



**SOUTH BURNETT**  
**REGIONAL COUNCIL**

# **AGENDA**

## **Executive and Finance & Corporate Standing Committee Meeting Wednesday, 19 May 2021**

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

**Date: Wednesday, 19 May 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.

## Order Of Business

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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 21 APRIL 2021**

**File Number: 19-05-2021**

**Author: Executive Assistant**

**Authoriser: Chief Executive Officer**

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**OFFICER'S RECOMMENDATION**

That the Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 21 April 2021 be received.

**ATTACHMENTS**

- 1. Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 21 April 2021**



# **MINUTES**

## **Executive and Finance & Corporate Standing Committee Meeting Wednesday, 21 April 2021**

**Order Of Business**

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| <b>5</b>  | <b>Confirmation of Minutes of Previous Meeting</b> .....   | <b>4</b>  |
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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, 21 APRIL 2021 AT 9.00AM**

**PRESENT:****Councillors:**

Cr Brett Otto (Mayor), Cr Roz Frohloff, Cr Gavin Jones (Deputy Mayor), 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), Peter O'May (General Manager Community), Carolyn Knudsen (Manager Social & Corporate Performance), Celina Branch (Manager Finance), Kerri Anderson (Coordinator Finance), Wendy Kruger (Personal Assistant Finance & Corporate), Lynelle Paterson (Executive Assistant)

**1 OPENING**

The Mayor declared the meeting open and welcomed all attendees.

**2 LEAVE OF ABSENCE / APOLOGIES****APOLOGY**

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**COMMITTEE RESOLUTION 2021/85**

Moved: Cr Brett Otto  
Seconded: Cr Kathy Duff

That the apology received from Cr Potter 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**

I, Cr Kirstie Schumacher inform this meeting that I have a declarable conflict of interest in relation to **Item 9.1 - Release of Restricted Cash - Developer Contributions.**

The nature of my interest is as follows:

This declarable conflict of interest arises because I live in the estate and have purchased vacant land from the developer.

I propose to leave and stay away from the place where the meeting is being held while this matter is discussed and voted on.



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**5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING****5.1 MINUTES OF THE EXECUTIVE AND FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD ON 17 MARCH 2021**

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**COMMITTEE RESOLUTION 2021/86**

Moved: Cr Brett Otto  
Seconded: Cr Kathy Duff

That the Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 17 March 2021 be received.

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

Against: Nil

**CARRIED 6/0**

**6 PORTFOLIO - CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE & ICT****6.1 CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO**

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**COMMITTEE RESOLUTION 2021/87**

Moved: Cr Brett Otto  
Seconded: Cr Kathy Duff

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

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

Against: Nil

**CARRIED 6/0**

The Mayor acknowledged the work that the Senior Executive Team have done under the leadership of the Chief Executive Officer in facilitating the implementation of initiatives which are enhancing Council's openness and transparency in Council's decision making to the community. None of this would have happened in terms of our Standing Committees, our Budget Committees, our live streaming without the tremendous work that our Senior Executive Team have done under some sterling leadership from the Chief Executive Officer.

**6.1.1 MEDIA POLICY**

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**COMMITTEE RESOLUTION 2021/88**

Moved: Cr Kirstie Schumacher  
Seconded: Cr Scott Henschen

That Council's media policy be circulated amongst Councillors for review and discussion at the May Executive and Finance & Corporate Standing Committee Meeting.

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

Against: Nil

**CARRIED 6/0**

## **6.2 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL REVENUE POLICY 2021/2022 - STATUTORY 005**

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### **COMMITTEE RESOLUTION 2021/89**

Moved: Cr Roz Frohloff

Seconded: Cr Gavin Jones

That the committee recommends to Council:

That the South Burnett Regional Council Revenue Policy 2021/2022 – Statutory 005 be adopted as presented in accordance with *Section 193* of the *Local Government Regulation 2012*.

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

Against: Nil

**CARRIED 6/0**

## **6.3 INDEPENDENT ACCOUNTING ANALYSIS**

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### **COMMITTEE RESOLUTION 2021/90**

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

Procedural Tabling Motion

That *Independent Accounting Analysis* be taken off the table.

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

Against: Nil

**CARRIED 6/0**

### **OFFICER'S RECOMMENDATION**

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

That the Committee recommends to Council:

That South Burnett Regional Council engage an appropriately independent qualified person to conduct an independent accounting analysis on asset valuation and liability with particular focus on any duplication of assets and options for un-funding depreciation of suitably identified assets with a view to inform the 2022 – 2023 budget deliberations.

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**AMENDMENT**

Moved: Cr Brett Otto  
Seconded: Cr Kathy Duff

That the Committee recommends to Council:

That South Burnett Regional Council engage an independent appropriately qualified person/organisation to conduct an independent accounting analysis and provide a report with strategy options to transition the budget into surplus by 2023/2024 with the work to commence by a Request for Tender to be presented to the July 2021 Executive and Finance & Corporate Standing Committee Meeting with a view to completing such and providing a report to Council by 30 June 2022.

In Favour: Crs. Brett Otto, Kathy Duff, Kirstie Schumacher and Roz Frohloff

Against: Crs. Gavin Jones and Cr Scott Henschen

Carried 4/2

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**The amendment became the Resolution****COMMITTEE RESOLUTION 2021/91**

Moved: Cr Brett Otto  
Seconded: Cr Kathy Duff

That the Committee recommends to Council:

That South Burnett Regional Council engage an independent appropriately qualified person/organisation to conduct an independent accounting analysis and provide a report with strategy options to transition the budget into surplus by 2023/2024 with the work to commence by a Request for Tender to be presented to the July 2021 Executive and Finance & Corporate Standing Committee Meeting with a view to completing such and providing a report to Council by 30 June 2022.

In Favour: Crs Brett Otto, Roz Frohloff, Kirstie Schumacher and Kathy Duff

Against: Crs Gavin Jones and Scott Henschen

**CARRIED 4/2**

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**6.4 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CORPORATE PLAN 2021-2026**

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**COMMITTEE RESOLUTION 2021/92**

Moved: Cr Brett Otto  
Seconded: Cr Kathy Duff

That Council note the proposed Draft Corporate Plan 2021-2026 amendments for information:

1. **ENHANCING LIVEABILITY AND LIFESTYLE** - Elevate the South Burnett region to be recognised as a "Community of choice".

**KEY PRIORITIES**

- EC1 Develop and implement initiatives to enhance community parks, gardens and recreational facilities, which may include: tree planting strategy, botanical gardens and perennial (drought tolerant) shrubs and flower planting programme.

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- EC2 Develop and implement CBD Renewal and Revitalisation Programmes for areas of our townships including service standards for maintenance and cleaning programmes.
  - EC3 Advocate to minimise the impact of heavy vehicle traffic in the CBD areas of major towns as appropriate.
  - EC4 Develop and implement a regionally themed Arts, Culture and Heritage Strategic Plan incorporating all of our communities.
  - EC5 Continue to support, renew and maintain pools, libraries and Customer Service Centres across our region at agreed service levels.
  - EC6 Appropriately support and encourage volunteers, advisory groups and community organisations to value add to Council's services and infrastructure.
  - EC7 Development and implementation, in consultation with local communities, of realistically achievable rural resilience programmes.
  - EC8 Partner with our region's youth to develop and implement a Regional Youth Plan.
  - EC9 Develop, in consultation with communities, Community Plans that identify key priorities for each town and village to inform Council's prioritisation.
  - EC10 Support indigenous reconciliation and empowerment through the development and implementation of a Reconciliation Action Plan.
  - EC11 Support, advocate and facilitate real outcomes on mental health and suicide prevention, including advocating for a community well-being centre.
  - EC12 Develop and implement a plan that makes our region's towns 'Communities of choice' for people living with disability.
  - EC13 Work with our senior citizens to provide greater opportunities for them to play an active role in our communities and to age in place.
  - EC14 Develop and implement a systematic programme for non-compliant commercial properties and residential living arrangements that pose significant health and safety risks.
  - EC15 Continue to provide pro-active support to the Local Disaster Management Group.
  - EC16 Partner with community to develop and promote events.
  - EC17 Support for the implementation of the adopted Sport and Recreation Plan through prioritised annual action plans.

**2. PROVIDING KEY INFRASTRUCTURE FOR OUR TOWNS AND VILLAGES** - Develop, renew and maintain community infrastructure through sound asset management principles.

**KEY PRIORITIES**

- IN1 Continue to provide sound asset management strategies to maintain and improve Council's road network, bridges, drainage and street lighting.
- IN2 Continue to provide sound asset management strategies to maintain and improve Council's footpath infrastructure.
- IN3 Continue to provide and investigate options to improve slashing and spraying programmes on state and local road networks.
- IN4 Collaborate with the transport sector and industry to identify key freight and transport route state infrastructure and advocate to government on asset upgrades, renewals and maintenance.
- IN5 Develop and implement a hierarchy and programme to refurbish median strips and roundabouts prioritising entry ways into our major towns.
- IN6 Continue to provide and investigate options to improve rail trail infrastructure, residential footpaths and cycleways to promote connectivity.
- IN7 Develop a secure and reliable urban and rural water supply system through increased allocations, upgraded and renewed infrastructure and pricing models.

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- IN8 Continue to focus on initiatives that position our region as a destination of choice for caravan and RV camping.
  - IN9 Undertake an audit to identify Council land that can be divested.
  - IN10 Investigate options for leasing opportunities to not-for-profit groups and organisations.
  - IN11 Continue to provide and investigate options to improve our saleyards as an important community asset.
  - IN12 Identify assets that may be suitable for commercialisation.
  - IN13 Advocate and support the specialist health services needs of our residents.
  - IN14 Continue to provide and investigate options to improve our cemetery infrastructure.
  - IN15 Continue to provide and investigate options to improve our aerodromes.

3. **GROWING OUR REGION'S ECONOMY AND PROSPERITY** - Boost our economy through investment and innovation that promotes population growth and community wellbeing.

KEY PRIORITIES

- GR1 Develop and implement a well-researched, action based 'Regional Development Strategy' that supports business and employment growth.
- GR2 Continue to develop SBRC's investment readiness to identify a sequence of actions that can enhance council's capability in responding to investment related enquiries.
- GR3 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.
- GR4 Support and advocate for the development of an expanded and diversified agricultural economy, which may include, for example regenerative agriculture and centre for rural excellence and innovation.
- GR5 Continue to provide and investigate options to improve our arts, heritage, visitor information centres and tourism infrastructure.
- GR6 Advocate for and support of the region's tourism sector through an industry led development of a Tourism Strategy, with particular focus on indigenous tourism, adventure tourism, international tourism and high wealth tourism.
- GR7 Continue to provide and investigate options to improve our dams as tourist attractions as an important community asset.
- GR8 Support and advocate for appropriate growth and development with responsive planning schemes, processes, customer service and other initiatives.
- GR9 Explore, advocate and pursue opportunities for post-secondary education within the region.
- GR10 Advocate for enhanced regional digital connectivity and black spots.
- GR11 Support local businesses through the implementation of Council's Procurement Policy and encourage others to support and buy local.
- GR12 Progress the 25 year Economic Roadmap as a priority project further to the National Water Infrastructure Development Fund (NWIDF) Water Feasibility Study.
- GR13 Advocate for and support the options short list as identified in the National Water Infrastructure Development Fund (NWIDF) Water Feasibility Study - North and South Burnett Options Analysis.
- GR14 Support our community and key stakeholders to build a plan for our region's eventual coal transition.
- GR15 Work with key stakeholders to promote workforce attraction and retention in the South Burnett.

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- GR16 Support the development of an agricultural land and product asset mapping programme.

4. **SAFEGUARDING OUR ENVIRONMENT** - A sustainable environment, proactively and responsibly managed in partnership with the community for future generations.

KEY PRIORITIES

- EN1 Investigate, develop and implement an Environmental Sustainability Policy.
- EN2 Continue to provide and investigate options to improve waste reduction, landfill management and recycling.
- EN3 Ongoing commitment to bio-security and pest management, including declared and non-declared species.
- EN4 Encourage responsible investment in renewable energy.
- EN5 Encourage investment in transport innovation, for example electric vehicles and charging stations.
- EN6 Support initiatives that promote and protects biodiversity, natural resource management and caring and retaining our unique landscapes.
- EN7 Develop and implement a systematic programme to identify and take action to address overgrown allotments across all regional residential areas.
- EN8 Develop and implement a systematic programme to identify and take action to address stray / feral / pests and wild animals.
- EN9 Community education and assistance to support food and other local businesses to meet relevant Local Laws compliance standards.

5. **ORGANISATIONAL EXCELLENCE** - An organisation that is characterised by effective leadership, responsible management, good governance and quality service delivery.

KEY PRIORITIES

- OR1 Deliver on our Corporate Plan through high level delivery of the annual operational plans.
- OR2 Achieve community recognition as an ethical Council that values and practices community consultation, accountable governance and open and transparent decision-making.
- OR3 Manage Council assets effectively through the development and implementation of Asset Management Plans.
- OR4 Continue to monitor and align the organisational structure with Council's adopted strategies and priorities.
- OR5 Continue to give priority to ongoing financial sustainability and prudent budget management.
- OR6 Implement consultative, responsible and sound project management practices.
- OR7 Continue implementation of zero-based budgeting to support responsible fiscal management in the preparation of Council's budget.
- OR8 High level implementation of Council's Customer Service Charter.
- OR9 Develop a continuous improvement, customer focused culture led by the senior management team and underpinned by an effective performance setting, monitoring and evaluation system.
- OR10 Increased commitment to community engagement and to proactive strategic delivery of media and communications.
- OR11 Develop for endorsement by Council a Workforce Plan that guides the engagement, development, management and performance of Council's human resources.

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- OR12 Advocate strongly to key stakeholders, including state and federal governments, on regional priorities, including funding opportunities.
  - OR13 Implement reliable, realistic and cost-effective business systems and practices.
  - OR14 Continue to implement regional equity / consistency in Council's rating system.
  - OR15 Continue to give priority to ongoing Audit and Risk and prudent management.
  - OR16 Continue to give priority to ongoing Work Health and Safety and prudent management.

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

Against: Nil

**CARRIED 6/0**

## **6.5 SERVICES PROVIDED BY RAINMAKER STRATEGIC PLANNING**

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### **COMMITTEE RESOLUTION 2021/93**

Moved: Cr Roz Frohloff

Seconded: Cr Scott Henschen

That Council receive the services provided by Rainmaker Strategic Planning for information.

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

Against: Nil

**CARRIED 6/0**

## **6.6 ASSIGNMENT OF COUNCILLOR PORTFOLIO REPRESENTATION**

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### **COMMITTEE RESOLUTION 2021/94**

Moved: Cr Roz Frohloff

Seconded: Cr Kathy Duff

That Council receives the update report Councillor Portfolio representation for information and presents a further report to the June Executive and Finance & Corporate Standing Committee.

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

Against: Nil

**CARRIED 6/0**

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**ADJOURN MORNING TEA**

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**COMMITTEE RESOLUTION 2021/95**

Moved: Cr Brett Otto

Seconded: Cr Roz Frohloff

That the meeting adjourn for morning tea.

**CARRIED 6/0**

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**RESUME MEETING**

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**COMMITTEE RESOLUTION 2021/96**

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

That the meeting resume at 10.55am

**CARRIED 6/0****Attendance:**

GM Aaron Meehan did not return to the meeting.

**7 PORTFOLIO - REGIONAL DEVELOPMENT**

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**7.1 REGIONAL DEVELOPMENT PORTFOLIO REPORT**

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**COMMITTEE RESOLUTION 2021/97**

Moved: Cr Kirstie Schumacher

Seconded: Cr Scott Henschen

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

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

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**7.2 REGIONAL DEVELOPMENT AND TOURISM MONTHLY UPDATE**

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**COMMITTEE RESOLUTION 2021/98**

Moved: Cr Brett Otto

Seconded: Cr Roz Frohloff

That the Regional Development and Tourism monthly update for March 2021 be received for information.

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



**7.3 REVIEW OF PREVIOUS DRAFTS OF THE REGIONAL DEVELOPMENT STRATEGY**

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**COMMITTEE RESOLUTION 2021/99**

Moved: Cr Kirstie Schumacher

Seconded: Cr Gavin Jones

That the review of the Draft Regional Development Strategy report be received for information.

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

Against: Nil

**CARRIED 6/0****7.4 INVITATION TO PARTICIPATE IN A CROSS REGIONAL FOOD TOURISM OPPORTUNITY**

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**COMMITTEE RESOLUTION 2021/100**

Moved: Cr Kirstie Schumacher

Seconded: Cr Roz Frohloff

That the Invitation to participate in a Cross Regional Food Tourism Opportunity report be received for information.

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

Against: Nil

**CARRIED 6/0****7.5 OPERA QUEENSLAND REGIONAL TOUR 2021**

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**COMMITTEE RESOLUTION 2021/101**

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

That the committee recommends to Council

That South Burnett Regional Council accepts the proposal from Opera Queensland for the performance of "Are You Lonesome Tonight" in Kingaroy on 15 June 2021.

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

Against: Nil

**CARRIED 6/0**

## 8 QUESTIONS ON NOTICE

### 8.1 QUESTIONS ON NOTICE

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#### COMMITTEE RESOLUTION 2021/102

Moved: Cr Kathy Duff

Seconded: Cr Roz Frohloff

That the responses to the questions raised be received and noted.

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

Against: Nil

**CARRIED 6/0**

## 9 CONFIDENTIAL SECTION

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#### COMMITTEE RESOLUTION 2021/103

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

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*:

##### 9.1 Release of Restricted Cash - Developer Contributions

This matter is considered to be confidential under Section 254J - i 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 a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State.

##### 9.2 Request to Waive Disputed Rates Debt Recovery Legal Costs & Interest - Assessment Number 14376-00000-000

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.

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

Against: Nil

**CARRIED 6/0**

#### Attendance:

At 11:40am, Councillor Schumacher, having earlier informed the meeting of a declarable conflict of interest in Item 9.1, and her decision to voluntarily not participate in the decision on this matter, left the place at which the meeting was held, including any area for the public and stayed away while the matter was discussed and voted on.

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**COMMITTEE RESOLUTION 2021/104**

Moved: Cr Brett Otto  
Seconded: Cr Kathy Duff

That Council moves out of Closed Council into Open Council.

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

Against: Nil

**CARRIED 5/0**

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**9.1 RELEASE OF RESTRICTED CASH - DEVELOPER CONTRIBUTIONS****COMMITTEE RESOLUTION 2021/105**

Moved: Cr Kathy Duff  
Seconded: Cr Scott Henschen

That the committee recommends to Council:

That the request from deceased estate for release of restricted cash due to the refund of water supply headworks under Assessment 11412-00000-000, a proposed subdivision (developer contribution), which has not commenced, be approved.

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

Against: Nil

**CARRIED 5/0**

**Attendance:**

At 11:44 am, Cr Kirstie Schumacher returned to the meeting.

**9.2 REQUEST TO WAIVE DISPUTED RATES DEBT RECOVERY LEGAL COSTS & INTEREST - ASSESSMENT NUMBER 14376-00000-000****COMMITTEE RESOLUTION 2021/106**

Moved: Cr Kirstie Schumacher  
Seconded: Cr Roz Frohloff

That committee recommends to Council:

That South Burnett Regional Council does not accede to the request to waive the disputed legal costs and interest for Assessment Number 14376-00000-000.

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

Against: Nil

**CARRIED 6/0**

**10 CLOSURE OF MEETING**

The Meeting closed at 11.44am.

The minutes of this meeting were confirmed at the Executive and Finance & Corporate Standing Committee Meeting held on 19 May 2021.

.....  
**CHAIRPERSON**

**6 PORTFOLIO - CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE & ICT****6.1 CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO**

**File Number:** May 2021

**Author:** Mayor

**Authoriser:** Chief Executive Officer

**PRECIS**

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

**SUMMARY**

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

**OFFICER'S RECOMMENDATION**

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

**Corporate Services:**

This past month Council partnered with the State government promoting Privacy Awareness Week 2021 "Making privacy a priority". The Governance Team provided awareness notifications to staff, themed up Council's customer service centres and offered the opportunity for staff to discuss our information privacy obligations. This initiative was a great reminder about the importance of protecting and respecting the personal information we hold, with staff obtaining further understanding of our information privacy rights and responsibilities.

A review of Council's corporate forms has commenced with Corporate Services currently maintaining a suite of 275 forms. This project has commenced in line with the administrative changes to Council's 85 policies and 99 procedures, as per Council Resolution 2021/296 endorsing relevant title/name changes. The team continues to progress with Managers the development and review of Council's policies and procedures. Vacant positions within the Corporate Services team have been filled this month which has enabled a more concerted consistent approach to these functions.

Coordination of the development of Council's annual operational plan 2021/2022 has commenced with the draft document circulated to the Senior Management Team, myself and my fellow Councillors for review. The operational plan identifies activities that work towards achieving our goals objectives and strategies outlined in our newly adopted Corporate Plan. The operational plan will be adopted by Council prior to 30 June providing the framework for Council's Annual Budget.

**People & Culture:****Staff Award Luncheon**

This year Council is pleased to celebrate six staff who have reached service milestones in 2021. We have four staff with 20 years' service, one with 30 years and one with 40 years. To celebrate this milestone, we will be holding a luncheon for those receiving awards at the Kingaroy RSL with invitations extended to Mayor, Councillors and the Senior Management Team to attend on the 17 August 2021.

## Learning and Development

### Trainees

Council has filled 9 of the 10 allocated traineeships and all are tracking along well. Several have already completed modules of their training which is great to see. Our final traineeship in Horticulture has been readvertised and we are processing these applications now.

### Apprentices

Council has 3 apprentices within the Region, 2 in Kingaroy Workshop who are slowly catching up on TAFE blocks following delays caused by COVID-19 disruptions and one in Murgon, who was recently recruited. They are undertaking apprenticeships in Diesel Fitting and Fabrication (Boilermaker).

### Work Experience Students

Council has welcomed 2 work experience students in the Kingaroy fabrication workshop in Term 1. One of the students has continued work experience into Term 2 (currently) and we have another student lined up to commence work experience in Term 3 (commencing in July). We are anticipating further requests from schools within the Region over the school year and hope to welcome work experience students in administration.

### School Based Trainees

People and Culture is awaiting budget deliberations to commence a school based trainee program in 2022. It is anticipated that work will begin on engaging high schools within the region in Aug/Sept 2021 to commence a recruitment process for school based trainees to start work in the new school year. It should be noted that varying aspects must be considered to engage school based trainees and these include relevant supervision, funding opportunities, registered training organisations available to suit for example.

### Communications/Media:

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

- Media Releases x 34
- Media enquiries x 11
- Social Media:
  - **Facebook:** 75 Posts
  - **LinkedIn:** 17 Posts
  - **Instagram:** 11 Posts
- Enews x 1
- Printed advertising x 6
- Graphic design x 11

A list of all media release/ enquiries and statistics for April is available as an attachment to this report.

### Finance:

At the end of April, Council had a net operating profit of \$4.021m. While we are currently 83% of the way through the financial year, recurrent revenue was sitting at 91% of budget and recurrent expenses were sitting at 80%. Operational grants are sitting low at 48% of target, however Council is expecting approximately \$4.6m to be paid in May or early June for the Federal Assistance Grant.

Current predictions by Finance are indicating that Council will finish the year with a net operating loss closer to the original budget. This will be heavily dependent on the end of year adjustments which include contract asset and contract liability movements as well as landfill, gravel and long service leave provisions which are greatly influenced by end of June discount rates.

For the month of April, Council's cash and cash equivalents decreased by \$3.056m to give an end of month total of \$45.998m. Out of this balance, \$21.43m was restricted and the remaining \$24.568m was classed as free cash. Council held over \$41.49m of this cash balance in QTC and with interest rates being uncompetitive, no calls for term deposit rates from local banks were made this month.

Council's capital works program at the end of April saw \$29.752m of the \$38.529m budget being committed or spent. This equated to approximately 77%. Of the \$29.752m, almost \$21.888m had been spent and the remaining \$7.864m was committed. This meant that a total of 57% of the total budget had actually been spent by the end of the month. Departments have been concentrating on getting their capital works programs spent by the end of June with high priority on those which are funded by grants where the grant completion date is June 2021.

At the end of April, Council had borrowings of \$33.297m with \$2.878m considered current and the remaining \$30.419m is non-current.

Finance will be finalising the 4<sup>th</sup> quarter review at the end of May and will have a good indication after that as to where our end of year position will fall, including the expected cash balance for June 2021. From current data, finance does not believe that Council's cash balance will fall below the third quarter prediction of \$35.6m but should lie above this. The highest risks associated with the actual end of year balance will be timing of grant funds received and capital works program spending.

During May, Finance will be busy with the beginning of the yearly audit process with auditors performing their preliminary testing from the 10<sup>th</sup> of May to the 21<sup>st</sup> of May.

#### **Rates:**

Debt Recovery activities continued in April, with 1,273 First Rate Reminder Notices being issued on 7 April, and 762 Final Rate Reminder notices being issued on 28 April 2021. Any ratepayer who does not pay in full or make a satisfactory payment commitment with Council by 14 May 2021 will have their debt (if it is greater than \$800.00) sent to our Debt Recovery Specialist for the commencement of legal action. This will likely happen in the final week of May.

Rate Search requests continue to run at extremely high levels. While this has benefitted Council greatly by an increase in rate search revenue, as well as clearing up some properties with large and long-standing rates debts, it also impacts significantly on internal resources. By way of comparison, Rate Searches from 1 July 2019 to 30 April 2020 totalled 763 whereas Rate Searches for the period 1 July 2020 to 30 April 2021 totalled 1,407. This workload later flows onto the processing of property transfers; change of ownership letters; pensioner applications and splits processing.

As we move through the month of May, the Rates Section is preparing for the 6-monthly reading of water meters commencing at the end of May. Any notified changes to water meters are being updated into Tech One.

The public consultation period for Council's proposed changes to sewerage pedestal charges concluded on 30 April. The resultant comments will be compiled and likely discussed at one of the Council workshops in the coming days.

Sale of Land warning letters issued in March also had an expiry date of 30 April. A report is planned to be presented to Council in May recommending the commencement of formal Sale of Land for Overdue Rates proceedings for a number of properties.

#### **Procurement:**

Council is pleased to advise that a local provider has been appointed as the successful supplier for Hi Visibility Field Uniforms and Workwear for a contract period of 12 months.

Procurement conducted a cost analysis on the Bulk Fuel storage at the Murgon Depot to assist with determining the useful life of the bulk fuel storage facilities vs Fuel Cards. No change will be made at this stage.

Council is in the process of changing its online tendering portal where public tenders, requests for quote and expressions of interest will be advertised to reach the wider marketplace. This is due to the closure of the existing tendering portal LG Tenderbox. Tenders and Requests will continue to be

advertised on the Council website with either downloadable offer documents or a link to the new tendering portal once established.

**BACKGROUND**

Nil

**ATTACHMENTS**

1. **Media and Communications Report - April 2021** [↓](#) 

**Media Releases: 34**

1. 241. Media Release 09-04-21 - KTP update - Monday 12 April 2021
2. 242. Media Release 09 -04-21 - Notice of Closures - Monday 12 April 2021
3. 243. Public Notice 05-03-21 - KTP update - Monday 8 March 2021
4. 244. Public Notice 09-04-2021 Request for Quotation for supply and delivery of one (1) 4x4 Dual Cab Tray Back Utility
5. 245. Public Notice 05-03-21 - Request for Quote - Management of the Proston Swimming Pool
6. 246. Public Notice 12-04-2021 October to be a month-long celebration of Queensland's seniors
7. 247. Public Notice 12-04-2021 Prescribed burn notification
8. 248. Public Notice 12-04-2021 Water Meter Replacement Programme Commencing Mid-April 2021
9. 249. Media Release 13-04-2021 Reopening of the South Burnett Aquatic Centre, Nanango
10. 250. Media Release 15-04-2021 Blackbutt community meeting to discuss proposed town redevelopment
11. 251. Public Notice 15-04-2021 Invitation to Offer - Imported soil blend for Kingaroy Transformation Project gardens
12. 252. Media Release 16-04-2021 Mayor's Community Charity Breakfast for Relay for Life Australia
13. 253. Media Release 19-04-2021 South Burnett Regional Council Alleged Inappropriate Councillor Conduct
14. 254. Media Release 20-04-2021 Mayor's Community Charity Breakfast for Relay for Life Australia
15. 255. Media Release 20-04-2021 Privacy Awareness Week 2021 - Make privacy a priority
16. 256. Public Notice 20-04-2021 Closure of toilet and shower facilities at First Settlers Park Benarkin
17. 257. Public Notice 21-04-2021 Notice of interruption to water supply on Birdie Street Nanango
18. 258. Public Notice 21-04-2021 SBRCQ 20-21-154 Invitation to Offer for the Supply & Delivery of 4x4 100HP Tractor
19. 259. Public Notice 21-04-2021- Invitation to Offer - SBRC 20-21-140 - Sale of Rhodes Grass Hay
20. 260. Public Notice 23-04-2021 Murgon State High School Cross Country
21. 261. Public Notice 23-04-2021 - Butter Factory Park carpark upgrade
22. 262. Media Release 23-04-2021 Community Grants Program successful applicants announced
23. 263. Public Notice 23-04-2021 Kingaroy State High School Cross Country
24. 264. Public Notice 23-04-2021 - Road Maintenance on State Controlled Roads
25. 265. Public Notice 23-04-2021 - Roy Emerson carpark upgrade
26. 266. Public Notice 23-04-2021 - Kerb and channel upgrade Bramston Street Wondai
27. 267. Public Notice 28-04-2021 KTP 39 Supply of proprietary in-ground feature light housings for the Kingaroy Transformation Project (KTP)
28. 268. Public Notice 28-04-2021 SBRCQ 20-21-18 Request for Tender - Wondai Pavilion Grandstand Demolition and Re-construction
29. 269. Public Notice 28-04-2021 UPDATE - Invitation to Offer - Plants for Section 6 of the Kingaroy Transformation Project (KTP)
30. 270. Media Release 28-04-2021 Council receives draft Regional Development Strategy
31. 271. Media Release 27-04-21 - KTP update - Monday 26 April 2021 (\*retracted due to work schedule change)



30. 270. Media Release 28-04-2021 - Free family fun with the Larrikin Puppets show
31. 271. Media Release 29-04-2021 - Council budget committee meetings open to the community
32. 272. Public Notice 29-04-2021 Invitation to Offer - Supply & Installation of a Replacement Tractor Mounted Reach Mower
33. 273. Media Release 29-04-2021 - Have Your Say - Blackbutt Town Redevelopment
34. 274. Public Notice 29-04-2021 Request for Tender - SBRCQ-20\_21-122 - South Burnett Aquatic Centre - Proposed Amenities Upgrade

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

#### **Media enquiries: 11**

1. 06-04-2021 – Burnett Today – Airbnb farm stays assisting with agritourism growth in South Burnett  
Deadline: 9 April 2021, midday  
Responded: 9 April 2021, 3:21pm
2. 06-04-2021 - Burnett Today - The Fundamentals of Arts Fundraising event  
Deadline: 9 April 2021, close of business  
Responded: 9 April 2021, 3:17pm
3. 06-04-2021 – South Burnett Times - CCT finding against former Cr Fleischfresser  
Deadline: Wednesday 7 April 2021, close of business  
Responded: Tuesday 20 April 2021, 9:08am
4. 15-04-2021 – Burnett Today - Safety at Glendon St public toilets Kingaroy – requesting meeting with Mayor Otto and CEO Mark Pitt  
Deadline: Friday 23 April 2021, close of business  
Responded: Wednesday 21 April 2021
5. 19-04-2021 – South Burnett Online - Error on Council website regarding Cr Henschen announcement and information on website  
Deadline: Not given  
Responded: Thursday 29 April 2021, 1:05pm
6. 21-04-2021 – Burnett Today - Closure of toilets in First Settlers Park Benarkin  
Deadline: Thursday 22 April 2021, close of business  
Responded: Thursday 22 April 2021, 4:57pm
7. 21-04-2021 – South Burnett Times – Council response to Stanwell CEO's statement on renewable energy sources  
Deadline: Wednesday 21 April 2021, close of business  
Responded: Thursday 28 April 2021, 3:49pm
8. 21-04-2021 – ABC Landline – Archival peanut production footage  
Deadline: Friday 30 April 2021, close of business  
Responded: Wednesday 28 April 2021, 11:30am
9. 23-04-2021 – Burnett Today – Glendon Street toilet opening hours, statistics on vandalism and costs on vandalism at these toilets  
Deadline: Friday 23 April 2021, close of business

- Responded: Friday 23 April 2021, 5:12pm (toilet opening hours and vandalism costs), Friday 30 April 2021, 5:19pm (vandalism statistics).
10. 30-04-2021 – 7 NEWS - Footage from the KTP concrete pour for news segment  
Deadline: 30 April 2021, 2:00pm  
Responded: 30 April 2021, 4:10pm
11. 30-04-2021 – Burnett Today – Mayors Breakfast final fundraising figure and how many attended  
Deadline: Monday 3 May 2021  
Responded: pending

### Social media: South Burnett Regional Council

#### Facebook

@southburnettregion: 75 posts

#### **Most engaged post:**

13-04-2021 – Council advises the reopening of the South Burnett Aquatic Centre - 5919 reached, 178 engagements, 687 post clicks

**Page likes:** 8007 (+30 likes from March 2021)

**Followers:** 8279 (+20 followers from March 2021)

LinkedIn: 17 posts

#### **Most engaged post:**

07-04-2021 – Boosting Female Founders Initiative Round 2 - 541 impressions, 7 website clicks, 1 share, 2.77% engagement rate

**Website clicks:** 7 (+250% from March 2021)

**Page views:** 212 (-3% from March 2021)

**Followers:** 1544 (+59 followers from March 2021)

Instagram: 11 posts

#### **Most engaged post:**

30-04-2021 – Mayor Brett Otto and Lee Carseldine are ready for the Mayor's Community Charity Breakfast for Relay for Life Australia! – 20 likes, 324 views, 2 shares

**Followers:** 928 (+34 from March 2021)

**Photos tagged by other accounts:** 10

| Social media posts – all platforms |   |  |   |   |     |     |
|------------------------------------|---|--|---|---|-----|-----|
| 2020                               | Jul   | Aug  | Sep   | Oct   | Nov | Dec |
|                                    | 58  | 61   | 61  | 81  | 74  | 52  |
| 2021                               | Jan   | Feb  | Mar   | Apr   | May | Jun |
|                                    | Facebook: 43<br>LinkedIn: 6<br>Instagram: 9 | Facebook: 55<br>LinkedIn: 4<br>Instagram: 12 | Facebook: 69<br>LinkedIn: 14<br>Instagram: 18 | Facebook: 75<br>LinkedIn: 17<br>Instagram: 11 |     |     |

**Enews**

- Council progressed 1 Enews during April

**Printed advertising**

- Council progressed three full page ads (Page 4) in the South Burnett Today during April – 1 April, 15 April and 29 April
- Council progressed 1 public notice in the Queensland Country Life – Sale of Rhodes Grass Hay – SBRC 20/21-140 - 29 April.
- 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.

