute additional work. It is important that contract documentation seeks to provide for this and other appropriate rights (e.g. to engage other contractors to performed omitted or deducted work) to reduce the risk of a variation directed by the Council invalidating the contract. This should be considered as part of the Procurement process and advice obtained accordingly.

For the purposes of this policy, a variation refers solely to a financial deviation from an original contract value. The contract can be a Council Purchase Order or an agreement signed by a delegated Council representative and the Supplier. Other variations, such as non-financial scope changes, extensions of time and the like are to be managed by the delegated Council representative or the person nominated by the relevant contract/purchase order. However, it must be noted that material changes may alter the framework of the original Tender or Quotation requirements and therefore may void the agreement.

Council representatives are required to adhere to the following:

- All variations are to be approved in writing;
- Variations can only be approved by an officer, where the total amended costs do not exceed that officers authorised financial and/or contractual delegation and the value of the variation is less than those detailed below;
- For an original purchase order involving a cost of greater than \$15,000.00 but less than \$150,000.00, if the cumulative value of variations exceeds 20% of the value of the original purchase order or \$15,000.00 whichever is the lesser, the variation and any further variations must be approved by the CEO;
- For an original purchase order involving a cost of \$200,000.00 or more, all variations must be considered by Council's Senior Management team and if necessary, a report should be provided to Council for resolution; and
- Where variations become common in one business unit or by an individual then a show cause should be implemented to discover the reasons for the number of variations.

3.13. Termination of Contracts

All contracts entered in to by Council should aim to contain provisions entitling Council to:

- (a) Terminate for convenience; and
- (b) Terminate for a breach or non-performance based on appropriate contractual criteria or triggers.

Council must follow the procedures specified in the contract to terminate that contract and obtain advice before exercising such rights.

3.14. Local Government Elections

Legislation places limits during the caretaker period before quadrennial local government elections on publishing election material and making major policy decisions. This ensures that there are no significant policy decisions made near the end of a Council term that binds future elected Councils.

During the caretaker period, Councillors are prohibited from making major policy decisions, including

in relation to procurement activities such as:

- entering into a contract greater than \$200,000 or 1% (whichever is greater) of the local government's net rate and utility charges (as stated in the local government's audited financial statements included in the local government's most recently adopted annual report);
- significant procurement activities, such as establishing preferred supplier arrangements, or establishing exceptions to obtaining quotes or tenders when entering into a contract.

Council will prepare for the caretaker period by planning to make major policy decisions before or after the election period. However, unforeseeable events can result in a local government having to make major policy decisions during the caretaker period. In accordance with the Act and advice from the Department of State Development, Infrastructure, Local Government and Planning, if there are exceptional circumstances, then local governments can apply to the Minister for approval if:

- the need for the decision was unforeseeable;
- the decision is essential to the functioning of the local government;
- the decision cannot wait until the end of the caretaker period; and
- the decision is in the public interest.

4. DEFINITIONS

Council means South Burnett Regional Council.

Council representative means all Councillors and Council employees including permanent, casual and temporary employees, contractors, volunteers, apprentices, trainees and work experience students.

Financial Delegation Register means the register of Council representatives who have approved delegation for the purpose of purchasing goods and/or services.

LGA Arrangement means the use of Local Buy or State Government Purchasing Arrangements.

Local Supplier means a supplier defined in the Local Content table.

Procurement means the entire process by which all classes of resources (human, material, facilities and services) are obtained. This can include the functions of planning, design, standards determination, specification writing, and selection of suppliers, financing, contract administration, disposals and other related functions.

Purchasing means the acquisition process for goods, services and capital projects through purchasing, leasing and licensing and this expression extends to standing offer or similar arrangements by which terms and conditions of purchase are determined.

Pre-Qualified Supplier means a supplier who has been assessed by Council as having the technical, financial and managerial capacity necessary to deliver goods and/or services on time and in accordance with agreed requirements. The process is fulfilled by initially inviting tenders to establish pre-qualified suppliers.

Supplier means an enterprise known to be capable of supplying required goods and/or services. It includes manufacturers, stockists, resellers, merchants, distributors, consultants and contractors.

5. LEGISLATIVE REFERENCE

Corporations Act 2001 (Cth)

Human Rights Act 2019 (Qld)

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Public Records Act 2002 (Qld)

6. RELATED DOCUMENTS

Corporate Credit Card Policy - Statutory-031

Councillor Code of Conduct Policy – Statutory-001
 Disposal of Assets Policy – Statutory-008
 Disposal of Council Real Estate Policy – Statutory-032
 Employee Code of Conduct Policy – Statutory-011
 Employee Conflict of Interest Policy – Statutory-033
 Employee Conflicts of Interest Procedure
 Employee Conflicts of Interest Management Plan
 Fraud and Corruption Prevention Management Policy – Statutory-021
 Gifts and Benefits Policy – Strategic-002
 Workplace Health and Safety Policy – Statutory-015

7. NEXT REVIEW

As prescribed by legislation or every two (2) years –

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	Development of Policy	23 April 2008	782024
2	Review of Policy	10 August 2011	1086044
3	Review of Policy	12 October 2011	1125582
4	Review of Policy	9 December 2012	1374600
5	Review of Policy	12 June 2013	1165507
6	Review of Policy	9 December 2015	1885840
7	Review of Policy	19 April 2017	2342908
8	Review of Policy	16 September 2018	2536118
9	Review of Policy	20 February 2019	2577201
10	Review of Policy	11 December 2019	2648132
11	Review of Policy	17 June 2020	2686006
12	Review of Policy		2754050

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

6.7 SBRC 20/21-09 HEALTH CARE PROVIDERS**File Number:** SBRC 20/21-09 17/02/21**Author:** Strategic Procurement Coordinator**Authoriser:** Chief Executive Officer**PRECIS**

This report sets out the legislative requirements and provides recommendations for Council in relation to the engagement of Health Care Providers to meet council requirements.

SUMMARY

Council is seeking the ability to enter into arrangements with a number of health care providers in various towns throughout the South Burnett Region to ensure access to quality health care professionals for Council employees as well as maintain value for money outcomes for Council.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That Council approve the list of providers to be included in the Register of providers for Health Care Services in alignment with the Tender Consideration Plan adopted on 19th August 2020 in accordance with s230 of the *Local Government Regulation 2012*.

FINANCIAL AND RESOURCE IMPLICATIONS

The Prequalified Supplier Register will enable Council to procure value for money professional services that will ensure efficient and cost-effective service delivery to Council and its employees.

LINK TO CORPORATE/OPERATIONAL PLAN

EXC1: Effective financial management:

EXC1.1: Ensure Council's financial management planning is based on realistic, sustainable, equitable policies and practices

EXC2.1: Effective corporate management

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

EXC2.2: Appropriately resource the organisation to deliver Council's strategic objectives

EXC3: A skilled and sustainable workforce

EXC3.1: Deliver contemporary human resource practices

EXC3.2: Promote a 'zero harm' environment through implementation of Council's Workplace Health Safety Plan

EXC4: Effective advocacy and strategic partnerships

EXC4.1: Develop and maintain productive working relationships with relevant stakeholders

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Manager People & Culture and Council's Return to Work and Rehabilitation Officer in consultation with the Strategic Procurement Coordinator developed the specifications required to engage Health Care Providers.

Council conducted an Expression of Interest process in alignment with s228 of the *Local Government Regulation 2012*.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Section 230 of the *Local Government Regulation 2012*

Section 228 of the *Local Government Regulation 2012* (Expression of Interest)

Section 104 (3) of the *Local Government Act 2009*

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

In accordance with the Procurement Policy.

ASSET MANAGEMENT IMPLICATIONS

Not applicable.

REPORT

There is currently limited access to quality health care services in some areas within the South Burnett region (particularly in relation to specialised services).

The objectives of the panel arrangement for Health Care Providers is to assist Council to engage health care providers whereby Council employees can be sent to for a range of medical needs by selecting providers in a broad number of locations with the aim to having at least one provider per town in the South Burnett Region.

It has been identified that a panel arrangement of health care providers could be more advantageous to Council due to:

- more readily available services for each town within the region;
- financial risk mitigation of multiple providers due to the historical instability of the health care market within the region;
- reduction of a reputation or public image risk if Council officers were assumed to be circumventing the procurement process.

The Panel Arrangement is established as a standing offer arrangement; therefore, suppliers are not guaranteed any business from Council.

The register is a list of suppliers who have been assessed as having the technical, financial and managerial capability necessary to deliver identified services on time whilst having regard to the Sound Contracting Principles detailed in s104 of the *Local Government Act 2009*.

The framework has been established with flexibility to enable on-boarding of health care providers during the term (subject to established criteria being met) to allow additional health care providers to be included in the framework (e.g. new entrants or specialised services to be added) or existing providers to be removed where this is considered appropriate (e.g. due to quality of services or other circumstances).

Council undertook an Expression of Interest (EOI) approach to market and prepared a shortlist of respondents. The shortlisted respondents were further invited to submit written tenders.

9 submissions were received through the Expression of Interest process. A shortlist of 6 was prepared and written tenders were invited from those persons.

The following Health Care Providers have been selected as having the capability to provide health care services to council whilst having regard to the Sound Contracting Principles.

- Blackbutt Medical Centre
- Taabinga Family Practice
- Molexam (Haly St Medical)
- The Pharmacy Guild of Australia
- Conquer Fitness
- Murgon Family Medical Practice

ATTACHMENTS

1. **Council Report - Tender Consideration Plan for Health Care Providers** [↓](#) 

0.0 TENDER CONSIDERATION PLAN FOR COUNCIL HEALTH CARE PROVIDERS**File Number:** 19-Aug-2020**Author:** Strategic Procurement Coordinator**Authoriser:** Manager People & Culture**PRECIS**

This report sets out the legislative requirements and provides recommendations for Council in relation to the engagement of Health Care Providers to meet council requirements.

