



AGENDA

Executive and Finance & Corporate Standing Committee Meeting Wednesday, 18 August 2021

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

Date: Wednesday, 18 August 2021

Time: 9.00am

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

**Mark Pitt PSM
Chief Executive Officer**

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

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

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

5.1 MINUTES OF THE EXECUTIVE AND FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD ON 21 JULY 2021

File Number: 18-08-2021

Author: Executive Assistant

Authoriser: Chief Executive Officer

OFFICER'S RECOMMENDATION

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

ATTACHMENTS

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



MINUTES

Executive and Finance & Corporate Standing Committee Meeting Wednesday, 21 July 2021

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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 JULY 2021 AT 9.11AM**

PRESENT:**Councillors:**

Cr Brett Otto (Mayor), Cr Roz Frohloff, Cr Gavin Jones (Deputy Mayor), Cr Danita Potter, Cr Kirstie Schumacher, 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 Corporate Services), Celina Branch (Manager Finance), Louise Reidy (Strategic Procurement Coordinator), Tracy Baillie (Coordinator Governance), Lynelle Paterson (Executive Assistant)

1 OPENING

The Mayor declared the meeting open and welcomed all attendees.

2 LEAVE OF ABSENCE / APOLOGIES**APOLOGY**

COMMITTEE RESOLUTION 2021/1

Moved: Cr Brett Otto

Seconded: Cr Gavin Jones

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

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

Against: Nil

CARRIED 6/0

3 ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

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

4 DECLARATION OF INTEREST

Nil

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING**5.1 MINUTES OF THE BUDGET COMMITTEE MEETING HELD ON 30 JUNE 2021**

COMMITTEE RESOLUTION 2021/2

Moved: Cr Brett Otto

Seconded: Cr Roz Frohloff

That the Minutes of the Budget Committee Meeting held on 30 June 2021 be received.

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

Against: Nil

CARRIED 6/0**5.2 MINUTES OF THE EXECUTIVE AND FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD ON 16 JUNE 2021**

COMMITTEE RESOLUTION 2021/3

Moved: Cr Brett Otto

Seconded: Cr Danita Potter

That the Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 16 June 2021 be received.

In Favour: Crs Brett Otto, Roz Frohloff, Gavin Jones, Danita Potter, Kirstie Schumacher 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**

COMMITTEE RESOLUTION 2021/4

Moved: Cr Brett Otto

Seconded: Cr Roz Frohloff

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, Danita Potter, Kirstie Schumacher and Kathy Duff

Against: Nil

CARRIED 6/0

6.1.1 QUESTION ON NOTICE - QGAP

Question on Notice from Cr Schumacher:

Is there an opportunity to have a conversation with the Queensland Government around providing services at other Council Customer Services centres in the region similar to what is provided at Blackbutt? Report to a future Executive and Finance & Corporate Standing Committee Meeting on what current services are offered in each town.

6.2 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL EXPENSES REIMBURSEMENT FOR COUNCILLORS POLICY - STATUTORY002

COMMITTEE RESOLUTION 2021/5

Moved: Cr Gavin Jones

Seconded: Cr Danita Potter

That the committee recommends to Council:

That the South Burnett Regional Council Expenses Reimbursement for Councillors Policy – Statutory002 be adopted as presented.

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

Against: Nil

CARRIED 6/0

6.3 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL ADVERTISING SPENDING POLICY - STATUTORY047

COMMITTEE RESOLUTION 2021/6

Moved: Cr Kirstie Schumacher

Seconded: Cr Danita Potter

That the committee recommends to Council:

That the South Burnett Regional Council Advertising Spending Policy – Statutory047 be adopted as presented.

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

Against: Nil

CARRIED 6/0

6.4 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL CONTACT WITH A LOBBYIST POLICY - STATUTORY049

COMMITTEE RESOLUTION 2021/7

Moved: Cr Danita Potter

Seconded: Cr Kirstie Schumacher

That the committee recommends to Council:

That the South Burnett Regional Council Contact with a Lobbyist Policy – Statutory049 be adopted as presented.

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

6.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COUNCILLOR CONDUCT COMPLAINTS INVESTIGATION POLICY- STATUTORY028

COMMITTEE RESOLUTION 2021/8

Moved: Cr Kirstie Schumacher

Seconded: Cr Brett Otto

That the matter lay on the table until the August Executive and Finance & Corporate Standing Committee Meeting

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

6.6 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL EMPLOYEE CONFLICT OF INTEREST POLICY - STATUTORY048

COMMITTEE RESOLUTION 2021/9

Moved: Cr Danita Potter

Seconded: Cr Kathy Duff

That the committee recommends to Council:

That the South Burnett Regional Council Employee Conflict of Interest Policy – Statutory048 be adopted as amended:

Under Item 3.4 – Responsibilities of Employees – add in that all employees have an obligation to report conflicts of interest.

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

6.6.1 COUNCILLOR CODE OF CONDUCT POLICY

RESOLVED 2021/10

Review Councillor Code of Conduct Policy for Councillors obligations to report Employees / Contractors conflict of interest.

Attendance:

At 10:29 am, Cr Kirstie Schumacher left the meeting.

At 10:31 am, Cr Kirstie Schumacher returned to the meeting.

At 10:39 am, Cr Danita Potter left the meeting.

At 10:40 am, Cr Danita Potter returned to the meeting.

6.7 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL SURVEILLANCE CAMERA OPERATIONS POLICY - STATUTORY051

COMMITTEE RESOLUTION 2021/11

Moved: Cr Kirstie Schumacher

Seconded: Cr Roz Frohloff

That the committee recommends to Council:

That the South Burnett Regional Council Surveillance Camera Operations Policy – Statutory051 be adopted as amended.

In Item 3.3 include the word 'property' - ... at risk to public, property and Council employee safety.

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

Against: Nil

CARRIED 6/0

6.7.1 CCTV CAMERAS

RESOLVED 2021/12

First quarter review of the Operational Plan to include the development of a CCTV Policy for open spaces and look at resourcing requirements as part of that. Report on current CCTV systems including where some of the needs are, who owns them, how we fund their ongoing maintenance or who maintains them, how all the different systems work together.

6.8 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COMMUNITY GRANTS PROGRAM POLICY - STRATEGIC005

COMMITTEE RESOLUTION 2021/13

Moved: Cr Kathy Duff

Seconded: Cr Danita Potter

That the committee recommends to Council:

That the South Burnett Regional Council Community Grants Program Policy – Strategic005 be adopted as amended:

- Remove line ‘Funding under this policy is not available for activities which are annually applied for after three (3) years’ from Item 3 – General Information
- Add dot point under Assessment heading in Item 3 – General Information – ‘Aligns with Council’s corporate priorities as stated in Council’s Corporate Plan
- Add dot point under Item 3.5 – In-kind Sponsorship – ‘Any request above \$2,000 must be put in writing and outcome to be decided at an ordinary meeting of Council
- Under Item 3.10 – Subsidised Hire of Council Facilities – Add in ‘In exceptional circumstances, reduction or Waiving of Hall Hire fees under delegation by the Chief Executive Officer’

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

Against: Nil

CARRIED 6/0

6.9 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COMMUNITY REFERENCE GROUP TERMS OF REFERENCE - STRATEGIC010

COMMITTEE RESOLUTION 2021/14

Moved: Cr Brett Otto

Seconded: Cr Kirstie Schumacher

That the committee recommends to Council:

That the South Burnett Regional Council Community Reference Group Terms of Reference – Strategic010 be adopted as presented.

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

Against: Nil

CARRIED 6/0

6.10 QUEENSLAND AUDIT OFFICE - 2021 INTERIM MANAGEMENT REPORT FOR SOUTH BURNETT REGIONAL COUNCIL

COMMITTEE RESOLUTION 2021/15

Moved: Cr Danita Potter

Seconded: Cr Roz Frohloff

That the Committee recommends to Council:

That subject to Section 213 of the *Local Government Regulation 2012*, Council receives the 2021 Interim Management Report from the Auditor-General detailing the observation report of South Burnett Regional Council’s financial statements as presented for consideration.

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

Against: Nil

CARRIED 6/0**Attendance:**

At 11:35 AM, General Manager Aaron Meehan left the meeting.

At 11:41 AM, General Manager Aaron Meehan returned to the meeting.

6.11 20/21 EOFY STOCKTAKE VARIATIONS

COMMITTEE RESOLUTION 2021/16

Moved: Cr Brett Otto

Seconded: Cr Kathy Duff

That South Burnett Regional Council are aware of the reasoning behind the stocktake variances in inventory and the report is received for information.

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

Against: Nil

CARRIED 6/0**MOTION**

COMMITTEE RESOLUTION 2021/17

Moved: Cr Brett Otto

Seconded: Cr Kirstie Schumacher

That the meeting adjourn for morning tea.

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

Against: Nil

CARRIED 6/0**RESUME MEETING**

COMMITTEE RESOLUTION 2021/18

Moved: Cr Brett Otto

Seconded: Cr Gavin Jones

That the meeting resume at 12.02pm

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

Against: Nil

CARRIED 6/0

7 PORTFOLIO - REGIONAL DEVELOPMENT

7.1 REGIONAL DEVELOPMENT PORTFOLIO REPORT

COMMITTEE RESOLUTION 2021/19

Moved: Cr Kirstie Schumacher

Seconded: Cr Danita Potter

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

CARRIED 6/0

7.1.1 MEETING - FUTURE ENERGY HUB

COMMITTEE RESOLUTION 2021/20

Moved: Cr Kirstie Schumacher

Seconded: Cr Brett Otto

That the Committee recommends to Council

- A meeting with Mayor Nev Ferrier, Mayor Otto and Cr Schumacher be established with Minister for Energy, Renewables and Hydrogen and Minister for Public Works and Procurement Mick De Brenni be scheduled over the coming months to progress further discussions with him about opportunities to work together.
- That Council advises RDA of its desire to be a participant in the sub-committee that is investigating the feasibility of an energy hub in the Wide Bay Burnett.

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

Against: Nil

CARRIED 6/0

7.2 REGIONAL DEVELOPMENT AND TOURISM MONTHLY UPDATE

COMMITTEE RESOLUTION 2021/21

Moved: Cr Kirstie Schumacher

Seconded: Cr Danita Potter

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

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

Against: Nil

CARRIED 6/0

Attendance:

At 12:38 PM, General Manager Aaron Meehan left the meeting.

7.3 DRAFT SOUTH BURNETT 2021-2026 REGIONAL DEVELOPMENT STRATEGY - COMMUNITY CONSULTATION AND FEEDBACK

COMMITTEE RESOLUTION 2021/22

Moved: Cr Roz Frohloff

Seconded: Cr Gavin Jones

That the Committee recommends to Council:

That the amended draft 2021-2026 Regional Development Strategy incorporating feedback received be presented to the July Ordinary Council Meeting for adoption.

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

Against: Nil

CARRIED 6/0

7.4 REGIONAL DEVELOPMENT ADVISORY COMMITTEE

COMMITTEE RESOLUTION 2021/23

Moved: Cr Kirstie Schumacher

Seconded: Cr Kathy Duff

That the matter lay on the table until the July General Meeting.

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

Against: Nil

CARRIED 6/0

7.5 REVIEW OF SOUTHERN QUEENSLAND COUNTRY TOURISM (SQCT) MEMBERSHIP

COMMITTEE RESOLUTION 2021/24

Moved: Cr Danita Potter

Seconded: Cr Gavin Jones

That the Southern Queensland Country Tourism Membership report be received for information and noted for review during Council's first quarter budget deliberations.

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

Against: Nil

CARRIED 6/0

8 QUESTIONS ON NOTICE

8.1 FUEL TAX CREDIT AUDIT

COMMITTEE RESOLUTION 2021/25

Moved: Cr Brett Otto

Seconded: Cr Roz Frohloff

That the response to the question regarding Fuel Tax Credit Audit by Mayor Otto be received and noted.

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

Against: Nil

CARRIED 6/0

8.1.1 FUEL TAX CREDIT METHODOLOGY REPORT

RESOLVED 2021/26

Report back to Council in the next 3 months in terms of the methodology for fuel tax credit that has been applied in the 3 years 2018/19, 2019/2020 and 2020/2021 and a recommendation with that as to risk assessment on the methodology applied in those 3 years and the future process moving forward.

Attendance:

At 12:50 pm, GM Aaron Meehan returned to the meeting

At 12:50 pm, GM Peter O'May left the meeting.

At 12:51 pm, GM Peter O'May returned to the meeting.

9 CONFIDENTIAL SECTION

COMMITTEE RESOLUTION 2021/27

Moved: Cr Brett Otto

Seconded: Cr Kirstie Schumacher

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 Financial Hardship Rates Application - Property Number - 223190

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

9.2 Sale of Land for Overdue Rates and Charges

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

9.3 Offer to Purchase Part of 1 Pound Street, Kingaroy and Offer to Lease 1/5 Banksia Drive Kingaroy

This matter is considered to be confidential under Section 254J - g 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 negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government.

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

Against: Nil

CARRIED 6/0

Attendance:

At 12:51 pm, GM Aaron Meehan left the meeting.

At 1:13 pm, Cr Danita Potter left the meeting.

At 1:15 pm, Cr Danita Potter returned to the meeting.