**Graphic design: 11**

- Fact Sheet – Gel Blaster
- Program – Anzac Day Kingaroy, Wondai, Wooroolin, Nanango
- Cover Page - Local Disaster Management Sub-Plan 4
- Cover Page – Bunya Mountains Community Disaster Management Sub Plan
- Sign – Hivesville Sportsground - No Dumping Point
- Sign – Hivesville Sportsground - Toilet Temporary Closure
- Sign – First Settlers Park Benarkin Toilets and Showers - Closed
- Sign - First Settlers Park Benarkin Toilets - Closed for Urgent Repairs
- Sign - First Settlers Park Benarkin Toilets - Do Not Enter
- Sign – Temporary Rail Trail Diversion Benarkin (portrait)
- Sign – Temporary Rail Trail Diversion Benarkin (landscape)

## 6.2 SOUTH BURNETT REGIONAL COUNCIL LEASE AMENDMENT WITH SOUTH BURNETT COMMUNITY HOSPITAL FOUNDATION LIMITED

**File Number:** 19-05-2021

**Author:** Administration Officer

**Authoriser:** Chief Executive Officer

### PRECIS

Amendment to Lease between South Burnett Regional Council and South Burnett Community Hospital Foundation Limited

### SUMMARY

Amendment to Lease between South Burnett Regional Council and South Burnett Community Hospital Foundation Limited

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### OFFICER'S RECOMMENDATION

That the following amendments be made to the existing Lease held between South Burnett Regional Council (Lessor) and South Burnett Community Hospital Foundation Limited (Lessee)

1. In Item 6 of the Form 7, the Expiry Date is amended to 30/06/2022.
2. In Part 1 (Reference Particulars), in Item E, the duration is amended to 20 years, 3 months and 16 days.
3. In Part 1 (Reference Particulars). In Item 3, the Expiry Date is amended to 30 June 2022.

### BACKGROUND

The Head Lease between South Burnett Regional Council and South Burnett Community Hospital Foundation Limited for Lot 4 on SP146001 (Title Reference 50368616) and Lot 5 on SP146001 (Title Reference 50368617) has an expiry date of 18 July 2021.

The South Burnett Community Hospital Foundation Limited currently has five sub-leases with businesses that occupy corporate suite office space at the rear of the Lady Bjelke-Petersen Community Hospital which are due to expire on 30 June 2021. The South Burnett Community Hospital Foundation Limited Board would like the option to offer a 12month extension on all current sub-leases, however, doesn't have tenor to offer those extensions.

A 12 month extension can be offered to all five Commercial Tenants if the following amendments are made to the existing Head Lease held between South Burnett Regional Council (Lessor) and South Burnett Community Hospital Foundation Limited (Lessee) –

1. In Item 6 of the Form 7, the Expiry Date is amended to 30/06/2022.
2. In Part 1 (Reference Particulars), in Item E, the duration is amended to 20 years, 3 months and 16 days.
3. In Part 1 (Reference Particulars). In Item 3, the Expiry Date is amended to 30 June 2022.

In accordance with Section 236 of the *Local Government Regulation 2012*, Council can dispose of a valuable non-current asset other than by way of tender or auction if it is being disposed of to a community organisation.

Schedule 8 of the *Local Government Regulation 2012* defines a community organisation as

- (a) An entity that carries on activities for a public purpose; or
- (b) Another entity whose primary objective is not directed at making a profit.

Therefore, the South Burnett Community Hospital Foundation Limited is considered to be a community organisation because they are an incorporated body and not for profit charity.

**ATTACHMENTS**

**Nil**

### 6.3 ADOPTION OF "SUPPORTING INFORMATION FOR DEVELOPING GUIDELINES FOR THE PROVISION OF COUNCILLOR ADMINISTRATION SUPPORT STAFF"

**File Number:** 21 April 2021  
**Author:** Chief Executive Officer  
**Authoriser:** Chief Executive Officer

#### PRECIS

Endorsement of "Supporting information for developing guidelines for the provision of councillor administration support staff" publication provided the State of Queensland, Department of Local Government, Racing and Multicultural Affairs.

#### SUMMARY

New Queensland Government reforms since 2017 have strengthened the transparency, accountability and integrity measures that apply to the system of local government in Queensland.

South Burnett Regional Council ('Council') provides administrative support to the Mayor and Councillors which is provided by employees of Council.

The *Local Government Act 2009* ('Act') includes prohibitions on the Councillors (which includes the Mayor) giving direction to employees of Council. These provisions may be perceived as restricting the ability of Councillors to ask administrative support staff to undertake routine administrative functions such as typing, organising meetings and copying documents.

Changes to the Act, in effect from 12 October 2020, provide that a Councillor may give a direction to a local government employee who provides administrative support to the Councillor in accordance with guidelines made by the Chief Executive Officer ('CEO').

To best align with the requirements of the Act, it is proposed that the "Supporting information for developing guidelines for the provision of councillor administration support staff" publication as provided by the State of Queensland, Department of Local Government, Racing and Multicultural Affairs, be endorsed by Council to basis the development of policy to assist all parties in meeting their obligations under the Act.

#### OFFICER'S RECOMMENDATION

That the "Supporting information for developing guidelines for the provision of councillor administration support staff" publication be endorsed as presented to develop policy to assist all parties in meeting their obligations under the *Local Government Act 2009*.

#### FINANCIAL AND RESOURCE IMPLICATIONS

Direct impact on financial and resource implications will be assessed as part of the implementation of the guideline once developed and approved.

#### 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                             |

|                                  |   |
|----------------------------------|---|
| 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. |
|----------------------------------|---|

### COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

In the development of the publication, consultation was undertaken by the Department of Local Government, Racing and Multicultural Affairs with Queensland local governments.

### LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

*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

New Queensland Government reforms since 2017 have strengthened the transparency, accountability and integrity measures that apply to the system of local government in Queensland.

South Burnett Regional Council ('Council') provides administrative support to the Mayor and Councillors which is provided by employees of Council.

The *Local Government Act 2009* ('Act') includes prohibitions on the Councillors (which includes the Mayor) giving direction to employees of Council. These provisions may be perceived as restricting the ability of Councillors to ask administrative support staff to undertake routine administrative functions such as typing, organising meetings and copying documents.

Changes to the Act, in effect from 12 October 2020, provide that a Councillor may give a direction to a local government employee who provides administrative support to the Councillor in accordance with guidelines made by the Chief Executive Officer ('CEO').

The Department of Local Government, Racing and Multicultural Affairs has produced an online fact sheet to assist Council in its development of guidelines [Employee support for councillors | Department of Local Government, Racing and Multicultural Affairs \(dlgrma.qld.gov.au\)](#):

#### Employee support for councillors

To ensure accountability and transparency, legislation which commenced on 12 October 2020 introduced requirements for councils that wish to employ 'councillor advisors' and 'councillor administrative support staff' to help councillors complete their duties. Only certain councils prescribed by Regulation will be able to appoint councillor advisors.

There are also obligations for councillor advisors and administrative support staff themselves. Summary of council employee types:

| CEO  | Council employees   | Administration support   | Councillor advisor  |
|--|---|--|---|
| <ul style="list-style-type: none"> <li>• Appointed by CEO</li> <li>• Report to CEO or delegate and follow CEO directions</li> <li>• Cannot be directed by councillors or advisors</li> <li>• Performance matters managed by CEO or delegate</li> </ul> | <ul style="list-style-type: none"> <li>• Appointed by CEO</li> <li>• Reports to CEO or council delegate</li> <li>• Councillor can direct day-to-day administrative tasks in accordance with any guidelines made by CEO</li> <li>• Performance matters managed by CEO or delegate</li> </ul> | <ul style="list-style-type: none"> <li>• Appointed by CEO</li> <li>• Reports to CEO</li> <li>• Councillor can direct day-to-day administrative tasks in accordance with any guidelines made by CEO</li> <li>• Discipline matters managed by CEO</li> </ul> | <ul style="list-style-type: none"> <li>• Only at larger councils as prescribed by Regulation</li> <li>• Appointed by CEO based on councillor nomination</li> <li>• Reports to a councillor</li> <li>• Can be directed by councillor to undertake any duties except campaigning</li> <li>• Performance matters managed by CEO or delegate</li> </ul> |

#### Councillor advisors

Only 15 councils are permitted under local government regulations to employ councillors advisors. This includes the larger category 4-8 councils (as prescribed by the Local Government Remuneration Commission) and Brisbane City Council.

Requirements for councils include the following:

- must vote to pass a resolution to create councillor advisor positions (except Brisbane City Council)



- appoint advisor, at the discretion of councillors and only until the councillor's term ends, unless re-appointed by a new councillor
- must report the costs of councillor advisors to the community, for example through the council's annual report

Requirements for advisors include the following:

- must submit [registers of interests](#) and keep them up to date
- must follow a new [Code of conduct for councillor advisors in Queensland](#) (PDF, 242KB)
- must comply with the local government principles and can be found guilty of integrity offences

Advisors can also download the [code of conduct supporting information](#) (PDF, 215KB) to help comply with their responsibilities under the code of conduct.

#### Administrative support staff

Some councillors have support staff to help with administration tasks such as managing their calendar and appointments, answering phone calls and emails, filing, or helping prepare for council or community meetings or events. The type of activities undertaken by administrative support staff is broad and is a matter for each council.

Councillors can only direct administration support staff strictly in accordance with guidelines developed by their council as required by the new legislation. This generally will mean that administrative support staff cannot help with the councillor's re-election or other 'campaigning' tasks.

Supporting information to assist councils with the development of guidelines is available on the [best practice information page](#).


#### Difference between support staff and advisors

| Councillor administrative support staff   | Councillor advisors (larger councils only as prescribed by Regulation)   |
|---|--|
| <ul style="list-style-type: none"> <li>• Can be directed by mayor or councillor to complete administration tasks only (e.g. filing, phone, email, resident enquiries), in line with the CEO's guidelines about administrative support staff.</li> <li>• Can be given directions by mayor or councillor for day-to-day tasks in accordance with council's guidelines but report to the CEO or council manager.</li> <li>• Can give directions to other administrative support staff, for example if appointed by the CEO as an office manager.</li> <li>• Employed as a regular council employee, appointed by the CEO.</li> </ul> | <ul style="list-style-type: none"> <li>• Can be directed by mayor or councillor to complete any tasks except political campaigning (e.g. administration support, liaising with community and stakeholders, research, media and social media activities, events, managing correspondence).</li> <li>• Reports to the mayor or councillor.</li> <li>• Cannot give directions except a direction of an administrative nature on behalf of the councillor to a local government employee who works in the councillor's office (including a ward office or mayoral office). Any such direction must be in line with the CEO's guideline for councillor administrative support staff.</li> </ul> |

- Employed by council, nominated by mayor or councillor, and role ends if councillor's role ends.
- Mayors and councillors are accountable under the [Code of conduct for councillors in Queensland](#) for ensuring advisors are aware of the requirements of the code of conduct for councillor advisors.

To best align with the requirements of the Act, it is proposed that the "Supporting information for developing guidelines for the provision of councillor administration support staff" publication as provided by the State of Queensland, Department of Local Government, Racing and Multicultural Affairs, be endorsed by Council to basis the development of policy to assist all parties in meeting their obligations under the Act.

## ATTACHMENTS

1. **Supporting information for developing guidelines for the provision of councillor administration support staff** [↓](#) 

## Supporting information for developing guidelines for the provision of councillor administration support staff

Legislative requirements commencing 12 October 2020 under s170AA  
of the *Local Government Act 2009* and  
s171A of the *City of Brisbane Act 2010*

**September 2020**



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Any references to legislation are not an interpretation of the law. They are to be used as a guide only. The information in this publication is general and does not take into account individual circumstances or situations. Where appropriate, independent legal advice should be sought.

An electronic copy of this report is available on the Department of Local Government, Racing and Multicultural Affairs' website at [www.dlgma.qld.gov.au](http://www.dlgma.qld.gov.au).

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## Introduction

New Queensland Government reforms since 2017 have strengthened the transparency, accountability and integrity measures that apply to the system of local government in Queensland.

Many local governments provide administrative support to mayors and councillors which, in most cases, is provided by employees of the local government.

Both the *Local Government Act 2009* (LGA) and *City of Brisbane Act 2010* (COBA) include prohibitions on councillors giving direction to employees of the local government. These provisions may be perceived as restricting the ability of councillors to ask administrative support staff to undertake routine administrative functions such as typing, organising meetings and copying documents.

Changes to the LGA and COBA in effect from 12 October 2020 provide that a councillor may give a direction to a local government employee who provides administrative support to the councillor in accordance with guidelines made by the chief executive officer (CEO).

### Changes to LGA and COBA

#### Guidelines about provision of administrative support to councillors

- (1) The chief executive officer may make guidelines about the provision of administrative support by local government employees to a councillor.
- (2) The guidelines must include—
  - (a) when a councillor may be provided with administrative support by a council employee; and
  - (b) how and when a councillor may give a direction to a council employee in relation to the provision of administrative support; and
  - (c) a requirement that a councillor may give a direction only if the direction relates directly to administrative support to be provided by the council employee under the guidelines.
- (3) A direction purportedly given by a councillor to a local government employee is of no effect if the direction does not comply with the guidelines.

## Document purpose

Under the legislation, council CEOs may develop guidelines, suitable for their council's organisational circumstances, that clarify when and how councillors can direct councillor administrative support staff. For example, the guidelines may place reasonable limits on when (for example, during normal business hours) and clarify which administrative support duties councillors can direct employees to complete. This aims to promote accountability and integrity and to meet the community's expectations about the use of administrative support staff, and appropriate standards for interactions between councillors and local government employees.

This supporting information highlights matters that CEOs could consider when developing their council's guidelines.

## Disclaimer

This document should not be used as a substitute for legal advice. It is provided by the Department of Local Government, Racing and Multicultural Affairs as an information source only.

Despite our best efforts the department accepts no responsibility for the accuracy or completeness of the information contained in this document.

You should make your own enquiries and obtain advice specific to your particular circumstances.

The department disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses (including direct and indirect losses), damages and costs you may incur as a result of the information in the guide being inaccurate or incomplete in any way and for any reason.

## Role of administrative support staff

Administrative support staff are local government employees funded by councils to assist mayors and councillors meet the responsibilities of their roles and deliver important services and infrastructure for local communities.

Because all councils are different, administrative support staff may be involved in a range of activities including other responsibilities besides supporting a councillor or councillors.

CEO guidelines may clarify the specific types of tasks regarded as administrative that councillors can direct support staff to complete. Tasks may include the following:

- answering telephone calls
- managing email inbox and appointments calendar
- managing correspondence flows and drafting or typing replies to simple correspondence
- filing
- photocopying, printing and ordering stationery
- liaising with council about office maintenance or health and safety issues on behalf of the councillor
- room or travel bookings, for example booking council vehicles or meeting rooms
- driving councillors to meetings or official functions if required, not including personal appointments or campaign activities
- logging requests for service jobs from the community, for example requests for street or park maintenance
- locating information for councillors such as legislation, or information from council's website or other sources
- assisting with communication to the community through emails, e-newsletters, informational advice flyers about construction works, or other similar mediums, if the communication is objective, factual, informational, 'business as usual' and an efficient use of funds.

This list is not exhaustive, and CEOs may wish to add to, adapt or clarify the types of tasks below to suit their circumstances and how their council is organised.

## Matters that councils should consider

The following section outlines matters that councils should consider when developing guidelines to manage administrative support staff for councillors. This aims to promote accountability and integrity to meet the community's expectations about the use of administrative support staff, and appropriate standards for interactions between councillors and council employees.

Councillors often face pressure to meet the high workload of their role, including balancing their council responsibilities with election campaigning or direct community engagement. However, administrative support staff are council employees, who ultimately report to the CEO or a council manager, as well as being subject to employee workplace agreements and employment conditions.

### Support available to councillors

Considerations that can be covered in guidelines include the following:

- the hours when councillors can expect support (for example, during business hours only)
- expectations about how much support councillors will receive (for example, the number of staff and hours per week)
- if support staff are shared to provide support to multiple councillors, or may have other duties outside of providing councillor administrative support that may at times take priority, expectations around how support will be prioritised
- who is used as administrative support staff, and whether the councillor can provide input on which employees provide them support
- short-term arrangements for assistance in circumstances where the councillor needs, or workloads increase or when regular administrative support staff are on leave or resign
- where administrative support staff will be based, and whether they can be asked to work off-site or at a councillor's divisional office
- in what circumstances councillors can contact administrative support staff or other council employees for urgent information outside of hours
- how councillors can request 'urgent' information outside of hours and who from
- duties which councillors cannot expect support from administrative support staff including requests for advice best directed to senior council managers, or assistance with political or campaigning tasks.

Councils may wish to add other matters to suit their circumstances and how their council is organised.

### Local government principles

To ensure the system of local government in Queensland is accountable, effective, efficient and sustainable, all mayors, councillors and council employees are required to carry out their responsibilities in accordance with the local government principles.

The principles highlight the essentials to local government performance that Queenslanders expect and deserve.

Councils should consider how guidelines for councillor administrative support staff can help give effect to and promote these principles:

- Transparent and effective processes, and decision-making in the public interest.



- Sustainable development and management of assets and infrastructure, and delivery of effective services.
- Democratic representation, social inclusion and meaningful community engagement.
- Good governance of, and by, local government.
- Ethical and legal behaviour of Councillors and local government employees.

### Employee responsibilities

The guidelines should outline specific responsibilities of administrative support staff under the guidelines, for example to undertake administrative support tasks only.

The guidelines should consider whether training, information resources or other support should be provided to administrative support staff to ensure they are aware of their responsibilities and how they can raise concerns about directions given to them if required.

The guidelines may also consider, if relevant, how councillor administrative support staff should interact with councillor advisors of the councillor or interactions with friends, family members or campaign volunteers of the councillor.

### Councillor escalation process

Council guidelines should outline how councillors can raise concerns if they are dissatisfied with the administrative support provided.

Points to note:

- The CEO is responsible for developing and implementing the guidelines, for managing the day-to-day operations of council, and managing local government employees.
- Under legislation, councillors are not allowed to direct the CEO or local government employees. Mayors are not allowed to direct local government employees, other than the CEO (and senior executive employees at Brisbane City Council), and only in accordance with adopted council policies.
- Councillors are, at all times, required to comply with the *Code of conduct for Councillors in Queensland*, for example by treating administrative staff with courtesy, honesty and fairness. Councillors should direct any concerns about the performance of administrative support staff to the CEO or other delegate and not direct criticism to employee themselves. It is not the role of a councillor to manage the performance of administrative support staff.

### Escalation process for employees

Council guidelines should outline how administrative support staff or other local government employees can raise concerns about administrative support requests or directions made by a councillor.

Administrative support staff are not required to action requests or directions that are not in accordance with the guidelines. Councils may wish to provide in the guidelines advice to administrative support staff on recommended actions or processes if they believe they have received an inappropriate direction from a councillor.

Points to note:

- Processes should ensure that employees are not discouraged from raising concerns about whether directions from councillors are compliant.

- Council should consider how escalation processes interact with other council processes such as the council's investigation policy, council's code of conduct for employees, the *Code of Conduct for Councillors in Queensland* and *Code of Conduct for Councillor Advisors in Queensland*.

## Compliance

Council's guidelines should consider the details of periodic reviews by the CEO to ensure they remain effective and meet the changing needs of council and councillors.

It may also consider, alongside council policies such as any use of information technology policies, whether and how the CEO will monitor councillor and administrative support staff compliance with the guidelines.

Note that a councillor's failure to follow any council guidelines about administrative support staff contravenes the behaviour standards set out under the *Code of conduct for councillors in Queensland* and is considered inappropriate conduct. Council employees, other councillors or members of the community may lodge complaints about suspected inappropriate conduct to the Office of the Independent Assessor.

## More information

Find further information and resources for councillors, councillor advisors and council employees at [www.dlgrma.qld.gov.au/lgresources](http://www.dlgrma.qld.gov.au/lgresources).

Alternatively, please contact your regional office within the department:

### **Southern office**

Phone: (07) 3452 6762

Email: [southern@dlgrma.qld.gov.au](mailto:southern@dlgrma.qld.gov.au)

### **Northern office**

Phone: (07) 4758 3472

Email: [northern@dlgrma.qld.gov.au](mailto:northern@dlgrma.qld.gov.au)

**Department of Local Government, Racing and Multicultural Affairs**  
Level 12, 1 William Street, Brisbane  
tel 13 QGOV (13 74 68)  
[www.dlgrma.qld.gov.au](http://www.dlgrma.qld.gov.au)

**6.4 RESOLUTION 2021/88 - SOUTH BURNETT REGIONAL COUNCIL MEDIA RELATIONS POLICY - STRATEGIC-001**

**File Number:** 19 May 2021  
**Author:** Manager Corporate Services  
**Authoriser:** Chief Executive Officer

**PRECIS**

Resolution 2021/88 – Review of the South Burnett Regional Council Media Relations Policy – Strategic-001

**SUMMARY**

At the Executive and Finance & Corporate Standing Committee held 21 April 2021, a motion from the floor was carried by Council for Council's Media Relations Policy to be circulated amongst Councillors for review and discussion at the standing committee meeting in May.

Aligning with Council's Policy Governance Framework adopted 19 August 2020, Council's Media Relations Policy – Strategic-001 has been formatted within the updated policy template and provided to the policy owner for initial review. Upon completion of the policy owner and governance reviews, the draft Media Relations Policy will be circulated to the Councillors and Senior Management Team for feedback for a period of three (3) weeks.

The draft policy is scheduled to be tabled for discussion at the Executive and Finance & Corporate Standing Committee 16 June 2021.

**OFFICER'S RECOMMENDATION**

1. That the committee note the update report for information; and
2. The draft South Burnett Regional Council Media Relations Policy – Strategic-001 be represented for discussion at the Executive and Finance & Corporate Standing Committee, 16 June 2021.

**BACKGROUND****6.1.1 MEDIA POLICY****COMMITTEE RESOLUTION 2021/88**

Moved: Cr Kirstie Schumacher  
Seconded: Cr Scott Henschen

That Council's media policy be circulated amongst Councillors for review and discussion at the May Executive and Finance & Corporate Standing Committee Meeting.

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

Against: Nil

**CARRIED 6/0**

**ATTACHMENTS**

Nil

## 6.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL FINANCIAL HARDSHIP POLICY - STATUTORY-012

**File Number:** IR 2791577  
**Author:** Manager Corporate Services  
**Authoriser:** Chief Executive Officer

### PRECIS

Adoption of the South Burnett Regional Council Financial Hardship Policy – Statutory-012

### SUMMARY

South Burnett Regional Council ('Council') requires all property owners to pay their rates in full by the due date/s shown on rate notices. However, Council recognises that there are cases of genuine financial hardship that require respect and compassion in special circumstances.

This policy applies to those ratepayers who are experiencing serious financial hardship and as a result are willing, but unable to pay their rates and charges. The policy will only apply to properties where the property is the ratepayers' principal place of residence, however, Council encourages any property owner experiencing financial hardship to make contact.

### OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Financial Hardship Policy – Statutory-012 be adopted as presented.

### FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial and resource implications arise from this report which have not already been considered in the development of the annual budget.

### LINK TO CORPORATE/OPERATIONAL PLAN

|                                  |  |
|----------------------------------|--|
| Corporate Plan 2021 - 2026:      | OR2 Achieve community recognition as an ethical Council that values and practices community consultation, accountable governance and open and transparent decision-making. |
|                                  | OR5 Continue to give priority to ongoing financial sustainability and prudent budget management.   |
|                                  | OR13 Implement reliable, realistic and cost-effective business systems and practices.  |
|                                  | OR14 Continue to implement regional equity/consistency in Council's rating system.   |
|                                  | OR15 Continue to give priority to ongoing Audit and Risk and prudent management.   |
| Annual Operational Plan 2020/21: | A long-term focus in our decision making to ensure we have downward pressure on operational expenditure and rates.   |
|                                  | Council decision making that is underpinned by fiscal sustainability.  |

|  |  |
|--|--|
|  | Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards |
|--|--|

### COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken with the Manager Finance with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks.

Feedback was received from General Manager Finance & Corporate and Manager of People & Culture, indicating no changes were required. The Manager Finance considered all feedback submissions and advised no further changes were required.

### LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

*Local Government Act 2009 (Qld)*

*Local Government Regulation 2012 (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

The Financial Hardship Policy applies to those ratepayers who are experiencing serious financial hardship and as a result are willing, but unable to pay their rates and charges. This policy will only apply to properties where the property is the ratepayers' principal place of residence, however, Council encourages any property owner experiencing financial hardship to make contact.

Council's Rate Collection Policy states that it will diligently pursue the collection of overdue rates and charges. It also states that non-payment of rates places an unfair burden on the ratepayers who do meet their obligations in full. It balances the foregoing statements by stating that Council will take into account the individual circumstances or the financial hardships faced by relevant ratepayers.

Financial hardship relief provided under this policy does not forego Council's normal debt recovery action, including Council's ability to sell the land for arrear of rates. Additional fees may apply in this case.

*Section 120(1)(c) of the Local Government Regulation 2012* states that Council may grant a concession if it is satisfied that "the payment of rates or charges will cause hardship to the land owner", Council has determined that it will grant such a concession for rates relief as set out in this policy.

## ATTACHMENTS

1. **South Burnett Regional Council Financial Hardship Policy - Statutory-012** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory-012

POLICY OWNER: Finance

ECM ID: 2791654

ADOPTED:

## Financial Hardship 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 Corporate Services Branch. **A hard copy of this electronic document is considered uncontrolled.**

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### 1. POLICY STATEMENT

South Burnett Regional Council ('Council') requires all property owners to pay their rates in full by the due date/s shown on rate notices. However, Council recognises that there are cases of genuine financial hardship that require respect and compassion in special circumstances.

### 2. SCOPE

This policy applies to those ratepayers who are experiencing serious financial hardship and as a result are willing, but unable to pay their rates and charges. The policy will only apply to properties where the property is the ratepayers' principal place of residence, however, Council encourages any property owner experiencing financial hardship to make contact.

### 3. GENERAL INFORMATION

Council acknowledges that the circumstances affecting a property owner's ability to pay may be either temporary or long-term, financial or personal. Consequently, Council will assess a request for assistance on a case-by-case basis.

Council is committed to working with our property owners to find an appropriate, realistic and effective payment solution.

This policy communicates Council's position and provides guidance to employees, property owners and stakeholders concerning the principles, processes and guidelines that Council will use when assessing applications for rates and charges relief due to severe financial hardship. In summary, the key objectives of this policy are to:

- provide a mechanism that enables property owners to feel comfortable in approaching Council about outstanding debts;
- provide a policy that encourages a consistent and proactive approach in identifying and assisting ratepayers who may be experiencing difficulty paying their rates due to personal or financial hardship; and

encourage people experiencing financial hardship to access earlier financial counselling support services.

Council's Rate Collection Policy states that it will diligently pursue the collection of overdue rates and



charges. It also states that non-payment of rates places an unfair burden on the ratepayers who do meet their obligations in full. It balances the foregoing statements by stating that Council will take into account the individual circumstances or the financial hardships faced by relevant ratepayers.

Financial hardship relief provided under this policy does not forego Council's normal debt recovery action, including Council's ability to sell the land for arrear of rates. Additional fees may apply in this case.

*Section 120(1)(c) of the Local Government Regulation 2012* states that Council may grant a concession if it is satisfied that *"the payment of rates or charges will cause hardship to the land owner"*, Council has determined that it will grant such a concession for rates relief as set out in this policy.

### **3.1. What is Financial Hardship?**

A property owner will be considered to be in financial hardship if paying a rate notice will affect their ability to meet their basic living needs. This includes such things as food, clothing, medicine, accommodation and children's education.

In short, it means they have the intention, but not the financial capacity to pay.