SUMMARY

Council is seeking the ability to enter in to arrangements with a number of health care providers in various towns throughout the South Burnett Region to ensure access to quality health care professionals for Council employees as well as maintain value for money outcomes for Council.

Council wishes to depart from the standard tendering process for health care providers used by its employees and undertake procurement and contracting by way of a tender consideration plan to establish a panel network of health care providers and services offered.

OFFICER'S RECOMMENDATION

That pursuant to Section 230 of the *Local Government Regulation 2012*, Council receives and adopts the Tender Consideration Plan as tabled.

FINANCIAL AND RESOURCE IMPLICATIONS

This strategy is considered to be of no risk to Council's financial capacity, and the overall benefit for local health care providers and the community outweigh the conventional delivery method for this type of procurement.

There are no financial and/or resource implications as Council is not committed to using any of the suppliers on the Health Care Provider arrangements. The use of these providers are included in the current budgets, if required.

LINK TO CORPORATE/OPERATIONAL PLAN

EXC1: Effective financial management:

EXC1.1: Ensure Council's financial management planning is based on realistic, sustainable, equitable policies and practices

EXC2.1: Effective corporate management

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

EXC2.2: Appropriately resource the organisation to deliver Council's strategic objectives

EXC3: A skilled and sustainable workforce

EXC3.1: Deliver contemporary human resource practices

EXC3.2: Promote a 'zero harm' environment through implementation of Council's Workplace Health Safety Plan

EXC4: Effective advocacy and strategic partnerships

EXC4.1: Develop and maintain productive working relationships with relevant stakeholders

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Manager People & Culture and Council's Return to Work and Rehabilitation Officer in consultation with the Strategic Procurement Coordinator developed the specifications required to engage Health Care Providers.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Section 230 of the *Local Government Regulation 2012*

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

Not applicable.

ASSET MANAGEMENT IMPLICATIONS

Not applicable.

REPORT

There is currently limited access to quality health care services in some areas within the South Burnett region (particularly in relation to specialised services) and there is also a considerable degree of uncertainty in relation to cost, given it is not common practice to request quotes for the provision of health care services, particularly where services are required at short notice.

Alternative means to this Tender Consideration Plan to meet Council objectives could be to continue with the status quo approach of purchasing health care services, some of which would, over a twelve (12) month period, amount to a medium-sized contractual arrangement requiring Council to implement the default contracting procedures under the *Local Government Act 2012* and *Local Government Regulation 2009*.

The status quo approach is inflexible in how Council procures health care providers and their respective services.

The arrangement will be established by undertaking an Expression of Interest (EOI) approach to market and preparing a shortlist of respondents and further inviting written tenders from those persons. Council will accept the tenders most advantageous to Council, having regard to the sound contracting principles.

The framework will be established with flexibility to enable on-boarding of health care providers during the term (subject to established criteria being met) to allow additional health care providers to be included in the framework (e.g. new entrants or specialised services to be added) or existing providers to be removed where this is considered appropriate (e.g. due to quality of services or other circumstances). The Tender Consideration Plan will establish this with a twelve 1(2) month framework term with an option to extend it up to another twelve (12) months.

The objectives of the plan are to assist Council to engage health care providers that Council employees can be sent to for a range of medical needs by selecting providers in a broad number of locations with the aim to having at least one provider per town in the South Burnett Region.

It has been identified that a panel arrangement of health care providers could be more advantageous to Council due to:

- more readily available services for each town within the region;
- financial risk mitigation of multiple providers due to the historical instability of the health care market within the region;
- reduction of a reputation or public image risk if Council officers were assumed to be circumventing the procurement process.

ATTACHMENTS

Tender Consideration Plan Health Care Services

South Burnett Regional Council - Tender Consideration Plan for Council Health Care Providers

Date	19 August 2020
Subject	Tender Consideration Plan for Council Health Care Providers (prepared in accordance with regulation 230 of the <i>Local Government Regulation 2012</i> (Qld))
By	Melanie Alexander (Safety Services Officer) Rebecca Humphrey (Manager People and Culture) and Louise Reidy (Strategic Procurement Coordinator)

Background

Council is seeking the ability to enter into arrangements with a number of health care providers in various towns throughout the South Burnett region to ensure access to quality health care professionals for Council employees as well as to maintain value for money outcomes for Council.

Currently, Council's needs for health care professional services covers:

- Ad hoc services for injured employees (including the need for some employees to travel to obtain services from health care providers not available in their town)
- Pre-employment medical services
- Vaccinations
- Hearing tests and other specialised services (e.g. spirometry).

There is currently limited access to quality health services in some areas within the South Burnett region (particularly in relation to specialised services) and there is also a considerable degree of uncertainty in relation to cost, given it is not common practice to request quotes for the provision of health care services, particularly where services are required at short notice.

As a result, Council wishes to depart from the standard tendering process for health care providers used by its employees, and undertake procurement and contracting by way of a tender consideration plan to establish a panel network of health care providers and services offered. The Tender Consideration Plan will establish this with a 12 month framework term with an option to extend it by up to another 12 months.

The framework will be established with flexibility to enable on-boarding of health care providers during the term (subject to established criteria being met) to allow additional health care providers to be included in the framework (e.g. new entrants or specialised services to be added) or existing providers to be removed where this is considered appropriate (e.g. due to quality of service or other circumstances).

Objectives of the plan

This Tender Consideration Plan has been prepared to assist Council to engage health care providers that Council employees can be sent to for a range of medical needs, including:

- (a) pre-employment medical examinations;
- (b) injury management (work related and non-work related)
- (c) medical examinations required by The Coal Mine Workers' Health Scheme (formerly the Coal Board Medical);

- (d) hearing tests;
- (e) vaccinations;
- (f) spirometry testing;
- (g) fit for work assessments; and
- (h) toxicology screening.

While this Tender Consideration Plan provides an exemption for Council sourcing health care providers using the standard tendering process, all other areas of the engagement will proceed in accordance Council's procurement policy when carrying out procurement and contracting activities. The proposed framework will have a 12 month term with an option to extend for a period of up to another 12 months. The framework will also need to accommodate flexibility in service providers as new entrants come to the South Burnett region or as new services are required by Council to service the needs of its employees.

This Tender Consideration Plan will ensure that Council officers contract health care providers in a manner that meets probity requirements and the sound contracting principles of:

- (a) value for money;
- (b) open and effective competition;
- (c) the development of competitive local business and industry;
- (d) environmental protection; and
- (e) ethical behaviour and fair dealing.

How the objectives will be achieved

The process for the selection, procurement and contracting of the health care providers under the framework is as follows:

- (a) having a simplified expression of interest process for health care providers to submit for participating on the panel arrangement;
- (b) selecting providers in a broad number of locations, with the aim to having at least one provider per town in the South Burnett region. This will have regard to established operators in the South Burnett region and confirming their qualifications and suitability (e.g. by reference to list of providers approved by the Department of Natural Resources, Mines and Energy to carry out functions under the Coal Mine Workers' Health Scheme);
- (c) consulting with health care providers to ensure that quality health care services can be undertaken in a timely and efficient manner (e.g. the ability to make appointments at short notice if a workplace injury occurs);
- (d) consulting with a range of health care providers to ensure that services offered will be cost effective and having agreed pricing for specified services where applicable;
- (e) the Council officer is responsible for ensuring that the consultation process, negotiations and communications generally are fair, equitable and any conflicts of interest are declared and dealt with under probity in accordance with Council's policies; and
- (f) establishing the framework with flexibility to enable on-boarding of health care providers during the term (subject to established criteria being met) to allow additional health care providers to be included in the framework (e.g. new entrants in the region or specialised services to be added) or existing providers to be removed where this is considered appropriate (e.g. due to consistent poor quality of service or other circumstances).

How the achievement of the objectives will be measured

The objectives will be measured by:

- (a) documentation of the procurement process, including documentation supporting adherence to the sound contracting principles and Council's procurement policy;
- (b) establishing a negotiated contract which includes terms and conditions in line with Council requirements;
- (c) regular reporting during the term of the framework to monitor and record the application of the framework and identify areas of improvement or non-compliance;
- (d) establishing appropriate compliance reporting (eg invoicing, provision of deliverables such as certificates and work capacity forms); and
- (e) reviews of the framework to be scheduled every 6 months with Manager P&C, RRTWC and practice manager of the health services provider to assess the quality of the services provided.

Alternative ways of achieving the objectives and why the alternative ways are not adopted

There are alternative means of meeting the Council's objectives, namely:

- continue with the status quo approach of purchasing health care services, some of which would, over a 12 month period, amount to a medium-sized contractual arrangement requiring Council to implement the default procurement arrangements under the *Local Government Act* and *Local Government Regulations*;
- utilising any existing contracts made with, or under an arrangement with, a government agency if applicable (eg the Department of Natural Resources, Mines and Energy preferred list of providers to carry out functions under the Coal Mine Workers' Health Scheme);
- consider utilising other applicable exemptions under the *Local Government Regulations*.

The reasons why these options are not being pursued are:

- inflexibility in how Council procures the health care providers and their respective services (e.g. using other applicable exemptions would effectively lock in service providers without the ability to add or remove service providers during the term or add new services where required);
- expected better value for money to be established through a panel arrangement over a defined period of time rather than through ad hoc procurement or procurement on a tender or quote basis strictly in accordance with the default procurement procedures under the *Local Government Regulations*;
- better quality control through the establishment of proper reporting and monitoring of the health care providers as well as a framework that ensures providers are motivated to perform to ensure they remain on the panel and are eligible for any extended term; and
- efficiency in procuring once the panel arrangement is established, particularly where there are regular services being procured (e.g. vaccinations) or where response times are important (e.g. for better injury management and reduction of lost time injuries).

The proposed terms of the contract for the goods or services

Each health care service provider will be engaged for a period of 12 months with a right for Council to extend the framework for a period of up to 12 months.