COMMITTEE RESOLUTION 2021/28

Moved: Cr Brett Otto

Seconded: Cr Kirstie Schumacher

That Council moves out of Closed Council into Open Council.

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

Against: Nil

CARRIED 6/0

9.1 FINANCIAL HARDSHIP RATES APPLICATION - PROPERTY NUMBER - 223190

COMMITTEE RESOLUTION 2021/29

Moved: Cr Kathy Duff

Seconded: Cr Danita Potter

That the committee recommends to Council:

That South Burnett Regional Council accede to the request from the owners of Property Number 223190 and approve the payment plan as detailed below:

1. Payment plan initially for \$100.00 per fortnight;
2. Payment plan to increase to \$120.00 per fortnight from 1 August 2022;
3. Payment plan to increase to \$140.00 per fortnight from 1 August 2023 and until the rate arrears are cleared;
4. Additional payments to be made when possible throughout the payment plan;
5. Interest will not be charged on overdue rates, if the payment plan is maintained;
6. Payment plan will be reviewed in September 2022 or at other times if the Rates Section is advised that the property owners' circumstances have changed significantly;
7. Payment plan will expire upon payment in full of rates arrears; and
8. General Manager Finance & Corporate be authorised to negotiate a suitable payment plan should the owners seek to vary the approved payment plan.

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

Against: Nil

CARRIED 6/0

9.2 SALE OF LAND FOR OVERDUE RATES AND CHARGES

COMMITTEE RESOLUTION 2021/30

Moved: Cr Brett Otto
Seconded: Cr Roz Frohloff

That the matter lay on the table until the July General Meeting.

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

Against: Nil

CARRIED 6/0

9.3 OFFER TO PURCHASE PART OF 1 POUND STREET, KINGAROY AND OFFER TO LEASE 1/5 BANKSIA DRIVE KINGAROY

COMMITTEE RESOLUTION 2021/31

Moved: Cr Brett Otto
Seconded: Cr Danita Potter

That the matter lay on the table until the July General Meeting.

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

Against: Nil

CARRIED 6/0

10 CLOSURE OF MEETING

The Meeting closed at 1.29pm.

The minutes of this meeting were confirmed at the Executive and Finance & Corporate Standing Committee Meeting held on 18 August 2021.

.....
CHAIRPERSON

6 BUSINESS ARISING

6.1 PARKS AND GARDENS MASTER PLAN ADVISORY COMMITTEE

File Number: 18-8-2021

Author: Acting Manager NRM & Parks

Authoriser: Chief Executive Officer

PRECIS

Consideration of the establishment of an advisory committee for parks and gardens and related activities.

SUMMARY

A report was scheduled to come to the August Standing Committee, but preparation of the report has been delayed. It is envisaged the report will be presented to a Standing Committee Meeting in September.

OFFICER'S RECOMMENDATION

For Council's information.

BACKGROUND

At the Community Standing Committee meeting on 14 July 2021, Council resolved that the Acting Manager, NRM & Parks works with the portfolio holder to bring back to the August Executive and Finance & Corporate Standing Committee Meeting guidelines and options for a Parks and Gardens Master Plan Advisory Committee.

Key staff absences as a result of the SE Qld COVID lockdown has delayed preparation of the report.

ATTACHMENTS

Nil

7 PORTFOLIO - CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE & ICT**7.1 CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO**

File Number: 21/08/2021

Author: Mayor

Authoriser: General Manager Finance and Corporate

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:

Local governments across Queensland are required to navigate many different challenges which are often familiar such as limited external funding and ongoing asset management. This term of Council is taking on these challenges relying on a high level of expertise and the resilience of our community.

However more recently overlaying this landscape are new challenges with direct impacts on our community and our economy, such as the pandemic. As a result, serving our community in a meaningful and effective way through appropriate quality customer service levels and delivery is even more so a focus of this Council.

Simplifying our services and models of service delivery with the customer at the centre has commenced through the adoption of our customer service charter in February this year. Building on the work undertaken to date, we will consider how we deliver customer service equitably whilst embedding proactive and helpful communication strategies through our face-to-face, electronic and telephony mediums. Further, we will give consideration to the most vulnerable members of our community and how our organisation can best connect with them, during normal times and times of crisis.

A 'customer first' approach focused on nurturing a genuine relationship with customers, including making the customer feel comfortable in our environment, will be a component. It should be noted that a 'customer first' approach does not mean an 'employee second' impact follows. The balance between prioritising customer needs and meeting business goal translates to a benefit both for our employees and our customers.

This initiative will also take in a review of our Customer Service Centres and the services provided through these facilities in partnership with our Libraries as identified within the Annual Operational Plan 2021/2022.

By encouraging innovative ideas to improve the customer experience and prioritise direct customer communications over other tasks through a whole of organisation commitment, we will need to accept the impact on our capability until we can find further efficiencies in processes.

In summary our focus for 2021/2022 will be:

- strengthening a 'customer first' service culture;
- respecting knowledge, skill and expertise of all parties in the pursuit of learning;

- striving to meet the diversity of customer needs across the customer interfaces of Council; and
- supporting staff to confidently and effectively meet our obligations.

Communications/Media:

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

- Media Releases 29
- Media enquiries 10
- Social Media:
 - Facebook: 61 Posts
 - LinkedIn: 8 Posts
 - Instagram: 9 Posts
- Enews x 1
- Printed advertising 6
- Graphic design 47

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

Finance:

Council's cash balance at the end of July 2021 was \$39.82m with most of this sitting within the QTC account.

Finance are in the final stages of finalising the 2020-2021 income statement and balance sheet with the expectation that unaudited figures will be available by the 20th of August. Auditors are due on site for three weeks in September to perform their annual audit of Council's financial statements with sign off by the Queensland Audit Office currently expected to occur in early October.

Rates have been busy preparing for the levying of the 6 monthly rates which is due to be sent out to property owners on the 19th of August 2021.

ICT:

Business System - Project T2

A number of improvement initiatives are well underway under the banner of Council's Business and Systems Transformational project, Project T2.

The Customer Request Effectiveness Review is progressing well through the Business Analysis Phase. This project is being treated as a priority, as evidenced by the high level of interest and contribution by staff to date.

In addition, the Project Planning for Reviews of Council's Fleet and Procurement processes is also progressing well.

Further, I am pleased to advise that improvements are in progress to enhance the electronic Employee Self Service portals available to staff. Work has commenced to transition a number of manual processes into this online portal, which will result in savings to administrative overheads of approximately \$15,000 per annum. The new portal is expected to be delivered and rolled out to staff by 31st October this year.

BACKGROUND

Nil

ATTACHMENTS

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

Media Releases: 29

1. 001. Public Notice 01-07-2021 One week remains to have your say on the draft 2021-26 Regional Development Strategy
2. 002. Media Release 01-07-2021 - Council clarifies parking losses in Kingaroy CBD
3. 003. Media Release 02-07-21 - Approved Systematic Inspection Program for Dog Registration
4. 004. Public Notice 02-07-2021 - SBRC 20_21-22 Request for Tender - Lease of Cattle Dip Facilities Nanango, Proston & Wondai
5. 005. Public Notice 07-07-21 - Invitation to Offer - SBRCQ 20-21-180 - Development of Master Plan for Kingaroy Aerodrome – 060721
6. 006. Media Release 07-07-2021 - South Burnett Regional Council celebrates NAIDOC Week
7. 007. Media Release 07-07-2021 - Upgrades progressed at Nanango Tennis Club
8. 008. Media Release 07-07-2021 - River Road Park cricket nets and fencing to receive upgrade
9. 009. Public Notice 07-07-2021 - Discovery ideas these school holidays
10. 010. Media Release 07-07-2021 - KTP Update - Scheduled works from 12 – 26 July 2021
11. 011. Public Notice 15-07-2021 - Kingaroy Rotary Park toilets closed due to vandalism
12. 012. Media Release 16-07-2021 - Biosecurity Alert – Harrisia Cactus
13. 013. Public Notice 21-07-2021 - South Burnett Rail Trail congestion due to charity fun run
14. 014. Public Notice 21-07-2021 - Notice of Interruption to Water Supply – Youngman Street, Kingaroy
15. 015. Public Notice 23-07-2021 - Notice of Interruption to Water Supply – Haly Street Wondai
16. 016. Public Notice 23-07-2021 - Temporary Closure - Memerambi Public Toilets
17. 017. Public Notice 26-07-2021 - Delays in kerbside bin replacement
18. 018. Media Release 26-07-2021 - Meet some of South Burnett Regional Council's volunteers
19. 019. Public Notice 28-07-21 - Wild Dog & Feral Pig Baiting Program September 2021
20. 020. Public Notice 28-07-2021 - Notice of Interruption to Water Supply – Hodge Street Wondai
21. 021. Public Notice 29-07-2021 - Early closure for Kingaroy Council facilities due to Baconfest
22. 022. Media Release 29-07-2021 - Promote your business through South Burnett Visitor Information Centres
23. 023. Media Release 29-07-2021 - Cherbourg and South Burnett working together to look after Country
24. 024. Media Release 29-07-2021 - Discover the South Burnett through our new town guides and regional map
25. 025. Public Notice 30-07-2021 - KTP 72 - Plants for Section 8 of the Kingaroy Transformation Project (KTP)
26. 026. Public Notice 30-07-2021 - Request for Quote - supply and delivery of five (5) 4x2 Extra Cab Automatic High Clearance Tray Back Utilities
27. 027. Public Notice 30-07-2021 - Notice of Interruption to Water Supply – Greenview Road Wondai
28. 028. Public Notice 30-07-2021 - Temporary road closures and traffic conditions for Baconfest
29. 029. Media Release 30-07-2021 - KTP Update - Scheduled works from 28 July to 15 August 2021

Media Releases 21-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
	29					
2022	Jan	Feb	Mar	Apr	May	Jun

Media enquiries: 10

1. 06-07-2021 – South Burnett Online – NAIDOC Week
Deadline: None given
Responded: 8 July 2021
2. 07-07-2021 – South Burnett Online – River Road cricket grounds upgrade
Deadline: None given
Responded: 8 July 2021
3. 07-07-2021 – South Burnett Online – Tennis courts Nanango
Deadline: None given
Responded: 8 July 2021
4. 08-07-2021 – Burnett Today – CBD Parking additions in Nanango
Deadline: 12 July 2021, 10am
Responded: 15 July 2021, 4:53pm
5. 14-07-2021 – ABC Southern Queensland – Interview with Mayor Otto about Budget
Deadline: 15 July 2021, 5pm
Responded: 15 July 2021, 11am
6. 19-07-2021 – ABC Southern Queensland – Interview about Biosecurity Alert
Deadline: 19 July 2021, 5pm
Responded: 20 July 2021 – journalist cancelled request due to tight deadline
7. 22-07-2021 – South Burnett Times – Mayoral comment on 2032 Brisbane Olympics
Deadline: 22 July 2021 ASAP
Responded: 23 July 2021 2:45pm
8. 26-07-2021 – Burnett Today – Winter Craft Festival Quilt Trail
Deadline: 26 July 2021, 5pm
Responded: 27 July 2021, 8:52am
9. 27-07-2021 – Burnett Today – BaconFest Book quotes from Cr Schumacher
Deadline: 29 July 2021, AM
Responded: 29 July 2021, 12:11pm
10. 28-07-2021 – Burnett Today – Quote from Mayor Otto about Census 2021 – Mayor Otto requested Councillor Schumacher be spokesperson instead
Deadline: 30 July 2021, 5pm
Responded: 29 July 2021, 12:11pm

Media Enquiries 21-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
	10					
2022	Jan	Feb	Mar	Apr	May	Jun

Social media: South Burnett Regional Council

Facebook**@southburnettregion:** 61 posts**Most engaged post:**

09-07-2021 – The South Burnett has the highest population of people with disability per capita when compared with all other Regions in Queensland. Because of this, Council will provide increased on street disability and elderly / people with prams parking (green parks) through the Kingaroy Transformation Project. – 8916 reached, 274 engagements, 62 reactions, 10 comments, 51 shares

Followers: 8400 (+95 from June 2021)**Page reach:** 23,725 (+50% from June 2021)

Note: Facebook has changed the way it outlines statistics. Facebook Page Reach has replaced Facebook Page Likes.

LinkedIn: 8 posts**Most engaged post:**

20-07-2021 – South Burnett Regional Council and Cherbourg Aboriginal Shire Council recently conducted a joint clean-up of an illegal dumping site – 15 reactions, 3 comments, 706 impressions, 51 website clicks, 2 share, 10.25% engagement rate

Website clicks: 2 (-77% from June 2021)**Page views:** 208 (-12% from June 2021)**Followers:** 1683 (+43 followers from June 2021)**Instagram:** 9 posts**Most engaged post:**

29-07-2021 – Take a look at the brand new South Burnett regional road map and South Burnett town guides as your handy new tool around Blackbutt, Kingaroy, Murgon, Nanango and Wondai! You can download them from the SBRC website or pick one up from a Visitor Information Centre! We clean up pretty nicely don't you think? – 23 likes, 1 comment, 380 engagements, 0 shares

Followers: 984 (-5 from June 2021)**Page reach:** 811 (+37.9% from June 2021)**Photos tagged by other accounts:** 9**Social media posts – all platforms**

2021	Jul	Aug	Sep	Oct	Nov	Dec
	Facebook: 61					
	LinkedIn: 8					

	Instagram: 9					
2022	Jan	Feb	Mar	Apr	May	Jun

Enews

- Council progressed 1 Enews during July

Printed advertising

- Council progressed two full page ads (Page 4) in the South Burnett Today during July – 8 July and 22 July
- Council progress 1 public notice in the South Burnett Today during July – Invitation to offer - 1 weaner heifer on 1 July 2021
- Council progressed 1 public notice in the Queensland Country Life – Request for Tender – Lease of cattle dip facilities on 22 July 2021
- Council progressed one full page ad in the Murgon Moments for What's on @ South Burnett libraries and one half-page ad for the region's dams.