Financial hardship may be caused by:

- loss of a property owners' (or a family member's) primary income;
- separation or divorce from a spouse;
- death of a spouse or loved-one;
- domestic or family violence;
- physical or mental health problems;
- a chronic medical condition or illness;
- budget management difficulties because of a low income;
- other unforeseen factors affecting your capacity to pay, such as a reduction in income due to a natural disaster, drought or downturn in economic conditions; or
- high rate levy increase due to revaluation.

### **3.2. Temporary Financial Hardship**

Property owner's experience payment difficulties due to a sudden and/or temporary change in circumstances that adversely affect their finances. These property owners generally require flexibility. Council is able to offer an extension of time to pay (generally with the loss of the prompt payment discount shown on the rate notice) or to set up a payment plan.

### **3.3. Identifying Property Owners in Financial Hardship**

Property owners who think that they may be experiencing financial hardship are encouraged to contact Council as soon as possible. If assessment by a financial counsellor has been undertaken, they can contact Council on the property owner's behalf.

The following indicators will be considered when determining whether a property owner is experiencing financial hardship:

- the property owner requests information about alternative payment arrangements;
- the property owner's payment history indicates they have had difficulty paying accounts in the past;
- the property owner has had a change of circumstances that adversely affects their finances;
- eligibility for government funded concessions;
- advice has been received from an independent financial counsellor;
- total income after tax (take home pay);

- the number of properties owned;
- the number of children or dependants involved;
- current financial commitments including any existing debt;
- medical conditions or disability affecting earning capacity; and
- domestic or family violence.

Although the above list displays indicators of possible hardship, each property owner will be treated with sensitivity and understanding according to their individual circumstance.

As part of Council's assessment, we will consider any information provided by the property owner and/or, if applicable, their financial counsellor.

As soon as the assessment has been completed and a decision has been made, Council will advise the property owner of the outcome.

#### **3.4. When will Council Consider an Application for Financial Hardship?**

Council will not support applications for financial hardship relief where the applicant has another avenue to alleviate the situation or seek assistance and has not taken this alternative option.

Council will also encourage applicants to seek the assistance of a financial counsellor. Council's intent is to provide assistance to applicants who demonstrate genuine attempts to help themselves.

Council will only consider an application for financial hardship relief where:

- it is the property owner's principle place of residence
- the property owner is experiencing genuine financial hardship due to a loss the property owner has suffered:
  - (a) a person who has less than two (2) weeks of available funds equivalent to the maximum rate of income support payment provided by the Department of Human Services (DHS) for Crisis Payments; or
  - (b) has been unemployed and receiving payments from DHS continuously for twenty-six (26) weeks; or
  - (c) suffers from a chronic illness that is permanent or lasts longer than three (3) months; or
  - (d) has been diagnosed with a terminal illness or disease; or
  - (e) has incurred unexpected expenses (funeral costs) and reduction or loss of family income because of the death of a partner, dependent or other family member; or
  - (f) has experienced a significant reduction in income due to a natural disaster, drought or downturn in economic conditions.
- upon application being made to Council for the relief of rates and charges by the property owner.

#### **3.5. Assistance or Relief Available**

Council may grant relief to a property owner under this policy through offering assistance by one or more of the following:

- payment of the outstanding rates balance may be deferred (without further interest accrual or loss of discount) for a maximum period of 12 months;
- suspension of pending or current rate recovery action;
- repayment plans that are outside of the current Rates Recovery Policy;
- interest costs written-off/waived for interest already charged and/or for interest that may accrue between the Council's decision and satisfactory completion of an agreed repayment plan; and
- court costs or other related legal expenses written-off that have already been charged to the ratepayer for recovery of outstanding rates and charges.

Council is committed to assisting property owners who are experiencing financial hardship. If a property owner is experiencing financial hardship, they are encouraged to contact Council as soon as possible to discuss the situation. Council does offer long-term options if the property owner

adheres to and maintains an agreed arrangement.

In return, Council requests the property owner:

- keep Council informed of any change in circumstances;
- agree and maintain a suitable payment arrangement;
- contact Council to negotiate an alternative arrangement should the property owner have difficulty maintaining the agreed payment plan; and
- contact a financial counsellor, if requested. It is important for a property owner who is in financial hardship to meet with a financial counsellor (or a person from a relevant customer representative organisation) to discuss their financial situation and consider the options that are available.

### 3.6. Lodging an Application

Lodging a request for relief must be on the prescribed form, available from the Council website, [www.southburnett.qld.gov.au](http://www.southburnett.qld.gov.au), and will involve a full financial assessment undertaken by the Chief Executive Officer or delegate.

If a property owner:

- does not respond to the Council's offer of hardship relief; or
- fails to wholly comply with Council's offer of hardship relief; or
- once an agreed payment arrangement is entered, fails to comply with the requirement of that agreed payment arrangement, then

Council will continue with normal debt recovery action including outsourcing the debt to a debt collection specialist and the sale of the land for rate arrears. Additional fees may apply in this case.

### 3.7. Processing the Application

The process for assessing applications will remain simple and accessible as possible in recognition that at the very least, the ratepayers are experiencing financial difficulties. All applications are assessed confidentially and on merit.

## 4. DEFINITIONS

**Application Form** means 'South Burnett Regional Council Rates Relief Application' for the purpose of applying for assistance under this policy.

**Chief Executive Officer** means the Chief Executive Officer of South Burnett Regional Council as appointed under the *Local Government Act 2009*.

**Chronic Illness** means an illness that is permanent or lasts longer than three (3) months.

**Council** means South Burnett Regional Council.

**Death of a Partner** means the unexpected expenses (funeral costs) and reduction or loss of family income because of the death of a member of a couple (married, registered relationship or de facto relationship).

**Financial Hardship** means unable to meet basic requirements, including food, clothing, medicine, accommodation and children's education. This hardship may occur because of chronic illness, long-term unemployment or death of a partner.

**Long-Term Unemployment** means a ratepayer who has received income support payments continuously for 26 weeks.

**Natural Disaster** means a major adverse event resulting from natural processes of the earth; examples include floods, volcanic eruptions, earthquakes, tsunamis, cyclones, severe storms, bush fires, droughts.

**Property Owner** means the 'owner of the land' as defined under the *Local Government Act 2009*.

**Residential Property** means property that has as its primary use 'use for residential purposes'.

**Terminal Illness** means an incurable disease that cannot be adequately treated and is reasonably expected to result in the death of the person.

**5. LEGISLATIVE REFERENCE**

*Local Government Act 2009, Section 93(h)*

*Local Government Regulation 2012, Section 120*

**6. RELATED DOCUMENTS**

South Burnett Regional Council Rates Collection Policy

South Burnett Regional Council Financial Hardship Rates Application Form

**7. NEXT REVIEW**

As prescribed by legislation or every two (2) years – May 2023

**8. VERSION CONTROL**

| Version | Revision Description   | Approval/Adopted Date | ECM Reference |
|---------|------------------------|-----------------------|---------------|
| 1       | Adoption of new Policy | 24 June 2019          | 2603937       |
| 2       | Review of Policy       | 15 July 2020          | 2701272       |
| 3       | Review of Policy       |                       |               |

Mark Pitt PSM

**CHIEF EXECUTIVE OFFICER**

Date:

## 6.6 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL UNDETECTED WATER LEAKS POLICY - STATUTORY-043

**File Number:** IR 2791669

**Author:** Manager Corporate Services

**Authoriser:** Chief Executive Officer

### PRECIS

Adoption of the South Burnett Regional Council Undetected Water Leaks Policy – Statutory 043

### SUMMARY

The Undetected Water Leaks Policy applies to property owners connected to a South Burnett Regional Council ('Council') operated water reticulation scheme, who request financial assistance where high water usage charges have been incurred as a result of an undetected water leak on their property or an identifiable event (e.g. Repairs to Council's water supply infrastructure).

### OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Undetected Water Leaks Policy – Statutory-043 be adopted as presented.

### FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial and resource implications arise from this report which have not already been considered in the development of Council's annual budget.

### LINK TO CORPORATE/OPERATIONAL PLAN

|                                  |  |
|----------------------------------|--|
| Corporate Plan 2021 - 2026:      | OR2 Achieve community recognition as an ethical Council that values and practices community consultation, accountable governance and open and transparent decision-making. |
|                                  | OR5 Continue to give priority to ongoing financial sustainability and prudent budget management.   |
|                                  | OR13 Implement reliable, realistic and cost-effective business systems and practices.  |
|                                  | OR14 Continue to implement regional equity/consistency in Council's rating system.   |
|                                  | OR15 Continue to give priority to ongoing Audit and Risk and prudent management.   |
| Annual Operational Plan 2020/21: | A long-term focus in our decision making to ensure we have downward pressure on operational expenditure and rates.   |
|                                  | Council decision making that is underpinned by fiscal sustainability.  |
|                                  | Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards       |

**COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)**

Internal consultation was initially undertaken with the Manager Finance with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks.

Feedback was received from Cr Schumacher, Chief Executive Officer and General Manager Finance & Corporate, indicating no changes were required. The Manager Finance considered all feedback submissions and advised no further changes were required.

**LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)**

*Local Government Act 2009 (Qld)*

*Local Government Regulation 2012 (Qld)*

*Plumbing and Drainage Act 2002 (Qld)*

*Standard Plumbing and Drainage Regulation 2003 (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

The purpose of the Undetected Water Leaks Policy is to provide a basis for remission of water usage charges while preserving the property owner's responsibility for maintenance of the internal water infrastructure.

South Burnett Regional Council ('Council') has adopted the principles of a two-part water tariff system which allows for all property owners to be levied for all water consumption recorded by the water meter installed at their property.

The policy applies to property owners connected to a Council operated water reticulation scheme who request financial assistance where high-water usage charges have been incurred as a result of:

- an undetected water leak on their property, or
- an identifiable event (e.g. repairs to Council's water supply infrastructure) where air has passed through the water meter causing the dials to move rapidly and record "usage".

## ATTACHMENTS

1. **South Burnett Regional Council Undetected Water Leaks Policy Statutory-043** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory-043

POLICY OWNER: Finance

ECM ID: 2791669

ADOPTED:

## Undetected Water Leaks 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 Corporate Services Branch. **A hard copy of this electronic document is considered uncontrolled.**

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### 1. POLICY STATEMENT

The purpose of this policy is to provide a basis for remission of water usage charges while preserving the property owner's responsibility for maintenance of the internal water infrastructure.

South Burnett Regional Council ('Council') has adopted the principles of a two-part water tariff system which allows for all property owners to be levied for all water consumption recorded by the water meter installed at their property.

### 2. SCOPE

This policy applies to property owners connected to a Council operated water reticulation scheme who request financial assistance where high-water usage charges have been incurred as a result of:

- an undetected water leak on their property, or
- an identifiable event (e.g. repairs to Council's water supply infrastructure) where air has passed through the water meter causing the dials to move rapidly and record "usage".

### 3. GENERAL INFORMATION

All charges for water passing through the water meter, the maintenance and repair of the internal water infrastructure (i.e. on the property owners' side of the water meter) is the responsibility of the property owner. A case may exist for a remission of water usage charges in the event of undetected water leaks where exceptional circumstances can be demonstrated.

Specific exclusions to this policy include:

- leaks in internal water fittings and appliances including taps, toilets, hot water systems and leaks in any other water appliances;
- leaks in water tanks that are plumbed to the potable water supply;
- leaks in sprinklers and irrigation systems;
- leaks in swimming pools, spas and other water features and fittings or associated pipe work supplying them;

Policy Name: Undetected Water Leaks Policy  
ECM ID:

Adoption Date:

Page 1 of 5  
Next Review Date:



- leaks caused due to construction, excavation, building, renovation or other similar activity on the property;
- leaks in hoses, hose pipes, external taps and fittings;
- leaks in solar panels or the pipe work supplying them;
- leaks or water lost due to vandalism; and
- leaks in private Off Line Mains (OLM).

### 3.1. Eligibility

All of the following criteria **must** be met for a claim for a financial adjustment to be considered due to a concealed water leak:

- For the water leak to be considered concealed it must be difficult to locate and there must be no visual evidence of the leak and the leak must be in the pipe work servicing the property.
- The property on which the leak has occurred must not have been subject to development excavation, construction, or suchlike within the previous six (6) months.
- The leak must not be within a dwelling or building on the property; if the leak is in a wall cavity within a dwelling or building, there must not be any visible sign of the leak including soaking or dampness.
- The leak must be fixed by the property owner within 48 working hours of identification/notification of the leak.
- An application must be made in writing by the property owner within 30 days of either the issue date of the Rate/Water Notice or identification/repair of the leak unless there are compelling reasons why this timeframe cannot be achieved.
- Original documented evidence such as a plumber's invoice or report (Statutory Declaration) showing that the leak has been fixed must be provided from a licensed plumber and accompany the request. Council will not be responsible for any costs incurred by the property owner of the property engaging a private plumber for this purpose.
- The property owner of the property must not have received a financial adjustment on an account for that property due to a concealed leak within the last (1) year.
- Where a non-residential customer requests a financial adjustment due to a concealed leak on the basis that they are a 'not-for-profit' organisation, evidence of the 'not-for-profit' status is required.
- Where the tenant of a tenanted property requests a financial adjustment due to a concealed leak, evidence that they have paid and/or are responsible for payment of the water bill is required.
- Details of the water meter reading immediately after the repairs have been completed is compulsory and is to be provided at the time the application for financial assistance is lodged with Council.

### 3.2. General Conditions

Following the granting of an adjustment for a concealed leak, Council will expect that customers will initiate regular monitoring of consumption to ensure that any future leaks are detected early.

Where a financial adjustment is requested and provided, the customer is responsible for paying the balance of the amount owing for the account.

Where a financial adjustment is requested and declined, the customer is responsible for paying the amount owing on the account.

Where a financial adjustment is requested and approved, the customer must pay any outstanding debt, of longer than two (2) billing periods, on their water and wastewater (sewerage) account for the property where the concealed leak occurred before any financial adjustment will be processed.

### 3.3. Tips About Property Maintenance & Monitoring Water Consumption

#### 3.3.1. Responsibility of Council

- Council is responsible for the water infrastructure including pipes and water meter up to the property connection point.
- If a leak is detected in these pipes, it is Councils' responsibility to fix it and Council requests that customers contact Council immediately.

#### 3.3.2. Responsibility of the property owner

Property owners are responsible for the installation, repair, maintenance and replacement of all the pipes, fixtures, fittings, and mains connected water tanks on their property (that is from the Council water meter).

If a leak is detected in this private infrastructure, it is the property owner's responsibility to fix it.

Customers are responsible for monitoring their water meter on a regular basis. (This will assist in early identification of any leaks on the property.)

In cases where a water leak in internal supply pipes in a metered property is concealed and the occupant could not reasonably be expected to know of its existence and the leak is repaired with 48 hours, following detection, then remission of part of the water usage or consumption charge in respect of the estimated quantity of water lost through the leak may be allowed, subject to the eligibility criteria in 3.1 being met.

There may be cases where more than one ratepayer is affected by an undetected leak and responsibility for payment of water usage charges and cost of repairs may be unclear. An example of this situation would be a Community Title Scheme or Strata Title Scheme development where common property is involved. Another example would be a group of ratepayers who have an agreement with Council to provide a private water supply line, with the group of ratepayers agreeing to finance the ongoing maintenance and repair of the private water line.

In these cases, depending on the location of the undetected water leak, the responsibility for payment of repairs and water usage charges associated with the leak, will rest collectively with either the Body Corporate in the case of a Community Title Scheme development, or the collective parties connected to the private water supply line.

To be clear, if a leak occurs on Common property within a Community Title Scheme development, or a leak occurs in internal supply pipes within a Community Title Scheme development where the water usage is only recorded on the Master Meter and not individual meters connected to individual lots, then responsibility for payment of repairs and water usage charges associated with the leak, will rest with either the Body Corporate or all ratepayers within the Community Title Scheme development.

Further, if a leak occurs along a private water line and the water usage is only recorded on the Master Meter and not individual meters connected to the private water line, then responsibility for payment of repairs and water usage charges associated with the leak, will rest with all parties connected to the private water supply line.

#### 3.3.3. Amount of Remission available

Council will provide a remission to the following amount:

- For a concealed leak – a maximum of up to 50% of the difference between the charged water usage and the estimated water usage.
- For a concealed leak where the Council stopcock was faulty and the ratepayer/plumber was unable to turn off the water supply - a maximum of up to 100% of the difference between the charged water usage and the estimated water usage.
- For an identifiable event (repairs to Council's water supply infrastructure) where air has passed through the water meter causing the dials to move on the water meter - a maximum of up to 100% of the difference between the charged water usage and the estimated water usage.

The estimated usage must be calculated up to the date of repair, not just the current reading date. This is necessary so that any water usage recorded on the meter, (as a result of the leak) but not yet billed, can be included in the one (1) claim.

The estimated usage will be calculated based on the average of the past three (3) years water usage. This average amount will then be converted to the current reading period – generally six (6) months.

If the current property owner has not owned the property for a period of three (3) years, an average usage will be calculated based on the period of time the current property owner has owned the property.

No further requests for water consumption charge adjustments will be considered for the property for a period of one (1) year. In the instance where the property changes ownership, this period shall be renewed.

When an Undetected Water Leak application is received, and the application is assessed as meeting Council's eligibility guidelines, the applicant should be notified of the outcome within 10 business days.

If additional information needs to be submitted for the application to be assessed against Council's eligibility guidelines, then the applicant should be notified of the outcome within 10 business days of receiving the additional information.

### 3.4. Authorisation of Claims

The amount of the claim will determine the level of authorisation required.

| Value of Claim     | Authorised by                       |
|--------------------|-------------------------------------|
| Up to \$250        | Manager Finance                     |
| Up to \$500        | General Manager Finance & Corporate |
| Greater than \$500 | Chief Executive Officer             |

### 3.5. Remission

After a remission has been allowed for a particular property, no consideration will be given to further requests of remissions, unless satisfactory evidence is provided to establish that the internal water service has been replaced or repaired.

## 4. DEFINITIONS

**Concealed Leak** means a water leak within a property's internal water infrastructure which is hidden from view, be it underground, underneath a building or within concrete or a wall cavity, and where there are no visible signs of dampness or soaking and where an occupant could not reasonably be expected to know of its existence, as determined by Council.

**Customer** means a property owner who has a direct billing relationship with Council.

**Exceptional Circumstances** means rare and severe events that are outside those that a property owner could normally be expected to manage using responsible strategies as determined by Council.

**Financial Adjustment** means a sum of money that is credited to a customer's account as relief for loss of water due to a concealed leak.

**Financial Hardship** means demonstrable difficulty in paying off the debt over a period of less than two (2) years.

**Internal Water Infrastructure** means water supply pipes and any plumbing installation on the customer's side of the water meter for the purpose of carrying water from the water meter to the premises and/or property.

**Water** means water supplied by Council.

**5. LEGISLATIVE REFERENCE**

*Chapter 4 Part 7 Section 102(3) Local Government Regulation 2012*

*Section 87 Plumbing and Drainage Act 2002*

*Section 7 Part 1 Standard Plumbing and Drainage Regulation 2003*

**6. RELATED DOCUMENTS**

South Burnett Regional Council Revenue Policy 2020/2021 – Statutory 005

**7. NEXT REVIEW**

As prescribed by legislation or May 2023

**8. VERSION CONTROL**

| Version | Revision Description | Approval/Adopted Date | ECM Reference |
|---------|----------------------|-----------------------|---------------|
| 1       | New Policy           | 18 September 2013     | 121467        |
| 2.      | Policy Review        |                       |               |

Mark Pitt PSM

**CHIEF EXECUTIVE OFFICER**

Date:

## 6.7 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL RATE COLLECTION POLICY - STATUTORY-041

**File Number:** IR 2792107  
**Author:** Manager Corporate Services  
**Authoriser:** Chief Executive Officer

### PRECIS

Adoption of the South Burnett Regional Council Rate Collection Policy – Statutory-041

### SUMMARY

This policy outlines the principles, processes and guidelines that South Burnett Regional Council ('Council') staff and/or external agencies use when dealing with ratepayers, property owners, their financial or personal representatives and mortgagees in the prompt follow up and timely collection of rates and charges that have not been paid by the due date on a rate notice.

### OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Rate Collection Policy – Statutory-041 be adopted as presented.

### FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial and resource implications arise from this report which have not already been considered in the development of the annual budget.

### LINK TO CORPORATE/OPERATIONAL PLAN

|                                  |  |
|----------------------------------|--|
| Corporate Plan 2021 - 2026:      | OR2 Achieve community recognition as an ethical Council that values and practices community consultation, accountable governance and open and transparent decision-making. |
|                                  | OR5 Continue to give priority to ongoing financial sustainability and prudent budget management.   |
|                                  | OR13 Implement reliable, realistic and cost-effective business systems and practices.  |
|                                  | OR14 Continue to implement regional equity/consistency in Council's rating system.   |
|                                  | OR15 Continue to give priority to ongoing Audit and Risk and prudent management.   |
| Annual Operational Plan 2020/21: | A long-term focus in our decision making to ensure we have downward pressure on operational expenditure and rates.   |
|                                  | Council decision making that is underpinned by fiscal sustainability.  |
|                                  | Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards       |

**COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)**

Internal consultation was initially undertaken with the Manager Finance with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks.

Feedback was received from General Manager Finance & Corporate, indicating minor formatting changes were required. All other feedback indicated no further changes recommended. The Manager Finance considered all feedback submissions and updated the policy with the formatting changes.

**LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)**

*Australian Competition and Consumer Commission Debt Collection Guidelines*

*Local Authorities Revenue Management Association Queensland Sale of Land Best Practice Guide*

*Local Government Act 2009 (Qld)*

*Local Government Regulation 2012 (Qld)*

*Information Privacy Act 2009*

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

**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

The South Burnett Regional Council Rate Collection Policy has been developed in association with the *Local Government Act 2009* and *Local Government Regulation 2012*, and Council's Revenue Policy – Statutory 005. The following is an extract from the Revenue Policy and reaffirms Council's commitment to the following principles:

Council will exercise its rate recovery powers to reduce the overall rate burden on ratepayers. It will be guided by the principles of:

- **Transparency** – by making clear the obligations of ratepayers and the processes used by Council in assisting them meet their financial obligations;
- **Simplicity** – by making the processes used to recover outstanding rates and charges clear, simple to administer and cost effective;
- **Capacity to Pay** – by determining appropriate arrangements for different sectors of the community;
- **Equity** – by providing the same treatment for ratepayers with similar circumstances; and
- **Flexibility** – by responding where necessary to changes in the local economy.

This policy guides the administrative processes that are used for the collection of overdue rates and charges. It also assists Council staff, Councillors, ratepayers, and other stakeholders understand the actions that Council will undertake and the consequences for non-payment of rates, or for not promptly addressing overdue rates.

## ATTACHMENTS

1. **South Burnett Regional Council Rate Collection Policy - Statutory-041**  



POLICY CATEGORY - NUMBER: Statutory - 041

POLICY OWNER: Finance

ECM ID: 2792107

ADOPTED:

## Rate Collection 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 Corporate Services Branch. **A hard copy of this electronic document is considered uncontrolled.**

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### 1. POLICY STATEMENT

This policy outlines the principles, processes and guidelines that South Burnett Regional Council ('Council') staff and/or external agencies use when dealing with ratepayers, property owners, their financial or personal representatives and mortgagees in the prompt follow up and timely collection of rates and charges that have not been paid by the due date on a rate notice.

### 2. SCOPE

This policy has been developed in association with the *Local Government Act 2009* and *Local Government Regulation 2012*, and Council's Revenue Policy – Statutory 005. The following is an extract from the Revenue Policy and reaffirms Council's commitment to the following principles:

Council will exercise its rate recovery powers to reduce the overall rate burden on ratepayers. It will be guided by the principles of:

- **Transparency** – by making clear the obligations of ratepayers and the processes used by Council in assisting them meet their financial obligations;
- **Simplicity** – by making the processes used to recover outstanding rates and charges clear, simple to administer and cost effective;
- **Capacity to Pay** – by determining appropriate arrangements for different sectors of the community;
- **Equity** – by providing the same treatment for ratepayers with similar circumstances; and
- **Flexibility** – by responding where necessary to changes in the local economy.

### 3. GENERAL INFORMATION

This policy guides the administrative processes that are used for the collection of overdue rates and charges. It also assists Council staff, Councillors, ratepayers, and other stakeholders understand the actions that Council will undertake and the consequences for non-payment of rates, or for not promptly addressing overdue rates.

Council requires payment of rates and charges within a specified period and it is Council's policy to diligently pursue the collection of overdue rates and charges. The non-payment of rates and charges by some ratepayers places an unfair burden on other ratepayers who do meet their obligations in



full.

However, when Council is pursuing the collection of overdue rates and charges, Council will consider the individual circumstances, or the financial hardships faced by relevant ratepayers.

To cater for this, Council has established balanced administrative processes that allow for some flexibility in ratepayer payment options including payment by regular *approved* instalments. At the same time, these processes include a variety of options, including legal action through an external debt collection specialist, that allow the effective recovery of overdue rates, depending on the level of resistance experienced. At the most severe level, this will include the sale of land by public auction in accordance with the relevant legislative requirements.

### 3.1. Recovery Action

#### 3.1.1. Summary of Initial and Advanced Recovery Actions

The following actions will be used in the collection of overdue rates and charges:

| Action  | Timing  | Action Type   | Severity | Response Time | Recovery Suspended   | Authority Level                         |
|---|---|---|----------|---------------|--|---|
| <b>Initial Recovery Action</b>  |   |   |          |               |  |   |
| 1   | 10-14 days after the due date (expiration of discount period) | First Reminder Notice   | Low      | 14 days       | If rates are paid in full or ratepayer maintains a Council approved payment arrangement                                    | Senior Rates Officer or Manager Finance |
| 2   | 21-28 days after the due date (expiration of discount period) | Final Reminder Notice   | Low      | 14 days       | If rates are paid in full or ratepayer maintains a Council approved payment arrangement                                    | Senior Rates Officer or Manager Finance |
| <b>Advanced Recovery Action</b>   |   |   |          |               |  |   |
| <b>Debt Recovery stages 3 to 6 will only apply to debts over \$800.00 (refer to <a href="#">Section 3.4</a>):</b> |   |   |          |               |  |   |
| 3   | 30-35 days after the due date (expiration of discount period) | Letter of Demand issued by Debt Collection Specialist                         | Medium   | 14 days       | If rates are paid in full or ratepayer maintains a Council approved payment arrangement through Debt Collection Specialist | Senior Rates Officer or Manager Finance |
| 4   | 50 days after the due date (expiration of discount period)    | Statement of Claim issued served by the Debt Collection Specialist            | Medium   | 28 days       | If rates are paid in full or ratepayer maintains a Council approved payment arrangement through Debt Collection Specialist | Senior Rates Officer or Manager Finance |
| 5   | 78 days after the due date (expiration of discount period)    | Pre-Judgement Warning Letter issued by Debt Recovery Specialist               | Medium   | 7 days        | If rates are paid in full or ratepayer maintains a Council approved payment arrangement through Debt Collection Specialist | Senior Rates Officer or Manager Finance |
| 6   | 85 days after the due date (expiration of discount period)    | Judgement granted by the Court and Warning Letter by Debt Recovery Specialist | Medium   | 7 days        | If rates are paid in full or ratepayer maintains a Council approved payment arrangement through Debt Collection Specialist | Senior Rates Officer or Manager Finance |

| Action | Timing   | Action Type  | Severity | Response Time                                       | Recovery Suspended   | Authority Level                         |
|--------|--|--|----------|---|--|---|
| 7      | 92 days after the due date (expiration of discount period)     | Enforcement Warrant Sale and Seizure of Property by Debt Recovery Specialist | High     | Subject to circumstance                             | If rates are paid in full or ratepayer maintains a Council approved payment arrangement through Debt Collection Specialist | Council                                 |
| 8      | 3 years of overdue rates and charges or 1 year for vacant land | Possible Sale of Land Warning Letter issued by Council                       | High     | Subject to circumstance                             | If rates are paid in full or ratepayer maintains a Council approved payment arrangement                                    | Senior Rates Officer or Manager Finance |
| 9      | 3 years of overdue rates and charges or 1 year for vacant land | Notice of Intention to Sell  | High     | Subject to circumstances                            | If rates are paid in full  | Council                                 |
| 10     | 3 years of overdue rates and charges or 1 year for vacant land | Auction – Sale of Land   | High     | In accordance with Local Government Regulation 2012 | If rates are paid in full  | Council                                 |

### 3.1.2. Deferment of Recovery Actions

The Recovery Action steps shown above may be deferred for the following reasons:

- Deceased estates in probate;
- Bankruptcy liquidations;
- Receivership/Administration;
- Property sale where an unconditional contract has been signed;
- Approved hardship under Council's Financial Hardship Policy – Statutory 012;
- Special Circumstances.

### 3.2. Payment Arrangements

Council will not pursue or escalate recovery action against a property owner who has an approved payment arrangement with Council, where the payment arrangement is current, and the ratepayer adheres to the agreed repayment schedule.

If a payment arrangement is not maintained within the agreed terms, the ratepayer will be offered an opportunity to bring the payment arrangement up-to-date, or to make a revised payment arrangement. Failure to make and maintain an appropriate payment arrangement will result in the escalation of the recovery action.

Council reserves the right to renegotiate or cancel a payment arrangement should circumstances change where the debt will not be paid within the required timeframe.

Where a ratepayer on a payment arrangement has defaulted on a payment on two (2) consecutive occasions, (i.e. 2 weekly, or 2 fortnightly or 2 monthly payments are missed) and the ratepayer has not responded to requests to bring the payment arrangement up-to-date, Council has the right to cancel the payment arrangement; refuse to approve any further payment arrangement and escalate the recovery action.

If a ratepayer has a history of defaulted or cancelled payment arrangements, or has a history of frequent reminders to bring an arrangement up-to-date, Council has the right to cancel the existing payment arrangement; to refuse any further payment arrangement applications and to escalate the recovery action.

This will involve sending the debt to the debt recovery specialist for the commencement of legal action. In these circumstances, Council will not initiate further recovery action without first notifying the ratepayer concerned.

### 3.2.1. Formal Payment Arrangements – Normal Terms and Conditions:

Applications for a formal payment arrangement must be made in writing ('Application to Pay Rates by Instalments') and are approved by the Senior Rates Officer. The payment commitment must be made on the following terms:

- (a) **Debts less than \$2,500** – payments should be of a sufficient amount and frequency to clear the outstanding debt over a period of no longer than six (6) months; or
- (b) **Debts greater than \$2,500** – payments should be of a sufficient amount and frequency to clear the outstanding debt over a period of no longer than twelve (12) months.

### 3.2.2. Other Formal Payment Arrangements – Outside of Normal Terms and Conditions:

Council may consider requests for payment arrangements which fall outside the terms outlined in [Section 3.2.1](#), in cases of genuine hardship and extenuating and special circumstances such as (e.g. long-term illness or unemployment).

These requests must be made in writing and are approved by the Senior Rates Officer. All reasonable requests will be considered and recommended for approval, only when the payment proposal has been assessed by the Senior Rates Officer as being financially sustainable. This means that the proposed repayment amount, although outside the normal terms and conditions as per [Section 3.2.1](#), will be sufficient to clear the debt within a reasonable timeframe (e.g. the payment term may be extended to a maximum of two (2) years, but payment must include all arrears of rates and future rates that have not yet been issued).

Ratepayers experiencing genuine financial hardship must complete the appropriate application form and submit the necessary paperwork in accordance with Council's Financial Hardship Policy – Statutory 012.