There will be an overall agreement with each health care provider to confirm the framework for the panel network, which terms will outline the terms of being on the panel, the services that can be accessed from the health care provider and pricing, as applicable. For each individual service offering, standard terms for the provision of that service will be agreed under the panel (which may include, where considered appropriate having regard to the sound contracting principles, health care providers own terms and conditions.

Risk analysis of the market from which the goods or services are to be obtained

The panel arrangement of health care providers contains a vast range of services required by Council, therefore the following risk areas within the health services market have been identified and will be mitigated through the pre-qualification process ensuring providers can sufficiently demonstrate risk management processes:

- (a) consumer engagement;
- (b) cybersecurity;
- (c) patient privacy and safety; and
- (d) timeliness and quality of services being performed

It has been identified that a panel arrangement of health care providers could be more advantageous for Council due to:

- more readily available services for each town within the region;
- financial risk mitigation of multiple providers due to the historical instability of the health care market within the region;
- reduction of a reputation or public image risk if Council officers were assumed to be circumventing the procurement process

The engagement will be aimed at having a positive impact on Council's financial capacity, and is expected to improve the overall benefit for the community, which benefit is expected to outweigh the conventional delivery method for this type of procurement.

6.8 PURCHASE OF FIELD UNIFORMS

File Number: 17/02/2021

Author: Strategic Procurement Coordinator

Authoriser: Chief Executive Officer

PRECIS

Section 104 of the Local Government Act 2009 (Act) requires that Council must have suitable financial management processes which have regard to the sound contracting principles when entering into a contract. As par to this requirement, Procurement has identified an opportunity to establish a contracted arrangement for the supply of PPE Field Uniforms.

SUMMARY

Council is seeking to enter in to a 12-month supply arrangement with a local provider for the supply of PPE Field Uniforms for staff. This will enable Council to establish a secure supply arrangement which provides contractual certainty for both Council and the supplier.

The arrangement provides for efficient and convenient procurement of essential PPE ensuring Council meets its Workplace Health & Safety obligations in a timely and efficient manner for its employees.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That South Burnett Regional Council approve the recommendation to establish a 12-month supply arrangement for Hi-Visibility Field Uniforms.

BACKGROUND

Council procures approximately \$45,000 per annum in Hi-Visibility field uniforms for an average of 150 field staff. Council is obliged to ensure that Field Staff are provided with appropriate Hi-Visibility PPE to perform their work in a safe manner.

Council has been providing the opportunity for all local suppliers to quote on PPE Field Uniform requirements. On average, Council requests at least 1-2 quotes per week from Local suppliers. The regular request for quote is no longer obtaining value for money as suppliers are no longer responding to requests to quote.

The arrangement will eliminate the need to request quotes on each occasion that PPE is required for new and existing Field Staff. Regular requests for quote presents a costly and timely exercise for both Council and the supplier.

To ensure that Local suppliers are provided regular opportunities to supply to Council, the arrangement will be released for public tender every 12 months providing the opportunity for other local business to review their offer and secure a contracted supply agreement with Council for a 12-month period. This process will provide more value financially and economically to Council.

ATTACHMENTS

1. SBRCQ 20/21-109 PPE Field Uniforms Procurement Plan [↓](#) 



Procurement Plan

Contracted Supply of PPE Field Uniforms

Date: 05/01/2021



Project Owner / Requestor Details			
Requestor:	Louise Reidy on behalf of People & Culture (WHS)		
Department / Business Unit:	People & Culture (WHS)		
Project Manager:	Louise Reidy		
Project Overview			
Procurement Details:	Council is seeking to enter in to a 12mth supply arrangement with a local provider for the supply of PPE Field Uniforms for staff. For efficient and convenient procurement of essential PPE, a single supply arrangement with a local supplier will ensure Council meets its Workplace Health & Safety obligations in a timely and efficient manner for its employees.		
Contract Number:	SBRCQ 20/21-109 Contracted Supply of PPE Field Uniforms		
Contract Value Estimate:	\$45,000 / annum		
Project Objective:	To develop a secure supply arrangement with a Local supplier providing contractual certainty for Council and the supplier for a 12mth period. The arrangement will eliminate the need to request quotes on each occasion that PPE is required for field staff which is a costly and timely exercise for both Council and the supplier. The arrangement will be released for public tender every 12mths providing the opportunity for other local business to review their offer. This process will provide more value financially and economically to Council.		
In Scope:	Hi Visibility Field Uniforms, Supplier to hold minimum stock for emergency requirements, Embroidery.		
Out of Scope:	Disposable PPE		
Project Category:	<input type="checkbox"/> Design and Construct	<input type="checkbox"/> Construction	
	<input checked="" type="checkbox"/> Goods	<input type="checkbox"/> Services	
	<input type="checkbox"/> Minor Works	<input type="checkbox"/> Consultancy	
	<input type="checkbox"/> Other (Please List):		
Project Status:	<input checked="" type="checkbox"/> New	<input type="checkbox"/> Continuation of Service	<input type="checkbox"/> Phased
Procurement Methodology			
<input checked="" type="checkbox"/> Request for Quote (ITO)		<input type="checkbox"/> Expressions of Interest (ITO)	
<input type="checkbox"/> Request for Tender (RFT) Minor		<input type="checkbox"/> Request for Tender (RFT) Major	
<input type="checkbox"/> Other Government Contracted Arrangement (Local Buy, State Gov etc)		<input type="checkbox"/> SBRC Panel Arrangement (Pre-Qualified Suppliers)	
Is an Exception being applied to this Procurement process? (<i>Failure to meet council Policy</i>) http://sbrc-sa02/Forms%20%20Templates/S1%20-%20Procurement%20Exception%20Form.pdf		<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
		<small>Procurement Exception Form MUST accompany this Plan</small>	
Conflicts of Interest (Perceived, Potential, Actual)			
Name	Conflict Details	Is a Conflict of Interest Management plan required?	
	NIL	<input type="checkbox"/> YES	<input type="checkbox"/> NO
		<input type="checkbox"/> YES	<input type="checkbox"/> NO
		<input type="checkbox"/> YES	<input type="checkbox"/> NO



Evaluation Methodology		
Selection Criteria	Weighting	Basis of Weighting
Local Content	40 %	Local preference
Price	30 %	Competitive offers
Industry Experience	15 %	Understanding of PPE requirements
Delivery Timeframe	15 %	Ability to hold stock on hand

Evaluation – Legislative Compliance	
How will you satisfy the Sound Contracting Principles?	Justification / Explanation
Value for Money	Competitive Price considered
Open and effective competition	Public RFQ
The development of competitive local business and industry	RFQ for Local Supply arrangements only
Environmental protection	Sustainably Sourced products
Ethical behaviour and fair dealing	Open and transparent process

Prospective Suppliers		
Company Name:	Contact Person:	Email:
Mark Smiths Menswear (Murgon)	Mark Smith	
Coppards (Kingaroy)	Col Wolski	
Uniform Zone (Kingaroy)	Janine Heyer	
Workstuff (Kingaroy)	Michelle Ball	
Nutrien Ag Solutions (Kingaroy)	Laurie Bain	

Prepared By:	Name: Louise Reidy	Sign: 	Date: 05/01/21
Manager Approval <\$100K:	Name: Rebecca Humphrey	Sign: 	Date: 13/01/2021

6.9 PROPERTY AND RATING OUTSTANDING DEBTS OVERDUE BY 90 DAYS**File Number:** 17.02.2021**Author:** Financial Accountant**Authoriser:** Chief Executive Officer**PRECIS**

Provide an update on the status of Property and Rating accounts that have been outstanding for 90 days or more.

SUMMARY

Listing of Council's Property and Rating debts (excluding Rates and Debtors) that are overdue by 90 days or more and their current status for collection.

OFFICER'S RECOMMENDATION

That the report on the status of Property and Rating debts that have been outstanding for 90 days or more be received and noted.

BACKGROUND

This report provides a brief overview of the status of Council's outstanding debts sitting in the Property and Rating system that are currently in the over 90 days category. This report does not include any debts sitting in the accounts receivable (AR) module, debtors module or the rates module. A full report on all debts (excluding rates) will be given to the Standing Committee prior to 30 June which will include any write offs that need to occur during this financial year.

As at the 3rd February 2020, Council had \$110k in debts outstanding for 90 days or more which equated to approximately 42% of the combined total debt in the Property and Rating modules. These modules consist of Animals, Trade Waste, Infringements, Certificates and Searches, Licences and Permits, Property by Law Enforcement and Regulatory Applications. A split by module can be seen below.

Regulatory Applications (Rams)	23,188.73
Licences and Permits (PLUS)	9,696.61
Certificates and Searches (Certs)	2,780.70
Trade Waste	20,748.56
Property by Law Enforcement (PBE)	27,930.68
Animals	25,205.08
Infringements	-
Total over 90 Days	109,550.36

• Please note: Infringements are regularly sent to State Penalties Enforcement Registry (SPERS) which is why the over 90 days balance for this module is \$0.

Out of the \$110k recognised as being over 90 days, \$49k (45%) is being actively followed up by relevant departments, \$37k (34%) has been submitted to Recoveries and Reconstruction Debt Collectors to pursue, \$15k (14%) are applications that require charges to be cleared as the application was withdrawn or no longer required, \$6k (6%) are slashing charges that are able to be collected through alternative means if not paid and \$2k (2%) are being considered for write-off against the current bad debt provision.