Graphic design: 47

- Fact sheet – Piggeries and Waste Management
- Advertisement – Let's Drive x 38 versions
- Advertisement – LG Focus draft
- Budget Media Pack 2021-2022
- Stickers - Local Government Illegal Dumping Partnerships Program x 6

7.2 AUSTRALIA DAY - NOMINATION FORMS AND LOCATION**File Number:** 19/08/2021**Author:** Executive Assistant (Mayor)**Authoriser:** Chief Executive Officer**PRECIS**

Confirming 2021 Australia Day nomination forms and the location of 2021 Australia Day Awards Ceremony

SUMMARY

Seeking approval for the 2021 Australia Day nomination forms and the location of 2021 Australia Day Awards Ceremony

OFFICER'S RECOMMENDATION

That the committee recommend to Council:

1. The South Burnett Regional Council 2021 Nomination Forms be approved; and
2. The Location of Australia Day Awards Ceremony be held at the Nanango State High School Hall on _____

FINANCIAL AND RESOURCE IMPLICATIONS

The 2021 Australia Day Awards Ceremony has been included in the 2021/2022 budget.

LINK TO CORPORATE/OPERATIONAL PLAN

EC3.5. Recognise and embrace the region's cultural diversity.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

NA

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

NA

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

NA

ASSET MANAGEMENT IMPLICATIONS

NA

REPORT

NA

ATTACHMENTS

1. Australia Day Local Achiever Nomination Form 2021  
2. Australia Day Major Categories Nomination_2021  

South Burnett Region

2021 Australia Day Awards



The South Burnett Australia Day awards provide the community with an opportunity to acknowledge and reward outstanding groups and individuals committed to improving the lifestyle experience in our region. The award categories that have been chosen give our individual communities equal opportunity to nominate those who have made special contributions to their local community. NB: If someone has won an Australia Day Award in the last three (3) years, they are not eligible for nomination for that same category.

LOCAL ACHIEVER AWARD	
<p>BLACKBUTT / BENARKIN Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>	<p>WONDAI / TINGOORA Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>
<p>MAIDENWELL / BUNYA MOUNTAINS Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>	<p>HIVESVILLE / PROSTON Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>
<p>NANANGO Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>	<p>MURGON Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>
<p>KUMBIA Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>	<p>HOW TO NOMINATE Please complete the nomination form provided and attach your reasons for nominating (500 words or less), including how the nominee has made an outstanding contribution to the community, particularly in 2021 and why you believe they should receive an Australia Day Award. Supporting documentation (copies only) that you feel will assist the judges in making their decision may also be provided with your nomination form.</p> <p>JUDGING PROCESS Nominations will be reviewed by the appointed judging panel. The judge's decision is final and no correspondence will be entered into.</p>
<p>KINGAROY Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>	
<p>WOOROOLIN / MEMERAMBI Open to all ages Awarded to an individual who has made an outstanding achievement / contribution in the local community.</p>	

Nominations close 4:30pm on Friday 12 November 2021

Nomination forms are to be marked **Private & Confidential - Australia Day Awards** and submitted to:

Chief Executive Officer
South Burnett Regional Council
PO Box 336, Kingaroy Qld 4610
or can be submitted online.

PRIVACY POLICY: South Burnett Regional Council is collecting personal information you supply on this form in accordance with privacy principles in order to facilitate the Australia Day awards. This information will be accessed by persons who have been authorised to do so. Some of this information may be published in local media, on Council's website and may be broadcast at the Australia Day function and may be used in future Council publications and reports for the purpose of Australia Day Awards. Your information will not be given to any other person or agency unless required by law. Your personal information is handled in accordance with the *Information Privacy Act 2009*. If you provide Council with any personal information about another person, you should ensure that you are authorised to do so.

South Burnett Region

2021 Australia Day Awards



I would like to nominate:

Name:

Address:

Telephone:

Age (if known):

For a Local Achiever 2020 Australia Day Award in the following area - **(Please tick only one box per nomination form)**

Blackbutt / Benarkin

Maidenwell / Bunya Mountains

Nanango

Kumbia

Kingaroy

Wooroolin / Memerambi

Wondai / Tingoora

Hivesville / Proston

Murgon

Please tell us in 200-500 words how this person has made an outstanding achievement / contribution in the community, particularly in 2021 and why you believe they are deserving of an Australia Day Award. (please attach extra sheets if necessary).

Your details:

Name:

Address:

Telephone:

Mobile:

Email:

Signature:



South Burnett Region

2021 Australia Day Awards



The South Burnett Australia Day awards provide the community with an opportunity to acknowledge and reward outstanding groups and individuals committed to improving the lifestyle experience in our region. The award categories that have been chosen give our individual communities equal opportunity to nominate those who have made special contributions to their local community. NB: If someone has won an Australia Day Award in the last three (3) years, they are not eligible for nomination for that same category.

<p>SOUTH BURNETT CITIZEN OF THE YEAR Nominee must be 26 years or over as at 26 January 2021. Recognising a South Burnett resident who has made a valuable contribution to their community and / or given outstanding service to the South Burnett community over a number of years.</p> <p>SOUTH BURNETT YOUNG CITIZEN OF THE YEAR Nominee must be 25 years of age or younger as at 26 January 2021 Outstanding achievement by a young resident who displays ongoing excellence in their field and in the community, demonstrating leadership and innovation whilst contributing to the development of the South Burnett region.</p> <p>SOUTH BURNETT JUNIOR CULTURAL AWARD Nominee must be 17 years of age and under as at 26 January 2021 Outstanding achievement by a young resident making a significant contribution to the cultural life of the South Burnett.</p> <p>SOUTH BURNETT CULTURAL AWARD Nominee must be aged 18 years and over as at 26 January 2021 Outstanding achievement by a South Burnett resident making a significant contribution to the cultural life of the South Burnett.</p> <p>SOUTH BURNETT JUNIOR SPORTSPERSON AWARD Nominee must be aged 17 years and under as at 26 January 2021 To recognise a person in the community who has made a notable achievement in sporting endeavours.</p> <p>SOUTH BURNETT SENIOR SPORTSPERSON AWARD Nominee must be aged 18 years and over as at 26 January 2021 To recognise a person in the community who has achieved significant recognition in sport.</p> <p>SOUTH BURNETT SPORTS ADMINISTRATOR/COACH/OFFICIAL AWARD Outstanding achievement by an individual who has made a significant contribution to sport and / or the community as a coach, official or administrator.</p>	<p>SOUTH BURNETT COMMUNITY ORGANISATION OF THE YEAR To recognise an outstanding achievement by a group, club or organisation that has made a notable contribution to the community during 2021.</p> <p>SOUTH BURNETT VOLUNTEER OF THE YEAR To recognise a volunteer member (or couple) who has made a valuable contribution to their community, club or organisation and / or given outstanding service over a number of years.</p> <p>SOUTH BURNETT LIFETIME ACHIEVEMENT AWARD Nominee must be 60 years of age and over as at 26 January 2021 Outstanding achievement by a senior resident who displays ongoing excellence in their field and in the community, demonstrating leadership and innovation whilst contributing towards the South Burnett region.</p> <p>HOW TO NOMINATE Please complete the nomination form provided and attach your reasons for nominating (between 200 and 500 words), including how the nominee has made an outstanding contribution to the community, particularly in 2021 and why you believe they should receive an Australia Day Award. Supporting documentation (copies only) that you feel will assist the judges in making their decision may also be provided with your nomination form.</p> <p>JUDGING PROCESS Nominations will be reviewed by the appointed judging panel. The judges decision is final and no correspondence will be entered into. The judges reserve the right to move a nominee to another category if they believe it better suits the nomination.</p>
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PRIVACY POLICY: South Burnett Regional Council is collecting personal information you supply on this form in accordance with privacy principles in order to facilitate the Australia Day awards. This information will be accessed by persons who have been authorised to do so. Some of this information may be published in local media, on Council's website and may be broadcast at the Australia Day function and may be used in future Council publications and reports for the purpose of Australia Day Awards. Your information will not be given to any other person or agency unless required by law. Your personal information is handled in accordance with the *Information Privacy Act 2009*. If you provide Council with any personal information about another person, you should ensure that you are authorised to do so.

South Burnett Region



SOUTH BURNETT
REGIONAL COUNCIL

2021 Australia Day Awards

I would like to nominate:

Name:

Address:

Telephone:

Age (if known):

For a 2021 Australia Day Award in the following category (Please tick only one (1) box per nomination form)

<input type="checkbox"/>	South Burnett Citizen of the Year	<input type="checkbox"/>	South Burnett Junior Sports Award	<input type="checkbox"/>	South Burnett Junior Cultural Award
<input type="checkbox"/>	South Burnett Young Citizen of the Year	<input type="checkbox"/>	South Burnett Sports Administrator/Coach/Official Award	<input type="checkbox"/>	South Burnett Volunteer of the Year
<input type="checkbox"/>	South Burnett Senior Sports Award	<input type="checkbox"/>	South Burnett Cultural Award	<input type="checkbox"/>	South Burnett Lifetime Achievement
<input type="checkbox"/>	South Burnett Organisation of the Year	<input type="checkbox"/>		<input type="checkbox"/>	

Please tell us in 200-500 words how this person, organisation or event has made an outstanding contribution to the South Burnett, particularly in 2021 and why you believe they are deserving of an Australia Day Award. (please attach extra sheets if necessary). NB: If someone has won an Australia Day Award in the last three (3) years, they are not eligible for nomination for that same category.

Your details:

Name:

Address:

Telephone:

Mobile:

Email:

Signature:



Nominations close 4:30pm on Friday 12 November 2021

Nomination forms are to be marked Private & Confidential - Australia Day Awards and submitted to:

Chief Executive Officer
South Burnett Regional Council
PO Box 336, Kingaroy Qld 4610 or can be submitted online.

7.3 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL POLICY GOVERNANCE FRAMEWORK - STRATEGIC006

File Number: IR2709698

Author: Manager Corporate Services

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Policy Governance Framework – Strategic006

SUMMARY

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Policy Governance Framework – Strategic006 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.
Operational Plan 2021/2022	Deliver the Council Policy Governance 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 Manager Corporate Services with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks. Feedback received supported the draft changes.

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

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

ATTACHMENTS

1. **South Burnett Regional Council Policy Governance Framework - Strategic006** [↓](#) 



POLICY CATEGORY - NUMBER: Strategic006
POLICY OWNER: Corporate Services

ECM ID: 2709698
ADOPTED:

Policy Governance Framework

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 when printed.**

Table of Contents

1. POLICY STATEMENT	1
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1. POLICY STATEMENT

South Burnett Regional Council ('Council') recognises policies, procedures and forms are an important part of Council's governance framework. This suite of documents provides direction and practical steps on the implementation of legal obligations and Council's day-to-day operations.

Council acknowledges the value of relevant and standardised Statutory, Strategic and Administrative policies, procedures and forms to assist Council representatives in the performance of their responsibilities.

2. SCOPE

The Policy Governance Framework ('Framework') establishes a hierarchy of policies, procedures and forms, which must be developed, deployed, monitored and revised in accordance with this policy.

This Framework applies to all Council representatives, who are involved in planning, developing, authorising and implementing policies, procedures and forms.

3. GENERAL INFORMATION

A policy is a high-level directive that establishes a principle-based approach to a subject/function. A policy should be adopted for any area of Council operations where direction or purpose needs to be set in order to conduct Council business.

A procedure assists in the implementation of Council policies as they describe how decisions or actions must be undertaken in a step-by-step format.

A form provides for the collection of information which subsequently triggers or enables the taking of action by a Council representative.

Compliance with Council policies and procedures is mandatory for all Council representatives. The Chief Executive Officer may commence referral to the appropriate external agency, investigation, disciplinary action or seek other penalties if a Council representative is considered to have breached policy or a procedure.