If Council approves a financial hardship application, property owners may receive additional flexibility in payment options and payment arrangements as detailed in the Financial Hardship Policy.

### 3.2.3. Periodic Payments Not Representing a Formal Payment Arrangement

Requests for arrangements that are assessed as being unsustainable as per [Section 3.2.2](#) will not be approved. Instead, these property owners will be granted a three (3) month period whereby further debt recovery action will be suspended, to allow sufficient time for financial advice to be obtained in relation to their options.

During this period, reasonable attempts must be made by the property owner to make periodic payments to their rate accounts and failure to do so will result in an escalation of recovery actions. At the end of this three (3) month period, the property owner must either pay the outstanding debt in full or enter into a payment arrangement in accordance with the terms and conditions outlined in [Section 3.1](#). Failure to do either of these actions will result in the escalation of recovery actions. (e.g. debt sent to external debt collection specialist for commencement of legal action).

## 3.3. Interest

In accordance with *section 133 of the Local Government Regulation 2012*, Council will apply interest at the % rate shown in the relevant financial year's revenue statement (as calculated and amended annually), compounding daily on all overdue rates and charges, from the date on which the rates and charges became overdue.

Importantly, interest charges will not apply to debts under a payment arrangement as defined in [Section 3.2](#), provided that regular payments are made in accordance with the agreed and approved payment schedule.

### 3.4. Criteria for the Implementation of Legal Action

Council has set a threshold for the referral of debts for legal action of \$800.00. As per [Section 3.1](#), debts equal to or greater than this threshold will initially be referred for legal debt recovery at 28 days after the expiration of the discount period, with the first stage in the legal process being the issue of a letter of demand (step 3 at [Section 3.1](#)).

- (i) **Debts equal to or greater than \$800.00** – Legal debt recovery action will only be initiated where the balance of rates and charges is equal to or greater than \$800.00, and no approved payment arrangement, as per [Section 3.2](#), is in place. All legal debt recovery action is administered by Council's approved external debt collection specialist and the relevant information in relation to the referred debt is supplied by Council to the debt collection specialist. Legal charges incurred are charged against the individual rate assessment and recovered in full by Council.
- (ii) **Debts less than \$800.00** – Debts under \$800.00 are not referred to the external debt collection specialist for legal recovery action. The recovery process for these debts is a two-step process as per steps 1 and 2 of the table at [Section 3.1](#). The first step is the issuing of a reminder notice and then at step 2, Council issues a second Final Reminder Notice. There will be no further escalation of legal recovery action while the debt remains under the \$800.00 threshold. However, legal action may be instigated in circumstances where the debts remain outstanding for a period of at least 12 months and an approved payment arrangement (as per [Section 3.2](#)) has not been entered into.

### 3.5. Criteria for Taking Action to Sell Land for Overdue Rates

In accordance with *Chapter 4, Part 12, Division 3* of the *Local Government Regulation 2012*, Council has the ability to instigate sale proceedings where rates remain outstanding beyond set periods of time. These periods are usually one (1) year for vacant land and three (3) years for all other land. Refer to the table within [Section 3.1](#), specifically steps 8, 9 and 10 of the debt recovery actions ([Section 3.1](#)).

## 4. DEFINITIONS

**Council** means the South Burnett Regional Council.

**Council Employee/s** means a person/s 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.

**Councillor** means Councillor, of a local government, includes the Mayor.

**Rates and Charges** are defined in the *Local Government Regulation 2012* as including differential general rates, minimum general rate levies, separate rates and charges, special rates and charges, utility charges and accrued interest on outstanding balances.

**Overdue Rates and Charges** are defined in *section 132* of the *Local Government Regulation 2012* as including the interest, if interest is payable, on the rates or charges and the costs, if the local government takes the ratepayer to court to recover rates or charges and the court orders the ratepayer to pay the council's costs.

## 5. LEGISLATIVE REFERENCE

*Section 95 and 96 of the Local Government Act 2009*

*Part 12 of the Local Government Regulation 2012*

*Information Privacy Act 2009*

*Australian Competition and Consumer Commission Debt Collection Guidelines*

*Local Authorities Revenue Management Association Queensland Sale of Land Best Practice Guide*

## 6. RELATED DOCUMENTS

South Burnett Regional Council Revenue Policy – Statutory - 005

South Burnett Regional Council Revenue Statement

South Burnett Regional Council Financial Hardship Policy – Statutory 012

**7. NEXT REVIEW**

As prescribed by legislation or every two (2) years (to be inserted).

**8. VERSION CONTROL**

| Version | Revision Description                | Approval/Adopted Date | ECM Reference |
|---------|-------------------------------------|-----------------------|---------------|
| 1       | Development of Rate Recovery Policy | 11 November 2009      | 1906499       |
| 2       | Policy Review                       | 15 June 2015          | 1959080       |
| 3       | Policy Review                       |                       |               |

Mark Pitt PSM  
**CHIEF EXECUTIVE OFFICER**

Date:

## 6.8 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL INFRASTRUCTURE QUALITY POLICY - STATUTORY-029

**File Number:** 19 May 2021

**Author:** Manager Corporate Services

**Authoriser:** Chief Executive Officer

### PRECIS

Adoption of the South Burnett Regional Council Infrastructure Quality Policy – Statutory-029

### SUMMARY

South Burnett Regional Council's ('Council') Infrastructure Department is committed to achieving the objectives set out in the Council's Corporate Plan. To achieve this, the Department aims to provide the following activities and services:

- Provide and maintain road infrastructure in accordance with sustainable asset management practices;
- Provide and maintain financial sustainable utility infrastructure in accordance with asset management practices; and
- Provide and maintain other Council owned infrastructure to meet community needs in accordance with asset management practices.

### OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Infrastructure Quality Policy – Statutory-029 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 2021 - 2026: | IN1 Continue to provide sound asset management strategies to maintain and improve Council's road network, bridges, drainage and street lighting.                           |
|                             | IN2 Continue to provide sound asset management strategies to maintain and improve Council's footpath infrastructure.   |
|                             | IN5 Develop and implement a hierarchy and programme to refurbish median strips and roundabouts prioritising entry ways into our major towns.                               |
|                             | OR2 Achieve community recognition as an ethical Council that values and practices community consultation, accountable governance and open and transparent decision-making. |
|                             | OR3 Manage Council assets effectively through the development and implementation of Asset Management Plans.  |

|                                  |  |
|----------------------------------|--|
| Annual Operational Plan 2020/21: | INF1.1 Provide and maintain road infrastructure in accordance with sustainable asset management practices.   |
|                                  | INF1.3 Provide and maintain other Council owned infrastructure to meet community needs in accordance with asset management practices.                                |
|                                  | Develop and implement the Council Policy Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards |

### COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken with the General Manager Infrastructure and Manager Works with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks. The policy was tabled for consideration at the Ordinary Meeting of Council 16 December 2020:

### 9.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL INFRASTRUCTURE QUALITY POLICY-STATUTORY- 029

#### RESOLUTION 2020/197

Moved: Cr Kirstie Schumacher

Seconded: Cr Kathy Duff

That the matter lay on the table until the special meeting of Council on 31 March 2021.

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

Against: Nil

**CARRIED 7/0**

A report was tabled at the Executive Services and Finance & Corporate Standing Committee on 17 March 2021 advising the delay in tabling the policy for adoption.

### 6.6 RESOLUTION 2020/197 - SOUTH BURNETT REGIONAL COUNCIL INFRASTRUCTURE QUALITY POLICY\_STATUTORY 029

#### COMMITTEE RESOLUTION 2021/2

Moved: Cr Roz Frohloff

Seconded: Cr Gavin Jones

1. That the committee note the update report for information; and
2. The draft Infrastructure Quality Policy – Statutory 029 be represented to the Executive and Finance & Corporate Standing Committee, 19 May 2021 for consideration.

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

Against: Nil

**CARRIED 7/0**

In response to the feedback received from Council, Council's Senior Business Officer consulted with the external auditor representing Compliance Australia Certification Services to gain further feedback on the policy.

The policy was further reviewed and re-circulated for a period of two (2) weeks to the Senior Management Team and Councillors for consideration. Feedback was received from Chief Executive Officer and Manager Finance, indicating no changes were required. The Manager Works considered all feedback submissions and advised no further changes were required.

### **LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)**

*AS/NZS ISO 9001:2016 Quality Management Systems - Requirements*

*Local Government Act 2009 (Qld)*

*ISO 9001:2015(E) Quality management systems – Requirements*

*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.

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

### **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**

The Infrastructure Quality Policy is relevant to services provided by the Infrastructure Planning (excluding the Materials Laboratory) and Works Branches within South Burnett Regional Council ('Council'). Activities performed by the Materials Laboratory are covered by the National Association of Testing Authorities accreditation.



The policy is established in accordance with the International Standard ISO 9001:2015 and provides the framework for the Department's Quality Management System. Council currently holds Organisation for Standardisation ISO 9001:2015 certification. The scope of this certification covers the provision for design, construction and the maintenance of the South Burnett Road Network.

The objectives of the policy are to:

- Maintain a Quality Management System in accordance with ISO 9001:2015 Quality Management Systems – Requirements;
- Plan and implement actions to address risks and opportunities and integrate these into the Quality Management System; and
- Train staff and provide appropriate equipment and resources to ensure the continuous improvement of the Quality Management System.

## ATTACHMENTS

1. **South Burnett Regional Council Infrastructure Quality Policy - Statutory-029** [↓](#) 



POLICY CATEGORY - NUMBER: STAT-029

POLICY OWNER: Works

ECM ID: 2745006

ADOPTED:

## Infrastructure Quality 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 Corporate Services Branch. **A hard copy of this electronic document is considered uncontrolled.**

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### 1. POLICY STATEMENT

South Burnett Regional Council's ('Council') Infrastructure Department ('Department') is committed to achieving the objectives set out in Council's Corporate Plan, being:

In order to achieve related outcomes, we aim to provide the following activities and services:

- Provide and maintain road infrastructure in accordance with sustainable asset management practices;
- Provide and maintain financially sustainable utility infrastructure in accordance with asset management practices; and
- Provide and maintain other Council owned infrastructure to meet community needs in accordance with asset management practices.

### 2. SCOPE

This policy is relevant to services provided by the Infrastructure Planning (excluding the Materials Laboratory) and Works Branches within Council. Activities performed by the Materials Laboratory are covered by the National Association of Testing Authorities ('NATA') accreditation.

This policy is established in accordance with the International Standard ISO 9001:2015 and provides the framework for the Department's Quality Management System ('QMS'). Council currently holds Organisation for Standardisation ('ISO') 9001:2015 certification. The scope of this certification covers the provision for design, construction and the maintenance of the South Burnett road network.

This policy's objectives are to:

- maintain a QMS in accordance with the ISO 9001:2015 Quality Management Systems – Requirements;
- plan and implement actions to address risks and opportunities and integrate these into the QMS; and
- train staff and provide appropriate equipment and resources to ensure the continuous improvement of the QMS.

The ISO 9001:2015 Standard is published by the ISO, which is a worldwide federation of national

standards bodies (ISO member bodies). 'This ISO provides the fundamental concepts, principles and vocabulary for QMS and proposes a well-defined QMS, based on a framework that integrates established fundamental concepts, principles, processes and resources related to quality, in order to help organisations realize their objectives.'<sup>1</sup>

'This ISO employs the process approach, which incorporates the Plan-Do-Check-Act ('PDCA cycle'), and risk-based thinking.'<sup>2</sup> Council has determined the scope of the applicability of the QMS as the provision for design, construction and the maintenance of the South Burnett road network. Council has clearly defined processes needed for its QMS and has determined the inputs and the expected outputs, allocated resources, and assigned responsibilities for these processes, including monitoring against performance indicators to ensure these defined processes achieve their intended results.

Council has established a Corporate Risk and Internal Audit Framework including Risk Registers/Treatment Plans that ensures the necessary processes and actions to identify, review and address corporate risks are undertaken in a timely manner. For the management review process, a two (2) tier structure comprising of an Infrastructure Management Group and an Infrastructure Working Group has been established. These working groups facilitate the identification of corporate risks and have the capability and authority to undertake suitable actions to address the corporate risks and take corrective action where required and identify opportunities for improvement so that the QMS can achieve its intended results.

In accordance with the quality management principles contained within the ISO 9001:2015 Standard, this policy aims to apply the following principles to improve the performance of the Department:

- **Customer Focus**
  - Professional and efficient service delivery
  - Suitable Communication
  - Acceptable Response Time
- **Leadership**
  - Direction
  - Support
  - Culture
- **Engagement of people**
  - Motivation
  - Ownership
  - Inclusive participation
- **Process approach**
  - Quality
  - Timely
  - Consistent
- **Improvement**
  - Key phase management
  - Continual review
- **Evidence-based decision making**
- **Relationship management**
  - Cooperation
  - Innovative partner
  - Trusted Advisor

### 3. GENERAL INFORMATION

In accordance with the *Local Government Act 2009*, Council adopts an Annual Operational Plan which identifies specific works to be undertaken and services to be provided in order to progress the long-term objectives set out in Council's Corporate Plan. An assessment of the Department's performance in implementing its Corporate and Annual Operational Plans will be monitored with quarterly Annual Operational Plan reviews and the progress reported in Council's Annual Report.

<sup>1</sup> <https://www.iso.org/obp/ui/#iso:std:iso:9000:ed-4:v1:en>  
<sup>2</sup> ISO 9001:2015(E) p.7

### 3.1. Communication

Department divisional meetings are held on a quarterly basis, where the Infrastructure Management Group and Senior Executive Team ('SET') officers meet with the entire workforce of the Department to communicate planned actions to achieve improvements to current business processes, actions to address risks and opportunities, and inform the workforce on the impact of any major changes in the legislation. This ensures that the planned strategic direction is clearly communicated to officers at all levels and officers are aware of their roles and responsibilities in ensuring the intended results are achieved.

Communication of the Department's QMS objectives is also achieved through the Infrastructure Management Group and Infrastructure Working Group meetings, officer inductions and team meetings. Information to officers is also relayed via regular emails, awareness sessions and monthly newsletters which are accessible on the Council's intranet.

### 3.2. Key Performance Indicators

The Performance Measurement Framework sets the criteria for the specific Key Performance Indicators critical to works and service delivery provided by the Works Branch of the Infrastructure Department, as identified in the Council's annual Operational Plan.

The strategic direction and achievement in implementing the Operational Plan activities and Key Performance Indicators are assessed via quarterly reviews and updates.

This Policy aims to apply the quality management principles pertinent to standards for service deliverables and professional performance criteria of the ISO 9001:2015 Standard to:

- **Accreditation** - Maintain the ISO 9001:2015 certification by continually reviewing operational systems and strategies complying to the requirements of this Standard and implementing new systems as required to remain adapt in the responsibilities of the organisational commitments.
- **Improvements** - Review and implement outstanding improvement action requests (IAR) throughout the year with an 90% target completion rate. Customer Requests actioned with due diligence and closure within 30 calendar days from notice. Implementation of strategic Project Management Framework with consistent and holistic principals. Continual performance improvement and review process with innovation as the key charter.
- **Audits** – Undertake the scheduled internal audits throughout the year with a 90% target completion rate.
- **Document and record control** – Portfolio Management System captures all documents, records and data related to the Quality Management System with a 90% target capture rate.
- **Business Processes** – QMS Procedures are reviewed to enable effective operation and control of processes, in accordance with the annual review schedule, with a 90% target completion rate.

## 4. DEFINITIONS

**Annual Operational Plan** – The Annual Operational Plan details the activities and projects planned to achieve our goals on the Corporate Plan.

**Corporate Plan**– The Corporate Plan outlines South Burnett Regional Council's goals and strategies providing Council with the direction for the period of five (5) financial years.

**NATA Accreditation** – The National Association of Testing Authorities ('NATA') is the national accreditation body for Australia. Accreditation provides a means of determining, formally recognising

and promoting that an organisation is competent to perform specific types of conformity assessment activities.

**ISO 9001:2015(E)** – This is firmly established as the globally implemented Standard for providing assurance about the ability to satisfy quality requirements and to enhance customer satisfaction in supplier-customer relationships. This Standard was published by the International Organisation for Standardisation (ISO).

**AS/NZS ISO 9001:2016** – This Standard is identical with and has been reproduced from ISO 9001:2015(E) Quality Management Systems - Requirements. This Australian/New Zealand Standard AS/NZS ISO 9001:2016 was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Systems, to supersede AS/NZS ISO 9001:2008.

#### **5. LEGISLATIVE REFERENCE**

*Local Government Act 2009*

ISO 9001:2015(E) Quality Management Systems – Requirements

AS/NZS ISO 9001:2016 Quality Management Systems – Requirements

#### **6. RELATED DOCUMENTS**

Employee Code of Conduct Policy

Infrastructure Quality Manual

Roads and Drainage - Construction Activities Manual

Roads and Drainage - Maintenance Activities Manual

Design and Technical Services – Procedures Manual

#### **7. NEXT REVIEW**

As prescribed by legislation or every two (2) years – May 2023

**8. VERSION CONTROL**

| Version | Revision Description | Approval/Adopted Date | ECM Reference |
|---------|----------------------|-----------------------|---------------|
| 1       | New Policy           |                       | 2745006       |

Mark Pitt PSM  
**CHIEF EXECUTIVE OFFICER**

Date:

## 6.9 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL TRADE WASTE MANAGEMENT POLICY - STATUTORY - 036

**File Number:** IR 2794247

**Author:** Manager Corporate Services

**Authoriser:** Chief Executive Officer

### PRECIS

Adoption of the South Burnett Regional Council Trade Waste Management Policy – Statutory-036

### SUMMARY

This Policy sets guidelines for the disposal and management of trade waste in the South Burnett Regional Council ('Council') jurisdiction. Overarching principles in the framework include environmental sustainability and community safety, with due regards to Council's legislative responsibilities and obligations.

This policy applies to all generators of trade waste, including institutional, commercial and industrial premises discharging trade waste into Council's wastewater network.

### OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Infrastructure Quality Policy – Statutory-029 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 2021 - 2026:      | EN1 Investigate, develop and implement an Environmental Sustainability Policy.   |
|                                  | OR1 Deliver on our Corporate Plan through high level delivery of the annual operational plans.   |
|                                  | OR2 Achieve community recognition as an ethical Council that values and practices community consultation, accountable governance and open and transparent decision-making. |
|                                  | OR3 Manage Council assets effectively through the development and implementation of Asset Management Plans.  |
| 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       |

### COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken with the Manager Finance with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks.

Feedback was received from Cr Schumacher, Chief Executive Officer, General Manager Finance & Corporate, Manager of People & Culture and Manager Finance, indicating no changes were required. The Manager Water & Wastewater considered all feedback submissions and advised no further changes were required.

## LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

*Local Government Act 2009 (Qld)*

*Local Government Regulation 2012 (Qld)*

*Water Supply (Safety and Reliability) Act 2008*

*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

The South Burnett Regional Council ('Council') Trade Waste Management Policy sets guidelines for the disposal and management of trade waste in Council's jurisdiction. Overarching principles in the framework include environmental sustainability and community safety, with due regards to Council's legislative responsibilities and obligations.



The policy applies to all generators of trade waste, including institutional, commercial and industrial premises discharging trade waste into Council's wastewater network.

The objectives of Council in controlling the discharge of trade waste into the wastewater system are:

- To safeguard public health and the environment;
- To prevent harm or injury to wastewater employees;
- To safeguard the wastewater system against damage, blockage or surcharging;
- To exclude non-biodegradable and potentially harmful substances that may:
  - cause the wastewater treatment process to fail;
  - render effluent or sludge unacceptable for re-use or disposal;
  - cause odours;
  - cause physical damage to infrastructure;
- To equitably recover the cost of services to commerce and industry including the cost of conveyance, treatment and damage to the wastewater systems; and
- To provide operational data on the volume and composition of industrial effluent to assist in the operation of the wastewater system and the design of augmentations or new wastewater systems.

## ATTACHMENTS

1. **South Burnett Regional Council Trade Waste Management Policy - Statutory-036** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory - 036

POLICY OWNER: Water &amp; Wastewater

ECM ID: 2794247

ADOPTED:

## Trade Waste Management 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 Corporate Services Branch. **A hard copy of this electronic document is considered uncontrolled.**

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### 1. POLICY STATEMENT

The purpose of this policy is to set guidelines for the disposal and management of trade waste in the South Burnett Regional Council ('Council') jurisdiction. Overarching principles in the framework include environmental sustainability and community safety, with due regards to Council's legislative responsibilities and obligations.

### 2. SCOPE

The policy applies to all generators of trade waste, including institutional, commercial and industrial premises, discharging trade waste into Council's wastewater network.

The objectives of Council in controlling the discharge of trade waste into the wastewater system are:

- To safeguard public health and the environment;
- To prevent harm or injury to wastewater employees;
- To safeguard the wastewater system against damage, blockage or surcharging;
- To exclude non-biodegradable and potentially harmful substances that may:
  - cause the wastewater treatment process to fail;
  - render effluent or sludge unacceptable for re-use or disposal;
  - cause odours;
  - cause physical damage to infrastructure;
- To equitably recover the cost of services to commerce and industry including the cost of conveyance, treatment and damage to the wastewater systems; and
- To provide operational data on the volume and composition of industrial effluent to assist in the operation of the wastewater system and the design of augmentations or new wastewater systems.

### 3. GENERAL INFORMATION

Council's Water and Wastewater Branch is responsible for the collection, transport, treatment and disposal of domestic wastewater in the region.

Council operates several Wastewater Treatment Plants ('WWTPs') in the region. The WWTPs are

based on biological processes to convert biodegradable components of wastewater into inert substances and sludge for further treatment. Treated wastewater is either reused for irrigation or disposed under an environmental authority. Dried sludge is carted offsite and used as a fertiliser resource or for compost processing.

Council is committed to complying with legislative requirements for the management of wastewater including the provision of a safe work environment for employees and protecting the environment. Council can only achieve this via controlling what is disposed into the wastewater network and ultimately treated at the WWTPs. This policy assists Council in:

- Ensuring that the Council's wastewater assets continue to operate in a reliable, safe and environmentally sustainable manner;
- Complying with relevant legislation and regulations;
- Implementing management procedures in line with best industry practices; and
- Allocating and recovering costs from generators.

### **3.1. Roles and Responsibilities**

The roles and responsibilities in relation to this policy are:

- Councillors adopt the policy and provide leadership and stewardship of trade waste management principles and long-term planning.
- The Chief Executive Officer ('CEO') has overall responsibility for developing business processes, systems, organisational policies and procedures and reporting on the status and effectiveness of management within Council.
- The General Manager Infrastructure and the Manager Water & Wastewater are responsible for developing plans, implementing business processes, systems, organisational policies and procedures to ensure the reliable delivery of services.
- Employees with management or supervisory responsibilities will be held accountable for the management of assets within their areas of responsibility as determined under the trade waste management plan.
- Employees will be tasked based on the relevant trade waste management plan and will be responsible for the timely completion of assigned tasks.

### **3.2. Trade Waste Management Plan**

Council has developed and implements a plan for trade waste management, called the Trade Waste Management Plan ('TWMP'), which details specific requirements in the implementation and compliance of this policy, and manages trade waste entering its wastewater system.

The TWMP will address at least the following:

- Control of trade waste;
- Trade waste discharge categories;
- Wastewater admission limits;
- Trade waste charges and fee;
- Trade waste application approval procedures, content and conditions;
- Inspection and monitoring requirements;
- Determination of discharge quantity and quality;
- Pre-treatment requirements; and
- Implementation provisions.

The TWMP will be approved by Council. The TWMP is a component of the Council's Water & Wastewater Branch under the Infrastructure Department.

#### 4. DEFINITIONS

**Councillor** means Councillor, of a local government, includes the Mayor.

**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.

**Trade Waste**<sup>1</sup> means the waterborne wastes from any industry, business, trade or manufacturing premises, other than:

- waste that is a prohibited substance; or
- human waste; or
- stormwater.

#### 5. LEGISLATIVE REFERENCE

*Local Government Act 2009*

*Water Supply (Safety and Reliability) Act 2008*

#### 6. RELATED DOCUMENTS

Trade Waste Management Plan

Trade Waste Application Form

Water and Wastewater Customer Service Standards

#### 7. NEXT REVIEW

As prescribed by legislation or every two (2) years – <to be inserted>

#### 8. VERSION CONTROL

| Version | Revision Description | Approval/Adopted Date | ECM Reference |
|---------|----------------------|-----------------------|---------------|
| 1       | New Policy           | 22 October 2014       | 1378281       |
| 2       | Review of Policy     |                       |               |

Mark Pitt PSM

**CHIEF EXECUTIVE OFFICER**

Date:

<sup>1</sup> *Schedule C - Water Supply (Safety and Reliability) Act 2008*

**6.10 DEBTORS WRITE-OFFS FOR THE 2020/2021 YEAR****File Number:** 19.05.2021**Author:** Coordinator Finance**Authoriser:** Chief Executive Officer**PRECIS**

Debtor accounts for all modules (excluding rates) in both property and rating and core enterprise suite have been assessed with some write-offs as bad debts being required.

**SUMMARY**

Summary of Council's outstanding debtors as at the 30<sup>th</sup> April 2021 in all modules, excluding rates, with recommendations on any write-offs for bad debts that are required.

**OFFICER'S RECOMMENDATION**

That the Committee recommend to Council:

- that the \$3,943.83 in bad debts to be written off be approved
- that Council receive and note the future potential write-offs of approximately \$2,000 to be confirmed at the June Standing Committee.

**BACKGROUND**

Finance has been working closely with departments over the last few months to gain an understanding of the status of all outstanding debts to determine any write-offs that may need to occur for this financial year. As at the end of April 2021, Council had a total of \$2.111m sitting in the balance sheet for debtors (excluding rates and trust bonds) which consisted of both current and overdue amounts. The below table shows the breakup of each module as well as the status of any outstanding amounts.

| Module                            | Current - Not Yet Due  | Overdue - Being Followed Up | With Debt Collectors/ Payment plan | Charges being cleared (application cancelled etc) | Collection avenue available | Write Off          | Total                  |
|-----------------------------------|------------------------|-----------------------------|------------------------------------|---|-----------------------------|--------------------|------------------------|
| Animals                           | \$ 246.00              | \$ 96,179.75                | \$ -                               | \$ -  | \$ -                        | \$ -               | \$ 96,425.75           |
| Certs                             | \$ 235.00              | \$ 255.50                   | \$ -                               | \$ 1,885.20                                       | \$ -                        | \$ 690.00          | \$ 3,065.70            |
| Trade Waste                       | \$ -                   | \$ 2,380.00                 | \$ 15,433.33                       | \$ 13,890.00                                      | \$ -                        | \$ 1,325.23        | \$ 33,028.56           |
| Property by Law Enforcement (PBE) | \$ 2,188.00            | \$ -                        | \$ -                               | \$ 226.00   | \$ 28,639.38                | \$ -               | \$ 31,053.38           |
| Permits and Licences (PLUS)       | \$ 1,192.00            | \$ 6,621.50                 | \$ -                               | \$ 2,035.11                                       | \$ -                        | \$ -               | \$ 9,848.61            |
| Regulatory Applications (RAMS)    | \$ 45,106.65           | \$ 14,576.83                | \$ -                               | \$ 9,367.50                                       | \$ -                        | \$ 770.00          | \$ 69,820.98           |
| Debtors                           | \$ -                   | \$ 22,790.08                | \$ 21,280.24                       | \$ -  | \$ -                        | \$ 0.03            | \$ 44,070.35           |
| Accounts Receivable Debtors       | \$ 1,681,844.99        | \$ 61,828.99                | \$ 78,838.01                       | \$ -  | \$ -                        | \$ 1,158.57        | \$ 1,823,670.56        |
| <b>Totals</b>                     | <b>\$ 1,730,812.64</b> | <b>\$ 204,632.65</b>        | <b>\$ 115,551.58</b>               | <b>\$ 27,403.81</b>                               | <b>\$ 28,639.38</b>         | <b>\$ 3,943.83</b> | <b>\$ 2,110,983.89</b> |

**Overdue – Being Followed Up**

Out of the \$205k in this category, approximately \$20k is flagged to be sent to debt collectors over the coming months. The overdue amounts under the animals module is actively being followed up by the compliance team and relate to this current year's dog registrations. At this stage we do not believe that any of these animal registrations will need to be written off this financial year.

At this stage finance do not believe that there should be any significant amounts sitting in this category that may be written off this financial year, apart from approximately \$2k under the accounts receivable module. A decision will be made on this \$2k over the next few months once Finance are happy that all avenues have been explored to obtain payment from the customers.

With Debt Collectors / On Payment Plan

Council has a number of debtors that are currently sitting in the hands of debt collectors or have entered into a payment arrangement. Out of the \$116k, \$26k are on payment plans which are closely monitored. The remaining amounts are with debt collectors with the debts having progressed to the Judgement stage or beyond. Council is currently awaiting a decision from the courts to have the judgement application granted on three out of the four debts. This allows Council to then take enforcement action against the debtor for the judgement amount. One debtor has progressed to the post judgement stage and the customer has made contact to try and negotiate a payment arrangement to clear their debt.

Charges Being Cleared

Any monies sitting under this category relate to fees that have been charged that need to be reversed as the application that it relates to was either withdrawn or cancelled by the customer. These include, rates searches no longer required, trade waste permits where the business had ceased trading, food licences that were surrendered, cancelled hall bookings, and withdrawn building and plumbing applications. These are all being fixed up by the end of June.

Collection Avenue Available

The \$29k sitting under this category relates to slashing charges for overgrown allotments. As Council is able to recoup these costs when properties are sold, the risk of having to write any of these amounts off are extremely low.