Module	Being Followed Up	With Debt Collectors	Charges being cleared (application cancelled etc)	Collection avenue available	Potential Write Off	Total
Animals	\$ 25,205.08	\$ -	\$ -	\$ -	\$ -	\$ 25,205.08
Certs	\$ 1,028.50	\$ -	\$ 1,752.20	\$ -	\$ -	\$ 2,780.70
Trade Waste	\$ 2,415.23	\$ 15,433.33	\$ 1,610.00	\$ -	\$ 1,290.00	\$ 20,748.56
Property by Law Enforcement (PBE)	\$ -	\$ 21,557.73	\$ 226.00	\$ 6,146.95	\$ -	\$ 27,930.68
Permits and Licences (PLUS)	\$ 6,905.50	\$ -	\$ 2,039.00	\$ -	\$ 752.11	\$ 9,696.61
Regulatory Applications (RAMS)	\$ 13,846.23	\$ -	\$ 9,342.50	\$ -	\$ -	\$ 23,188.73
Totals	\$ 49,400.54	\$ 36,991.06	\$ 14,969.70	\$ 6,146.95	\$ 2,042.11	\$ 109,550.36

Out of the funds currently sitting with debt collectors, one case for \$15k is about to proceed to a prejudgement letter and the remainder of debt collection cases are small amounts which will be reviewed in the coming months to determine whether these will be written off. Any amounts written off will have an impact on the provision for doubtful debts.

It is important to also note that the \$15k in the charges to be cleared category will result in a reduction in revenue in the profit and loss statement and will not be taken off the provision.

Finance will continue to work with the various departments to clear as much of this debt as possible before end of financial year.

ATTACHMENTS

Nil

6.10 WASTEWATER CHARGES OPTIONS MODELLING**File Number:** 17 Feb 2021**Author:** Manager Finance**Authoriser:** Chief Executive Officer**PRECIS**

Wastewater charges options modelling requiring community consultation.

SUMMARY

Consultant engaged to review wastewater rating methodologies that now require community consultation in preparation of 2021/2022 Budget adoption.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council:

That Council proceed to community consultation to engage with constituents that may be affected by the proposed changes to the wastewater methodology.

FINANCIAL AND RESOURCE IMPLICATIONS

Changes to wastewater rating methodologies will impact rate revenue.

LINK TO CORPORATE/OPERATIONAL PLAN

EXC1.1 Ensure Council's financial management planning is based on realistic, sustainable, equitable policies and practices.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Workshops held with Council. Community consultation and engagement is the next step.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

The *Local Government Act 2009* and *Local Government Regulation 2012* gives Council broad powers to levy rates and charges on land within its legislated area, as well as for services, facilities or activities supplied or undertaken by Council or on behalf of Council.

This includes utility charges for utilities such as waste management, water and sewerage services.

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

The *Local Government Act 2009* and *Local Government Regulation 2012* requires Council to adopt a Revenue Policy and Revenue Statement each year. These documents describe the measures that Council has adopted for raising revenue and includes explanations of the types and rates and charges to be raised.

Section 8 of Council's adopted Revenue Statement describes the reason and basis for the types of utility charges including Wastewater charges that Council levies landowners. At the annual budget meeting, a separate resolution is considered and adopted by Council for each category of utility charge and their respective charge amounts.

ASSET MANAGEMENT IMPLICATIONS

Charges for 'Additional Pedestals' are 28% of a 1st pedestal charge. The existing methodology for an additional pedestal charge recovers the operational costs, but no sewerage network costs. The sewerage network is built to service not only around 7,000 1st pedestals, but also over 2,800

additional pedestals. It would be fair that these additional pedestals should also contribute towards the network costs.

REPORT

Council engaged a consultant to undertake several Wastewater workshops over the past 12 months. The potential outcomes identified were:

1. Treat 'flats' the same as 'units' in terms of wastewater charges. Example: instead of 4 flats being charged 1 x 1st pedestal and 3 x additional pedestals, they should be charged 4 x 1st pedestals – the same as (community title scheme) units are now. View to implement over 2 years.
2. Additional pedestal charges for 'commercial' properties – move from current 28% of 1st pedestal charge up to 58% of 1st pedestal charge. Implementation over a 2-3-year period with a target increase of 68%.

Consideration of these or any potential changes may also be applied to the 1st pedestal charge and its rate in Councils budget deliberations.

ATTACHMENTS

Nil

7 PORTFOLIO – ECONOMIC DEVELOPMENT

7.1 ECONOMIC DEVELOPMENT PORTFOLIO REPORT

File Number: 17-02-2021

Author: Councillor

Authoriser: Chief Executive Officer

PRECIS

Economic Development Portfolio Report

SUMMARY

Cr Schumacher presented her Economic Development Portfolio Report to Council

OFFICER'S RECOMMENDATION

That Cr Schumacher's Economic Development Portfolio Report to Council be received for information.

This council's commitment to boosting our economy through investment and innovation that promotes population growth and community wellbeing has been articulated in the corporate plan.

Key priority three - growing our region's economy and prosperity.

In summary, this means this council will:

- Develop and implement a Regional Development Strategy that supports business and employment growth.
- Work with key stakeholders to create a pipeline of priority shovel ready projects that aim to improve the quality of life experienced by all residents, invest in strategic infrastructure and create a prosperous future for all.
- Support and advocate for the development of an expanded and diversified agricultural economy.
- Continue to provide and investigate options to improve our arts, heritage, visitor information centres and tourism.
- Support appropriate growth and development with responsive planning schemes, processes, customer service and other initiatives.
- Advocate for enhanced regional digital connectivity.
- Support local businesses through the implementation of Council's Procurement Policy and encourage others to support and buy local.
- Advocate for and support the options short list for identified in the NWIDF Water Feasibility Study.
- Partner with relevant key stakeholders and our First Nations People to support indigenous tourism outcomes in a culturally appropriate way.
- Support and partner in the growth of adventure tourism in the South Burnett.
- Support our community and key stakeholders to build a plan for our region's eventual coal transition.
- Work with key stakeholders to promote workforce attraction and retention in the South Burnett.

- Support the development of an agricultural land and product asset mapping program.

I thank the many business leaders and key stakeholders who have helped inform these priorities and welcome feedback.

Further to this, in hindsight I would like to recommend to council the edition of a priority that focuses on continuing the groundwork that the previous Council had instigated in investment readiness. This would mean continuing our partnership with the Department of State Development Infrastructure, Local Government and Planning, the Kingaroy Chamber of Commerce and Industry, Murgon Business Development Association, NATDA and BIEDO, along with the many business groups and networks in our smaller towns to develop a solid elevator pitch and a policy for investment readiness procedures that will guide and support both Councillors and council employees. This policy would consider level of support provided by Council to facilitate and progress economic development related enquiries.

I'm pleased to report on Wednesday 10 February, Council met with the Department of State Development, Infrastructure, Local Government and Planning, and BIEDO to discuss the process for progressing the draft Economic Development Strategy – what this Council has renamed to be the Regional Development Strategy.

As a Council, we've taken our approach to this portfolio back to a blank canvass, and this has provided us with the time to identify what is happening on the ground and think to where we would collectively like to be. While I support this approach, I do not want to lose the learnings and insights gathered in the many drafts that Council undertook in the previous term. I recognise that due to the pandemic much has changed, and in my view, we've learned so much in the process. For some key players in our region the pandemic has presented new opportunities, while for others there have been significant challenges in their business. I continue to be impressed by the strategic thinking, creative approach and resilience of our business and industry players in our region.

As we have discussed many times before – the South Burnett will be the next growth story – we already are. Our region has many enviable traits and I believe the time to move on this is now. Right now, we can use these many traits to our advantage and position our region for a prosperous and sustainable future. However, this cannot be achieved without working together and listening to the many views and perspectives at the table. As you know, there are many businesses in our region who are thriving and projects including the redevelopment of Proteco and Dusty Hill Winery are just a few examples of the incredible entrepreneurs we have in our region achieving big things. They are taking the leap, and I believe as a Council we need to follow suit. While I absolutely want to tap into the wealth of knowledge living and breathing our region and its economy every single day, I believe the time to prioritise our Regional Development Strategy is now. I also accept that this process is not about perfection, it's not about setting a strategy in stone. It's about being audacious and ambitious in our pursuit of the future. My view is that our Regional Development Strategy must be a living document – not one on a shelf – not one that ticks a box – something that is in the front of our minds, particularly as leaders - that informs the advocacy and infrastructure priorities for the South Burnett Regional Council. Our Regional Development Strategy will provide our community and industry partners with clarity as to the economic priorities and vision for our region. This strategy will be our compass for developing and enhancing our economy in a sustainable way. It will support Council's corporate plan and inform Council in its advocacy with government and pursuit of funding. The strategy will detail our region's intent. The strategy will consider what needs to be done and why – the how will be up to us, not just this Council but our region.

This strategy will also inform how Council resources this portfolio for the remainder of the term. While our recovery from COVID-19 is underway, the impacts in our region have differed across industries and it's now time to take these learnings and set the course for our future. This strategy will help position the South Burnett for its future. It's my view – the time is now.

So, what's next? The Draft Wide Bay Burnett Regional Plan is anticipated to be released for public consultation by mid-2021. I welcome the opportunity to work with the Mayor and the planning portfolio holder Cr Henschen, to help inform Wide Bay Burnett Regional Plan. The regional plan that

will establish a clear vision and direction for the Wide Bay Burnett for the **next 20 years**, providing certainty about where the region is heading and the structure to assess and respond to the challenges and opportunities presented.

Following our workshop last week, I have indicated to this Council my desire to work hand in hand with our key stakeholders to take a Draft Regional Development Strategy to our community for input and discussion.

And in closing, I'm pleased to see on the agenda an opportunity for this Council to establish a Regional Development Advisory Committee who will be an integral part of this process, and furthermore challenged with the task of developing a pipeline of shovel ready projects that will focus on the how we get there. The how we take this strategy from a vision to a reality.

BACKGROUND

Nil

ATTACHMENTS

Nil

7.2 ECONOMIC DEVELOPMENT AND TOURISM MONTHLY UPDATE

File Number: 09-12-2020

Author: Coordinator Executive Services

Authoriser: Chief Executive Officer

PRECIS

Economic Development and Tourism update for the month of December 2020 and January 2021.