The five (5) stages of policy/procedure/form development:

1. **Identification** - This stage includes identifying the matter to be addressed and seeking authority to proceed. The authority will come from either the Council, the Senior Executive or Management Team.
2. **Development** - This stage incorporates the gathering relevant background information, identification of appropriate stakeholders, commencement of the consultation process, incorporating feedback. Prior to commencing the development or review of a policy/procedure/form, it is essential that the Council representative discuss with the Manager Corporate Services the process details. The Corporate Services Branch will support the Council representative through the process and maintain Council's Policy/Procedure/Form Register.
3. **Adoption/Approval:** This stage includes notifying the appropriate stakeholders of the requirement to evaluate the draft document, submitting it for approval by the Chief Executive Officer (if an Administrative category) or adoption by Council (if a Strategic or Statutory document).
4. **Implementation:** This process is ongoing. It includes such activities as activating the policy/procedure/form, notification, distribution, awareness and education. Corporate Services Branch will assist the document owner in this process as agreed by the parties.
5. **Review/Evaluation:** During the drafting stage, consideration will be given to the appropriate timelines for reviewing the policy/procedure/form. A review schedule will be incorporated into the document, which will commence once implementation has occurred. As a default timeframe, all policies, procedures and forms will be reviewed every two (2) years where possible. During the review process, it will be determined if the policy, procedure and/or form is still required and relevant. Relevant consultation will be undertaken to ensure an effective and appropriate review/evaluation.
6. **Repeal:** An authorised policy, procedure or form will remain in force unless formally repealed or superseded by another policy procedure or form. After consultation with the document owner, should the Manager Corporate Services determine that policy, procedure or form documents are no longer required, the Manager will submit a report to the Senior Executive Team (for Administrative documents) or to the Council (for Strategic and Statutory documents) seeking approval to repeal the document/s.

All Strategic and Statutory policies will be made available on the Council Website. Council's intranet will accommodate all policies, procedures and forms, which will also be registered in Council's document management system ('ECM').

4. DEFINITIONS

Administrative means operationally focused and affects the whole/majority of the Council. The policy states the department/branch's intent, commitment or position on administrative issues. They generally relate to the implementation of the day-to-day operations and are directed towards Council employees, e.g. Uniform Policy, Leave Policy. These policies are operationally approved by the Chief Executive Officer.

Approved / Authorised means approved by the Chief Executive Officer. For both Statutory and Strategic documents this includes adoption by Council in the first instance.

Consultation means engaging with key stakeholders to ensure the content and intent of the policy/procedure/form meets the requirements and needs of the organisation. For Administrative documents the consultation is with the Senior Management Team and internally as requested by a member of the Senior Management Team. For Statutory and Strategic documents, the consultation is with the Mayor/Councillors and the Senior Management Team. Should an external consultation base be determined by Council for Statutory/Strategic documents, Executive Services will manage the external consultation process providing feedback/outcomes to the Manager Corporate Services

for incorporation into the review/evaluation process.

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

Procedure means a document which assists in the implementation of Council policies as they describe how decisions or actions must be undertaken in a step-by-step format and should include a flowchart where appropriate. Procedures are operationally approved by the Chief Executive Officer. A process or procedure that is developed for the use of a Council employee or small team and does not apply more broadly to the organisation is not considered a procedure related to this governance framework.

Form means a document that provides for the collection of information which subsequently triggers or enables the taking of action by a Council representative.

Statutory means a policy that is established under legislation (Act or Regulation). These policies are approved and adopted by Council. These documents may not use the term 'policy' specifically in their title due to the name of the policy being determined by an Act or Regulation.

Strategic means a policy that sets out principles by which Council intends to conduct its activities. Strategic policies sometimes have strong community interest and external focus, e.g. Community Grants Program Policy, Undetected Water Leaks Policy. These policies are approved and adopted by Council.

5. LEGISLATIVE REFERENCE

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

6. RELATED DOCUMENTS

South Burnett Regional Council Policy Governance Framework Flowchart

South Burnett Regional Council Policy Governance Framework Procedure

South Burnett Regional Council Policy/Procedure/Forms Register

7. NEXT REVIEW

As prescribed by legislation or August 2023

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	New Policy	19 August 2020	2709698
2	Administrative change replacing Social & Corporate Performance Branch with Corporate Services Branch as per Council Resolution 2021/296	24 March 2021	2709698
3	Review of Policy		

Mark Pitt PSM

CHIEF EXECUTIVE OFFICER

Date:

Policy Name: Policy Governance Framework
ECM ID: 2709698

Adoption Date:

Page 3 of 3
Next Review Date:

7.4 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL EMPLOYEE CODE OF CONDUCT - STATUTORY011

File Number: IR1112607
Author: Manager Corporate Services
Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Employee Code of Conduct – Statutory011

SUMMARY

Council actively supports, encourages and develops its employees to work safely, be customer focused, use technology and Council assets effectively, adapt to change, improve their own capabilities and contribute to developing and achieving the objectives within Council's Corporate and Operational Plans.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Employee Code of Conduct – Statutory011 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
	OR11: Develop for endorsement by Council a Workforce Plan that guides the engagement, development, management and performance of Council's human resources
Operational Plan 2021/2022	Encourage, maintain and foster continued improvement, engagement and development in leadership & management for organisation excellence
	Engagement in the continued review of People & Culture policies and procedures to align Corporate Strategy with Council's Vision, Mission and Purpose
	Deliver the Council Policy Governance 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 Manager People & Culture with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks. Feedback supported changes to policy and provided minor formatting suggestions.

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

The draft policy was circulated through the Joint Consultative Committee for consideration and no changes or amendments were received.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Anti-Discrimination Act 1991 (Qld)

Crime and Misconduct Act 2001 (Qld)

Information Privacy Act 2009 (Qld)

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Public Interest Disclosure Act 2010 (Qld)

Public Sector Ethics Act 1994 (Qld)

Work Health and Safety Act 2011 (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

Council actively supports, encourages and develops its employees to work safely, be customer focused, use technology and Council assets effectively, adapt to change, improve their own

capabilities and contribute to developing and achieving the objectives within Council's Corporate and Operational Plans.

ATTACHMENTS

1. **South Burnett Regional Council Employee Code of Conduct - Statutory011** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory011

POLICY OWNER: People & Culture

ECM ID:1112607

ADOPTED:

Employee Code of Conduct

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 when printed.**

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1. POLICY STATEMENT

South Burnett Regional Council ("Council") conducts its business with integrity, honesty and fairness and complies with all relevant laws, legislation, codes, and corporate standards.

Everyone working for Council must follow the highest standards of behaviour when dealing with information, customers, and each other. Council employees must encourage a culture where ethical conduct is recognised, valued, and followed at all levels.

Council actively supports, encourages and develops its employees to work safely, be customer focused, use technology and Council assets effectively, adapt to change, improve their own capabilities and contribute to developing and achieving **the objectives within** Council's Corporate and Operational Plans.

2. SCOPE

This policy applies to all Council employees (including temporary and permanent employees), volunteers, work experience students, trainees, apprentices, and persons engaged through labour hire. This policy may also apply to contractors if stipulated in their contract.

All Council employees (regardless of their employment status, role or position – e.g., permanent, temporary, voluntary, casual or part-time employees, managers, supervisors, team leaders, team members or individuals) and contractors must be familiar with and follow the spirit and intent of the Employee Code of Conduct. Hereafter, referred to as Council employees.

The Code is concerned with Council employee conduct as public officials and behaviour as individuals at work and outside the workplace where particular behaviour may be directly related to Council and employment activities, and in other circumstances where actions may impact upon the reputation and activities of Council.

3. GENERAL INFORMATION

Council's Vision: "The South Burnett... unique communities working together in a strong and vibrant region".

Council's Purpose: "South Burnett Regional Council...making a positive difference in people's lives through the quality of work we do".

A Code of Conduct ("Code") is a set of standards and behaviours related to the way Council employees do their work. It puts a responsibility on each Council employee to use sound judgement while at work.

It aims to deliver best practice by ensuring service standards are clear and guided by sound ethics. By consistently applying these standards, we enhance public trust and confidence in each Council employee. Nothing in this code interferes with an individual's rights as a private citizen or a ratepayer.

The Code does not cover every situation. However, the values, ethics, standards, and behaviours are a reference point to help make decisions in situations it does not discretely cover directly identify. If a Council employee acts in good faith and in keeping with the Code, the Council employee can reasonably expect to be supported by colleagues management.

The 'Good Decisions Resource' as provided by the Queensland Ombudsman can assist Council employees in situations not covered by the Code.

3.1. Legislative Principles & Council Corporate Values

The *Local Government Act 2009* ('Act') sets out the way in which a local government is constituted and the nature and extent of its responsibilities and powers. The Act requires that Council's actions are consistent with the following local government principles:

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

These legislated principles, together with Council's corporate vision and purpose, form the basis of this policy and apply to all employees guiding our thinking, actions, and decision-making.

The corporate values we share as Council employees are:

- (a) Accountability
- (b) Community
- (c) Harmony
- (d) Innovation
- (e) Ethical Conduct
- (f) Vision
- (g) Excellence
- Honesty;
- Respect;
- Accountability;
- Integrity; and
- Unity.

The *Public Sector Ethics Act 1994* identifies four (4) ethics principles fundamental to good public administration that guide our behaviour as public officials and forms the basis for a local government Code of Conduct. The four (4) principles are:

- integrity and impartiality;
- promoting the public good;
- commitment to the system of government; and
- accountability and transparency.

3.2. The First Principle: Integrity and Impartiality

3.2.1. Ethics Value

In recognition that public office involved a public trust, public service agencies, public sector entities and public officials seek to promote public confidence in the integrity of the public sector and –

- are committed to the highest ethical standards;
- accept and value their duty to provide advice, which is objective, independent, apolitical and impartial;
- show respect towards all persons, including employees, clients and the general public;
- acknowledge the primacy of the public interest and undertake that any conflict of interest issue will be resolved or appropriately managed in favour of the public interest; and
- are committed to honest, fair, and respectful engagement with the community.

Operationally, for you this requires the following standards of behaviour:

3.2.2. Conflicts of Interest

A Conflict of Interest involves a conflict between your official duties and responsibilities in serving the public interest and your private interests. A Conflict of Interest can arise from avoiding personal losses as well as gaining personal advantage – whether financial or otherwise. This includes advantages to relatives and friends.

When making decisions, you must declare any Conflict of Interest that could affect your objectivity in carrying out your duties.

If you believe you have a Conflict of Interest, whether real, potential or perceived, you must advise your Manager promptly. Your Manager will then provide further direction on how to address the matter giving rise to the Conflict of Interest. Until the matter is resolved, you must make sure you are not part of any decision-making processes related to the matter.

If you feel you have a Conflict of Interest between professional and corporate values, discuss it with your Manager.

Where required by Chapter 8, Part 5 of the Local Government Regulation 2012 you may be required to supply details of interests to the Chief Executive Officer to be included in a Register of Interests and ensure particulars contained in a Register of Interests remain correct.

Council employees must consider the public interest when carrying out their official duties and place this above their own private or personal interests. This is achieved by carrying out all official duties in accordance with ethical principles outlined in this document, assessing their own private and personal interest to identify (and declare) any action, potential or perceived conflicts of interest, avoid situations which may arise to conflicts of interest and manage all conflicts of interest in accordance with Council policy.

Council employees should refer to Council's Employee Conflict of Interest Policy – Statutory048 for further information on how to report and manage conflict.

3.2.3. Good Decisions

Our community expects that Council will operate consistently and fairly and Council's suite of guidelines, policies and procedures ensure this can happen. Good decision-making lies at the heart of good administration and Council employees must ensure that information is identified and considered when making good decisions. It is important to recognise the *Human Rights Act 2019* when making decisions whilst at work.

You must not influence any person in an improper way with the aim to obtain personal advantage or favour. All decisions need to be, and be seen to be, fair and transparent. This can be achieved in a number of ways, including clear record-keeping, and documenting how decisions were made. You must not in any way misrepresent your qualifications, experience or expertise in any recruitment and selection process.

Refer to the 'Good Decisions Guide' provided by the Queensland Ombudsman for further information about how to undertake good and ethical decisions and consider the 23 rights protected by the Human Rights Act 2019.

3.2.4. **Accepting Gifts and Benefits**

Occasionally you may be offered gifts or benefits from people with whom you do business.

Pursuant to Section 199(3) of the Local Government Act 2009, it is an offence for an employee to ask for, or accept, a fee or other benefit for doing something as a local government employee. However, Section 199(3) does not apply to remuneration paid by Council or a benefit that has only a nominal value.

The acceptance of Gifts or Benefits of a nominal value may be permitted in limited circumstances, however as a rule you must not accept any gifts or benefits if there is a possibility that in doing so, you could create a real, potential or perceived Conflict of Interest or be seen to be receiving a bribe.

The test to apply is whether you could be (not whether you are) influenced by your private interests in carrying out your official duties, or whether people are likely to believe that you could be influenced.

For example ask yourself, if accepting a gift or benefit could it be perceived that the giver might, or would receive favourable treatment.

Refer to Council's Gifts and Benefits Policy for more details.

Where required by Chapter 8, Part 5 of the Local Government Regulation 2012 senior contract employees (including the Chief Executive Officer and Councillors) must ensure that gifts are recorded in their Register of Interests.

Whilst employed at Council you may be offered gifts and benefits that have the potential to affect, or be perceived to affect, the impartiality, integrity and objectivity that is necessary for employees to perform their duties effectively. It is not appropriate for Council employees to ask for or encourage the giving of any form of gift or benefit in connection with the performance of their duties. Some circumstances arise when Council employees may refuse, accept, or give a gift or benefit and Council employees should ensure they familiarise themselves with the specific requirements (prior to doing so).

Refer to Council's Gifts and Benefits Policy for further information.

3.2.5. **Employment outside of Council (Secondary Employment)**

Where a Council employee is wishing to undertake secondary employment (i.e., paid, unpaid, voluntary or hobby) outside their work with Council an application should be made prior to commencement of the secondary employment. An application will be assessed to ensure that no Conflict of Interest exists or develops, between secondary employment and official duties; that the secondary employment has no effect on the performance of your official duties including considerations for the effects from workplace health and safety and fatigue management; that the secondary employment does not involve use of Council resources (physical, technological or intellectual).