Write-Off

Finance have determined with the relevant departments that \$4k in outstanding debts will need to be written off as bad debts. All available avenues to recoup these have been explored and due to their low value, debt collection isn't a viable option. Finance recommends to Council that the total amounts of \$3,943.83 be approved for write-off. The below table shows the amounts, responsible area and details surrounding the reasons for proposed write-off.

| Invoice Date | Responsibility Code  | Amount             | Reason for Write-off   |
|--------------|----------------------|--------------------|--|
| 20/03/2020   | CATTLE               | \$ 55.80           | Recommend write off due to multiple return to sender - No other contact detail.  |
| 16/06/2020   | CATTLE               | \$ 39.70           | Due to internal paper work received with incorrect debtor number wrong person was invoiced. Due to age & amount it was recommended to be write off.          |
| 22/09/2019   | CATTLE               | \$ 51.50           | Return to sender - Called multiple times never answers/ calls back.  |
| 6/05/2020    | CATTLE               | \$ 98.30           | Recommend write off due to multiple return to sender - No other contact details.   |
| 4/12/2020    | ENV&WAST             | \$ 0.10            | Under \$1 - unable to get customer to remember to pay. Low amount so not worth pursuing.   |
| 6/04/2020    | ENV&WAST             | \$ 0.10            | Under \$1 - unable to get customer to remember to pay. Low amount so not worth pursuing.   |
| 13/10/2020   | PROPERTY             | \$ 0.09            | Under \$1 - unable to get customer to remember to pay. Low amount so not worth pursuing.   |
| 6/05/2020    | ENV & WAST           | \$ 0.50            | Under \$1 - unable to get customer to remember to pay. Low amount so not worth pursuing.   |
| 12/06/2019   | PROPERTY             | \$ 231.47          | Return to sender - Called multiple times never answers/calls back.   |
| 26/04/2019   | SOIL LAB             | \$ 681.01          | Recommend to write off due to 3 demand letters sent via email and post - tried different addresses - tried calling multiple times never answers/ calls back. |
| 15/05/2020   | PLANNING             | \$ 50.00           | Unable to obtain payment - due to low amount decision is to write off.   |
| 30/04/2019   | RATES                | \$ 154.50          | Search requested over the phone. Failed to obtain payment. Due to age and low amount write off is recommended.   |
| 14/08/2018   | RATES                | \$ 213.50          | Search requested over the phone. Failed to obtain payment. Due to age and low amount write off is recommended.   |
| 23/10/2018   | RATES                | \$ 61.50           | Search requested over the phone. Failed to obtain payment. Due to age and low amount write off is recommended.   |
| 24/01/2019   | RATES                | \$ 135.50          | Search requested over the phone. Failed to obtain payment. Due to age and low amount write off is recommended.   |
| 6/10/2017    | RATES                | \$ 75.00           | Unable to obtain payment - due to low amount decision is to write off.   |
| 7/07/2015    | TRADE WASTE          | \$ 750.00          | Recommended write off due to ceasession of business and no contact details to follow up.   |
| 10/07/2019   | TRADE WASTE          | \$ 270.00          | Recommended write off due to ceasession of business and no contact details to follow up.   |
| 24/07/2018   | TRADE WASTE          | \$ 35.23           | Recommended write off due to age and amount.   |
| 10/07/2019   | TRADE WASTE          | \$ 270.00          | Unable to obtain payment due to invoice intended for the old owners.   |
| 1/07/2017    | Planning Development | \$ 770.00          | Request completed. Failed to obtain payment. Due to age write off is recommended.  |
| 30/06/2014   | Debtors              | \$ 0.03            | Rounding - not worth pursuing.   |
|              | <b>Total</b>         | <b>\$ 3,943.83</b> |  |

**ATTACHMENTS**

Nil

**6.11 COUNCILLOR ATTENDANCE AT THE ALGA NATIONAL GENERAL ASSEMBLY 2021****File Number:** 19-05-2021**Author:** Executive Assistant**Authoriser:** Chief Executive Officer**PRECIS**

Councillor attendance at the ALGA National General Assembly 2021

**SUMMARY**

At the Ordinary Council Meeting held on 28 April 2021 a resolution was passed (Resolution 2021/328) that the Mayor, Deputy Mayor and Cr Schumacher attend the ALGA National General Assembly 2021. Deputy Mayor Jones is now unable to attend. Does Council want to send another Councillor in his place?

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**OFFICER'S RECOMMENDATION**

That

**BACKGROUND**

N/A

**ATTACHMENTS**

Nil

## **7 PORTFOLIO - REGIONAL DEVELOPMENT**

### **7.1 REGIONAL DEVELOPMENT PORTFOLIO REPORT**

**File Number:** 19-05-2021

**Author:** Councillor

**Authoriser:** Chief Executive Officer

#### **PRECIS**

Regional Development Portfolio Report

#### **SUMMARY**

Cr Schumacher presented her Regional Development Portfolio Report to Council

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#### **OFFICER'S RECOMMENDATION**

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

Our region is very much open for business with a buy local focus and a proactive approach to welcoming new, innovative, and creative developments that will grow our population and secure our future.

We absolutely will be the next growth story and I welcome the groundswell and big picture thinking brought by the release of the draft Regional Development Strategy. Over the past month I've been scheduling a series of meetings with both Mayor Otto and Cr Jones to discuss the draft strategy with several key stakeholders in our region. Over this coming month we will be working to understand and seek further feedback, with a goal to finalise the draft plan for adoption by the July General Meeting. The strategy outlines Council's agenda in terms of advocacy and planning priorities, with a view to improve the resilience and strength of our regional economy and position the South Burnett to support well planned growth and attract investment. This strategy is a Council document that will evolve over time. It's our shared intention to work with stakeholders to ensure key priorities including our transport routes, water security and investment ready land is available into the future.

As discussed in the budget committee meetings it is my recommendation, that Council hold a conservative budget for the facilitation of regional development partnerships and activities this coming year. I will be working with the CEO to arrange a workshop with Council in the first quarter of the next financial year to determine how we will resource and deliver regional development priorities in the South Burnett for the remainder of our term. I'm mindful the focus of our regional development strategy is about providing an environment conducive to growth. Following on from the many meetings and conversations we've had with key players in the region, I can report letters inviting some of these key players to express their interest in being a part of the regional development advisory committee have been sent. Once we have received confirmation of these members interest in being a part of the committee, a report will be brought to the Standing Committee for endorsement. It's my understanding the Senior Economic Development officer will return from the KTP project sometime in the new financial year and will be able to support Council with this committee and its activities. In the first instance the committee's focus will concentrate on the establishment of a Regional Work Plan in collaboration with Council. It is my intention for the regional development advisory committee meeting to operate like a "Think Tank", and I will be working with each of you to bring both internal and external stakeholders to the table, in an effort to leverage their learnings and ultimately unpack ideas and opportunities for the South Burnett. I believe we need to think like there is no box. I believe we can all learn together, partner with those who are already champions for our region's growth and equally leverage some of the learnings from our neighbouring councils. I'm very much looking forward to beginning these meetings in the first quarter of the financial year.

It's been a busy month for regional development with many exciting projects and initiatives underway:



We recently met with tourism operators around Moffatdale with Mayor Otto, Cr Duff and Cr Henschen to learn more about their plans for further growth, talk all things tourism and share in ideas for consideration in the planning scheme amendments. I would like to thank GM Peter O'May and Manager Chris Du Plessis for their support with these meetings. All operators that we met with, agreed there is enormous potential to accelerate tourism in the South Burnett and I welcome the opportunity to continue working together.

Council recently met with Visit South Burnett and received a draft copy of their Regional Tourism Strategy, which VSB has termed as the next evolution of destination management, striving to deliver a clear direction for tourism and events to its stakeholders, focusing on the actions and resources required to create a sustainable and competitive tourism destination. The strategy document states that South Burnett Regional Council is a targeted partner, along with neighbouring RTO's, LTO's, state and federal governments with a view to increase the value of tourism. The document states that VSB's strategy has been developed with strong consultation and stakeholder feedback, and a review of existing planning reviews and reports to ensure support for key initiatives from local tourism operators, local government and the wider visitor economy. While this was the first time any Councillor had seen the draft, I understand from the conversation Council had with VSB Chair, Jason Kinsella and the committee members that the draft strategy is yet to be tabled with VSB members or the broader tourism community. VSB will be invited to pitch their 21/22 partnership proposal and provide a report on their achievements, and evidence of this to Council for consideration for in the first quarter of next financial year.

I'm pleased to report the Channel 7 'Travel & Eat with Dan & Steph' Kingaroy special with be filming in the South Burnett between 3 to 7 June 2021. I understand Dan and Steph have been reaching out to various growers and local food manufacturers and will be showcasing all the region has to offer. Thank you Council for your support of this initiatives.

I've also been working with the Department of State Development, the KTP team and KCCI to investigate potential funding options that could support a Façade Improvement Program in the Kingaroy CBD. Both Rockhampton Regional Council and Ipswich City Council have had similar programs. While there aren't any current funding programs that align with the objectives discussed we will continue to progress these conversations and look to understand how other region's success with this style of program.

As part of Council's membership arrangements, I've been working with Drive Inland to promote drive tourism in the South Burnett and would like to thank the Media Team who have prepared a communication plan showcasing all there is to see and do in the South Burnett. The Drive Inland platform has an extensive following and it's great that Council is leveraging this audience to lure visitors to the South Burnett.

Mayor Otto and I recently met with SQCT to understand more about their activities to promote our region and support visitation. I will be travelling to Toowoomba after this meeting to meet with the SQCT team, its other member Council's and Minister Hinchliffe.

We also recently met with Parkside Timber Division's Dry Mill Manager with Mayor Otto, Cr Potter and Cr Duff and it was great to take a firsthand look at the operations in Wondai and understand more about Parkside's contribution to our local economy. They are a major employer and their innovative practices have seen them really maximise timber production, and limit any potential waste product. I understand the technology used in the mill is rarely seen in hardwood green sawmilling, as it focuses on cutting to order for their customers. We toured the dry mill facility which houses world class technology, and produces hardwood decking, flooring, cladding, F27 and decorative timber. We also learned about their plans to increase the production of laminate timber products into the future here in the South Burnett, which is a process that utilises all timber off cuts to produce decorative timber beams. I'd like to thank the Parkside team for their kind hospitality and note the incredible culture of teamwork, pride and innovation that we all experienced on our tour.

I also attended the Department of Agriculture and Fisheries Broadacre and Beyond Session with Cr Henschen earlier this month. Clearly we all have enormous pride for our region, what it can produce, the people and the land. Agriculture is an integral part of our region's identity and our economy; however the industry is somewhat vulnerable and unpredictable without water security. Fluctuating weather and decades of below average rainfalls, and the broader impacts of climate change fed a

conversation about where we are at and where we could be into the future. Keynote speaker Cam Nicholson, an agronomist from Nicon Rural Services in Victoria, discussed making major change-based decisions in agribusiness. Professor Mark Howden, Dr Chelsea Jarvis and DAF senior extension officer Damien O'Sullivan presented information about climate variability and explained how to understand the climate data available. These conversations linked in with our previous meetings with the Bundaberg Growers Association, and our efforts to understand what further diversification options may be available here in the South Burnett.

Earlier this month I travelled to Gympie to participate in the Trade and Investment Queensland event, that partnered with Deloitte to understand further growth and investment opportunities for business in Queensland. I learned about the importance of investment readiness and took home several learnings about how to enable an investor:

- to understand the wider industry dynamics and competitive landscape on offer in the South Burnett
- to develop a deeper understanding of what our region has to offer
- to maximise growth opportunities that are credible and achievable.

A key focus for the year ahead will be to work closely with the Department of State Development and our planning team to create an investment prospectus and promotional campaign to attract further investment to the South Burnett.

I'd also like to note that BIEDO is available to offer support, advice and assistance to those businesses in the region who may be interested in some of the recently announced state government funding opportunities, that include:

- **Small business – business boost grants** (expected to be open late July 2021) available to operators in the South Burnett who are focused on efficiency and productivity through organisation development and upgrades, such as automated software and CRM systems. This program may be of interest to those seeking to leverage digital connectivity potential benefits made possible by the KTP.
- **Business basics program** (to be released 31 May 2021) with \$5,000 funding assistance will be focused on supporting start up businesses. Program eligibility is yet to be released.

As always, I'm working with various stakeholders to identify funding opportunities as they emerge and look forward to working with the Regional Development Advisory Committee to help create a pipeline of shovel ready projects that will help Council to invest in projects that will support the growth and prosperity of the South Burnett.

In looking ahead, it's important to note that we are continuing our regional development journey from a foundation of strong investment over these past five years. South Burnett's Regional Council's Gross Regional Product (GRP) was \$1.94 billion in the year ending June 2020. In closing, I'd like to share some examples of how our advantageous regional location has been clearly enhanced by the cost-effective access to available industrial land, commercial opportunities, and available workforce. Projects that make up our strong investment pipeline include:

- \$97.8M value of building approvals in 2019-20
- \$3.5M Retail Development Project (with other major retailers looking to establish themselves here)
- \$92.5M new Kingaroy Hospital
- \$6M Tourism precinct development at Dusty Hill Winery including a brewery, distillery, underground cellar, motel and accommodation cottages (currently under construction)
- \$24M Proteco Oils (recently renamed Plenty Foods) Expansion (currently under construction)
- \$13.9M Kingaroy Transformation Project (currently under construction)
- \$14.55M sale of the Bunnings Building in Kingaroy in 2019

- \$120M Swicker's redevelopment and expansion
- \$850M Coopers Gap Windfarm

What is clear, is that while we are an agricultural region with an ideal location and diversified economy, we are well placed to attract further investment, businesses and residents who value an affordable and quality country lifestyle. I welcome the opportunity to continue working together.

**BACKGROUND**

Nil

**ATTACHMENTS**

Nil

## 7.2 SMALL BUSINESS FRIENDLY COUNCIL CHARTER - UPDATE

**File Number:** 19-05-2021

**Author:** Coordinator Executive Services

**Authoriser:** Chief Executive Officer

### PRECIS

South Burnett Regional Council has been invited to support local businesses through:

- Signing the Queensland Small Business Commissioner (QSBC) initiative Small Business Friendly Council Charter; and

### SUMMARY

The Queensland Small Business Commissioner (QSBC) recently invited South Burnett Regional Council to join the Small Business Friendly Councils (SBFC) as a commitment by Councils to be mindful of small businesses, their issues and priorities when making decisions for the local community. The first phase of the SBFC is predominantly about Councils promoting themselves as small business friendly. Councils are invited to sign a Charter that support a commitment to small businesses.

At Council's Ordinary Council Meeting on 24 March 2021, South Burnett Regional Council endorsed the following resolution:

#### **15.1 SMALL BUSINESS SUPPORT RESOLUTION 2021/311**

*Moved: Cr Kirstie Schumacher*

*Seconded: Cr Kathy Duff*

*That:*

*1. South Burnett Regional Council support the Queensland Small Business Commissioner (QSBC) Small Business Friendly Councils (SBFC) initiative by signing the Charter to support a commitment to small businesses and further by signing a Charter, liaise with local Chambers of Commerce to encourage co-signing of the Charter to support small businesses in the South Burnett region.*

*2. South Burnett Regional Council liaise with the Burnett Inland Economic Development Organisation (BIEDO) regarding participation in their Business Extension activities during Queensland Small Business Month (QSBM) in May by holding four workshops for small businesses in the South Burnett region.*

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

*Against: Nil*

**CARRIED 6/0**

Following Council's endorsement, the office of the Queensland Small Business Commissioner has been contacted, confirming attendance of the Small Business Commissioner to Council's Executive and Finance & Corporate Standing Committee Meeting on Wednesday 19 May 2021 at 12pm for the official signing of the Charter.

The following organisations have been invited to co-sign the Charter to demonstrate their support of small businesses in the South Burnett region:

- Blackbutt District Community Organisation

- Nanango Tourism Development Association
- Kingaroy Chamber of Commerce
- Murgon Business Development Association
- Proston Round Table
- Maidenwell Community Group
- Wondai Business Networking Group

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### **OFFICER'S RECOMMENDATION**

That the Small Business Friendly Council Charter - Update report be received for information.

### **ATTACHMENTS**

1. **Small Business Friendly Councils Flyer** [↓](#) 
2. **Small Business Friendly Council Charter** [↓](#) 



## Small Business Friendly Councils

The Queensland Small Business Commissioner (QSBC) is working in partnership with Councils across Queensland to develop the local Small Business Friendly Councils (SBFC) initiative as a commitment to be mindful of small businesses, their issues and priorities when making decisions for the local community.



**445,000** Queensland small businesses create more than

**914,000** local employment opportunities, contribute around

**\$120** billion per year to the economy.



Local Councils play a significant role in supporting and influencing how businesses in their areas start and grow.

Small businesses are at the heart of the Queensland economy and our regional communities.

They create local jobs, grow the local economy, and provide essential goods and services. But just as importantly, small businesses help create attractive, liveable communities. They also foster civic pride and help attract people and investment into the area.

Now more than ever, in the face of unprecedented natural disasters and the economic ripple effects of the COVID-19 global pandemic, it is vital that local Councils support their small businesses to survive and thrive.

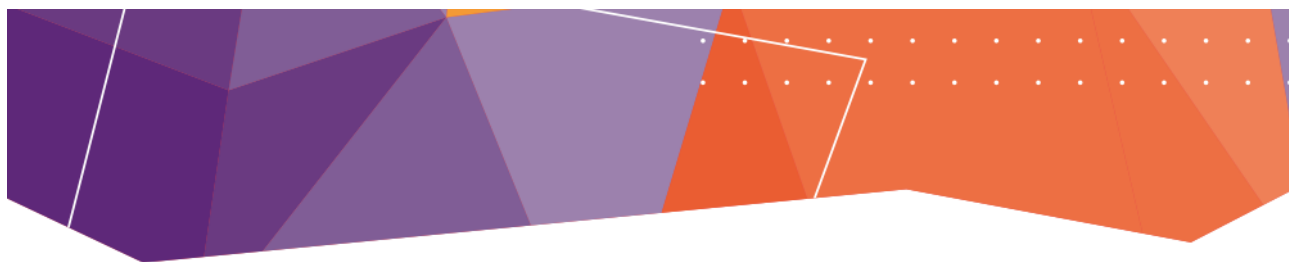


Small Business Friendly

Queensland  
Small Business  
Commissioner



Queensland  
Government



## How to participate

We're asking Councils to demonstrate their commitment to local small businesses in their community by signing up to a charter as a Small Business Friendly Council.

The charter outlines a commitment to support small business through:

- communication and engagement
- raising small business profile and capability
- supporting resilience and recovery
- simplifying administration and regulation (red tape reduction)
- ensuring fair procurement and prompt payment terms
- identifying two or more current or planned activities that bring benefits to local small businesses.

The charter also gives Councils the opportunity to reinforce their collaborative relationship with the local chamber(s) of commerce or other such bodies and Councils can opt to co-sign the SBFC charter together with local chamber(s).

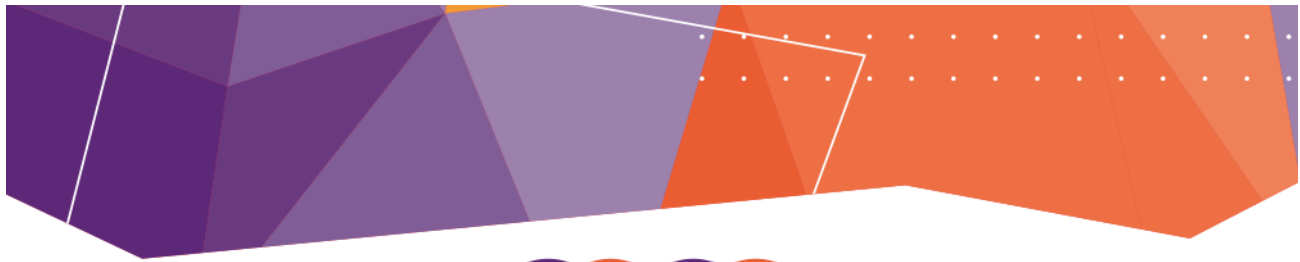
## Benefits

Participation in the SBFC initiative will enable Councils to:

- access tools and resources that assist Councils with small business resilience and recovery
- use the QSBC's SBFC identifier and brand assets to promote their commitment to being small business friendly
- promote their initiatives on the SBFC website
- become part of a community of practice of like-minded small business friendly Councils
- participate in regular forums
- help attract investment and commercial opportunities to stimulate growth in the local economy
- access a dedicated point of contact within QSBC to seek immediate advice and information regarding available programs and support.

For further information, contact:

Les Retford  
Project Manager, Small Business Friendly Councils initiative  
Office of the Queensland Small Business Commissioner  
3334 2487 or 0436 917 322  
[business.qld.gov.au/qsbc](http://business.qld.gov.au/qsbc)



# Charter

## Sample Council

Small businesses are at the heart of the Queensland economy and our regional communities. They create local employment opportunities, provide essential goods and services and play a critical role in the social fabric of our regions.

This Small Business Friendly Councils (SBFC) initiative outlines the commitment between local councils, its partners and small businesses to support a prosperous and sustainable small business sector in communities across Queensland.

### Our commitment to small business

- We will communicate and engage with small businesses
- We will raise the profile and capability of small businesses
- We will support small business resilience and recovery
- We will simplify administration and regulation for small business (red tape reduction)
- We will develop and promote place-based programs for small businesses
- We will ensure fair procurement and prompt payment terms for small businesses
- We will promote and showcase small businesses
- We will measure and report on our performance.

We agree to uphold the commitments set out in this Charter (stated above and detailed overleaf) and implement the SBFC initiative in our local government area in line with these commitments.

\_\_\_\_\_  
Mayor  
Dated:

\_\_\_\_\_  
Council  
Dated:

\_\_\_\_\_  
Maree Adshead, Qld Small Business Commissioner  
Dated:

\_\_\_\_\_  
Chamber of Commerce (optional)  
Dated:

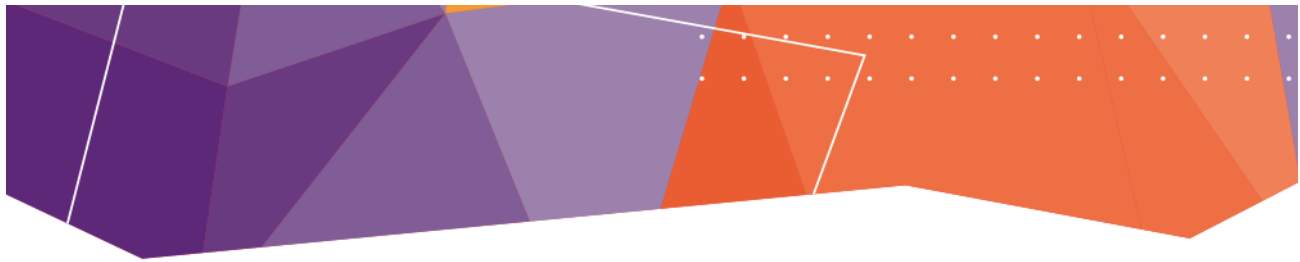
An initiative of the  
**Queensland**  
Small Business  
Commissioner

Council logo



**Queensland**  
Government





## What our commitments mean

### We will communicate and engage with small businesses

- actively engage and be mindful of small businesses, their issues and priorities when decision-making
- communicate clearly in a timely manner both formally and informally
- engage with state-wide partners where appropriate on matters affecting small businesses
- publish clear service standards stating what small businesses can expect from us.

### We will raise the profile and capability of small businesses

- recognise and value the importance of small businesses to our community and local economy
- encourage shopping locally and promote small business campaigns (e.g. 'buy local', 'go local first')
- help small businesses develop networks, access education and increase their capability
- assist small businesses to access government, business and industry programs and resources.

### We will support small business resilience and recovery

- with support from state-wide partners deliver short, medium, long term activities to help with recovery and resilience building following disaster events or economic shocks
- adopt a business disruption management good practice guide (e.g. working with small business to minimise disruption during local capital works projects).

### We will simplify administration and regulation for small business (red tape reduction)

- limit unnecessary administration and implement business improvement processes
- support small businesses to achieve regulatory compliance
- apply licences and regulations in a consistent manner in collaboration with other councils and relevant agencies
- regularly review administration and regulatory requirements, policies and procedures to reduce red tape
- maintain a timely and cost effective internal review and complaint process in relation to council decisions.

### We will ensure fair procurement and prompt payment terms for small businesses

- implement a procurement policy that provides a fair opportunity to provide goods and services
- help find local council procurement opportunities to assist in tendering
- pay all valid invoices from small business suppliers within a stated reasonable period (e.g. 20 calendar days).

### We will develop and promote place-based programs for small businesses

- identify, develop and promote a minimum of two place-based programs which are important for start-ups, growing businesses and building resilience (these may include existing or new programs).

### We will promote and showcase small businesses

- promote participation via marketing and communication channels (e.g. in collaboration with local chamber of commerce)
- create awareness by promoting the SBFC initiative (e.g. SBFC branding online and across marketing and communication materials)
- Sharing successes, ideas and learnings with other councils and partners
- allow the Queensland Small Business Commissioner to promote council programs and activities related to the SBFC initiative.

### We will measure and report on our performance

- seek regular feedback from our small businesses to help drive business improvement
- monitoring the commitments in this Charter to ensure we fulfill these obligations
- publish a report in relation to council's performance in relation to the SBFC initiative within 6 months of signing the Charter and once every 12 months thereafter.

## An initiative of the Queensland Small Business Commissioner

### 7.3 REGIONAL DEVELOPMENT AND TOURISM MONTHLY UPDATE

**File Number:** 19-05-2021

**Author:** Coordinator Executive Services

**Authoriser:** Chief Executive Officer

#### PRECIS

Regional Development and Tourism update for the month of April 2021.

#### SUMMARY

This report provides an update on the South Burnett Regional Council's Regional Development and Tourism section for the month of April 2021.

---

#### OFFICER'S RECOMMENDATION

That the Regional Development and Tourism monthly update for April 2021 be received for information.

#### BACKGROUND

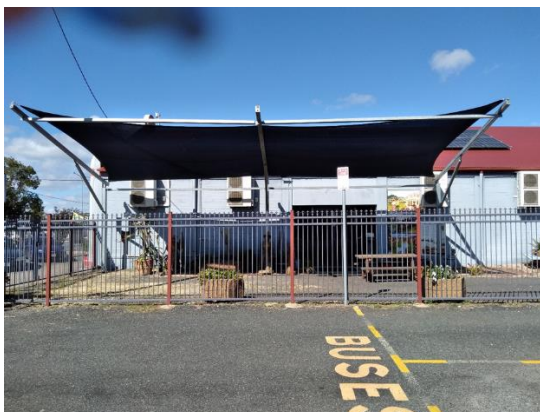
In April 2021 the Regional Development and Tourism team progressed the following:

##### Events / happenings:

- **01-04-2021 VR Experience** – The South Burnett Visitor Information Centre (VIC) Virtual Reality Experience has commenced a tour of the region, moving from the Kingaroy VIC to the Timber Industry Museum at Wondai.



- **13-04-2021 South Burnett Energy Centre** – The South Burnett Energy Centre shade sail has been replaced, providing a shady, relaxing area adjacent to the Centre for visitors to the region.



- **19-04-2021 Kingaroy Visitor Information Centre** – The Kingaroy Visitor Information Centre promoted the region’s local shows with a unique display highlighting past Show Girls along with local produce and craft.



- **19-04-2021 Kingaroy Heritage Museum** – The Kingaroy Heritage Museum has installed new signage for its static displays.



- **30-04-2021 Wondai Heritage Museum** – The Wondai Heritage Museum shade sail has been reinstalled providing a shaded haven for those visiting the venue.



**Monthly Statistics:**

| <b>Visitor Information Centres – Monthly Statistics 2020-21</b> |  |  |  |  |   |  |
|---|--|--|--|--|---|--|
| <b>2020</b>   | <b>Jul</b>   | <b>Aug</b>   | <b>Sep</b>   | <b>Oct</b>   | <b>Nov</b>  | <b>Dec</b>   |
| Sales   | B - \$0<br>K - \$6292<br>M - \$598<br>N - \$1318<br>W - \$3330 | B - \$0<br>K - \$8000<br>M - \$473<br>N - \$1093<br>W - \$2697 | B - \$0<br>K - \$6760<br>M - \$993<br>N - \$2373<br>W - \$4184 | B - \$0<br>K - \$7408<br>M - \$863<br>N - \$2698<br>W - \$4623 | B - \$0<br>K - \$4938<br>M - \$7170<br>N - \$1871<br>W - \$ | B - \$0<br>K - \$10122<br>M - \$90<br>N - \$2060<br>W - \$2817 |
| Coach Tours   | B - 0<br>K - 2<br>M - 0<br>N - 1<br>W - 0                      | B - 0<br>K - 1<br>M - 0<br>N - 0<br>W - 0                      | B - 0<br>K - 0<br>M - 0<br>N - 2<br>W - 0                      | B - 0<br>K - 5<br>M - 0<br>N - 1<br>W - 2                      | B - 0<br>K - 0<br>M - 0<br>N - 2<br>W - 0                   | B - 0<br>K - 0<br>M - 0<br>N - 0<br>W - 0                      |
| Volunteer Numbers   | B - 0<br>K - 13<br>M - 13<br>N - 12<br>W - 9                   | B - 0<br>K - 12<br>M - 14<br>N - 15<br>W - 9                   | B - 0<br>K - 12<br>M - 14<br>N - 15<br>W - 8                   | B - 0<br>K - 15<br>M - 14<br>N - 13<br>W - 11                  | B - 0<br>K - 13<br>M - 14<br>N - 14<br>W - 11               | B - 0<br>K - 13<br>M - 13<br>N - 15<br>W - 11                  |
| Volunteer Hours   | B - 0<br>K - 857<br>M - 141<br>N - 0<br>W - 203                | B - 0<br>K - 879<br>M - 189<br>N - 339<br>W - 0                | B - 0<br>K - 719<br>M - 181<br>N - 340<br>W - 11               | B - 0<br>K - 846<br>M - 197<br>N - 392<br>W - 250              | B - 0<br>K - 664<br>M - 215<br>N - 223<br>W - 76            | B - 0<br>K - 778<br>M - 135<br>N - 438<br>W - 16               |
| Days Open   | N/A  | N/A  | N/A  | B - 0<br>K - 29<br>M - 27<br>N - 30<br>W - 26                  | B - 0<br>K - 20<br>M - 26<br>N - 30<br>W - 26               | B - 0<br>K - 24<br>M - 20<br>N - 28<br>W - 25                  |
| <b>2021</b>   | <b>Jan</b>   | <b>Feb</b>   | <b>Mar</b>   | <b>Apr</b>   | <b>May</b>  | <b>Jun</b>   |
| Sales   | B - \$0<br>K - \$4928<br>M - \$354<br>N - \$1386<br>W - \$1717 | B - \$0<br>K - \$4478<br>M - \$343<br>N - \$167<br>W - \$1149  | B - \$0<br>K - \$5003<br>M - \$443<br>N - \$1180<br>W - \$2067 | B - \$0<br>K - \$5632<br>M - \$104<br>N - \$831<br>W - \$2869  |   |  |
| Coach Tours   | B - 0<br>K - 1<br>M - 0<br>N - 0<br>W - 0                      | B - 0<br>K - 2<br>M - 0<br>N - 0<br>W - 0                      | B - 0<br>K - 0<br>M - 0<br>N - 0<br>W - 0                      | B - 0<br>K - 1<br>M - 0<br>N - 1<br>W - 1                      |   |  |
| Volunteer Numbers   | B - 0<br>K - 13<br>M - 13<br>N - 14<br>W - 11                  | B - 0<br>K - 13<br>M - 13<br>N - 14<br>W - 11                  | B - 0<br>K - 13<br>M - 13<br>N - 14<br>W - 11                  | B - 0<br>K - 12<br>M - 13<br>N - 13<br>W - 11                  |   |  |
| Volunteer Hours   | B - 0<br>K - 375<br>M - 149<br>N - 384<br>W - 212              | B - 0<br>K - 747<br>M - 180<br>N - 130<br>W - 150              | B - 0<br>K - 883<br>M - 200<br>N - 466<br>W - 212              | B - 0<br>K - 793<br>M - 177<br>N - 409<br>W - 210              |   |  |
| Days Open   | B - 0<br>K - 25<br>M - 25                                      | B - 0<br>K - 24<br>M - 24                                      | B - 0<br>K - 27<br>M - 27                                      | B - 0<br>K - 24<br>M - 24                                      |   |  |

|  |                  |                 |                  |                  |  |  |
|--|------------------|-----------------|------------------|------------------|--|--|
|  | N - 30<br>W - 25 | N - 9<br>W - 24 | N - 31<br>W - 27 | N - 26<br>W - 24 |  |  |
|--|------------------|-----------------|------------------|------------------|--|--|

**Media Releases:**

N/A

| <b>Media Releases 20-21</b> |     |     |     |     |     |     |
|-----------------------------|-----|-----|-----|-----|-----|-----|
| 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   | 0   | 3   | 0   |     |     |

**Social Media Posts:**

| <b>Social Media:</b>            |   |   |  |  |   |   |
|---------------------------------|---|---|--|--|---|---|
| 2020                            | Jul                                     | Aug                                     | Sep                                      | Oct                                      | Nov                                     | Dec                                     |
| SB VIC Network                  | Posts 29                                | Posts 17                                | Posts 12                                 | Posts 19                                 | Posts 29<br>Likes 645<br>Followers 752  | Posts 32<br>Likes 671<br>Followers 791  |
| Discover South Burnett          | Posts 7                                 | Posts 1                                 | Posts 3                                  | Posts 6                                  | Posts 5<br>Likes 3835<br>Followers 3925 | Posts 5<br>Likes 3847<br>Followers 3974 |
| Kilkivan to Kingaroy Rail Trail | Posts 1                                 | Posts 0                                 | Posts 0                                  | Posts 0                                  | Posts 3<br>Likes 988<br>Followers 1075  | Posts 1<br>Likes 1018<br>Followers 1115 |
| Drive Inland                    | Posts 0                                 | Posts 0                                 | Posts 0                                  | Posts 0                                  | Posts 3<br>Likes 799<br>Followers 856   | Posts 4<br>Likes 805<br>Followers 864   |
| WBB – The Perfect Place         | Posts 0                                 | Posts 0                                 | Posts 0                                  | Posts 0                                  | Posts 3<br>Likes 2450<br>Followers 2499 | Posts 4<br>Likes 2439<br>Followers 2490 |
| 2021                            | Jan                                     | Feb                                     | Mar                                      | Apr                                      | May                                     | Jun                                     |
| SB VIC Network                  | Posts 7<br>Likes 698<br>Followers 825   | Posts 14<br>Likes 726<br>Followers 867  | Posts 26<br>Likes 728<br>Followers 877   | Posts 15<br>Likes 731<br>Followers 887   |   |   |
| Discover South Burnett          | Posts 0<br>Likes 3856<br>Followers 3990 | Posts 2<br>Likes 3866<br>Followers 4012 | Posts 13<br>Likes 3881<br>Followers 4050 | Posts 13<br>Likes 3892<br>Followers 4086 |   |   |
| Kilkivan to Kingaroy Rail Trail | Posts 0<br>Likes 1037<br>Followers      | Posts 2<br>Likes 1080                   | Posts 2<br>Likes 1128                    | Posts 5<br>Likes 1197<br>Followers       |   |   |

|   | 1138  | Followers<br>1185                             | Followers<br>1247                             | 1334  |  |  |
|---|---|---|---|---|--|--|
| Drive Inland                                | Posts 7<br>Likes 805<br>Followers<br>864      | Posts 0<br>Likes 819<br>Followers<br>880      | Posts 0<br>Likes 826<br>Followers<br>890      | Posts 2<br>Likes 833<br>Followers<br>899      |  |  |
| Wide Bay-<br>Burnett – The<br>Perfect Place | Posts 0<br>Likes<br>2438<br>Followers<br>2489 | Posts 0<br>Likes<br>2438<br>Followers<br>2489 | Posts 0<br>Likes<br>2439<br>Followers<br>2490 | Posts 2<br>Likes<br>2432<br>Followers<br>2482 |  |  |

**Printed Advertising / Graphical Design:**

N/A

**ATTACHMENTS**

1. **Tourism Sentiment Report - Jan-Apr** [↓](#) 
2. **South Burnett Insights - March** [↓](#) 



Tourism Sentiment Index

South Burnett

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DESTINATION **Think!**

The graphic features a dark blue background with a light blue speech bubble on the left containing the text 'Tourism Sentiment Index'. To the right of the speech bubble is a vertical white line followed by 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

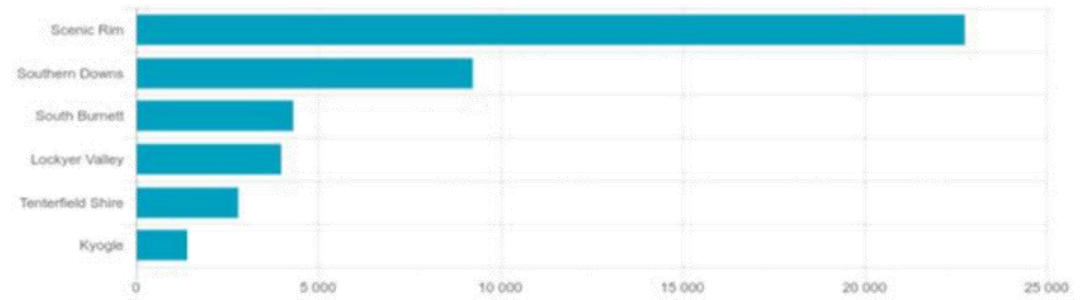
The Tourism Sentiment Score is an index ranging from -100 to 100 that measures overall perceptions of South Burnett's tourism offering. It is used as an indicator to gauge current performance and provide a benchmark to track over time.