SUMMARY

This report provides an update on the South Burnett Regional Council's Economic Development and Tourism section for the months of December 2020 and January 2021.

OFFICER'S RECOMMENDATION

That the Economic Development and Tourism monthly Update for December 2020 and January 2021 be received for information.

BACKGROUND

In December 2020 and January 2021 the Economic Development and Tourism team progressed the following:

Events / happenings:

01. 05-12-2020 Volunteer Christmas party - volunteers, along with the Mayor, Councillors and Senior staff celebrated Christmas at the annual volunteer Christmas party at Kingaroy town hall.



02. 24-12-2020 Christmas Hampers – The Kingaroy Visitor Information Centre sold 148 hampers leading up to Christmas, setting a new record for hampers sold in the centre.



03. December 2020 - The Kingaroy Visitor Information Centres went virtual in December with a virtual reality headset. The new display is a part of the South Burnett Visitor Information Centre's Virtual Reality Installation (VRI), where you can explore the South Burnett region via a virtual reality (VR) headset that transports the viewer on an incredible hero experience.



04. January 2021 'Life as a peanut' VR Project – inside workings for the Peanut factory. The second instalment of the VR project has been installed at the Kingaroy Heritage Museum featuring the inner workers of the Peanut Factory.

05. January 2021 - Australia Day Display @ Kingaroy VIC



Monthly Statistics:

Visitor Information Centres – Monthly Statistics 2020-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
Sales	B - \$0 K - \$6292 M - \$598 N - \$1318 W - \$3330	B - \$0 K - \$8000 M - \$473 N - \$1093 W - \$2697	B - \$0 K - \$6760 M - \$993 N - \$2373 W - \$4184	B - \$0 K - \$7408 M - \$863 N - \$2698 W - \$4623	B - \$0 K - \$4938 M - \$7170 N - \$1871 W - \$	B - \$0 K - \$10122 M - \$90 N - \$2060 W - \$2817
Coach Tours	B - 0 K - 2 M - 0 N - 1 W - 0	B - 0 K - 1 M - 0 N - 0 W - 0	B - 0 K - 0 M - 0 N - 2 W - 0	B - 0 K - 5 M - 0 N - 1 W - 2	B - 0 K - 0 M - 0 N - 2 W - 0	B - 0 K - 0 M - 0 N - 0 W - 0
Volunteer Numbers	B - 0 K - 13 M - 13 N - 12 W - 9	B - 0 K - 12 M - 14 N - 15 W - 9	B - 0 K - 12 M - 14 N - 15 W - 8	B - 0 K - 15 M - 14 N - 13 W - 11	B - 0 K - 13 M - 14 N - 14 W - 11	B - 0 K - 13 M - 13 N - 15 W - 11
Volunteer Hours	B - 0 K - 857 M - 141 N - 0 W - 203	B - 0 K - 879 M - 189 N - 339 W - 0	B - 0 K - 719 M - 181 N - 340 W - 11	B - 0 K - 846 M - 197 N - 392 W - 250	B - 0 K - 664 M - 215 N - 223 W - 76	B - 0 K - 778 M - 135 N - 438 W - 16
Days Open	N/A	N/A	N/A	B - 0 K - 29 M - 27 N - 30 W - 26	B - 0 K - 20 M - 26 N - 30 W - 26	B - 0 K - 24 M - 20 N - 28 W - 25
2021	Jan	Feb	Mar	Apr	May	Jun
Sales	B - \$0 K - \$4928 M - \$354 N - \$1386 W - \$1717					
Coach Tours	B - 0 K - 1 M - 0 N - 0 W - 0					
Volunteer Numbers	B - 0 K - 13 M - 13 N - 14 W - 11					
Volunteer Hours	B - 0 K - 375 M - 149 N - 384 W - 212					
Days Open	B - 0 K - 25 M - 25 N - 30 W - 25					

Media Releases:

1. Media Release 22-12-2020 - Explore virtual reality at the Kingaroy VIC
2. Media Release 25-01-2021 - Celebrate Australia Day in the South Burnett
3. Media Release 29-01-2021 - Upgrades to commence at the Nanango Energy Centre

Media Releases 20-21						
2020	Jul	Aug	Sep	Oct	Nov	Dec
	N/A	N/A	N/A	N/A	4	1
2021	Jan	Feb	Mar	Apr	May	Jun
	2					

Social Media Posts:

Social Media:						
2020	Jul	Aug	Sep	Oct	Nov	Dec
SB VIC Network	Posts 29	Posts 17	Posts 12	Posts 19	Posts 29 Likes 645 Followers 752	Posts 32 Likes 671 Followers 791
Discover South Burnett	Posts 7	Posts 1	Posts 3	Posts 6	Posts 5 Likes 3835 Followers 3925	Posts 5 Likes 3847 Followers 3974
Kilkivan to Kingaroy Rail Trail	Posts 1	Posts 0	Posts 0	Posts 0	Posts 3 Likes 988 Followers 1075	Posts 1 Likes 1018 Followers 1115
Drive Inland	Posts 0	Posts 0	Posts 0	Posts 0	Posts 3 Likes 799 Followers 856	Posts 4 Likes 805 Followers 864
WBB – The Perfect Place	Posts 0	Posts 0	Posts 0	Posts 0	Posts 3 Likes 2450 Followers 2499	Posts 4 Likes 2439 Followers 2490
2021	Jan	Feb	Mar	Apr	May	Jun
SB VIC Network	Posts 7 Likes 698 Followers 825					
Discover South Burnett	Posts 0 Likes 3856 Followers 3990					
Kilkivan to Kingaroy Rail Trail	Posts 0 Likes 1037 Followers					

	1138					
Drive Inland	Posts 7 Likes 805 Followers 864					
Wide Bay- Burnett – The Perfect Place	Posts 0 Likes 2438 Followers 2489					

Printed Advertising / Graphical Design:

N/A

Activities:

- Volunteer Christmas Party held
- Christmas Hampers (148x sold Nov/Dec) and Christmas stock replenished

ATTACHMENTS

1. **Tourism Sentiment Report - Jan-Dec 2020** [↓](#) 
2. **Discover South Burnett Website - Analytics - Jan** [↓](#) 



Tourism Sentiment Index

South Burnett

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DESTINATION **Think!**

The graphic features a dark blue background. On the left, there is a circular gauge with a speech bubble tail pointing downwards and to the right. The gauge is divided into segments of light blue, dark blue, and orange. The text 'Tourism Sentiment Index' is centered within the circle. To the right of the gauge, a vertical white line separates it from the text 'South Burnett'. At the bottom left, there is a small copyright notice. At the bottom right, the 'DESTINATION Think!' logo is displayed.

This report provides a comprehensive analysis of what people are saying about your destination online. Insights from this data should guide strategic planning, marketing and destination development to enable you to shape the way people talk about the South Burnett in the Future.



Method + Metrics

How your Tourism Sentiment Score™
is calculated

DESTINATION **Think!**

Calculating your score



Focusing on conversations driving tourism

Tourism Sentiment Score™ is a measure of a destination's ability to generate positive word of mouth about its tourism offering. It is an aggregate score that focuses solely on online conversations that reference or affect a potential traveller's perceptions of a destination's tourism offering. To do this, we start by collecting all the conversations around your destination and then filter to those conversations that are driven by your destination's tourism experiences or products.

Calculating your score

Your score

Once we have categorized all online conversations related to South Burnett, we apply the **Tourism Sentiment Score™** formula to provide us with a single metric that articulates your destination's performance in driving online word of mouth.



Reading the scale

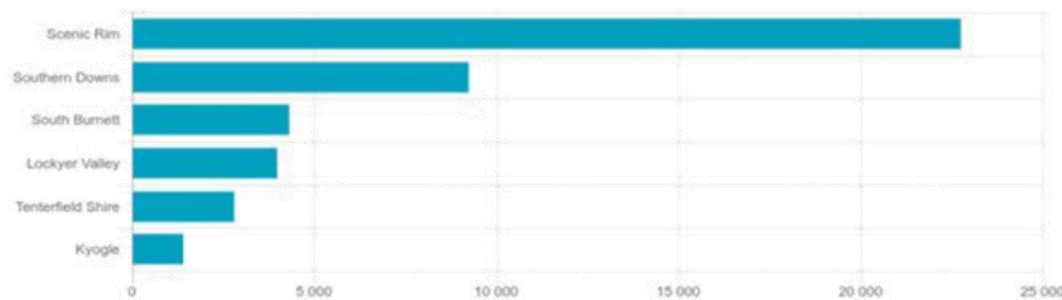
The Tourism Sentiment Score is an index ranging from -100 to 100 that measures overall perceptions of South Burnett's tourism offering. It is used as an indicator to gauge current performance and provide a benchmark to track over time.



Understand Size and Scale

Understanding Volume

Volume of conversations is an indicator of overall awareness. The higher the volume of conversations for a destination, the more people are talking about it, bringing a greater chance that people read or hear about the destination. Volume does not represent quality. It represents opportunity. Based on the destinations in this report, we see a distribution of conversation volume as follows.



Reading the scale

Throughout the report, you will see your destination's scores displayed on a scale. The scale is defined by the relative scores of the comparative destination set. The median line on each scale is defined by the middle point between the 3rd and 4th ranked destinations. Therefore, creating a midpoint amongst the comparative destination set to compare to.



A graphic featuring a circular progress indicator with segments in light blue, dark blue, and orange. Inside the circle is a white icon of a computer monitor displaying a dashboard with a mouse cursor. The graphic is set against a dark blue background with a light blue vertical bar on the left.