Pursuant to the Act, where you seek to be employed by more than one local government at the same time, approval of each of the local governments is required prior to you being appointed to the second position.

Council will not unreasonably withhold permission for secondary employment but is not obligated to provide it where a conflict of interest may occur.

Refer to Council's Application for Secondary Employment Form for further information.

3.2.6. Media Relations and Public Comments on Council Business

The Mayor is the official spokesperson for all Council responses or media interviews of organisational or regional significance. On a case-by-case basis, the Mayor may delegate to another to speak on behalf of Council. Executive Services team will field all enquiries and the Chief Executive Officer ('CEO') may authorise other officers to engage with the media on operational matters.

Council business can be topical, sensitive, and controversial and there is a process to be followed when making public comments. If you are asked to comment on any Council matter via the media or other public relations firms, you should contact Executive Services prior to making any statements.

You must also ensure that to the extent you collect, handle, or give access to personal information, you comply with the "privacy principles" outlined under the *Information Privacy Act 2009* and Council's Information Privacy Policy.

The rights of Council employees to free speech are acknowledged. Where you feel the need to speak out in public on a political or social matter, it should be made clear that these are your personal views being expressed and these views do not represent the views of Council. Council employees making such comments should be mindful of the content and ensure there are no possible breaches of confidentiality.

This clause also applies to Council employees using social media including social networks, blogs, video/photo posting sites, forums, and online chat services. Examples of Social Media include but are not limited to Facebook, YouTube, Twitter, and LinkedIn. Council recognises that Council employees may wish to use social media in a personal capacity, however, they should be aware they are personally responsible for content they publish on any form of social media and should take reasonable measures to ensure their personal comments cannot be mistaken for the official view of Council.

Confidential information regarding Council business and operations should not be shared with third parties (including but not limited to spouses and close relatives). If it comes to Council's attention that confidential information is shared on social media by third parties and the breach of confidentiality is able to be identified back to a Council employee, disciplinary action may be taken.

Furthermore, employees also need to be aware that insulting and threatening comments about Council or fellow Council employees sent from a Council employee's home and out of work hours may constitute serious misconduct and lead to disciplinary action, up to and including possible termination of employment.

Refer to Council's Media Relations Policy – Strategic001 for further information.

3.2.7. Acceptable Requests Guidelines

The Acceptable Requests Guidelines Policy provides clear guidelines to Councillors and Council employees about the way in which a Councillor may ask a Council employee for information to carry out their responsibilities or ask the CEO to provide information, that the local government has access to, relating to the local government in accordance with Act. Council Policy sets out the relevant requirements and before responding you should:

Refer to Council's Acceptable Request Guidelines Policy – Statutory004 for further information.

3.2.8. External Activities

Council supports and is committed to ensuring all staff Council employees are free to engage in trade union, party-political, professional, interest group or charity activities of their choosing. However, you must make sure that your participation in such activities does not cause either a Conflict of Interest, and/or unduly restricts or interferes with the performance of your official duties with Council.

You must not allow your involvement in any external organisation to intrude upon your duty (as a Council employee) to give sound advice to Council that is objective, independent, apolitical, and

impartial.

You are not to take part in political affairs whilst on duty. Council's Information Communication Technology ('ICT') systems, including internet access and email, Council newsletters and workplaces must not be used for political messages or circulating defamatory or disparaging remarks against individuals or groups.

If you comment publicly via any social platform be it social media, newspaper or other form of communications, in connection with external activities, you must make a clear distinction between your opinion as a member of the external organisation, and your opinion as a Council employee.

You must not use your role in Council, Council information or information gained in the course of your official duties as a Council employee, to advance your position or standing within an external organisation, nor for the benefit or promotion of an external organisation.

You must not provide Council information to members of other groups or related persons, except where this information is publicly available.

As a member of an external organisation you need to be aware that participating in activities in the public arena, where you may be identified as a Council employee, can give a perception of a Conflict of Interest in some circumstances. Where such a situation arises, you must declare and manage the conflict in accordance with Policy.

3.2.9. Behaviour Toward Each Other

We value trust and must treat each other with respect, honesty, fairness, sensitivity, and dignity. Employees who supervise or manage other employees have an additional responsibility to model this kind of behaviour, and to ensure the people they supervise understand the standard of performance and behaviour that is expected of them at work and when dealing with ratepayers and the public generally.

Council values diversity, and expects all its employees, contractors, and volunteers to accommodate and respect different opinions and perspectives. You must not behave towards any other person in a way that could be perceived as intimidating, overbearing, or bullying, or that may constitute unwelcome conduct of a sexual nature.

Effective teamwork is an essential part of a productive workplace culture. Each team member needs to work co-operatively with fellow Council employees and actively and willingly take part in team activities (e.g., meetings, training, Council functions).

3.2.10. Non-Discriminatory Workplace

Council is an equal opportunity employer and as such is proactive in ensuring its practices do not discriminate based on an attribute or based on a person's association with another person who maintains an attribute.

As a Council employee, you have a shared responsibility to ensure that discrimination is not part of our workplace or our practices in dealing with ratepayers and the public generally.

Examples of attributes could include but are not limited to:

Race/ethnicity, gender, origin, marital status, sexual preference/lawful sexual activity, age, disability/impairment (including infectious disease), physical features, pregnancy, family responsibilities, religious beliefs, political affiliation, breast feeding or gender identity.

If you witness discriminatory behaviour you have a positive obligation to report such actions to your Manager, or if such action involves your Supervisor or Manager, another senior officer. Cases of unlawful discrimination may lead to disciplinary action being taken against offending staff.

Refer to the Anti-Discrimination & Equal Employment Opportunity (EEO) Policy – Statutory037 for further information.

3.2.11. Sexual and other forms of Workplace Harassment

Council is committed to the prevention of any form of sexual harassment, victimisation, or other forms of bullying in the workplace, or at any place where work-related activities are performed, including at Council functions. This commitment applies to all employees in their relationships with each other, to applicants for employment at Council and to persons who have dealings with Council.

As a Council employee, it is expected that you proactively contribute to building a workplace free from sexual harassment, victimisation, and bullying. You have a responsibility to respect the rights of fellow Council employees, by not taking part in any action that may constitute harassment of any form, and in doing so you are supporting and promoting the achievement of equal employment opportunity.

Refer to the Anti-Discrimination & Equal Opportunity (EEO) Policy – Statutory037 for further information.

3.2.12. Domestic and Family Violence

Council is strongly committed to providing a healthy and safe working environment for all employees. It is recognised that employees sometimes face difficult situations in their work and personal life, such as domestic and family violence, that may affect their attendance, performance at work or safety.

All Council employees have a responsibility to model Council's values, which includes behaving in a way that promotes a work environment free from any form of violence and supporting those who are affected by it.

Refer to the Domestic and Family Violence Policy – Statutory052 for further information.

3.3. The Second Principal: Promoting the Public Good

In recognition that the public sector is the mechanism through which the elected representatives deliver programs and services for the benefit of the people of Queensland, public service agencies, public sector entities and public officials –

- a) accept and value their duty to be responsive to both the requirements of government and to the public interest; and
- b) accept and value their duty to engage the community in developing and effecting official public sector priorities, policies, and decisions; and
- c) accept and value their duty to manage public resources effectively, efficiently, and economically; and
- d) value and seek to achieve excellence in service delivery; and
- e) value and seek to achieve enhanced integration of services to better service clients.

This requires the following standards of behaviour:

3.3.1. Customer Service and Personal Presentation

As a Council employee it is expected you will strive to provide excellent customer service. You must treat members of the public with respect and with honesty, fairness, sensitivity, and dignity.

All Council employees serve ratepayers directly or indirectly, and it is important to know how to deal comfortably and calmly with difficult situations and difficult people. You are expected to treat complaints from customers, ratepayers, and the community or fellow employees seriously and respond to constructive feedback as an opportunity for improvement.

Customers have a right to comment on or to complain to or about Council. Council expects its employees to show respect towards ~~all commentators~~ complainants. While you must make all reasonable efforts to help customers lodge complaints, if you think a situation is threatening or intimidating, you are entitled to withdraw. If in doubt, ask for help from a more experienced colleague or Manager. Council will support any employee who believes they are under threat from a member of the public.

Council's image can be impacted by the presentation of staff. Council requires its office-based employees to appear neat and tidy and maintain a professional business standard of dress (standard office attire). If you are unsure about what constitutes appropriate dress, please discuss this with your Manager or refer to the Uniform (Corporate and Field) Policy – Administrative 007,008.

Where you have been provided with Council uniforms, you are required to wear all components of the uniform without alteration (other than alterations designed to ensure a proper fit) and ensure that uniforms are clean and tidy. Field staff will be provided with personal protective clothing at Council's expense and this uniform must be worn in accordance with the Uniform (Corporate and Field) Policy – Administrative007,008.

3.3.2. Fairness to Suppliers

Council's contracting activities are regulated pursuant to the Act and the *Local Government Regulation 2012* ('Regulation'). Further, Council has established procedures and delegations of authority for various stages of procurement of goods and services which reflect the content of the Regulation. You must comply with the relevant legislation and Council procedures when seeking suppliers for goods or services.

If you have been approved to be involved in offering contracts or buying goods and services from outside Council, you must be sure you have taken reasonable, fair and consistent steps to allow all potential suppliers to bid/tender for work.

You also need to ensure you do not incur any liability or enter into any contract on behalf of Council, or alter the terms or conditions of any contract which Council has already entered into, unless you are authorised to do so.

Refer to Council's Procurement Policy Statutory007 for further information.

3.3.3. Public Money

You must maintain high standards of accountability if you collect and use public money.

You are not allowed to borrow or use Council money for private purposes. Council employees using Council money for the purpose of entertainment and/or hospitality expenditure on Council's behalf must do so strictly in accordance with Council's Procurement Policy – Statutory007.

3.3.4. Intellectual Property

Council expects its employees to ensure their actions do not breach or infringe the *Copyright Act 1968*, by unlawfully using the intellectual property of any individual or organisation (including Council).

You must respect the copyrights, trademarks and patents of suppliers and other organisations outside Council which includes that you do not reproduce or quote suppliers' material unless your license specifically allows it.

Similarly, you must not store or copy audio, video or image files, printed media, and software on Council assets without an appropriate license or approval. Where this is unclear you must seek written approval from the CEO or delegated officer before arranging to publish, disclose or reproduce any articles or materials as part of your official duties.

Any original work, invention, or product you have contributed to in association with your official duties as a Council employee remains the property of Council. Similarly, you must not publish or disclose any matters relating to Council's intellectual property without appropriate authority. This does not stop you from sharing with other organisations information relating to your official duties. However, if you do, and if you are unaware of whether such action may breach this Code, you must first seek clarification from your Manager.

3.3.5. Concern for the Environment

We all share the responsibility of protecting our natural environment, creating healthy surroundings for our community, and for managing the impacts of air, water, land, and noise pollution. This

includes individual responsibility for our own actions (e.g. taking care in disposing of waste and using and storing chemicals, reducing energy consumption and waste in our workspaces where we can and applying high standards of environmental protection across the region).

In performing your duties at Council, you must ensure that you comply with your general environmental duty and where applicable, your duty to notify of environmental harm. Refer to the *Environmental Protection Act 1994*.

3.4. The Third Principle: Commitment to the System of Government

In recognition that the public sector has a duty to uphold the system of government and the laws of the State, Commonwealth and local government, public service agencies, public sector entities and public officials -

- a) accept and value their duty to uphold the system of government and the laws of the State, the Commonwealth and local government; and
- b) are committed to effecting official public sector priorities, policies, and decisions professionally and impartially; and
- c) accept and value their duty to operate within the framework of Ministerial responsibility to government, the Parliament, and the community.

The above does not limit the responsibility of a public service agency, public sector entity or public official to act independently of government if the independence of the agency, entity or official is required by legislation or government policy, or is a customary feature of the work of the agency, entity or official.

This requires the following standards of behaviour:

3.4.1. Acting within the Law

As a Council employee, you are expected to comply with applicable legislation, Awards, Certified Agreements, Council policies and local laws.

You have the right and responsibility to respectfully question how you do your work, particularly if you think there is an imminent risk to the safety of yourself or others, or there is a better way of doing something, or if you think a direction may be in breach of the law. When you have recorded your suggestion or concern you are required to work as directed by your team leader/supervisor/manager, except where there is an imminent risk to safety. If the matter cannot be resolved within the workgroup, it should be immediately referred to your Manager.

If you are charged with having committed any indictable offence, are subject to an indictable offence conviction, or are subject to a summary conviction, you should immediately report the circumstances to your Manager. All disclosures of this nature will remain confidential.

3.4.2. Delegations and Signing Documents on Behalf of Council

If you are requested to undertake an action on behalf of the Chief Executive Officer or delegate, prior to exercising any power on behalf of the Chief Executive Officer you must ensure an appropriate delegation pursuant to State or Federal legislation exists that allows you to exercise the power.

The following persons are the only persons who may sign a document on behalf of Council: -

- the Mayor;
- a delegate of Council; or
- a Councillor or Council employee who is authorised, in writing, by Council or the Chief Executive Officer, to sign documents.