## Understand Size and Scale

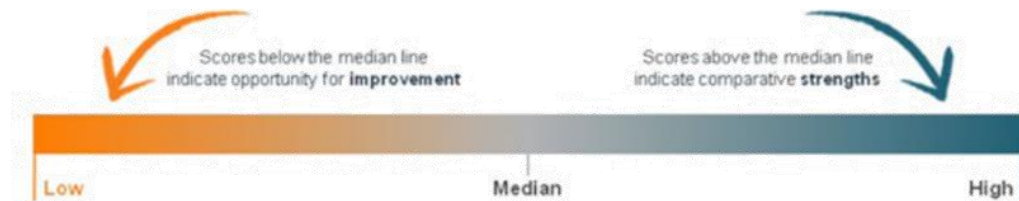
### Understanding Volume

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!**

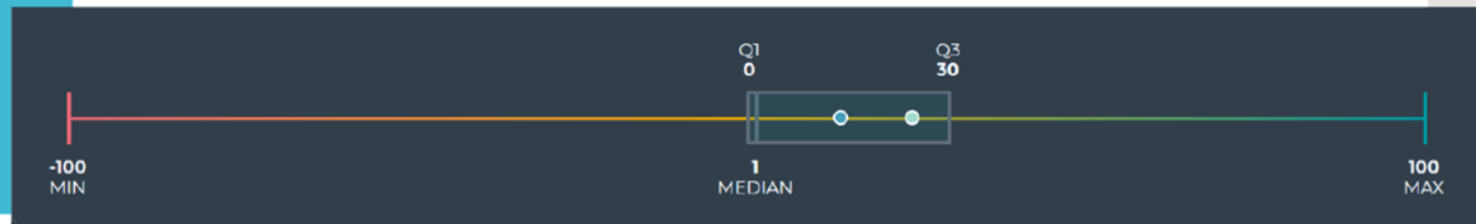
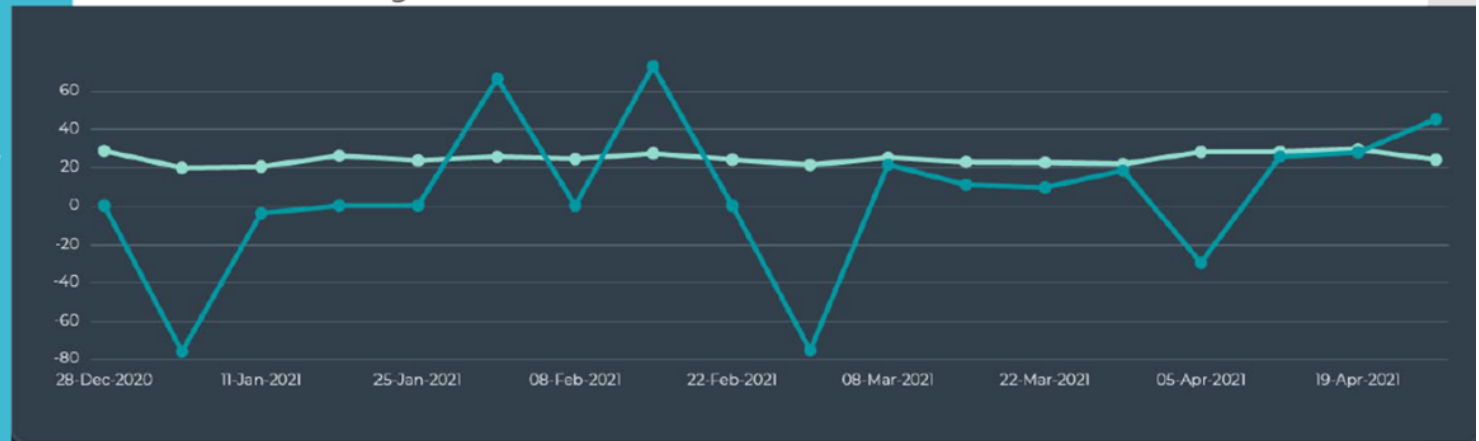
# Tourism Performance of South Burnett

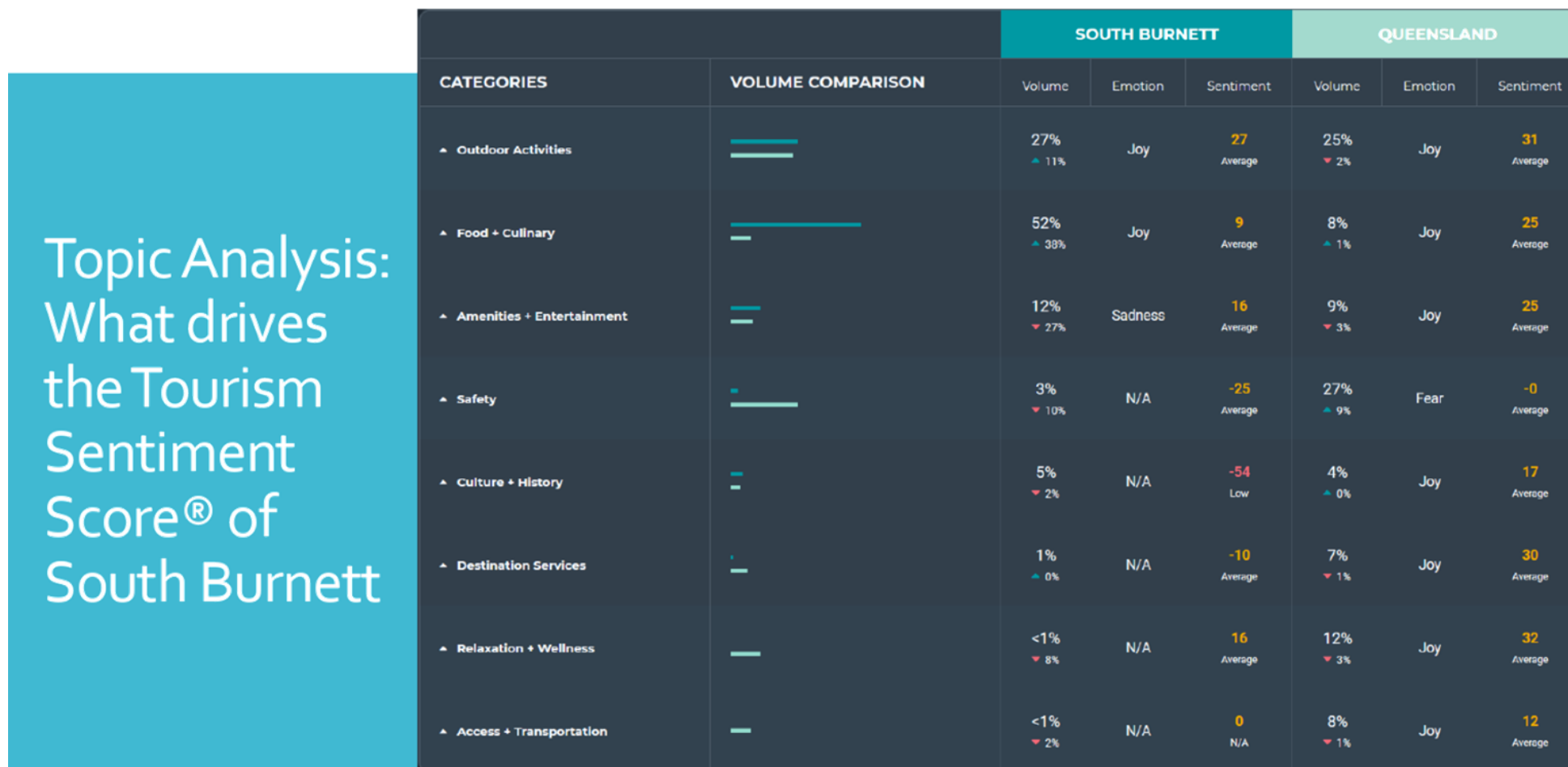
At a glance, you can see the current performance of your destination and people's attitudes towards the tourism offering of South Burnett relative to Queensland.

| KEY PERFORMANCE INDICATORS            | SOUTH BURNETT   | QUEENSLAND   |
|---------------------------------------|---|--|
| Tourism Sentiment Score® ⓘ            | <p>14<br/>-100 100<br/>▲ 6%<br/>112<br/>Total Conversations</p> | <p>25<br/>-100 100<br/>▲ 0%<br/>119166<br/>Total Conversations</p> |
| Global Tourism Sentiment Comparison ⓘ | AVERAGE   | AVERAGE  |
| Emotional Tone of Conversation ⓘ      | Joy   | Joy  |
| Topics Driving Positive Sentiment ⓘ   | Restaurant / Dining / Takeaway<br>Biking + Cycling              | Beaches<br>Surfing   |
| Topics Driving Negative Sentiment ⓘ   | Breweries + Pubs<br>Architecture                                | Health<br>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.





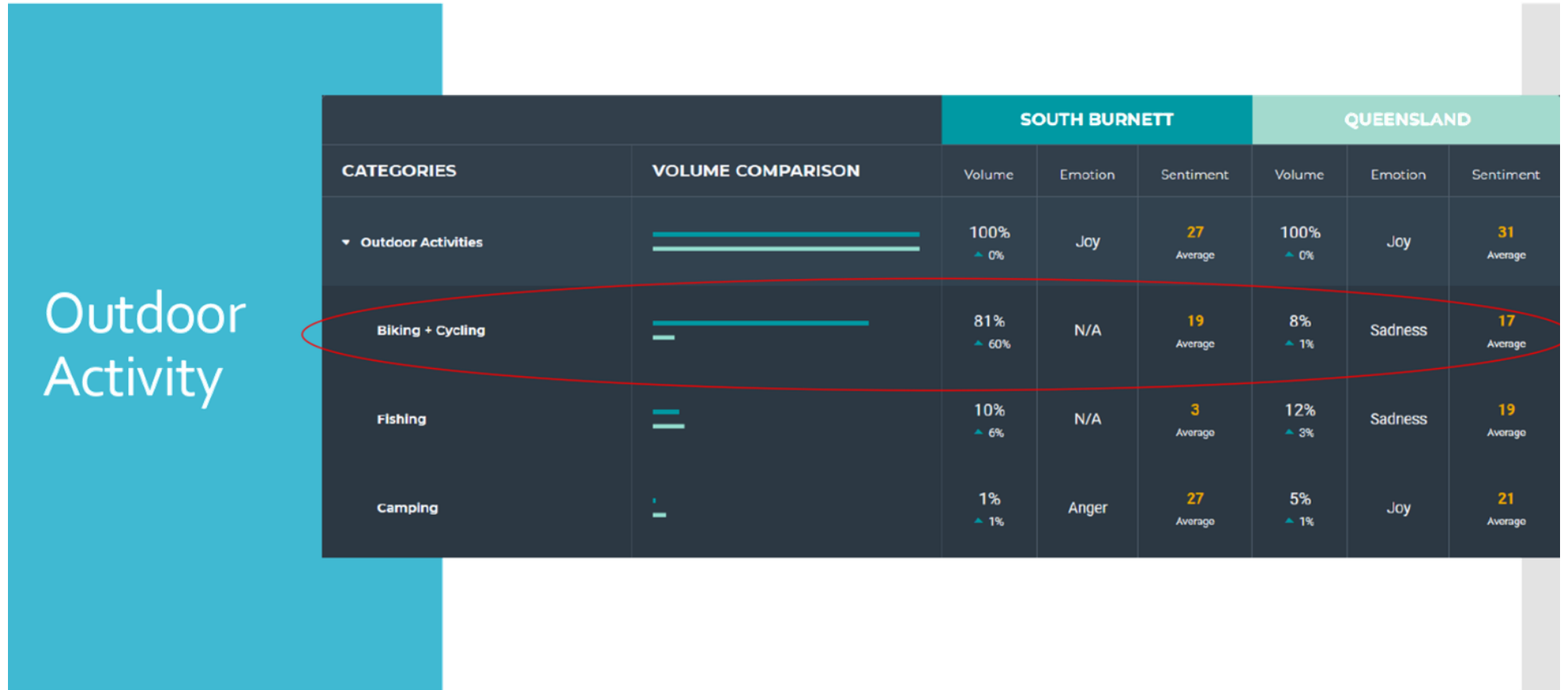
By understanding what drives conversations about tourism as it relates to South Burnett, you can learn what is top of mind for your community. Through the side-by-side comparison with Queensland, you can see the current strengths of South Burnett and where it faces challenges. Filter the data by Category,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

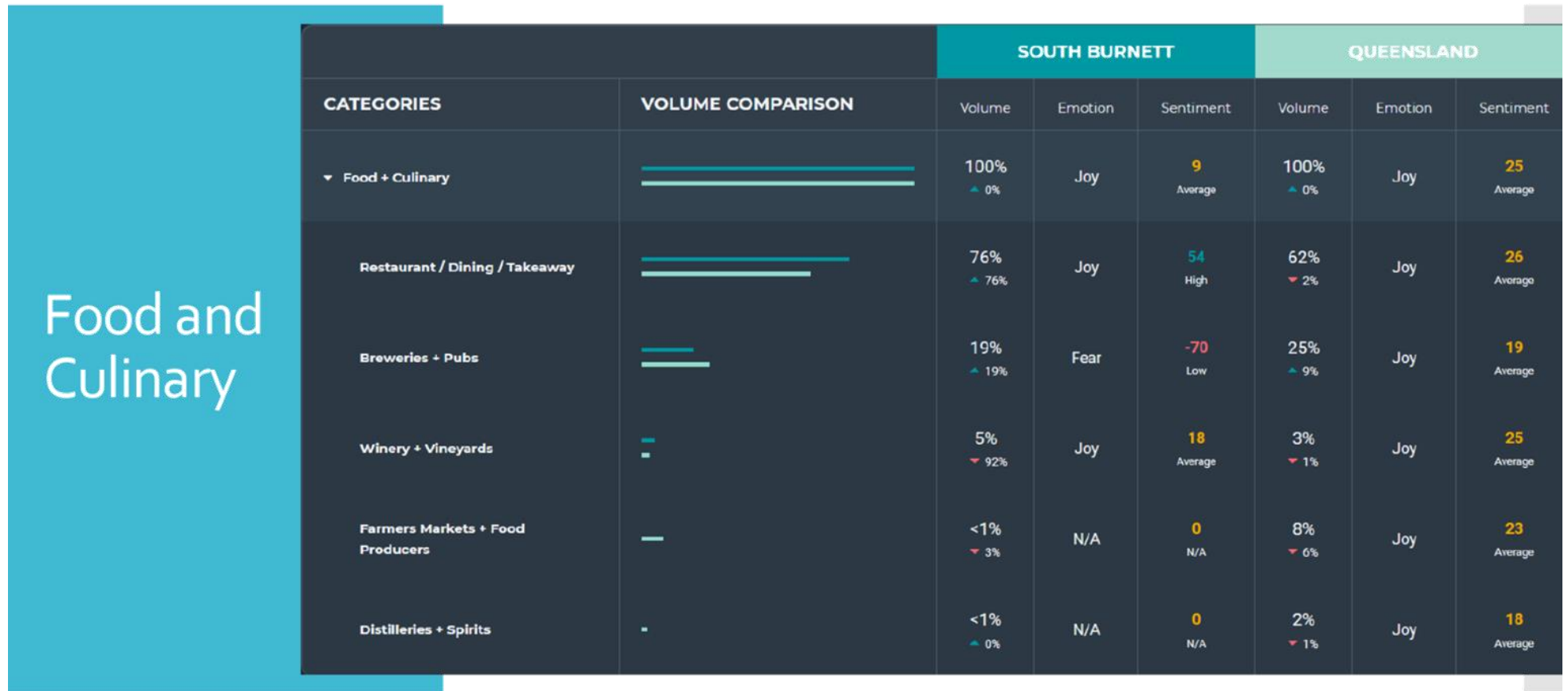




## Tourism Assets

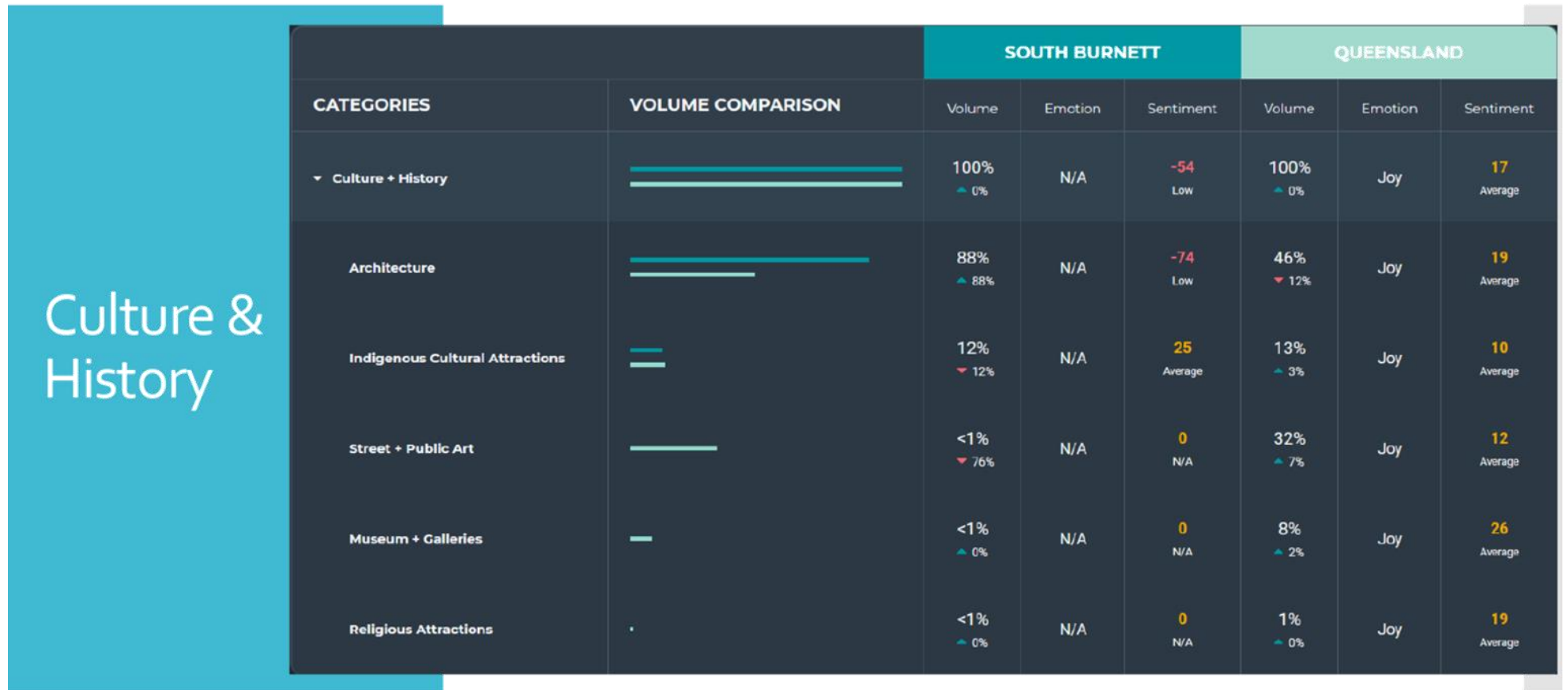
The following section is a detailed look at the 50 tourism assets that comprise your destination's Tourism Sentiment Score™





# Amenities & Entertainment

| CATEGORIES                   | VOLUME COMPARISON | SOUTH BURNETT |         |               | QUEENSLAND   |         |               |
|------------------------------|-------------------|---------------|---------|---------------|--------------|---------|---------------|
|                              |                   | Volume        | Emotion | Sentiment     | Volume       | Emotion | Sentiment     |
| ▼ Amenities + Entertainment  |                   | 100%<br>▲ 0%  | Sadness | 16<br>Average | 100%<br>▲ 0% | Joy     | 25<br>Average |
| Spectator Sports             |                   | 44%<br>▲ 44%  | Sadness | 15<br>Average | 36%<br>▲ 6%  | Sadness | 12<br>Average |
| Nightlife                    |                   | 29%<br>▼ 5%   | N/A     | 6<br>Average  | 26%<br>▲ 8%  | Joy     | 22<br>Average |
| Festival + Events + Concerts |                   | 27%<br>▼ 33%  | N/A     | 34<br>High    | 27%<br>▼ 2%  | Joy     | 32<br>Average |
| Attractions                  |                   | <1%<br>▼ 7%   | N/A     | 0<br>N/A      | 11%<br>▼ 12% | Joy     | 23<br>Average |



## South Burnett Insights

Mar 1, 2021 - Mar 31, 2021

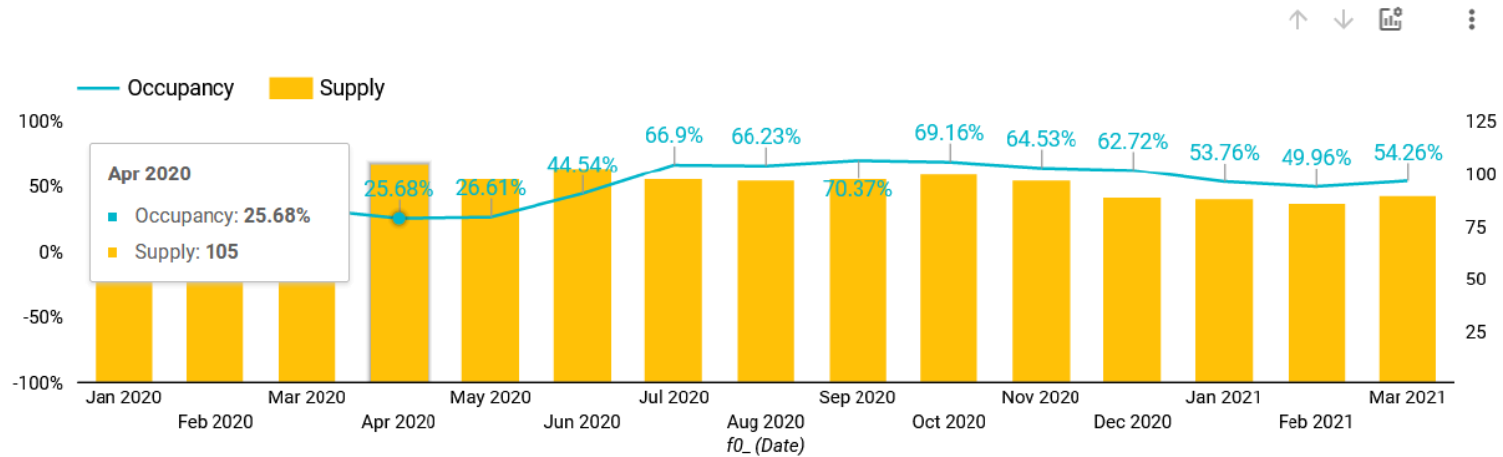
- The below graphs and insights comes from multiple data sources across mobility and accommodation data.
- Accommodation data comes from Booking.com, Air BnB, Trip Advisor VRBO and STR
- Mobility data comes from over 9m, 100% opt in and anonymous devices in Australia

### Key Metrics at a glance



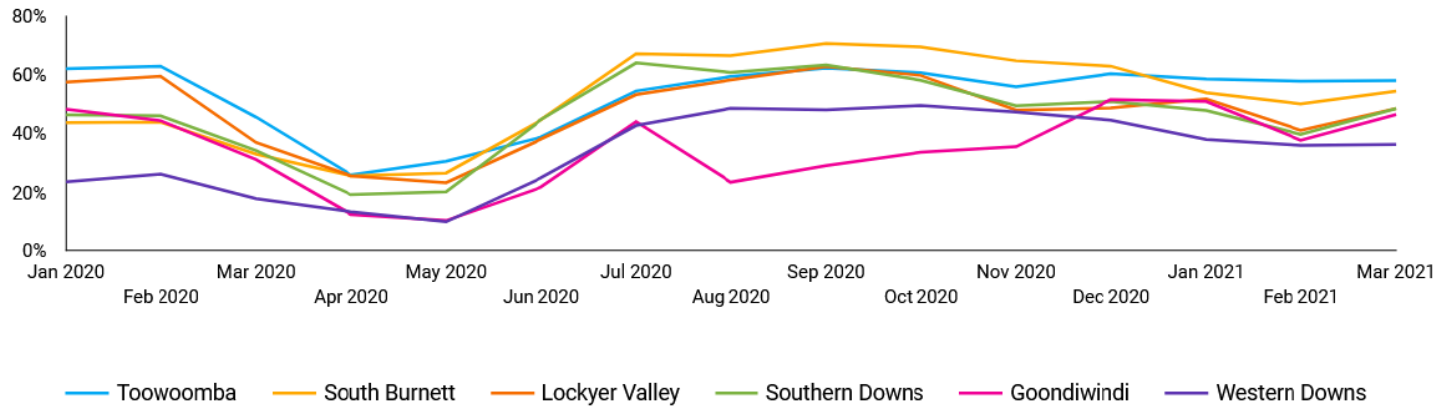
### Supply Vs Occupancy

This graph looks at the number of listings available to rent across the major booking platforms and compares that against occupancy



### Regional Comparison

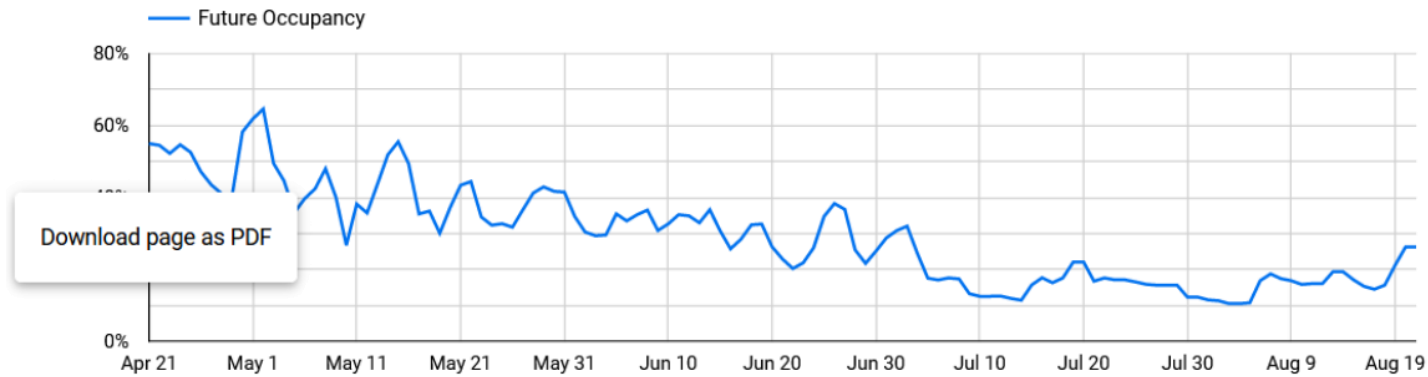
This graph analyses the occupancy levels across your region and compares that to your neighbours.





### Future Occupancy

This graph analyses the future occupancy across the major booking platforms over the next 90 days.