Tourism Sentiment Dashboard

The overall health and performance of South Burnett

DESTINATION **Think!**

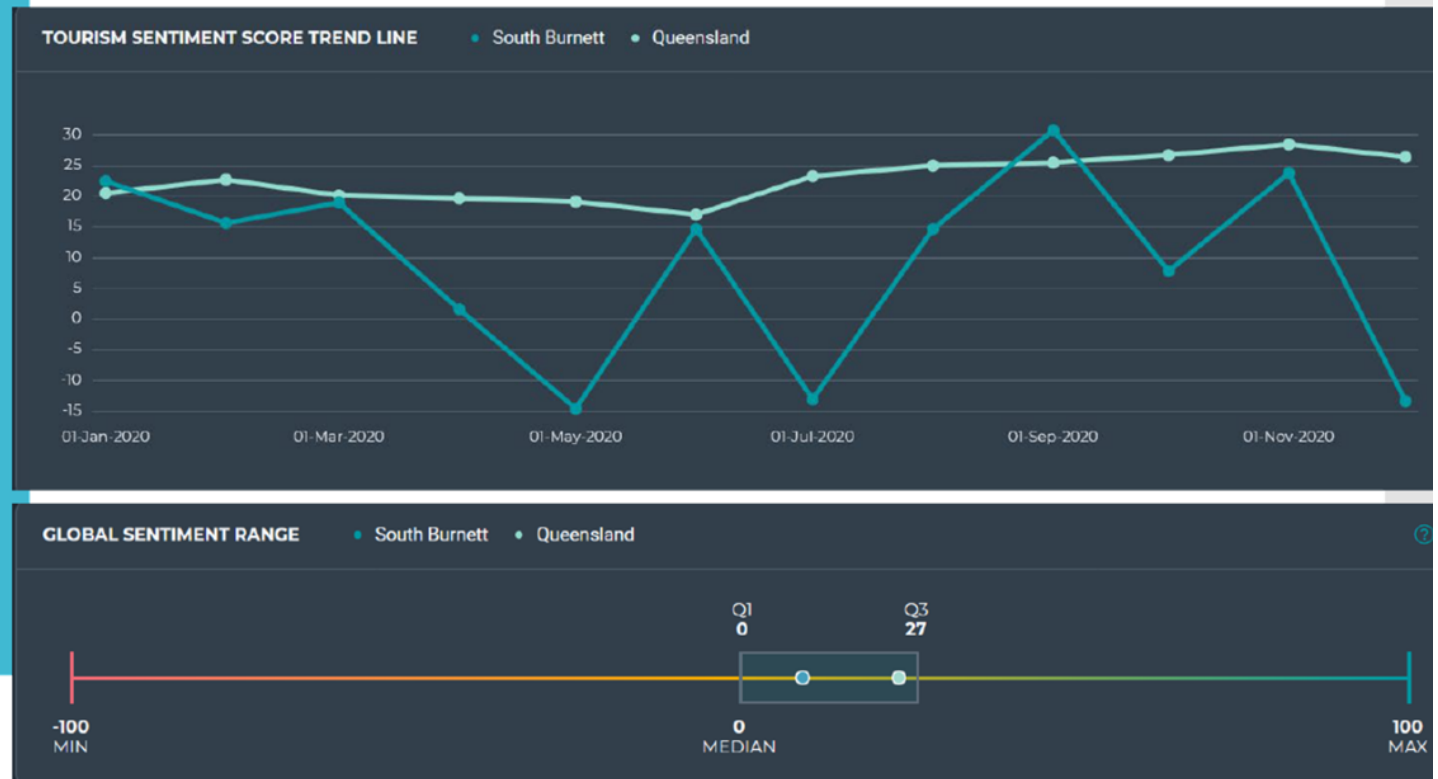
Tourism Performance of South Burnett

At a glance, you can see the current performance of your destination and people's attitudes towards the tourism offering of South Burnett relative to Queensland.

KEY PERFORMANCE INDICATORS	SOUTH BURNETT	QUEENSLAND
Tourism Sentiment Score®	 10	 24
	100% 442 Total Conversations	100% 335957 Total Conversations
Global Tourism Sentiment Comparison	AVERAGE	AVERAGE
Emotional Tone of Conversation	Joy	Joy
Topics Driving Positive Sentiment	Winery + Vineyards Breweries + Pubs	Beaches Nature Photography
Topics Driving Negative Sentiment	Natural Disaster Golfing	Health Natural Disaster

Sentiment Analysis: How well South Burnett performs

The Tourism Sentiment Score® measures attitudes toward the tourism offering of South Burnett. Tracking this score over time will provide insight into the ability of South Burnett to build on its positive reputation and minimize challenges.



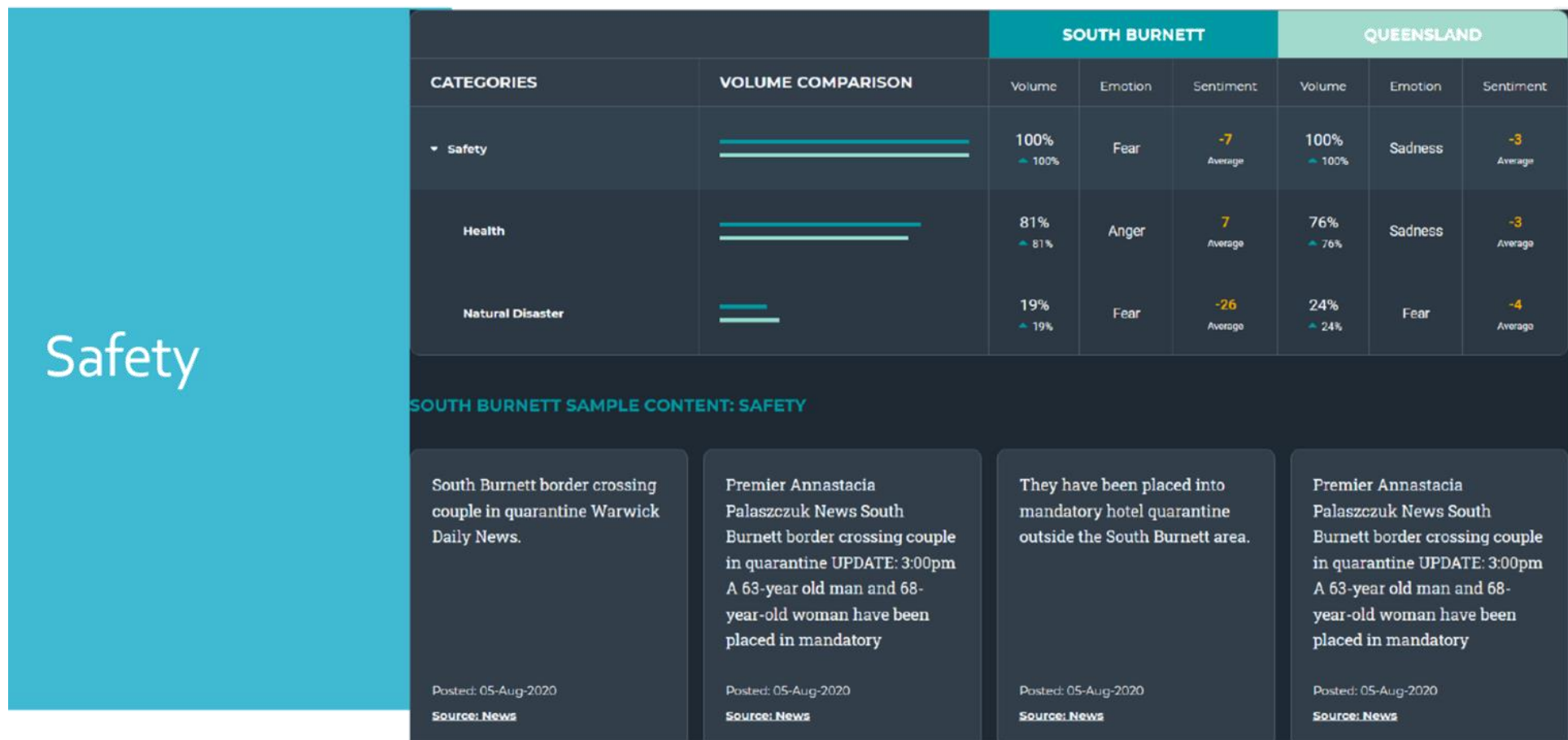


By understanding what drives conversations about tourism as it relates to South Burnett, you can learn what is top of mind for your community. Through the side-by-side comparison with Queensland, you can see the current strengths of South Burnett and where it faces challenges. Filter the data by Category, Sentiment or Source to dive deeper into the details.



Tourism Assets

The following section is a detailed look at the 50 tourism assets that comprise your destination's Tourism Sentiment Score™



Outdoor Activities

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Outdoor Activities		100% ▲ 100%	Joy	4 Average	100% ▲ 100%	Joy	28 Average
Golfing		14% ▲ 14%	Anger	-21 Average	9% ▲ 9%	Joy	22 Average
Biking + Cycling		11% ▲ 11%	Sadness	-8 Average	7% ▲ 7%	Joy	18 Average
Nature Photography		41% ▲ 41%	Joy	16 Average	20% ▲ 20%	Joy	32 Average
Fishing		8% ▲ 8%	N/A	8 Average	9% ▲ 9%	Joy	18 Average
Motorsports		8% ▲ 8%	N/A	-37 Low	5% ▲ 5%	Sadness	15 Average
Surfing		2% ▲ 2%	N/A	0 N/A	14% ▲ 14%	Joy	42 High
Wildlife Viewing		8% ▲ 8%	Joy	19 Average	15% ▲ 15%	Joy	18 Average
Hiking + Rock Climbing		5% ▲ 5%	Joy	54 High	4% ▲ 4%	Joy	21 Average
Camping		3% ▲ 3%	N/A	0 N/A	6% ▲ 6%	Joy	21 Average

Access & Transportation

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Access + Transportation		100% ▲ 100%	Sadness	-24 Average	100% ▲ 100%	Joy	10 Average
Air Travel		100% ▲ 100%	Sadness	-24 Average	79% ▲ 79%	Joy	10 Average
Cruises		<1% ▲ 0%	N/A	0 N/A	11% ▲ 11%	Joy	12 Average
Ground Transportation		<1% ▲ 0%	N/A	0 N/A	9% ▲ 9%	Joy	15 Average
Taxis - Ride Sharing		<1% ▲ 0%	N/A	0 N/A	1% ▲ 1%	Joy	11 Average

Relaxation & Wellness

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Relaxation + Wellness		100% ▲ 100%	Sadness	19 Average	100% ▲ 100%	Joy	33 High
Shopping		90% ▲ 90%	N/A	13 Average	14% ▲ 14%	Joy	25 Average
Beaches		10% ▲ 10%	Sadness	55 High	84% ▲ 84%	Joy	34 High
Spa + Wellness		<1% ▲ 0%	N/A	0 N/A	2% ▲ 2%	Joy	27 Average

SOUTH BURNETT SAMPLE CONTENT: RELAXATION + WELLNESS

For your convenience, we have compiled a list of South Burnett stores that are open over the Christmas period.