Refer to the Delegations Register for further information.

3.4.3. Raising Concerns

You have the right to comment on or raise concerns with your Manager about Council policies,

practices, or priorities where they impact on your employment. However, you must do this in a reasonable and constructive way and take responsibility for your comments and views. Further, you must accept Council has the right to determine its policy, practices and priorities and you must comply with all reasonable and lawful instructions, whether or not you personally agree with a policy direction.

When raising complaints or grievances, employees are expected to act with honesty and in good faith. Complaints that are considered vexatious or frivolous will not be progressed. These types of complaints may be managed as acts of misconduct in accordance with the Council's Discipline Procedure.

3.4.4. Fraud and Corruption

Fraud includes unethical and illegal acts which are characterised by the intent to deceive. Corruption is a dishonest activity in which an employee of an entity acts contrary to the interests of the entity.

Council has zero tolerance for fraud and corruption and is committed to acting in the best interest of the community and upholding the principals of honesty, integrity, and transparency. You have an obligation to detect and prevent fraud and corruption, as well as report suspected fraud and corruption.

Refer to Fraud and Corruption Prevention Management Policy – Statutory021 for further information.

3.4.5. Information Privacy

Council maintains information about individuals, businesses and commercial issues which is private, sensitive and which could be harmful to a person's interest if released. Council employees should only access personal information and records that they require to perform their official Council duties.

Council employees must ensure the collection, storage and use of personal information is carried out in accordance with the Privacy Principles outlined in the *Information Privacy Act 2009*.

As a general rule you can maintain privacy by:

- not discussing work matters with persons not entitled to know such information;
- taking responsibility to safeguard confidential files and information;
- ensuring collected information is only used in a manner consistent with the purpose for which it was originally collected; and
- complying with Council's Information Privacy Policy in relation to maintaining the privacy of personal information.

Refer to the Information Privacy Policy – Statutory038 for further information.

It may be appropriate to share information based on your personal and professional experience (e.g. in seminars or training programs). However in sharing your experiences, you must ensure where personal information is involved, you don't breach Council's privacy obligations. You may breach this obligation even if comments are made or personal information other than your own is shared in your personal life, including via social media outlets such as 'Facebook' or 'MySpace'.

In addition to the Information Privacy Act 2009, Section 200 of the Local Government Act 2009 makes it an offence for a person who is, or has been, a Council employee to release information that the person knows, or should reasonably know, is information that:

- is confidential to Council; and/or
- Council wishes to keep confidential

3.5 The Fourth Principle: Accountability and Transparency

In recognition that public trust in public office requires high standard of public administration, public service agencies, public sector entities and public officials -

- a) are committed to exercising proper diligence, care, and attention; and

- b) are committed to using public resources in an effective and accountable way; and
- c) are committed to managing information as openly as practicable within the legal framework; and
- d) value and seek to achieve high standards of public administration; and
- e) value and seek to innovate and continuously improve performance; and
- f) value and seek to operate within a framework of mutual obligation and shared responsibility between public services agencies, public sector entities and public officials.

This requires the following standards of behaviour:

3.5.1. Using Council's Physical Assets

Council's assets include property, plant, equipment, information systems, computing resources, goods, products and/or valuables (this includes surplus material, waste material and off-cuts).

If you are in charge of assets you must take good care of them while they are in your possession or use, and ensure they are used economically and efficiently. It is an offence to misuse or allow anyone else to use Council assets (including surplus material, waste material and off-cuts). You must make sure assets are secured against theft and properly stored, maintained, and repaired.

~~You must not use Council plant and equipment to undertake beneficial works on privately owned land unless prior approval has been granted and the necessary payments have been received by Council.~~

You must ensure that you use Council assets only for official Council business, unless written approval to do otherwise has been granted by your Manager, or a written contract of employment provides otherwise. If you use Council vehicles or a Council issued mobile phone, smart phone, or tablet for non-official purposes, you must ensure that your use is in accordance with the Computer, Internet, and Email Usage Policy – Strategic007. Council allows limited personal use of electronic mail and web browsing, limited personal use means use that is infrequent and brief, and is performed during your non-paid time, that is, before and after work or during meal breaks.

~~Please refer to the definition of Limited Personal Use (Electronic Mail and World Wide Web) and Council's Computer, Internet and Email Usage Policy for more information on what is allowed.~~

You must not store personal files on Council's Information Communication Technology assets e.g., computers, PDA's and laptops etc. Any files stored on, or information accessed using Council assets, are discoverable by Council.

Upon the termination of your employment with Council, you must return all Council property (e.g., uniforms, security access cards, keys) and work-related documents prior to or on your last day of employment.

Refer to the Computer, Internet and Email Usage Policy – Strategic007 and Motor Vehicle Procedure – PROC014 for further information.

3.5.2. Diligence, care, and attention

Council aims to conduct its business with integrity, honesty, and fairness and to achieve the highest standards in service delivery. You contribute to this aim by carrying out your duties honestly, responsibly, in a conscientious manner and to the best of your ability. This includes:

- being punctual and not being absent from your workstation/location during work time without reason;
- giving priority to official duties over personal activities (other than emergencies) during work time;
- helping Council achieve its mission and goals by acting to improve systems and practices;
- conducting yourself in a way so others gain confidence and trust in the way Council does business;

- not allowing your conduct to distract or prevent others from working (e.g. wasting time chatting about personal matters and interrupting other staff);
- advising your Manager when you have spare capacity to take on additional duties; and
- not exposing Council to a judgment for damages against it, as a result of your negligence or breach of any law or policy.

If you are responsible for managing or supervising others, you must also ensure that:

- you model the values and principles outlined in this Code and ensure that employees within your area of responsibility understand and comply with the Code;
- you do not come under a financial obligation to any Council employee you supervise or manage;
- your work and the work of those you supervise contributes to the achievement of Council's vision;
- Council employee performance is monitored, and individuals are given constructive and regular feedback on their performance in line with policies and procedures;
- where practicable, Council employees are given training opportunities to assist them in developing their careers within Council;
- employees are provided with information that is vital for effective work performance;
- the opinions of Council employees are respected and considered;
- workloads are fairly distributed and reasonable work allocation is provided to ensure full work time occupancy;
- resourcing for a work team is neither excessive nor inadequate for the job;
- Council employees who collect, handle, or disburse public money are properly supervised;
- employee work times, overtime, allowances, and absences are correctly recorded on timesheets and pay summary reports; and
- the appropriate action is taken if breaches of this Code occur.

3.5.3. Attendance at and Absence from Duty

You are expected to follow Council employment and working arrangements, certified agreements and adhere to reasonable expectations relating to attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording work and leave periods.

Council's operational efficiency depends on your punctuality and attendance at your work location (office, depot, or worksite). If you are unavoidably detained advise your supervisor/ manager as soon as reasonably possible before your expected start time.

Absence without approval and without reasonable excuse can create concerns for your safety and lead to unproductive time for others. All employees have an obligation to ensure they promptly notify Council as soon as possible upon becoming aware they are going to be absent from work. Failure to promptly notify Council may result in the non-payment of salary/wages for the period of absence and/or may result in Council taking disciplinary action.

3.5.4. Self-Development

All Local Government employees have an obligation to be proactive in the continual improvement of all aspects of their work performance. **refer to Section 13 of the Local Government Act 2009.** You should aim to maintain and improve your work performance and that of your work unit in the delivery of customer service. You have a continuing responsibility to maintain and enhance your skills and expertise and keep up to date with the knowledge associated with your area of work.

Council will assist you by providing equitable access to training and development opportunities. This may include accessing the educational assistance program, learning new work duties, participating in project work, or undertaking internal or external training.

Refer to the Learning and Development Policy for further information.

3.6.5. Workplace Health and Safety

As Council employees we are all committed to zero harm in the way we conduct our business and Council activities. Council will endeavour to ensure that persons are free from: -

- death, injury, or illness caused by the workplace, relevant workplace area, work activities, or plant or substances for use at work; and
- the risk of death, injury or illness caused by the workplace, relevant workplace area, work activities, or plant or substances for use at work.

You must take reasonable steps to ensure your own safety, health and welfare in the workplace as well as have a duty of care to fellow employees and members of the public. As a worker you have obligations to comply with in relation to Workplace Health and Safety, this includes complying to the Workplace Health and Safety Policy and all associated policies, procedures, guidelines, manuals, and safe work method statements.

3.7 Breaches of the Code

Council expects all Council employees whilst engaged in Council duties to ensure they demonstrate the basic standards of acceptable conduct as stated in this Code. All Council employees have the responsibility to comply with this Code of Conduct and all other policies which Council implements and/or varies from time to time.

A breach of this policy damages business effectiveness, public perception of Council and interpersonal work relationships. Any act or lack of action by a Council employee that contravenes this Code may result in Council taking disciplinary action against that Council employee, up to and including summary dismissal. All suspected breaches will be dealt with on a case-by-case basis.

~~Suspected Official Misconduct must be referred to the Chief Executive Officer. The Chief Executive Officer has a duty to notify the Crime and Misconduct Commission (CMC) of the suspected Official Misconduct.~~

In cases where a suspected breach of this Code is under investigation, and if the Chief Executive Officer deems it appropriate, any employee suspected of a breach of this Code may be suspended from duty on full pay until the investigation has been completed.

3.8. Information about Employee Conduct

Council aims to create a work environment where Council employees understand and maintain appropriate standards of conduct. You have the right to make a Public Interest Disclosure to a proper authority subject to, and in accordance with, the *Public Interest Disclosure Act 2010* and Council's Public Interest Disclosure Policy, where you honestly believe on reasonable grounds that you possess information about another Council employee's conduct that relates to:

- official misconduct; or
- maladministration; or
- a substantial misuse of public resources, other than an alleged misuse based on mere disagreement over policy that may properly be adopted about amounts, purposes, or priorities of expenditure; or
- a substantial and specific danger to public health or safety; or
- a substantial and specific danger to the environment.

After reading the Code of Conduct, if you are still unsure of how it applies to you, it is important that you discuss this with your supervisor/manager. In most cases, they will be able to assist with your enquiry. Alternatively, you may wish to contact the People and Culture Branch.

4. DEFINITIONS

Conflict of Interest involves a conflict between a Council employee's duties and responsibilities and the Council employee's private interests. Conflicts can be actual, perceived or potential depending on the circumstances. A conflict of interest can arise from avoiding personal losses as well as gaining personal advantage – whether financial or otherwise.

Council employee refers to members of staff who are employed on a permanent, part-time, fixed term or casual basis under award and enterprise bargaining agreement conditions. It also includes senior staff, contractors, consultants, and volunteers.

Maladministration is administrative action that was taken contrary to the law, was unreasonable, unjust, oppressive, or improperly discriminatory, or was in accordance with a rule of law or a provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances, or was taken for an improper purpose, or on irrelevant grounds, or having regard to irrelevant considerations. Or was an action for which reasons should have been given, but were not given, or was based wholly or partly on a mistake of law or fact, or was wrong.

Official Misconduct is conduct that could, if proved be a criminal offence, or a disciplinary breach providing reasonable grounds for terminating a Council Employee's services.

5. LEGISLATIVE REFERENCE

Anti-Discrimination Act 1991 (Qld)
Crime and Misconduct Act 2001 (Qld)
Environmental Protection Act 1994 (Qld)
Information Privacy Act 2009 (Qld)
Local Government Act 2009 (Qld)
Local Government Regulation 2012 (Qld)
Public Interest Disclosure Act 2010 (Qld)
Public Sector Ethics Act 1994 (Qld)
Work Health and Safety Act 2011 (Qld)

6. RELATED DOCUMENTS

Queensland Ombudsman "Good Decisions Resource" (available on the Queensland Ombudsman website)

South Burnett Regional Council Acceptable Requests Guidelines Policy – Statutory004
 South Burnett Regional Council Anti-Discrimination and EEO Policy – Statutory053
 South Burnett Regional Council Complaint and Grievance Procedure – Procedure057
 South Burnett Regional Council Computer, Internet, and Email Usage Policy – Strategic007
 South Burnett Regional Council Drug and Alcohol Policy – Administrative004
 South Burnett Regional Council Learning and Development Guidelines – Procedure005
 South Burnett Regional Council Discipline Procedure – Procedure009
 South Burnett Regional Council Employee Conflict of Interest Policy – Statutory048
 South Burnett Regional Council Fitness for Work Policy – Strategic018
 South Burnett Regional Council Gifts and Benefits Policy – Strategic002
 South Burnett Regional Council Information Privacy Policy – Statutory038
 South Burnett Regional Council Media Relations Policy – Strategic001
 South Burnett Regional Council Procurement Policy – Statutory007
 South Burnett Regional Council Uniform (Corporate and Field) Policy – Administrative007, 008
 South Burnett Regional Council Workplace Health and Safety Policy – Statutory015

7. NEXT REVIEW

As prescribed by legislation or August 2023

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	New Policy	23 September 2004	170919
2	Policy Review	11 November 2009	792528
3	Policy Review	25 August 2010	911890
4	Policy Review	19 February 2013	1112607
5	Policy Review		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

7.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL INFORMATION PRIVACY POLICY - STATUTORY038

File Number: IR2599230

Author: Manager Corporate Services

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Information Privacy Policy – Statutory038

SUMMARY

South Burnett Regional Council ('Council') is strongly committed to and will take all reasonable steps to protect the privacy of individuals by ensuring that the collection, use, disclosure and handling of all personal information by Council complies with the *Information Privacy Act 2009* and other relevant legislation.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Information Privacy Policy – Statutory038 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.
Operational Plan 2021/2022	Deliver the Council Policy Governance Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards
	Right to Information and Information Privacy applications are managed and processed in accordance with legislative requirements

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Internal consultation was initially undertaken with Corporate Services with a draft policy prepared for circulation to Councillors and the Senior Management Team for a period of approximately three (3) weeks. Feedback received supported the draft changes.