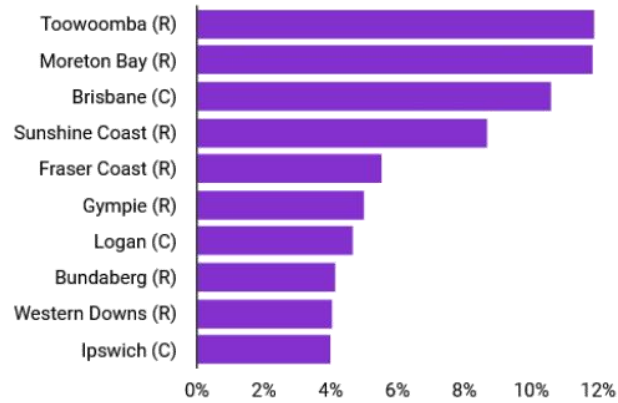


Download page as PDF

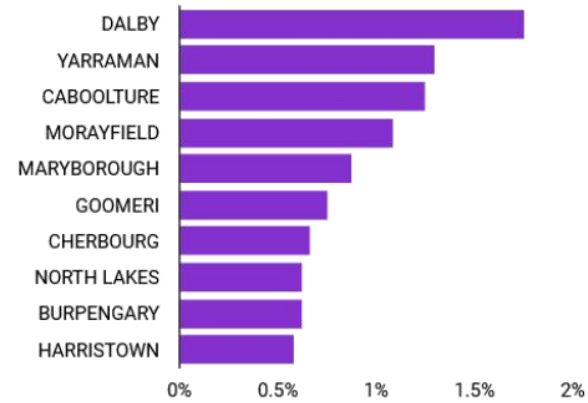
### Source Markets

These graphs examine the key source markets to the region (Monthly)

#### Which LGA are people coming from?



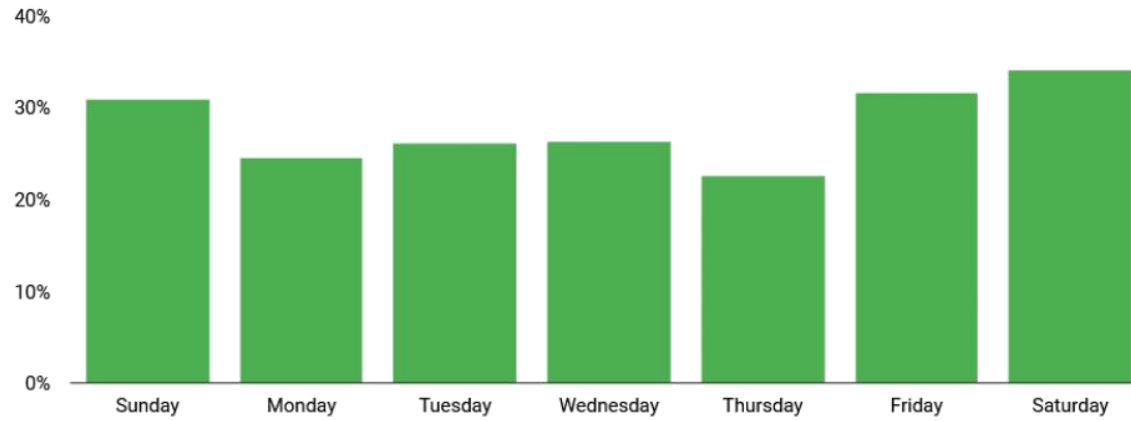
#### What suburbs are people coming from?



**Day of week**

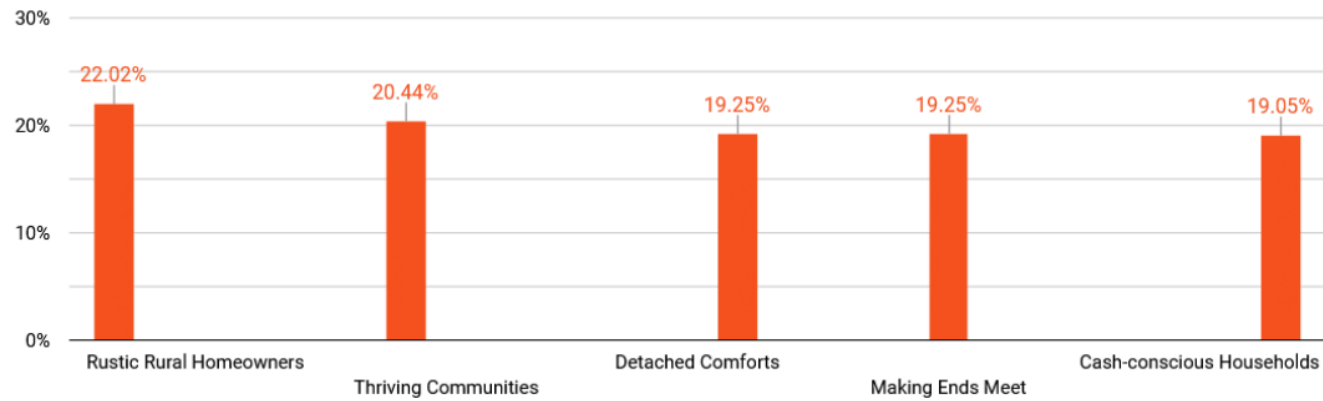
This graph looks at the trends in visitation to the region by day of week

**What day of the week are people visiting?**



### Segmentation

This graph shows the top 5 segments that visited the region.



#### 7.4 SOUTH BURNETT REGIONAL DEVELOPMENT STRATEGY 2021-26 - COMMUNITY CONSULTATION - UPDATE

**File Number:** 19-05-2021  
**Author:** Coordinator Executive Services  
**Authoriser:** Chief Executive Officer

#### PRECIS

South Burnett Regional Council is undertaking community consultation on the 2021-26 South Burnett Regional Development Strategy.

#### SUMMARY

The 2021-26 South Burnett Regional Development Strategy is a Council document that outlines the strategy for realising economic growth in the South Burnett region.

Informed through workshops with South Burnett Councillors, Industry, Queensland Government Department of State Development, Infrastructure, Local Government and Planning and Burnett Inland Economic Development Organisation representatives, this document aligns with relevant strategies from the Wide Bay Burnett Local Government Areas and State and Federal Government.

Stakeholders within and outside of the region will be able to utilise the Regional Development Strategy to inform their own strategic planning and develop partnerships with Council and other stakeholders to add value to their priorities and implementation of actions.

Council intends for this strategy to evolve and will be supported by a Regional Work Plan that identifies projects and opportunities for sustainable growth over time.

Council, at the Ordinary Council Meeting on 28 April 2021 endorsed the following resolution:

#### *15.1 DRAFT REGIONAL DEVELOPMENT STRATEGY*

#### *RESOLUTION 2021/363*

*Moved: Cr Kirstie Schumacher  
Seconded: Cr Danita Potter*

*That South Burnett Regional Council receive the Draft 2021-2026 Regional Development Strategy and approves release of the draft for community consultation.*

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

*Against: Nil*

**CARRIED 7/0**

A copy of the draft strategy is available via Council's website and feedback can be submitted online. In addition, Council is progressing individual meetings with key stakeholders.

---

#### OFFICER'S RECOMMENDATION

That the Regional Development Strategy Community Consultation - Update report be received for information.

## ATTACHMENTS

1. **South Burnett Regional Development Strategy 2021-26** [↓](#) 



2021-2026  
SOUTH BURNETT

# REGIONAL DEVELOPMENT STRATEGY



# CONSULTA1

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### Acknowledgement

South Burnett Regional Council acknowledges the Wakka Wakka and Wulli Wulli People - the traditional custodians of the land on which we work and live, and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

### Cover Photo

South Burnett Winery courtesy Department of State Development, Infrastructure, Local Government and Planning.

### Statistics

Statistical Information sourced from [www.id.com.au/south-burnett](http://www.id.com.au/south-burnett), Unemployment and Labour Force data sourced from Australian Government <https://www.employment.gov.au/small-area-labour-markets-publication-0>

### Adoption by Council

The 2021-2026 South Burnett Regional Development Strategy was adopted by Council on 28 April 2021.

### Copies of the Regional Development Strategy

Copies of the Regional Development Strategy are available free of charge electronically on Council's website at [www.southburnett.qld.gov.au](http://www.southburnett.qld.gov.au) or can be viewed at any Council Library or Customer Service Centre.

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### Version

VERSION draft 3 (16-04-2021)



# ION DRAFT

MAYOR'S MESSAGE



## MAYOR'S MESSAGE

### We believe the South Burnett will be the next great growth story.

This 2026 Regional Development Strategy articulates the framework and actions that will assist the South Burnett to grow and plan for its future.

Council will adopt a culture of growth; a future focused mindset will become part of our Council's DNA.

**Strategic infrastructure, land availability and facilities:** Council will leverage its existing infrastructure, considering how its planning schemes and approach can be a catalyst for our region's favourable geographical location. Council will maintain a focus on continuous improvement and customer service in its approach to working with stakeholders to ensure our transport routes, water security and investment ready land is available into the future.

**Leadership, advocacy and promotion:** Council will work with all stakeholders to discuss and focus on a pipeline of priority shovel ready projects and support partnerships that aim to improve the quality of life experienced by all residents, and the resilience of everyone who calls the South Burnett region home.

**Customer Service:** Council continues to support and leverage our region's strong and diverse economy with customer service that exceeds expectations.

### A broad focus on liveability and lifestyle:

- Council supports the liveability of the South Burnett, in ways that complement our region's country lifestyle, while sustaining and encouraging business and population growth.
- Elevate our region's cultural assets and performing arts including arts, festivals, events, heritage and music to optimise opportunities for unique experiences.
- Council supports the development and progression of infrastructure and services to support visitor experiences and encourage greater visitation, with consideration to the growing range of major events, particularly sports tourism and the unique local experiences on offer, for instance our rail trails.
- Council leverages the tourism investment from State and Federal governments to grow international visitation

### Work together to build a plan for our region's eventual coal transition:

- Council will work with key stakeholders to create a plan for our region's future beyond the eventual closure of Tarong power stations and Meandu Mine, and work with all levels of government to ensure responsible and sustainable development of renewable energy assets in our region. Opportunities in areas such as carbon credits may be explored, for example, planting trees or supporting large scale industry to earn carbon credits.



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# CONSULTATION

## VISION

THE SOUTH BURNETT IS RECOGNISED AS A COMPETITIVE, COLLABORATIVE AND CONNECTED REGION. THE SOUTH BURNETT HAS A THRIVING, GLOBAL AND DIVERSE ECONOMY LED BY WORLD CLASS AGRICULTURE AND ADVANCED MANUFACTURING.

## PURPOSE

THE 2021-2026 REGIONAL DEVELOPMENT STRATEGY IS A COUNCIL DOCUMENT THAT OUTLINES THE STRATEGY FOR REALISING ECONOMIC GROWTH IN THE SOUTH BURNETT REGION.

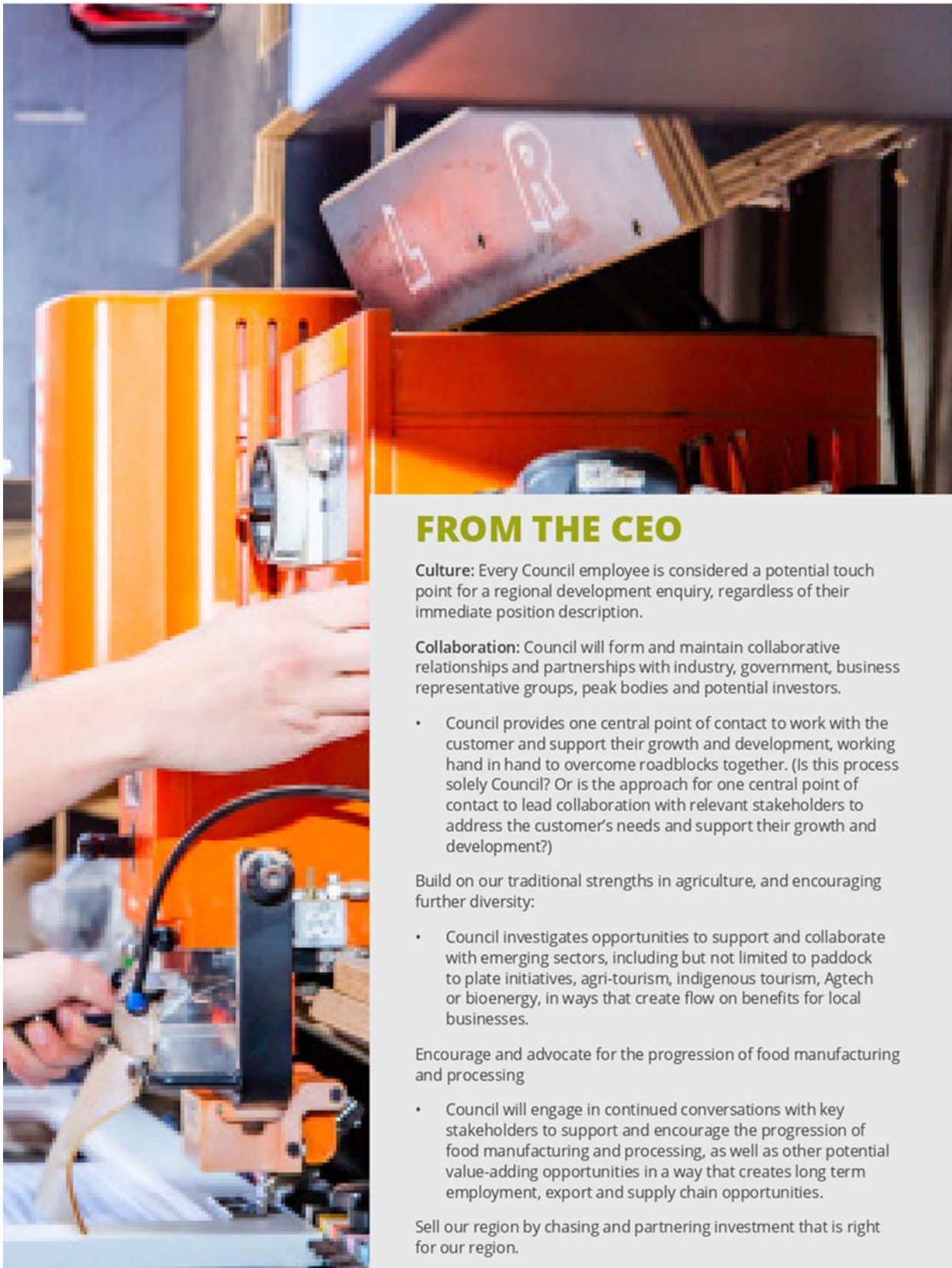
Informed through workshops with South Burnett Councillors, Industry, Queensland Government Department of State Development, Infrastructure, Local Government and Planning and Burnett Inland Economic Development Organisation representatives, this document aligns with relevant strategies from the Wide Bay Burnett Local Government Areas and State and Federal Government.

Stakeholders within and outside of the region will be able to utilise the Regional Development Strategy to inform their own strategic planning and develop partnerships with Council and other stakeholders to add value to their priorities and implementation of actions.

Council intends for this strategy to evolve and will be supported by a Regional Work Plan that identifies projects and opportunities for sustainable growth over time.

# ION DRAFT

FROM THE CEO



## FROM THE CEO

**Culture:** Every Council employee is considered a potential touch point for a regional development enquiry, regardless of their immediate position description.

**Collaboration:** Council will form and maintain collaborative relationships and partnerships with industry, government, business representative groups, peak bodies and potential investors.

- Council provides one central point of contact to work with the customer and support their growth and development, working hand in hand to overcome roadblocks together. (Is this process solely Council? Or is the approach for one central point of contact to lead collaboration with relevant stakeholders to address the customer's needs and support their growth and development?)

Build on our traditional strengths in agriculture, and encouraging further diversity:

- Council investigates opportunities to support and collaborate with emerging sectors, including but not limited to paddock to plate initiatives, agri-tourism, indigenous tourism, Agtech or bioenergy, in ways that create flow on benefits for local businesses.

Encourage and advocate for the progression of food manufacturing and processing

- Council will engage in continued conversations with key stakeholders to support and encourage the progression of food manufacturing and processing, as well as other potential value-adding opportunities in a way that creates long term employment, export and supply chain opportunities.

Sell our region by chasing and partnering investment that is right for our region.

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## REGIONAL CONTEXT

### COMPELLING LOGISTICS

The South Burnett is perfectly positioned to take advantage of the projected growth in freight movements.

According to the Bureau of Infrastructure, Transport and Regional Economics (BITRE), Australia's national land freight task is expected to grow by around 75 per cent between 2011 and 2031.

Improvements to transport infrastructure and supply chains will enable cost-effective and efficient movement of goods and services, growing business and encouraging population and employment growth.

A B-double road network takes advantage of proximity to major ports and airports in Brisbane, Sunshine Coast, Toowoomba, Fraser Coast and Bundaberg.

The South Burnett offers a range of sophisticated logistic options delivering a long-term competitive freight pricing position for industry.

The South Burnett is part of the Wide Bay Burnett region and enjoys strategic economic relationships with the neighbouring regions of Sunshine Coast, Darling Downs, Brisbane, and South East Queensland.

### STRENGTH OF EXISTING INDUSTRY AND SUPPLY CHAINS

The South Burnett is home to Australia's two largest peanut processors and a global pharmaceutical industry which benefit from the region's rich red volcanic soils, while Swickers is one of the southern hemisphere's largest and Queensland's only, export accredited pork abattoir.

The variety of growing industries exporting to domestic and global markets are supported by a range of high employment industries including Health and Social Services, Manufacturing, Mining, Electricity, Water and Wastewater and Retail Trade.

A diverse range of agricultural produce and associated supply chains, including leather hides, pork, wine, pharmaceuticals, fruit, horticulture, beef, oils, peanuts and timber are the core strength of the South Burnett economy.

## CONSULTA

INLAND FROM THE SUNSHINE COAST, THE SOUTH BURNETT REGION IS AN EASY DRIVE FROM BRISBANE, BUNDABERG, OR TOOWOOMBA.

AN AGRICULTURAL REGION GROWING A DIVERSIFIED ECONOMY, THE SOUTH BURNETT IS OPEN FOR BUSINESS.



# VISION DRAFT

REGIONAL CONTEXT



## GROWTH IN MANUFACTURING AND PROCESSING

The South Burnett is an economy in transition from primarily commodity-based agricultural production to substantial and growing levels of processing being carried out within the region.

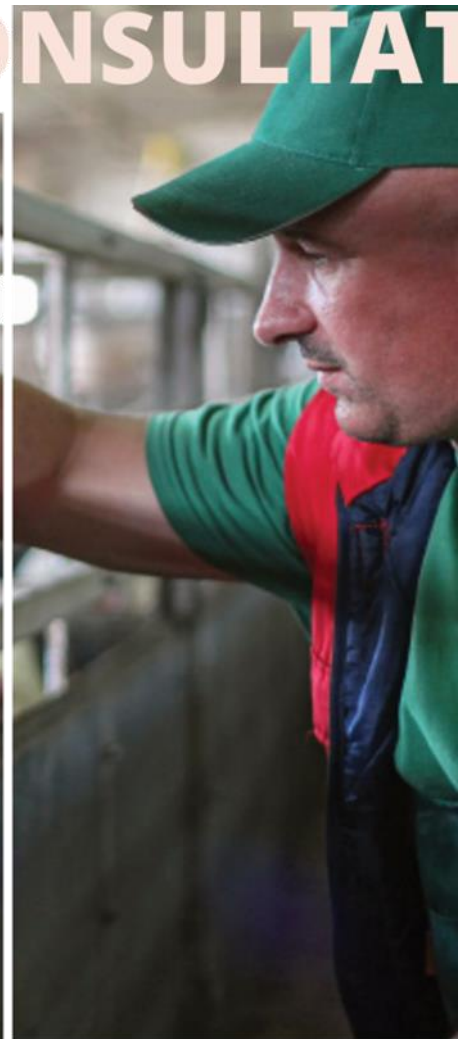
At the cutting edge, this has been driven by significant targeted investment by locally based and global businesses. This growth direction aligns directly with global mega trends particularly in demand for Australian agriculture to provide food security for growing export markets, including Asia.

Value adding can create large scale employment and supply chain prospects and enable further export opportunities. The development of artisan food products, attractive to both tourists and large-scale tourism development, further strengthens the South Burnett economy.



▶ REGIONAL CONTEXT

# CONSULTATION



## STRONG INVESTMENT PIPELINE

The region is welcoming an economic shift, with trends over the past five years demonstrating increased investment with a stable labour work force<sup>1</sup>.

The advantageous regional location is enhanced by cost-effective access to available industrial land, commercial opportunities and available work force.

Electricity generation is evolving from highly efficient coal fired power generation to incorporate renewables, including wind and solar. Additional investment opportunities are possible in this area with the eventual closure of Tarong Power Station, and existing infrastructure supporting potential alternative generation.

**Increasing investment** in dominant industrial projects is driving growth across the region.

**\$97.8M**

Value of building approvals in 2019-20

**\$120M**

Swickers redevelopment & expansion

**\$850M**

Coopers Gap Wind Farm

**\$92.5M**

New Kingaroy Hospital

**\$250M+**

Current Investment pipeline for additional projects

**\$13.9M**

Kingaroy Transformation Project (Under construction - completion 2023)

<sup>1</sup> Small Area Labour Market LGA Data - South Burnett smoothed labour force 2010-2020.

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## ECONOMIC STRUCTURE AND PERFORMANCE

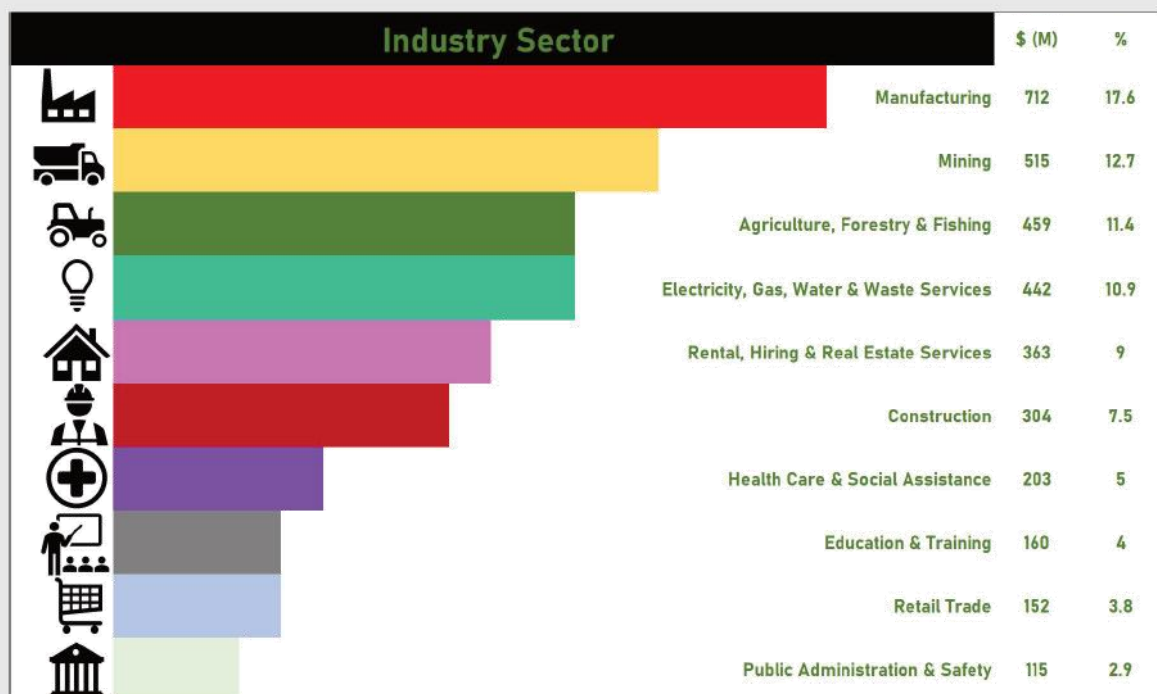
### ECONOMIC DIVERSITY

The South Burnett region boasts an ever-diversifying economy. The latest ABS data (2016) demonstrates that 85 per cent of the region's output is derived from 10 key industry sectors including Manufacturing, Mining, Agriculture and Construction services.

Growth in value of production over the last five years has been led by Professional, Scientific and Technical Services; Rental, Hiring and Real Estate Services; and Transport, Postal and Warehousing. The growth in these industries, reflects a shift in the region's sophistication. Businesses that use professional services are more likely to develop new jobs and/or commence projects with the potential to grow the economy.



Top ten industry sectors by output.



# CONSULTATION

## ECONOMIC STRUCTURE AND PERFORMANCE



### EMPLOYMENT AND PRODUCTIVITY

In 2019/20, major employment industries in the South Burnett included:

- Health Care and Social Assistance - 13.8 per cent
- Agriculture, Forestry and Fishing - 12.0 per cent
- Retail - 11.2 per cent
- Education and Training - 10.1 per cent
- Manufacturing - 9.4 per cent <sup>2</sup>

This demonstrates a stable base of employment across the region.

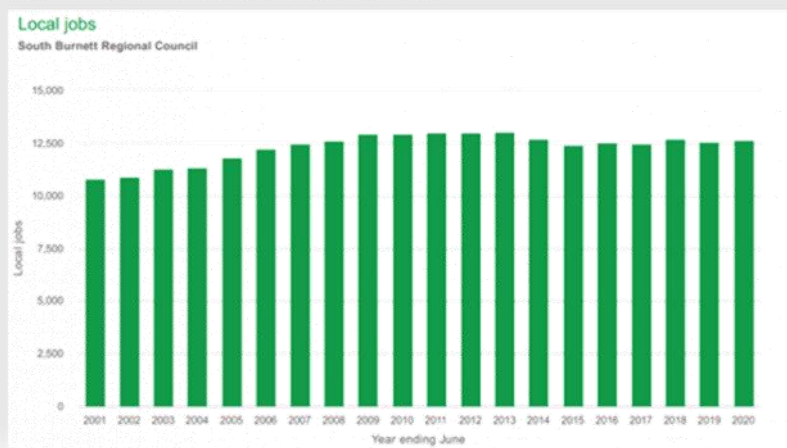
Total worker productivity for the region 2019/20 was \$132,139 compared to a Queensland average of \$125,172 per worker. Some industry sectors, such as retail trade, are not highly productive per worker, but employ a lot of people. Other industries, such as mining, employ fewer people but generate high levels of productivity, contributing strongly to Gross Regional

Product, earning \$1,750 or more per week. <sup>3</sup>

In the South Burnett region 53 per cent of the local workers are males and 47 per cent are female. <sup>4</sup> The South Burnett employs a diverse range of workers supporting industry development and investment attraction for the region. <sup>5</sup>

| OCCUPATION OF EMPLOYED PERSONS | 2016  |
|--------------------------------|-------|
| Labourers                      | 16.4% |
| Managers                       | 15.4% |
| Technicians and trades workers | 13.8% |
| Professionals                  | 13%   |
| Community                      | 11.8% |

### SOUTH BURNETT WORKER PRODUCTIVITY



Stability of regional workforce 2001–2020\*.

\*Economy.id Local Jobs (NIEIR) Modelling

<sup>2</sup> Economy.id Employment (total) by Industry (NIEIR) Modelling

<sup>3</sup> Economy.id Worker productivity (NIEIR) Modelling

<sup>4</sup> ABS South Burnett (R) (LGA) (36630) Regional Summary (2017)

<sup>5</sup> ABS South Burnett (R) (LGA) (36630) Regional Summary (2016 Census)



# ION DRAFT

ECONOMIC STRUCTURE AND PERFORMANCE

## ECONOMIC PERFORMANCE

### GROSS REGIONAL PRODUCT (GRP)

South Burnett's Gross Regional Product (GRP) was \$1.94 billion in the year ending June 2020, a decline of -2.3 per cent from the previous year which was likely due to the combined impacts of drought, and COVID-19. Growth in GRP was recorded in seven of the preceding eight years from 2012 to 2019.

Sub-Industries that have contributed significantly to this longer term growth include Warehousing and Storage Services, Coal Mining, Exploration and Other Mining Support Services, Computer System Design and Related Services and Food Product Manufacturing. Accelerating GRP growth in the past two years, despite difficult local economic conditions, is a good sign for longer term sustainability. (source: [www.economy.id.com.au/south-burnett](http://www.economy.id.com.au/south-burnett))



### REGISTERED BUSINESSES AND BUSINESS SIZE

There were 2,744 registered businesses in the South Burnett in September 2020, an increase of 206 since September 2015.

Agriculture, Forestry and Fishing currently comprises 44 per cent of all total registered businesses, compared to 8.8 per cent in Queensland. (Source: [www.economy.id.com.au/south-burnett](http://www.economy.id.com.au/south-burnett))

Industries that grew business numbers between 2017 and 2020 include Agriculture, Forestry and Fishing, Health Care and Social Assistance, and Administrative and Support Services. <sup>6</sup>

Demonstrating that South Burnett businesses are innovative and able to achieve more with less, businesses with less than 20 employees make up over 98 per cent of registered businesses.

Almost 400 businesses in the region turn over more than \$500K and 125 turn over more than \$2 million per annum. <sup>7</sup>

<sup>6</sup> .idcommunity South Burnett Council Business trends - Australian Business Register - filtered counts - Current at 30th Sept 2020

<sup>7</sup> Queensland Government Statistician's Office, Queensland Treasury, Queensland Regional Profiles: Workforce Profile for South Burnett (R) Local Government Area

ECONOMIC STRUCTURE AND PERFORMANCE

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EMPLOYMENT

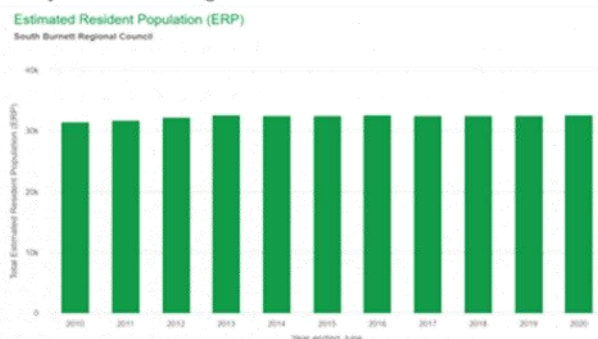
Typically, the South Burnett region has an active workforce with capacity to fill locally created employment positions. The December 2020 Small Area Labour Market (SALM) data reflects:

- Smoothed labour force of 13,398 persons
- Smoothed unemployment of 1,607 persons
- Unemployment rate of 12 per cent

Whilst highest in 2020 since December 2010, the unemployment rate of the South Burnett remains comparable to neighbouring regions and Queensland averages.

POPULATION AND HOUSING

The Estimated Resident Population of South Burnett Regional Council was 32,632<sup>8</sup> which has remained stable for over 5 years. Affordability of housing supports first home buyer entry into the housing market.



VALUE OF TOTAL BUILDING APPROVALS

The value of building approvals increased 218 per cent between FY 2014/15 and FY 2019/20. The value of building approvals for the year ended June 2020 was \$97.78 million, made up \$21.16 million in residential building approvals and \$76.63 million in non-residential building approvals.<sup>9</sup>

Increasing value of building approvals is a positive indicator of economic growth.

<sup>8</sup> Compiled and presented in economy.id Source - Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0).

<sup>9</sup> Compiled and presented in economy.id Source - Australian Bureau of Statistics, Building Approvals, Australia, catalogue number 8731.0.