Posted: 08-Dec-2020
Source: News

...Roberta also had some exciting news to share ... the not-for-profit Farm 2 Fork Collective plans to open an outlet in an empty Wooroolin shop featuring nothing but South

Posted: 05-Nov-2020
Source: News

The LDMG continues to encourage residents to shop local in the South Burnett area...

Posted: 25-Apr-2020
Source: News

...small businesses, this South Burnett florist says she isn't going to just sit back and let it destroy her shop and has come up with an ingenious way to provide the com

Posted: 01-Apr-2020
Source: News

Amenities & Entertainment

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Amenities + Entertainment		100% ▲ 100%	Joy	9 Average	100% ▲ 100%	Joy	23 Average
Festival + Events + Concerts		62% ▲ 62%	Joy	6 Average	38% ▲ 38%	Joy	27 Average
Nightlife		27% ▲ 27%	Disgust	-1 Average	26% ▲ 26%	Joy	18 Average
Spectator Sports		7% ▲ 7%	N/A	19 Average	21% ▲ 21%	Sadness	16 Average
Attractions		4% ▲ 4%	Sadness	51 High	15% ▲ 15%	Joy	27 Average

SOUTH BURNETT SAMPLE CONTENT: AMENITIES + ENTERTAINMENT

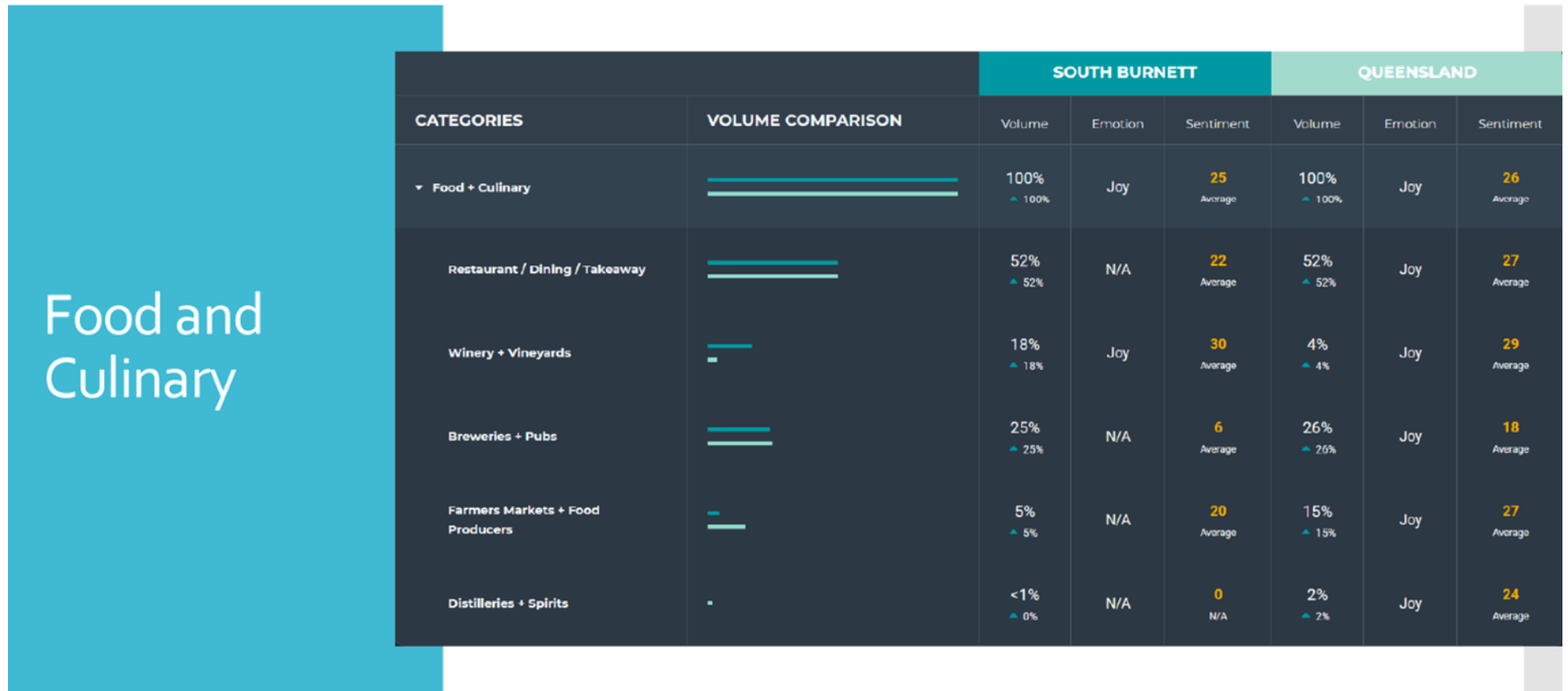
<p>(Picture: Contributed) Music Burnett musicians hit hard by industry destroyed by pandemic FOR South Burnett country music duo Alan and Trace, travelling the country packi</p> <p>Posted: 14-Aug-2020 Source: News</p>	<p>premium_icon Popular South Burnett country music festival postponed Music One of the South Burnett's leading country...</p> <p>Posted: 20-Jul-2020 Source: News</p>	<p>The New Year will ring in lots of fun at the South Burnett's race tracks January 28, 2020 Several South Burnett players have kicked off the calendar year in winning style</p> <p>Posted: 28-Jan-2020 Source: News</p>	<p>(Picture: File) Music South Burnett students to perform with aria nominated group STUDENTS from Moffatdale, Cloynda and Windera State Schools will have the chance to play</p> <p>Posted: 29-Oct-2020 Source: News</p>
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Destination Services

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Destination Services		100% ▲ 100%	Joy	31 Average	100% ▲ 100%	Joy	30 Average
Tours		20% ▲ 20%	N/A	22 Average	18% ▲ 18%	Joy	41 High
Accommodation		29% ▲ 29%	N/A	50 High	55% ▲ 55%	Joy	22 Average
Conference + Conventions		26% ▲ 26%	N/A	29 Average	10% ▲ 10%	Joy	15 Average
Weddings		24% ▲ 24%	Joy	26 Average	18% ▲ 18%	Joy	35 High

SOUTH BURNETT SAMPLE CONTENT: DESTINATION SERVICES

<p>LOW COST BUT LOVELY: Tracey Edmondstone Hadley said they managed to keep their South Burnett wedding under \$10,000 just by shopping around, keeping an open mind and takin</p> <p>Posted: 10-Jan-2020 Source: News</p>	<p>Students from three South Burnett schools will help launch the music tour of an aria nomianted group.</p> <p>Posted: 29-Oct-2020 Source: News</p>	<p>VISITING COMMUNITIES: South Burnett Mayor Keith Campbell with councillors and council staff at Maidenwell as part of the 2019 Listening Tour.</p> <p>Posted: 30-Jan-2020 Source: News</p>	<p>The conference dinner – featuring local foods and South Burnett wines – will be held in Kingaroy Town Hall.</p> <p>Posted: 12-Mar-2020 Source: News</p>
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Culture and History

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Culture + History		100% ▲ 100%	Sadness	38 High	100% ▲ 100%	Joy	23 Average
Street + Public Art		78% ▲ 78%	N/A	35 High	28% ▲ 28%	Joy	27 Average
Indigenous Cultural Attractions		13% ▲ 13%	N/A	52 High	8% ▲ 8%	Joy	22 Average
Museum + Galleries		9% ▲ 9%	Sadness	29 Average	13% ▲ 13%	Joy	22 Average
Architecture		<1% ▲ 0%	N/A	0 N/A	50% ▲ 50%	Joy	20 Average
Religious Attractions		<1% ▲ 0%	N/A	0 N/A	1% ▲ 1%	Joy	28 Average

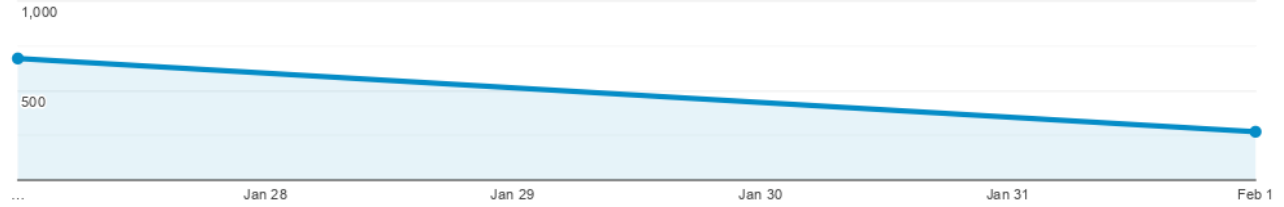
Audience Overview

All Users
100.00% Users

Jan 27, 2021 - Feb 2, 2021

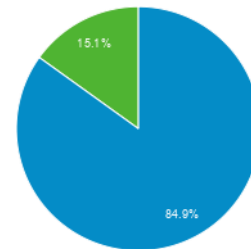
Overview

● Users



Users 926	New Users 856	Sessions 1,086
Number of Sessions per User 1.17	Pageviews 2,832	Pages / Session 2.61
Avg. Session Duration 00:02:05	Bounce Rate 62.80%	

■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-au	489	52.69%
2. en-gb	227	24.46%
3. en-us	198	21.34%
4. en	3	0.32%
5. zh-cn	2	0.22%
6. de	1	0.11%
7. de-de	1	0.11%
8. en-au,q=1	1	0.11%
9. en-in	1	0.11%
10. es-419	1	0.11%

7.3 REGIONAL DEVELOPMENT ADVISORY COMMITTEE

File Number: EXEC4

Author: Chief Executive Officer

Authoriser: Chief Executive Officer

PRECIS

To progress the establishment of a Council Advisory Committee for Regional Economic Development. The role of a Council Advisory Committee is to provide input and advice to Council on a specific topic.