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Information Privacy Act 2009 (Qld)

Local Government Act 2009 (Qld)

Human Rights Act 2019 (Qld)

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

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

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

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

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

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council ('Council') is strongly committed to and will take all reasonable steps to protect the privacy of individuals by ensuring that the collection, use, disclosure and handling of all personal information by Council complies with the *Information Privacy Act 2009* and other relevant legislation.

ATTACHMENTS

1. **South Burnett Regional Council Information Privacy Policy - Statutory038** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory038

POLICY OWNER: Corporate Services

ECM ID: 2599230

ADOPTED:

Information Privacy 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 when printed.**

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1. POLICY STATEMENT

South Burnett Regional Council ('Council') is strongly committed to and will take all reasonable steps to protect the privacy of individuals by ensuring that the collection, use, disclosure and handling of all personal information by Council complies with the *Information Privacy Act 2009* ('Act') and other relevant legislation.

Council collects the personal information of South Burnett residents, Council representatives and others in a lawful and fair manner as and when required to provide a service or administer a function and will:

- respect and protect individuals' personal information;
- use personal information only for the purpose for which it was collected;
- ensure the personal information collected is relevant, accurate and current; and
- disclose personal information to third parties only where:
 - the individual is reasonably likely to be aware that it is the agency's usual practice to disclose that type of personal information to the third party
 - the individual has expressly or impliedly agreed to the disclosure
 - the disclosure is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual, or to public health, safety or welfare
 - the disclosure is authorised or required under law
 - the disclosure is necessary for law enforcement purposes (see below);
 - The Australian Security Intelligence Organisation (ASIO) has asked the agency to disclose the information; or
 - the disclosure is necessary for research or statistical purposes.

Council will take all reasonable steps to comply with the relevant legislation for the collection, use, disclosure and handling of all personal information collected and held.

2. SCOPE

This policy applies to all personal information held by Council. All Council representatives are responsible for ensuring this policy is understood and adhered to at all times.

3. GENERAL INFORMATION

The protection of personal information which can identify an individual is a matter of significance to the Council. Council will comply with the Information Privacy Principles (IPP) contained in the Act:

- IPP1 – collection of personal information (lawful and fair)
- IPP 2 – collection of personal information (requested from individual)
- IPP 3 – collection of personal information (relevance etc.)
- IPP 4 – storage and security of personal information
- IPP 5 – providing information about documents containing personal information
- IPP 6 – access to documents containing personal information
- IPP 7 – amendment of documents containing personal information
- IPP 8 – checking of accuracy etc. of personal information before use by agency
- IPP 9 – use of personal information only for relevant purpose
- IPP 10 – limits on use of personal information
- IPP 11 – limits on disclosure

The Act sets out the ways in which Council must handle personal information. It also gives individuals the right to request a copy of their personal information and to ask for documents to be amended if they are inaccurate or out of date.

A copy of this policy is available for public access at Council's Customer Service Centres and on Council's website at www.southburnett.qld.gov.au

Types of personal information held by Council include, but not limited to:

- name and address
- telephone number
- email address
- age and/or date of birth
- property ownership and/or occupier details
- animal ownership
- payment history
- complaint history
- pensioner / concession details
- library membership

Disclosure of personal information is only made after prior written consent of the individual is obtained or under the scope of this policy and for the purposes stated in the collection notice.

Disclosure of personal information by placement on Council's website will be treated in accordance with *Section 33 Transfer of personal information outside Australia* of the Act, whereby:

- the individual has agreed; or
- the transfer is authorised or required under a law; or
- where Council is satisfied there is reasonable grounds that the transfer is necessary to lessen or prevent a serious threat to life, health, safety or welfare of any individual, or to public health, safety and welfare; or
- if two (2) or more of the criteria in 33(d) apply being a recipient subject to equivalent privacy obligations, transfer is necessary to perform a function, transfer is for the individual's benefit and reasonable steps have been taken to ensure the information is protected.

Council may, if practicable and lawful, offer individuals the option of not identifying themselves when entering into transactions with Council, however Council's ability to respond, act and/or provide a requested service may be limited.

Council will not collect sensitive personal information about an individual unless:

- consent is provided by the individual
- collection is required by law

- collection is necessary to prevent or lessen a serious threat to life, health, safety or welfare of an individual or
 - collection is necessary for the establishment, exercise or defence of a legal or equitable claim.
- If an individual is not satisfied with the manner in which Council has handled their request for access to their personal information, they may lodge a formal complaint under Council's Complaint Management Policy, a copy of which can be found on Council's website.

4. DEFINITIONS

Access means provides an individual with personal information about themselves that is held by the Council. This may include allowing that individual to inspect personal information or to obtain a copy of the personal information.

Collection means the gathering, acquiring or obtaining of personal information from any source and by any means, including information that Council has come across by accident or has not asked for.

Consent means the voluntary agreement to some act, practice or purpose.

Council representative means Councillors, employees, consultants, contractors, apprentices, trainees and work experience students and volunteers.

Disclosure means the release of personal information to persons or organisations outside the Council (third parties). It does not include giving individuals personal information about themselves.

Individual means a natural living person (entities and deceased persons do not have personal information).

Personal information means information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion (as defined by the Act).

Sensitive information means information or an opinion about an individual's:

- racial or ethnic origin
- political opinions
- membership of a political association, a professional or trade association or a trade union
- religious beliefs or affirmations
- philosophical beliefs
- sexual preferences or practices
- criminal record or
- health.

Use means the handling of personal information within Council including the inclusion of personal information in a publication.

5. LEGISLATIVE REFERENCE

Local Government Act 2009 (Qld)

Information Privacy Act 2009 (Qld)

Right to Information Act 2009 (Qld)

6. RELATED DOCUMENTS

South Burnett Regional Council Councillor Code of Conduct Policy

South Burnett Regional Council Complaint Management Policy

South Burnett Regional Council Employee Code of Conduct

South Burnett Regional Council Right to Information Policy

7. NEXT REVIEW

As prescribed by legislation or August 2023

8. VERSION CONTROL

Version	Revision Description	Approval/Adopted Date	ECM Reference
1	New Policy	16 September 2010	2599230
2	Policy Review	14 December 2016	2599230
3	Policy Review	12 June 2019	2599230
4	Policy Review		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

7.6 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL INFORMATION MANAGEMENT RECORDKEEPING POLICY - STATUTORY039

File Number: IR2530697
Author: Manager Corporate Services
Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Information Management Recordkeeping Policy – Statutory039

SUMMARY

The implementation of best practice information management practices enables South Burnett Regional Council to capture, maintain and protect the accuracy and reliability of its records for as long as they are required to support business, regulatory, social and cultural needs.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Information Management Recordkeeping Policy – Statutory039 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
Operational Plan 2021/2022	Deliver the Council Policy Governance Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards
	Capture and correctly manage Council's corporate documents using recordkeeping good practice

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

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

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Crime and Corruption Act 2001 (Qld)
Information Privacy Act 2009 (Qld)
Local Government Act 2009 (Qld)
Local Government Regulation 2012 (Qld)
Public Records Act 2002 (Qld)
Right to Information Act 2009 (Qld)

Human Rights Act 2019 (Qld)

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

In the decision-making process, Council is to consider the 23 human rights:	
1. Recognition and equality before the law;	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 implementation of best practice information management practices enables South Burnett Regional Council to capture, maintain and protect the accuracy and reliability of its records for as long as they are required to support business, regulatory, social and cultural needs.

ATTACHMENTS

1. **South Burnett Regional Council Information Management Recordkeeping Policy - Statutory039** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory039

POLICY OWNER: Corporate Services

ECM ID: 2530697

ADOPTED:

Information Management Recordkeeping 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 when printed.**

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1. POLICY STATEMENT

South Burnett Regional Council ("Council") will endeavour to capture and correctly manage its corporate documents by striving for recordkeeping best practice throughout Council's operations.

2. SCOPE

This policy applies to all corporate records created internally and externally, that are public records as defined by the *Public Records Act 2002*. Compliance with this policy will ensure Council records are the basis for organisational accountability, current and future policy formation and management decision-making.

The implementation of best practice information management will enable Council to capture, maintain and protect the accuracy and reliability of its records for as long as they are required to support business, regulatory, social and cultural needs.

Information Management is not the responsibility of archivists, records managers or systems administrators alone, but is an essential role of all Council representatives.

3. GENERAL INFORMATION

Council uses TechnologyOne Business System to capture and manage records. The Enterprise Content Management System ("ECM") is utilised as the repository for Council's Corporate records.

All corporate records that document any business activity or transaction must be captured into Council's business system. The objectives of this policy are:

- To acknowledge Council's awareness of regulatory requirements in relation to recordkeeping to comply with all relevant legislation, particularly *Public Records Act 2002* and relevant industry standards / Council policy.;
- Demonstrate Council's commitment to meeting these legislative requirements;
- To ensure that appropriate and accurate records of Council's business is adequately documented, preserved and made accessible;
- To provide guidance for Council representatives in relation to meeting recordkeeping responsibilities

This policy provides a consistent approach to be implemented by:

- Managing programs and Information management systems that comply with legislation and Government directives;
- Establishing realistic performance goals and effective monitoring programs;
- Creating supportive recordkeeping awareness resources and system training to provide proactive internal assistance and guidance;
- Educating all Council Representatives of their responsibilities under legislation and Government directives

3.1 Queensland Government Records Governance Policy

Council will ensure that corporate records are adequately created, managed and archived in the course of business and in accordance with the Queensland Government Records Governance Policy.

3.1.1 Retention and Disposal of Public Records

In accordance with the *Public Records Act 2002*, Council is responsible for the appraisal and retention of records to ensure the business, accountability and cultural needs of Council and the community are met. Records must be retained for as long as they are required and only disposed of in consultation with Records staff and with the written authority of the Chief Executive Officer ('CEO'). Disposal includes destroying, abandoning, damaging, transferring, donating or giving away.

3.1.2 Retention and Disposal of Public Records

In accordance with the *Public Records Act 2002*, Council is responsible for the appraisal and retention of records to ensure the business, accountability and cultural needs of Council and the community are met. Records must be retained for as long as they are required and only disposed of in consultation with Governance Team and with the written authority of the CEO. Disposal includes destroying, abandoning, damaging, transferring, donating or giving away.

3.1.3 Principles of Recordkeeping

3.1.3.1 Policy requirement 1: Agencies must ensure records management is supported at all levels of the business.

Agencies must ensure records management is everyone's responsibility. This means it must be supported across all areas and all levels of the business by:

- Assigning formal records management responsibilities to key roles within the business to monitor and support an active implementation of the policy;
- Providing appropriate advice and guidance to ensure the business is aware of the value of records and information and how this relates to their obligations and responsibilities as an employee;
- Fostering a positive, innovative and collaborative recordkeeping culture.

3.1.3.2 Policy requirement 2: Agencies must systematically manage records using governance practices that are integrated and consistent with broader agency frameworks.

Consistent and aligned governance practices provide a strong foundation for systematically managing records and information across all functions of an agency. Records governance must work within the agency's existing structure and governance and strengthen the agency's strategic goals and functions.

Agencies must systematically manage records and information by:

- Ensuring records and information governance is aligned with broader agency frameworks and incorporated in business strategies and objectives;

- Developing and implementing appropriate and fit-for-purpose documentation that details how active records management will strengthen agency business imperatives and strategic goals;
- Complying with relevant legislation that governs recordkeeping requirements;
- Measuring how well records governance is supporting agency business imperatives and strategic goals.

3.1.3.3 Policy requirement 3: Agencies must create complete and reliable records

Complete and reliable records provide evidence of activities of the agency and allow the business to operate effectively. Agencies must ensure complete and reliable records are created and retained as appropriate by:

- Identifying all the records that allow the business to operate – these provide evidence of decisions, support accountability and transparency, mitigate risk, help the agency meet legislative requirements and reflect the business of the agency;
- Specifying how these records must be created, when they must be created, the format they must be created in, who must create them and implementing security and preservation requirements associated with those records;
- Integrating record creation into existing business processes;
- Ensuring recordkeeping is considered when decisions are made about business systems (particularly decisions around migration and end of life).

Policy requirement 4: Agencies must actively manage permanent, high-value and high-risk records and information as a priority

'Permanent' records are those with a permanent retention period. 'High value' records are those that are those that are important to the business, its operations, or stakeholders. 'High-risk' records are those that pose a significant risk to the agency if they were misused, lost, damaged or deleted prematurely. These records should have the highest priority for agencies when developing and implementing their governance practices. Agencies must actively manage permanent, high-value and high-risk records by:

- Defining the criteria and processes for identifying permanent, high-value and high-risk records, including transfer of permanent value records to QSA;
- Formally documenting details of permanent, high-value and high-risk records;
- Actively maintaining visibility of these records while they are being used, including monitoring processes for permanent, high-value and high-risk records held in business systems and applications.