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## REGIONAL OPPORTUNITIES:

### DIVERSIFICATION AND REGENERATION

Agricultural commodity growth, further diversification into high value and niche products and economic benefit derived from regenerative agriculture practices are driven by factors including market opportunities, water security, and new agricultural technologies. Challenges facing regional development are expected because of changed climate conditions, bio security, government policy, and market stability.

To support future opportunities for the agriculture sector including intensification, diversification and regeneration, South Burnett Regional Council is working with regional organisations and government to develop a regional agricultural strategy.

Circular economy opportunities, including those that integrate with or leverage agriculture, are also a potential avenue for future growth in investment and manufacturing, and would support regional resilience.



### AGRI-MANUFACTURING

Investment is currently occurring in the agri-manufacturing sector. The Swickers Bacon Factory's expansion and upgrades showed high confidence in the region's pork production capability. Further growth of the Swickers factory to increase capacity for ham production and state of the art slaughter facility has led to increased employment and outputs.



Swickers is the largest employer in the South Burnett region. Swickers investment in the region is joined by ongoing activity by other food manufacturing companies, including ongoing expansion of Crumptions, an ownership change for Peanut Company of Australia (PCA) to Bega. The \$24M relocation and expansion of Plenty Foods (formally Proteco Oils) is underway, with the \$7.5M construction of stage 1 to be completed in 2021.

Manufacturing is a strong sector in the South Burnett, and a major contributor to its GRP. Council recognises continued growth in manufacturing will be key to the ongoing success of the region.



### EMERGING INDUSTRIES

The South Burnett's geographic position and inherent characteristics will enable the region to intentionally capitalise on numerous emerging industries.

Advancements in renewable energies such as hydrogen, solar or wind, and technology such as batteries, could see our region potentially leverage existing infrastructure of State significance, including Tarong Power Stations and Cooper's Gap wind farm, that already supplies much of Queensland with its energy needs.

As an agricultural powerhouse, and home to Cherbourg Aboriginal Council's material recycling facility (MRF), opportunities exist to create a circular economy, and further explore resource recovery or partner with the agricultural sector.

The South Burnett aspires to become a region of choice for ag-tech related studies and pilot programs. "Queensland's Finest" speaks to the region's high-quality produce, and highlights the potential of the innovative, technological and environmentally sustainable practices, including regenerative agriculture, currently embraced and promoted

## CONSULTATION

## REGIONAL OPPORTUNITIES

**COST EFFECTIVE CAPITALISATION OF INDUSTRIAL AND COMMERCIAL LAND**

Industrial land constraints for large manufacturing and special industry in Queensland's south east corner is a genuine opportunity to drive potential for further industrial development.

Industrial land is available within the region and costs are highest in Kingaroy, but still well below the rate of larger urban centres or coastal regions. High yield commercial properties are also available in the region, especially in the regional centre of Kingaroy. Comparative prices remain low, generating opportunity for investment and capitalisation of assets.

South Burnett Regional Council is keen to support

development, and to provide investors with streamlined investment support.

High quality liveability and a smart country lifestyle are characterised by a strong network of smaller communities that link to a well serviced regional centre at Kingaroy. Council's ongoing investment in the revitalisation of its town and village CBDs, and commitment to providing reliable trunk infrastructure, including improved connectivity, offers opportunity for the increased functionality of primary commercial areas.

The key tools for ensuring industrial and commercial land availability are the South Burnett Regional Council's Planning Scheme and the Wide Bay Burnett Regional Plan. Council is committed to ensuring these documents support well considered growth and sustainability across the region now and into the future.

**LEVERAGING MAJOR INVESTMENT**

Construction has seen a 16 per cent increase<sup>10</sup> in FTE employment over the past few years. Major regional construction projects include:

- Redevelopment of the Swickers Bacon Factory (2017-19)
- Construction of Coopers Gap Wind Farm (2019-20)
- Ongoing scheduled overhauls at Tarong Power Stations

A forward pipeline of major projects and investment activity, including the Kingaroy Hospital, Kingaroy Transformation Project and expansion of Parkside Timber's Wondai dry mill and Plenty Foods (formally Proteco Oils), will facilitate continued demand for construction activity.

The value of building approvals in the South Burnett has enjoyed unprecedented growth in value over the past three years.

Council recognises that investment doesn't occur in the region without strong business relationships and supply chain development. Council is committed to working in partnership with industry, investors and business representative groups. Council welcomes opportunities to engage in conversations and leverage project outcomes that involve broader regional collaboration with other local government areas.

<sup>10</sup> .idcommunity South Burnett Employment by industry (FTE) Full-time equivalent employment by industry sector 2019/20 NIEIR data

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## THE STRATEGY

BUILDING UPON OUR STRENGTHS WHILE ENCOURAGING FURTHER DIVERSITY OF OUR ECONOMIC BASE PROVIDES A PLATFORM FOR FUTURE REGIONAL DEVELOPMENT.



THE FOLLOWING REGIONAL ENABLERS PROVIDE THE HIGH-LEVEL DIRECTION FOR THE STRATEGY:



Appropriate supporting infrastructure



Streamlined Investment Support



Targeted sector investment

## THE STRATEGY

## CONSULTA

**REGIONAL ENABLER ONE**

THE SOUTH BURNETT REGION HAS APPROPRIATE INFRASTRUCTURE TO SUPPORT INDUSTRY, INVESTMENT AND LIVEABILITY.

**STRATEGIES:**

- 1 Water is reliably delivered to support investment in agriculture and industry, and enable urban growth in our communities.
- 2 Transport infrastructure and strategic freight networks to allow for the efficient movement of goods.
- 3 Digital communication quality, capacity and coverage supports liveability, investment in industry, and ag tech.
- 4 Major investments in infrastructure are leveraged to deliver local content and jobs, supporting workforce attraction and retention.
- 5 Projects that support future investment and community needs are known and investment ready.

**REGIONAL ENABLER TWO**

COUNCIL DELIVERS STREAMLINED INVESTMENT SUPPORT, AND PROMOTES WELL PLANNED GROWTH.

**STRATEGIES:**

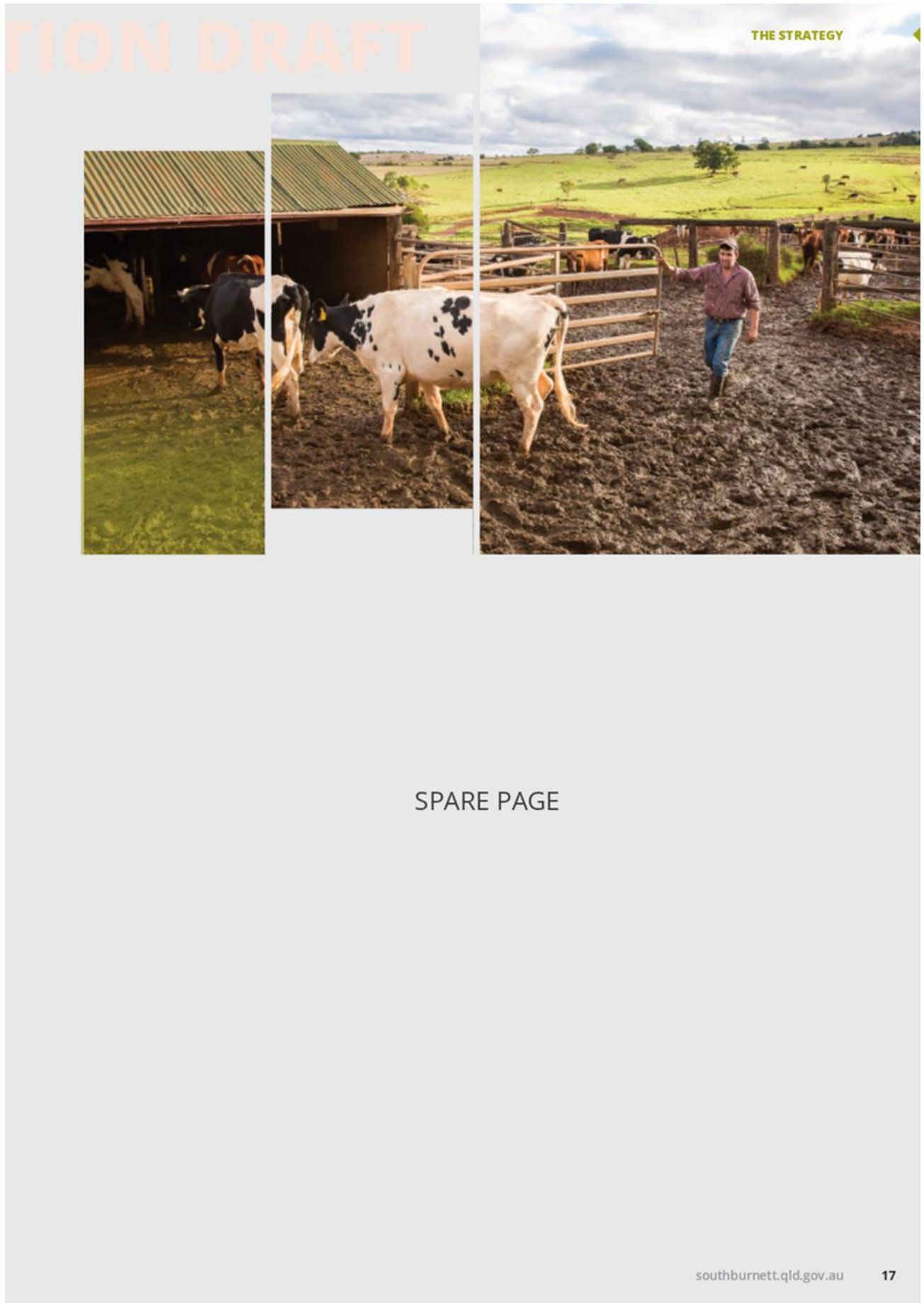
- 1 Clear investment information is available to prospective investors.
- 2 Council's planning scheme identifies precincts for growth and supports appropriate development.
- 3 Council's planning scheme identifies and caters to future workforce needs and enables improved housing outcomes in our region.

**REGIONAL ENABLER THREE**

COUNCIL ATTRACTS INVESTMENT, GROWING THE ECONOMY.

**STRATEGIES:**

- 1 Council attracts innovative agribusiness, professional services and high-quality tourism investment.
- 2 Council leverages assets to drive investment and support a business environment conducive to growth.
- 3 Council effectively advocates to State and Federal Governments to ensure funding flows to key projects.
- 4 Council builds and maintains strategic regional partnerships to support, grow and drive the regional economy.





APPENDIX 1.

# APPENDIX 1. REGIONAL WORK PLAN

| ENABLER 1. South Burnett Regional Council has appropriate infrastructure to support investment and livability.        |   |
|---|---|
| STRATEGY:   | ACTION:   |
| S1. Water is reliably delivered to support investment in agriculture and industry, and to support communities.        | S1A1. Advocate for government investment to build a town water reservoir at Gordonbrook Dam and seek additional water allocation, to provide urban water security and enable industrial growth into the future. |
|   | S1A2. Investigate the opportunities for Gordonbrook Dam storage to support agricultural operations in the area.   |
|   | S1A3. Advocate for funding and partner with Blackbutt Avocado growers to improve water reliability and provide sustainable employment.  |
|   | S1A4. Advocate for funding to support the construction of the Barilil Weir.   |
|   | S1A5. Work with key stakeholders to progress the Economic Roadmap as a priority project further to the NWF Water Feasibility Study.   |
|   | S1A6. Kingaroy and other urban water supplies – investigate/action/advocate.  |
| S2. Transport infrastructure allows for the efficient movement of goods around, though, in and out of the region.     | S2A1. Advocate and lobby for support to improve the region's main feeder roads.   |
|   | S2A2. Ensure Council's roads strategy enables an efficient road network for major industry and places of significant employment.  |
| S3. Digital communication quality, capacity and coverage supports livability, investment in industry 4.0 and ag tech. | S3A1. Advocate and support smart country opportunities including the provision of QCN fibre capabilities in Kingaroy's CBD.   |
| S4. Major investments in infrastructure are leveraged to deliver local content and jobs.                              | S4A1. Partner in projects and activities that attracts and retains residents in the region, attracts workforce, and support their quality of life.  |
|   | S4A2. Work with local industry to ensure they are aware of opportunities as they arise and the lines of communication remain open.  |

SAMPLE ONLY



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APPENDIX 1.

**ENABLER 1. South Burnett Regional Council has appropriate infrastructure to support investment and livability.**

| STRATEGY:   | ACTION:  |
|---|--|
| S5. Projects that support future investment and community needs are known and investment ready. | S5A1. Develop a project pipeline of shovel ready priority projects that will support the growth and sustainability of the region.  |
|   | S5A2. Invest in infrastructure that positions our region as a destination of choice for cyclists and travellers, including the provision of caravan and RV parking facilities, supports our evolving drive visitor economy and maximises existing rail infrastructure. |
|   | S5A3. South Burnett Regional Council will proactively plan and budget for major capital projects supporting regional population growth.  |
|   | S5A4. Investigate a future beyond Tarong – what does this look like, including potential renewable options.  |

**ENABLER 2. South Burnett Regional Council delivers streamlined investment support, and promotes well planned growth.**

| STRATEGY:  | ACTION:  |
|--|--|
| S6. Clear investment information is available to prospective investors.  | S6A1. Develop an investment prospectus for potential investors that promotes the inherent values of the South Burnett region and SBRC's investment readiness.  |
| S7. South Burnett Regional Council's planning scheme identifies precincts for growth and supports appropriate development. | S7A1. Support vibrant towns and villages and leverage major investment such as the Kingaroy Hospital redevelopment.  |
|  | S7A2. Prioritise planning scheme amendments.   |
|  | S7A3. Collaboration between SBRC economic development and planning departments will map and deliver an industrial land review to identify future precincts and ensure land of suitable size and connectivity supports business and sustainable growth. |
|  | S7A4. South Burnett Regional Council will develop and maintain an industrial and register and establish precincts and corridors relevant to industrial and commercial use to focus investment attraction activity.                                     |
| S8 South Burnett Regional Council's planning scheme identifies and caters to future workforce needs.                       | S8A1. TBA  |

(continued over page)

APPENDIX 1 (Regional Work Plan continued)

CONSULTATION

| ENABLER 3. South Burnett Regional Council attracts investment, growing the economy.  |  |
|--|--|
| STRATEGY:  | ACTION:  |
| S9. South Burnett Regional Council attracts innovative agribusiness, professional services and high-quality tourism investment.                | S9A1. Investigate a renewed strategic model for how Council invests and supports tourism in our region.  |
|  | S9A2. Climate change - Investigate options for the future of agriculture in the region, including: traditional agriculture vs horticulture, diversification with the soils and water that we have (not so heavily reliant on the rain) consideration of ideas around nursery and horticulture vs traditional broad acre cropping. Consider what the technical and horticultural growth of agriculture looks like in the South Burnett - how do we leverage the earnings and resources available in other regions to grow agriculture in our region. Consider Carbon Credits ie re-planting or large scale industry earning carbon credits. |
| S10. South Burnett Regional Council leverages assets to drive investment.  | S10A1. Investigate opportunities to leverage regional assets in waste, including agricultural byproducts and surplus, to support a circular economy solution.  |
| S11. South Burnett effectively advocates to State and Federal Government to ensure funding flow to key projects.                               | S11A1. Recognising the role that other levels of Government play in service provision and infrastructure delivery, South Burnett Regional Council will focus advocacy activity through establishment of project specific advocacy plans and briefing statements.   |
| S12. South Burnett Regional Council builds strategic regional partnerships to support and grow local economies and drive the regional economy. | S12A1. TBA   |

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APPENDIX 2

## APPENDIX 2. COUNCIL PLANS

- Invest in the re-development of green space, parks and gardens, that positions the South Burnett as a community of choice and supports the ways working families want to live their lives, in an effort to attract professionals and skilled residents to re-locate their families from metropolitan areas and live in our region.
- Advocate for improved health and wellbeing services in our region, particularly in the provision of mental health services.
- Work with State and Federal government to grow our population as per the Australian Government (2019) Planning for Australia's future population policy.
- A growing and ageing population throughout the South Burnett region, has significantly increased demand for health services provided by the Kingaroy Hospital. To meet demand, the hospital has been demolished and rebuilt to support contemporary modes of care and enhance the health services offered now and into the future.
- The South Burnett is considered the community of choice for people with disabilities offering diverse support services and quality life outcomes.

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**CONSULTATION DRAFT**



**SOUTH BURNETT  
REGIONAL COUNCIL**

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**7.5 INVITATION TO PARTICIPATE IN A FREEDOM OF ENTRY MARCH - KINGAROY****File Number:** 19-05-2021**Author:** Coordinator Executive Services**Authoriser:** Chief Executive Officer**PRECIS**

Invitation to participate in Freedom of Entry march - Kingaroy.

**SUMMARY**

The Kingaroy RSL Sub Branch has invited South Burnett Regional Council to extend an invitation to the Officer in Charge of the Kingaroy adopted Royal Australian Air Force (RAAF) unit at Cabarlah to ascertain their interest in progressing a Freedom of Entry march in Kingaroy in conjunction with the 100<sup>th</sup> Anniversary of the RAAF.

The Defence Force School of Signals (Electronic Warfare Wing) based at Cabarlah was granted Freedom of Entry to the town of Kingaroy during the traditional ceremony on 8 July 2017.

The Freedom of Entry parade is an historic practice dating back centuries. Today, the granting of Freedom of Entry to Kingaroy would provide an appropriate way to honour the close association of the RAAF with Kingaroy.

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**OFFICER'S RECOMMENDATION**

That the Invitation to participate in the Freedom of Entry March - Kingaroy report be received for information.

**ATTACHMENTS****Nil**

**7.6 REGIONAL AUSTRALIA INSTITUTE - 'MOVE TO MORE' CAMPAIGN****File Number:** EXEC**Author:** Coordinator Executive Services**Authoriser:** Chief Executive Officer**PRECIS**

Invitation from Regional Australia Institute to be involved in the 'Move To More' campaign.

**SUMMARY**

Regional Australia Institute (RAI) is a not-for-profit think tank focused on regional issues in Australia.

In May, RAI are rolling out a new multi-million dollar national advertising campaign called 'movetomore' funded by the Federal Government to encourage capital city residents to consider a move to regional Australia. The campaign has been designed to promote the opportunities to live, work and invest in regional towns and cities, and will direct potential movers from our metropolitan cities to a website that allows them to find out more about regional and rural towns that might be of interest to them. The website includes listings of nearly every regional town in Australia. Each town listing will include information including population, schools, as well as jobs and health information, among other useful details.

South Burnett Regional Council has been invited to check and update, if needed, the town data that will appear on the website to help promote the area, and to be involved with the 'movetomore' campaign to promote the South Burnett region.

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**OFFICER'S RECOMMENDATION**

The Committee receives the Regional Australia Institute (RAI) 'Move To More' campaign report for information.

**FINANCIAL AND RESOURCE IMPLICATIONS**

This report has no known financial implications.

**LINK TO CORPORATE/OPERATIONAL PLAN**

GR8: Support and advocate for appropriate growth and development with responsive planning schemes, processes, customer service and other initiatives.

OR10: Increased commitment to community engagement and to proactive strategic delivery of media and communications.

OR12: Advocate strongly to key stakeholders, including state and federal governments, on regional priorities, including funding opportunities.

**COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)**

'Move To More' media campaign to be progressed.

**LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)**

The report has no known legal implications.

**POLICY/LOCAL LAW DELEGATION IMPLICATIONS**



This event provides a unique opportunity for Council to promote the South Burnett region.

### **ASSET MANAGEMENT IMPLICATIONS**

This report has no known asset management implications.

### **REPORT**

Thee Regional Australia Institute (RAI) are a not-for-profit think tank focused on regional issues in Australia.

RAI is seeking Council's assistance to gain support to help them grow the population of regional towns or cities. Across regional Australia, there were more than 66,000 roles advertised in March, which is the highest number since records began. These roles represent an enormous opportunity for new residents looking to move to your area.

In May, RAI are rolling out a new multi-million dollar national advertising campaign called 'movetomore', which is funded by the Federal Government. The campaign encourages capital city residents to consider a move to regional Australia. It has been designed to promote the opportunities to live, work and invest in regional towns and cities like the South Burnett. The campaign will direct potential movers from our metropolitan cities to a website that allows them to find out more about regional and rural towns that might be of interest to them. The website includes listings of nearly every regional town in Australia. Each town listing will include information including population, schools, as well as jobs and health information, among other useful details.

Town data comes from multiple sources including the ABS, but this data is not always up-to-date. So, RAI are inviting Local Government Areas to check and update, if needed, the town data that will appear on the website. To help RAI promote the South Burnett area, Council will receive another email with a link to access the form to check and update details.

RAI will also be in touch regarding the advertising launch and providing Council with materials to help get behind the 'movetomore' campaign and to promote the South Burnett region.

### **ATTACHMENTS**

Nil

**7.7 DRIVE INLAND - COMMUNICATION PLAN - MAY-JUNE 2021****File Number:** 19-05-2021**Author:** Coordinator Executive Services**Authoriser:** Chief Executive Officer**PRECIS**

South Burnett Regional Council has been invited to provide a Drive Inland Communication Plan.

**SUMMARY**

To assist with promoting the South Burnett region, Drive Inland has invited South Burnett Regional Council to provide a Communication Plan highlighting specific tourist destinations and hero experiences, including images, tag lines and hashtags to be used on their Social media platforms. The Communication Plan highlights the following key themes:

- Heritage – Boondooma Homestead, Kingaroy Museum, Wondai Museum, Murgon Dairy Museum
- Dams – fishing, water skiing, camping
- Wine – grapes, vineyards
- Family picnic
- Bunya Mountains hike, stars
- Blue skies, wide open roads
- Country market
- Country Show

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**OFFICER'S RECOMMENDATION**

That the Drive Inland - Communication Plan - May-June 2021 report be received for information.

**ATTACHMENTS**






1. Drive Inland - Communication Plan - May-Jun 2021 [↓](#) 















May-Jun 2021  
**COMMUNICATION  
PLAN**






**Drive Inland**








| May 2021 |              |   |   |
|----------|--------------|---|---|
| DATE     | MEDIA        | CONTENT   | LINK TO IMAGE   |
| 1        | Drive Inland | <p>Theme: - Heritage – Boondooma Homestead, Kingaroy Museum, Wondai Museum, Murgon Dairy Museum</p> <p>Captions:</p> <ul style="list-style-type: none"> <li>• Find your curiosity in the South Burnett</li> <li>• South Burnett – where our heritage is as rich as our soil</li> <li>• South Burnett provides a nostalgic look into a bygone era with our heritage museums and homesteads</li> <li>• The South Burnett enriches minds of any age</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett #ExploreSouthBurnett #LetsGoSouthBurnett #VisitSouthBurnett #DriveInlandSouthBurnett #DriveInland #ThisisQueensland #Goodtogo #findyourcuriosity #Queenslandheritage</p>   | <p>M:\Tourism\Museums &amp; Homesteads\Kingaroy Heritage Museum</p>  <p>M:\Tourism\Museums &amp; Homesteads\QLD Dairy and Heritage Museum</p>   |
| 2        |              | <p>Theme: Dams – fishing, water skiing, camping</p> <p>Caption:</p> <ul style="list-style-type: none"> <li>• The perfect catch in the South Burnett</li> <li>• Have a dam good time in the South Burnett</li> <li>• There is nothing like a South Burnett sunset</li> <li>• Get up close and personal with South Burnett locals (wildlife)</li> <li>• South Burnett dams are a playground for adults and children alike</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett #ExploreSouthBurnett #LetsGoSouthBurnett #VisitSouthBurnett #DriveInlandSouthBurnett #DriveInland #ThisisQueensland #Goodtogo #thepperfectcatch #adamgoodtime #SouthBurnettsunset #LakeBoondooma #Yallakool #Bjelkepetersendam #bpdam</p> | <p>M:\Tourism\Dams\Boondooma</p>  <p>M:\Tourism\Dams\BP Dam</p>  <p>M:\Tourism\Nancy Jayde Photography\Dams</p>  <p>M:\Tourism\Dams\Matt Langford</p> |





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| 3 |  | <p>Theme: Wine – grapes, vineyards (nothing that shows what commercial operator you may be at)</p> <p>Captions:</p> <ul style="list-style-type: none"> <li>• Rich soil producing rich wines in the South Burnett</li> <li>• South Burnett knows wine and we are proud of it</li> <li>• Wine proud in the South Burnett</li> <li>• South Burnett is the definition of vineyard envy</li> <li>• The whining will stop once the wining starts in the South Burnett</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett #ExploreSouthBurnett #LetsGoSouthBurnett #VisitSouthBurnett #DriveInlandSouthBurnett #DriveInland #ThisisQueensland #Goodtogo #SouthBurnettwine #Queenslandwine #wineharvest #vineyardenvy</p> | <p>M:\Tourism\Food &amp; Wine car wrap</p>  <p>M:\Tourism\Nancy Jayde Photography\Dusty Hill Winery</p>  <p>M:\Tourism\Culinary\Wine\From Moffatdale Ridge</p>  <p>M:\Tourism\Nancy Jayde Photography\2019 Toursim Famil</p>  |
| 4 |  | <p>Theme: Family picnic</p> <p>Caption:</p> <ul style="list-style-type: none"> <li>• Come together in the South Burnett</li> <li>• South Burnett brings people together</li> <li>• South Burnett memories last a lifetime</li> <li>• Find your inner child in the South Burnett</li> </ul>   | <p>M:\Tourism\Dams\Yallakool Nancy Jayde</p>    |

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|   |  | <ul style="list-style-type: none"> <li>Bring your family and become part of our family in the South Burnett</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett<br/>                 #ExploreSouthBurnett<br/>                 #LetsGoSouthBurnett #VisitSouthBurnett<br/>                 #DriveInlandSouthBurnett #DriveInland<br/>                 #ThisisQueensland #Goodtogo<br/>                 #SouthBurnettfamily #joinourfamily<br/>                 #memoriesforlife<br/>                 #SouthBurnettmemories<br/>                 #cometogether</p> |  <p>M:\Tourism\Leah Desborough\southburnetttourism-photo-download-part1of1\finalhighresimages</p>  <p>M:\Tourism\Coomba Falls</p>  <p>M:\Tourism\Nancy Jayde Photography\Dams</p>  |
| 5 |  | <p>Theme: Bunya Mountains hike, stars</p> <p>Captions:</p> <ul style="list-style-type: none"> <li>Reach for the stars in the South Burnett</li> <li>More stars to wish upon in the South Burnett</li> <li>Get up close and personal with the Bunya Mountains locals (wildlife)</li> <li>Moving mountains in the Bunyas</li> <li>Breathe in the Bunya Mountains</li> <li>Refresh and reset at the Bunya Mountains</li> </ul>   | <p>M:\Tourism\Astrotourism</p>  <p>M:\Tourism\Bunyas</p>    |

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|          | <ul style="list-style-type: none"> <li>Bunya Mountains is a place the whole family can enjoy</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett<br/>                 #ExploreSouthBurnett<br/>                 #LetsGoSouthBurnett #VisitSouthBurnett<br/>                 #DriveInlandSouthBurnett #DriveInland<br/>                 #ThisisQueensland #Goodtogo<br/>                 #SeetheSouthBurnett<br/>                 #upcloseandpersonal #meetthelocals<br/>                 #familyhikes #Queenslandhikes<br/>                 #hiketheBunyas #BunyaMountains<br/>                 #hittheresetbutton<br/>                 #breatheintheBunyas</p>                          |  <p>M:\Tourism\Bunyas\Waterfalls &amp; Pools</p>  <p>M:\Tourism\Bunyas\Animals &amp; Birds</p>  |
| <p>6</p> | <p>Theme: Blue skies, wide open roads</p> <p>Captions:</p> <ul style="list-style-type: none"> <li>South Burnett – where you can see the sky meet the earth</li> <li>There is a road for every adventure in the South Burnett</li> <li>Ride off into the South Burnett horizon</li> <li>Ride off into the South Burnett sunset</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett<br/>                 #ExploreSouthBurnett<br/>                 #LetsGoSouthBurnett #VisitSouthBurnett<br/>                 #DriveInlandSouthBurnett #DriveInland<br/>                 #ThisisQueensland #Goodtogo<br/>                 #SeetheSouthBurnett<br/>                 #findyouradventure</p> | <p>M:\Tourism\Nancy Jayde Photography\Murgon &amp; Surrounds</p>  <p>M:\Tourism\Nature</p>    |

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|          | <p>#SouthBurnettsunset<br/>                 #SouthBurnetthorizon<br/>                 #wheretheskymeetstheearth</p>  | <p>M:\Tourism\Rail Trails\Kingaroy - Kilkivan Rail Trail</p>  <p>M:\Tourism\Motorbike Friendly</p>    |
| <p>7</p> | <p>Theme: Country market</p> <p>Captions:</p> <ul style="list-style-type: none"> <li>• South Burnett country markets are where you can feel like a local</li> <li>• Live like a local at South Burnett's country markets</li> <li>• South Burnett country markets are a collector's playground</li> <li>• The South Burnett country market experience is unlike any other</li> <li>• See, taste, smell and feel at South Burnett country markets</li> <li>• Enrich your senses at South Burnett country markets</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett<br/>                 #ExploreSouthBurnett<br/>                 #LetsGoSouthBurnett #VisitSouthBurnett<br/>                 #DriveInlandSouthBurnett #DriveInland<br/>                 #ThisisQueensland #Goodtogo<br/>                 #SeetheSouthBurnett #countrymarket<br/>                 #southburnettagriculture<br/>                 #southburnetthorticulture<br/>                 #enrichyoursenses #seetastesmellfeel</p> | <p>M:\Previous Years\2017\Executive Services\Economic Development &amp; Tourism\Keren McSweeney\Markets</p>    |



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|          |  |  | <p>M:\Previous Years\2019\Executive Services\Tourism\Kingaroy</p>   |
| <p>8</p> |  | <p>Theme: Country Show</p> <p>Captions:</p> <ul style="list-style-type: none"> <li>• Come and see why South Burnett is so unique at our country shows</li> <li>• Agriculture is in our South Burnett blood so no wonder we take our country shows so seriously!</li> <li>• Our country shows are the best way to immerse yourself in our South Burnett culture</li> <li>• If you haven't experienced our country shows, you haven't experienced the true South Burnett!</li> <li>• It's a cultural experience at a South Burnett country show</li> <li>• See all the colours of the South Burnett at our country shows</li> </ul> <p>#SouthBurnett #DiscoverSouthBurnett<br/>                 #ExploreSouthBurnett<br/>                 #LetsGoSouthBurnett #VisitSouthBurnett<br/>                 #DriveInlandSouthBurnett #DriveInland<br/>                 #ThisisQueensland #Goodtogo<br/>                 #SeetheSouthBurnett #countryshow<br/>                 #southburnettagriculture<br/>                 #southburnetthorticulture<br/>                 #trueSouthBurnett #immerseyourself<br/>                 #SouthBurnettculture<br/>                 #itsaculturalexperience</p> | <p>M:\Previous Years\02 Archive\CCS\2011\Wondai Show 2011 - Contact Elizabeth Stewart</p>  <p>M:\2020 - Please place current photos in this folder\Office of the CEO\Executive Services\VIC\Misc Images of Region(moved)\Sort(moved selection)</p>  <p>M:\Previous Years\2016\Executive Services\Economic Development\SQCT BBBF visit</p>  |

**8 CONFIDENTIAL SECTION**

**9 CLOSURE OF MEETING**