SUMMARY

Internal discussions have been undertaken in regard to the establishment of an advisory committee to support Council's economic development initiatives and to assist in the development of a South Burnett Regional Economic Development Strategy.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

1. That South Burnett Regional Council:
 - (a) In accordance with *S. 264 of the Local Government Regulation 2012* establish the South Burnett Regional Economic Development Advisory Committee.
2. That South Burnett Regional Council:
 - (a) Conclude the service of the Tourism Advisory Committee and South Burnett Directions and rescind any associated policy or procedures; and
 - (b) Note the service and positive contribution to the region of the Members of the Tourism Advisory Committee and South Burnett Directions and forward a letter of recognition.

BACKGROUND

As part of an ongoing review of regional economic activity, South Burnett Regional Council has considered the establishment of an advisory committee. It is proposed that the South Burnett Regional Economic Advisory Committee is developed to support Council in the area of regional economic activity. It is proposed that members of the committee will be appointed by Council resolution for a period of two years. Two (2) Councillors will be appointed to the Committee, one of whom shall be Council's Economic Portfolio Holder who will perform the role of Committee Chairperson. A further Councillor shall be appointed to the Committee as Deputy Chair. Upon formal Council direction to establish the committee a further report will be bought to Council which will include the terms of reference for the committee and a proposed membership structure. It is proposed that once established this advisory committee would incorporate the role and functions of the Tourism Advisory Committee and South Burnett Directions.

ATTACHMENTS

Nil

7.4 ARTS CULTURE & HERITAGE ADVISORY COMMITTEE**File Number: EXEC5****Author: Chief Executive Officer****Authoriser: Chief Executive Officer****PRECIS**

To progress the establishment of a Council Advisory Committee for Arts Culture & Heritage. The role of a Council Advisory Committee is to provide input and advice to Council on a specific topic.

SUMMARY

Internal discussions have been undertaken in regard to the establishment of an advisory committee to support Council's initiatives and to assist in the development of a South Burnett Regional Arts, Culture and Heritage Strategy.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

1. That South Burnett Regional Council:

In accordance with S. 264 of the *Local Government Regulation 2012* establish the South Burnett Arts Culture & Heritage Advisory Committee.

BACKGROUND

At the Ordinary Meeting of Council on 20 January 2021 the following was adopted:

9.2 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL ARTS CULTURE & HERITAGE POLICY-STRATEGIC 009RESOLUTION 2021/225

Moved: Cr Danita Potter Seconded: Cr Roz Frohloff

That the South Burnett Regional Council Arts, Culture and Heritage Policy –Strategic 009 be adopted as presented.

CARRIED 7/0

As part of an ongoing review of regional activity in the area of the arts and cultural heritage and in support of the adopted policy, South Burnett Regional Council has considered the establishment of an advisory committee. It is proposed that the South Burnett Arts Culture & Heritage Advisory Committee is developed to support Council in the area of Arts and Cultural Heritage Policy.

It is proposed that members of the committee will be appointed by Council resolution for a period of two years. Two (2) Councillors will be appointed to the Committee, one of whom shall be Council's Community, Arts, Heritage, Sport and Recreation Portfolio holder who will perform the role of Committee Chairperson. A further Councillor shall be appointed to the Committee as Deputy Chair. Upon formal Council direction to establish the committee a further report will be bought to Council which will include the terms of reference for the committee and a proposed membership structure. It is proposed that once established this advisory committee would incorporate the role and functions Regional Arts Development Fund activities and give advice on the development of strategic plans for the area.

ATTACHMENTS

Nil

7.5 NATIONAL WATER INFRASTRUCTURE DEVELOPMENT FUND (NWIDF) PROJECT UPDATE**File Number:** 17/02/2021**Author:** Administration Officer**Authoriser:** Chief Executive Officer**PRECIS**

NWIDF Project Update

SUMMARY

The North and South Burnett Water Feasibility has recently completed its first stage under the National Water Infrastructure Development Fund. The project has delivered several recommendations for further works under the remaining funds. In addition, Council may need to provide some level of assistance to the community in initiating activities that support advocacy and collaboration.

OFFICER'S RECOMMENDATION

That the Committee recommend to Council:

1. That South Burnett Regional Council review resourcing requirements and allocate budgets to further works in the Burnett Water Feasibility Study upon approval of further stages; and
2. Council facilitate a meeting with interested irrigator groups to form a voluntary collaborative group which is to be funded between the parties under an external arrangement.

FINANCIAL AND RESOURCE IMPLICATIONS

Council will need to consider funding further project management resources to support further stages if they are released. Given Council's internal economic development resources are limited, it would be advisable to seek local available and experienced people to work with irrigator groups to collaborate and form advocacy groups. It is recommended that the use of existing networks and organisations such as BIEDO would provide a basis for going forward.

LINK TO CORPORATE/OPERATIONAL PLAN

INF1 Infrastructure that meets our communities needs

GO1 A strong and sustainable regional economy

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Discussions have been held between Council, BIEDO and the Blackbutt Irrigators to discuss options for advancing advocacy and coordination of the increase to the water security.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Nil

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

Nil

ASSET MANAGEMENT IMPLICATIONS

Nil

REPORT

Background

Work commenced on the federally funded Water Feasibility Project in late 2019. Work has been delivered in line with the guidelines of the Building Queensland Framework and has addressed the entire Burnett catchment, falling within the North and South Burnett Regional Council areas. The Department of Natural Resources, Mines and Energy managed the study and scope under the approved guidelines.

Work completed has included a strategic assessment phase and more recently option analysis, concluding the initial component of the study with the release of the Options Analysis Report in January this year. In relation to the South Burnett Region, options identified include both build and non-build projects with a focus on urban industrial and irrigation challenges.

Options were ranked via a high level assessment considering:

- Strategic and policy alignment;
- Legal and regulatory concerns;
- Public interest considerations; and
- Strategic risks.

Multicriteria analysis was used to refine the long list of feasible options which formed the recommendations of the Optional Analysis Report. Four (4) strategic recommendations have been endorsed.

Recommendations one (1) and four (4) are relevant to the South Burnett Regional Council area:

Recommendation 1—Further assessments for North and South Burnett Regional Council areas

It is recommended that further assessments detailed in Appendix I should be undertaken to refine understanding of the following two projects:

- e) Construct a re-regulating weir on the Boyne River.
- f) Construct a re-regulating weir on the Barambah Creek (Barlil Weir).

The assessments identified should be undertaken in collaboration with appropriate stakeholders to narrow project risks prior to deciding whether it is appropriate to progress to a detailed business case for either project.

Recommendation 4: South Burnett Integrated Water Initiative

It is recommended that South Burnett Regional Council conduct a further investigation, and take direct action, in relation to:

- a) procuring a permanent transfer of high priority water from the Tarong Power Station to secure the urban water supply for Kingaroy
- b) securing a combination of private and public investment for the construction of a water recycling plant at Swickers facility in Kingaroy
- c) the viability and process of converting Gordonbrook Dam from urban to irrigation use
- d) securing additional water for irrigators in Blackbutt from Wivenhoe Dam to be transported through the Wivenhoe pipeline.

The council should formulate a 25-year economic roadmap that addresses points a) to d) above and provides a strategic direction for how the region will prepare for and manage strategic water opportunities.

Proposal to DNRME

Council has written to the Department to propose actions to utilise its portion of the second phase of the NWIDF funding to action the components of relevant to the South Burnett Region. Some parts of Recommendation four (4) relate to urban water security, which Council will be required to fund directly given advice that the funding authority will not approve urban water study components.

To date, no response has been received from the Department. Approximately \$450,000 of grant funds remain unallocated for each Council, however work cannot progress until Council's proposal has been approved by the Department and the mechanism to deliver the balance of the project finalised.

Future Works and Advocacy

Several of the project recommendations will require collaboration and direction of stakeholders across the region. The delivery of the next stage of the NWIDF would be coordinated by Council and would be dependent on the conditions of future funding if it was approved. In the interim, there is significant opportunity available for stakeholders within the project recommendations to advance themselves in both in advocacy, coordination and resourcing, independent of Council. It is for this reason, a local and experienced group in agriculture and economic development would be best placed to facilitate and provide guidance. It would be expected that the engagement or contractual arrangements would be made between irrigator groups without direct cost of Council.

ATTACHMENTS

Nil

8 CONFIDENTIAL SECTION

OFFICER'S RECOMMENDATION

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 254J of the *Local Government Regulation 2012*:

8.1 Rate Exemptions and Remissions - seeking a 50% reduction in water usage charges for Assessment No. 40388-00000-001

This matter is considered to be confidential under Section 254J - d of the Local Government Regulation, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with rating concessions.

8.2 Financial Hardship Rates Application – Assessment Number 40229-00000-000

This matter is considered to be confidential under Section 254J - d of the Local Government Regulation, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with rating concessions.

8.3 Financial Hardship Rates Application – Assessment Number 40274-00000-000

This matter is considered to be confidential under Section 254J - d of the Local Government Regulation, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with rating concessions.

9 CLOSURE OF MEETING