3.1.3.4 Policy requirement 5: Agencies must make records discoverable and accessible for use and re-use

Discoverable records are those that are in business systems and applications approved for use by the agency. Accessible records are those that can be located and continuously used. Agencies must ensure complete and reliable records are discoverable, accessible and are able to be used and re-used for their entire life by:

- Keeping records in business systems and applications approved for use by the agency;
- Being able to discover and appropriately access records, with confidence in sufficiency of search;
- Actively monitoring the health of records.

3.1.3.5 Policy requirement 6: Agencies must dispose of records in a planned and authorised way

Agencies must plan for how and when they will dispose of records, using a risk based approach. Records must be disposed of in a planned and authorised way by:

- Using the disposal authorities issued State Archivist, that provide proper coverage of the specific records you create and keep;
- Developing and implementing a disposal plan, which details disposal decision and actions for the agency. The plan must, at a minimum cover:
 - Disposal endorsement, including how internal endorsement is given;
 - Disposal methods, including how records will be disposed of (physical and digital);
 - Disposal frequency, including specifying how often certain types of records will be disposed of.
- Formally documenting the disposal of records.

3.2 Responsibilities for Recordkeeping

3.2.1 The Chief Executive Officer ('CEO') has a duty to ensure that Council complies with the requirements of the *Public Records Act 2002* and any regulations with respect to records for which Council is responsible. Pursuant to *Section 13(3)(e)* of the *Local Government Act 2009*, the CEO is responsible for: (e) the safe custody of—(i) all records about the proceedings, accounts or transactions of the local government or its committees; and (ii) all documents owned or held by the local government.

The CEO is responsible for assigning information management responsibilities to Council representatives and accounting for Council's information management to relevant State and Federal authorities as required.

3.2.2 Councillors are responsible for managing information with the view that a record received or created by a Councillor is considered a public record when it relates to Council's executive activities. Pursuant to *Section 6* of the *Public Records Act 2002*, information created, received or kept, in an official capacity as a Councillor, is part of Council's public record.

3.2.3 General Managers are responsible for actively promoting and supporting a positive information management culture throughout their Department.

3.2.4 Managers are responsible for:

- ensuring compliance with the Information Management Recordkeeping Policy;
- ensuring that information management requirements are identified and addressed as they arise
- Coordinators/Supervisors are responsible for:
 - allocating appropriately skilled resources to support information management;
 - implementing information management activities as required; and
 - developing work instructions as required to support information management.

3.2.5 All Council representatives are responsible for:

- the management of information under their control and custody;
- applying information management principles, standards and best practices in their day to-day operations;
- creating and maintaining full and accurate records of all business activities to demonstrate accountability for decision made and actions taken; and
- identifying information requirements and issues to Council's **Governance** team.

Coordinator Governance is responsible for providing advice, tools and policy instruments such as

procedures, standards and guidelines.

4. DEFINITIONS

Compliance means adherence to the requirements of laws, industry and organisational standards and codes, principles of good governance and accepted community and ethical standards. Within this context, compliance refers to conformance with the *Public Records Act 2002* and Recordkeeping Information Standards.

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

Information Management means the process by which a company manages all elements of records whether internally or externally generated and in any format or media type, from their inception/ receipt, all the way to their disposal.

Program means a number of related projects selected, planned and managed in a coordinated way in order to achieve a strategic goal.

Record means any record of information in any form, both received and created, that provides evidence of the decisions and actions of a public authority while undertakings its business activities and includes:

- Paper, microfilm, electronic;
- Documents, files, maps, plans, drawings, photographs;
- Data from business systems, email, word processing systems, spreadsheets, web pages;
- Audio, video or optical media, such as video tapes; and
- Texts, instant messages, weblogs, voice mail.

Recordkeeping System means an information system that captures, maintains and provides access to records.

Retention & Disposal Schedule means a systematic listing of administrative records. It is a functional classification scheme endorsed by Queensland State Archives for use by public authorities.

Retention Period means the period of time stated that each record series is to be maintained or reviewed for destruction or kept for permanent archival retention.

5. LEGISLATIVE REFERENCE

Crime and Corruption Act 2001 (Qld)

Information Privacy Act 2009 (Qld)

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Public Records Act 2002 (Qld)

Right to Information Act 2009 (Qld)

Queensland Government Records Governance Policy

6. RELATED DOCUMENTS

South Burnett Regional Council Computer Internet & Email Usage Policy – Strategic007

South Burnett Regional Council Computer, Internet & Email Usage Procedure – Procedure008

South Burnett Regional Council Employee Code of Conduct Policy – Statutory011

South Burnett Regional Council Information Privacy Policy – Statutory038

7. NEXT REVIEW

As prescribed by legislation or August 2023

8. VERSION CONTROL

Version	Revision Description	Approval/Adopted Date	ECM Reference
1	New Policy	28 April 2016	1602871
2	Policy Review	23 August 2018	2530697
3	Policy Review		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

DRAFT

7.7 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COMMUNITY ENGAGEMENT POLICY - STATUTORY050 AND COMMUNITY ENGAGEMENT STRATEGY

File Number: IR1678215
Author: Manager Corporate Services
Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Community Engagement Policy – Statutory050 and Community Engagement Strategy.

SUMMARY

South Burnett Regional Council ('Council') is committed to effective and appropriate community engagement, recognising that it is essential in making good decisions through listening and responding to community needs. Council also recognises its obligations under the *Local Government Act 2009*. This policy and strategy are not intended to replace decision making responsibility but enable Council to improve its decision-making processes for corporate planning, services and major projects.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Community Engagement Policy – Statutory050 and the South Burnett Regional Council Community Engagement Strategy Guide & Tools 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.
	OR10 Increased commitment to community engagement and to proactive strategic delivery of media and communications.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

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

The strategy was developed by Executive Services from Council's procedure, value adding aligning to the draft policy.

Feedback received supported the changes within the draft policy and no feedback proposing changes to the strategy was received.

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Local Government Act 2009 (Qld)

Human Rights Act 2019 (Qld)

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

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

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

No direct local law or delegation implications arise from this report

ASSET MANAGEMENT IMPLICATIONS

No direct asset management implications arise from this report.

REPORT

South Burnett Regional Council ('Council') is committed to effective and appropriate community engagement, recognising that it is essential in making good decisions through listening and responding to community needs. Council also recognises its obligations under the *Local Government Act 2009*. This policy and strategy is not intended to replace decision making responsibility but enable Council to improve its decision-making processes for corporate planning, services and major projects.

ATTACHMENTS

1. **South Burnett Regional Council Community Engagement Policy - Statutory050** [↓](#) 
2. **South Burnett Regional Council Community Engagement Strategy** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory050

POLICY OWNER: Executive Services

ECM ID: 1678215

ADOPTED:

Community Engagement 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 when printed.**

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1. POLICY STATEMENT

South Burnett Regional Council ("Council") is committed to effective and appropriate community engagement, recognising that it is essential in making good decisions through listening and responding to community needs. Council also recognises its obligations under the *Local Government Act 2009* ('Act').

This policy is not intended to replace decision making responsibility but enable Council to improve its decision-making processes for corporate planning, services and major projects.

To facilitate this commitment to the South Burnett community, Council will develop and continually improve its capacity and performance in community engagement through ongoing resource development, review and evaluation of its community engagement practices. Council will also work with communities to identify the most appropriate and effective engagement methods in order to continually improve the relationship between all parties.

2. SCOPE

This policy applies to all areas of Council's operations and is the responsibility of all Council Representatives. Council's Community Engagement Strategy Guide & Tools aims to guide and support Council representatives in relation to the appropriateness and level of community engagement to be undertaken.

The objectives of this policy are to:

- Integrate community engagement across a range of policy, program and service issues, where appropriate, including Council's strategic planning activities;
- Engage the community through informing, seeking information from, and involving in the decision-making process;
- Develop Council's skills and capacity to undertake effective community engagement based on the International Association of Public Participation public participation spectrum ('IAP2');
- Assist Council in meeting its legislative obligations; and

Provide a clear framework for the Council representatives and the community to understand the community engagement process.

3. GENERAL INFORMATION

Council is committed to the development of a culture within the organisation which enables appropriate community participation in its decision-making processes.

Council recognises that not all community engagement is formal or can be planned. Informal engagement in which Council representatives are routinely involved is a valuable tool to encourage community participation in our decision-making processes.

This policy recommends a flexible approach to how the community is engaged and recognises that different levels of engagement will be required depending on the complexity and sensitivity of individual circumstances.

Community involvement in the implementation of projects is a crucial element of strengthening local communities. Council will undertake the appropriate level of community engagement for/where:

- it is required by legislation;
- strategic planning, e.g. Community Plan;
- policy development and/or implementation that will have a direct impact on the community;
- a new facility, program or service that will have a direct impact on the community;
- proposed changes that will have significant impact on users or customers of a Council program, service or facility; and/or
- monitoring customer satisfaction with Council's services, programs or facilities.

Council's community engagement based on IAP2 details five (5) core values which form the basis of Council's principles:

- Honesty
- Respect
- Accountability
- Integrity
- Unity

4. DEFINITIONS

Community means individuals or groups within the South Burnett Regional Council area.

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

Community Engagement means a broad term describing a variety of ways to communicate, consult, involve and encourage participation between community and Council. Community engagement is about offering opportunities for people to influence what happens in the community through being active in informing decisions of Council.

International Association of Public Participation (IAP2) means a peak body for the community and stakeholder engagement sector. The IAP2 does not refer to an actual definition of community engagement; instead it draws from a number of sources of global definitions which affirm that community engagement is critical to effective, transparent and accountable governance in the public, community and private sectors and is recognised as a two-way process:

- By which the aspirations, concerns, needs and values of citizens and communities are incorporated at all levels and in all sectors in policy development, planning, decision-making, service delivery and assessment; and
- By which governments and other business and civil society organisations involve citizens, clients, communities and other stakeholders in these processes.

5. LEGISLATIVE REFERENCE*Local Government Act 2009 (Qld)***6. RELATED DOCUMENTS**Community Engagement **Strategy Guide & Tools****7. NEXT REVIEW**

8. As prescribed by legislation or August 2023

9. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	Policy Adopted	16 November 2016	1678215
2	Policy Review		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:



COMMUNITY ENGAGEMENT STRATEGY

GUIDE & TOOLS

DRAFT



South Burnett Regional Council Community Engagement Strategy - Guide & Tools

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Key steps for conducting Community Engagement

Step 1: Setting engagement objectives and scope

At the beginning of any community engagement within a project it is important to ensure the objectives are clearly defined. A review of existing information including past engagement activities is to be undertaken before finalising the objectives. In particular, project managers should consider:

- Who will be making the final decision?
- What are the questions you would like the engagement activities to answer?
- What do you want the engagement to achieve?
- What level of engagement do you feel is appropriate?

It is important at this stage to identify the project's negotiable and non-negotiable goals. By identifying and understanding what is negotiable project managers will:

- Clearly communicate and provide information about what decisions have already been made.
- Identify and communicate what is outside of Council's sphere of influence.
- Clarify the areas on which Council will be seeking engagement from the community.

It is important to make sure that the non-negotiable goals are actually that. The more non-negotiable goals a project has, the less likely the community will want to participate. Non-negotiable goals will be clearly defined and communicated to avoid confusion and unrealistic expectations and therefore minimise the risk of conflict and disillusionment towards Council.

Any project that requires community engagement must have clearly defined objectives. Keep objectives **SMART**:

- **S**pecific and able to describe an action;
- **M**easurable;
- **A**chievable and accessible;
- **R**ealistic, recorded and referred to during the process; and
- **T**ime bound.

Template 1 - Community Engagement Plan is a tool which may assist in the development and presentation of a detailed engagement plan for a significant project. Alternatively, aspects of the template may be changed or deleted to best meet your needs.

Step 2: Identify the Stakeholders - Stakeholder Analysis

It is important to identify all groups and individuals within the community who will be affected or have an interest in the decision being made. Not all stakeholders will need to be engaged at the same level, so you will need to identify their needs to determine what engagement activities might be required and at which stage of the project.

When identifying your key stakeholders, it is also important to consider the public's perception regarding the issue or topic you're engaging on. Consider past experiences with the community concerning similar issues to any previous consultation or research which may have been undertaken.

In order to develop a comprehensive list of stakeholders, the following steps may be useful:

- Brainstorm with a cross section of staff within Council.
- Contact the relevant departments in relation to past consultations or interested community groups.
- Ask key members of the community and other identified stakeholders who they consider might be interested.
- Call for expressions of interest or consider advertising in the local paper and other media.
- Identify any hard to reach groups who may be impacted by outcomes – special consideration is to be given on how to engage these sections of our community.

It's important to note that when considering stakeholders, it is advised to avoid grouping people of cultural and linguistically diverse (CaLD) backgrounds as one stakeholder. Consideration is to be given to each cultural group on how best to engage; ensuring engagement techniques take into consideration cultural requirements or other barriers which may otherwise prevent effective engagement.

When undertaking your stakeholder analysis it is important to include:

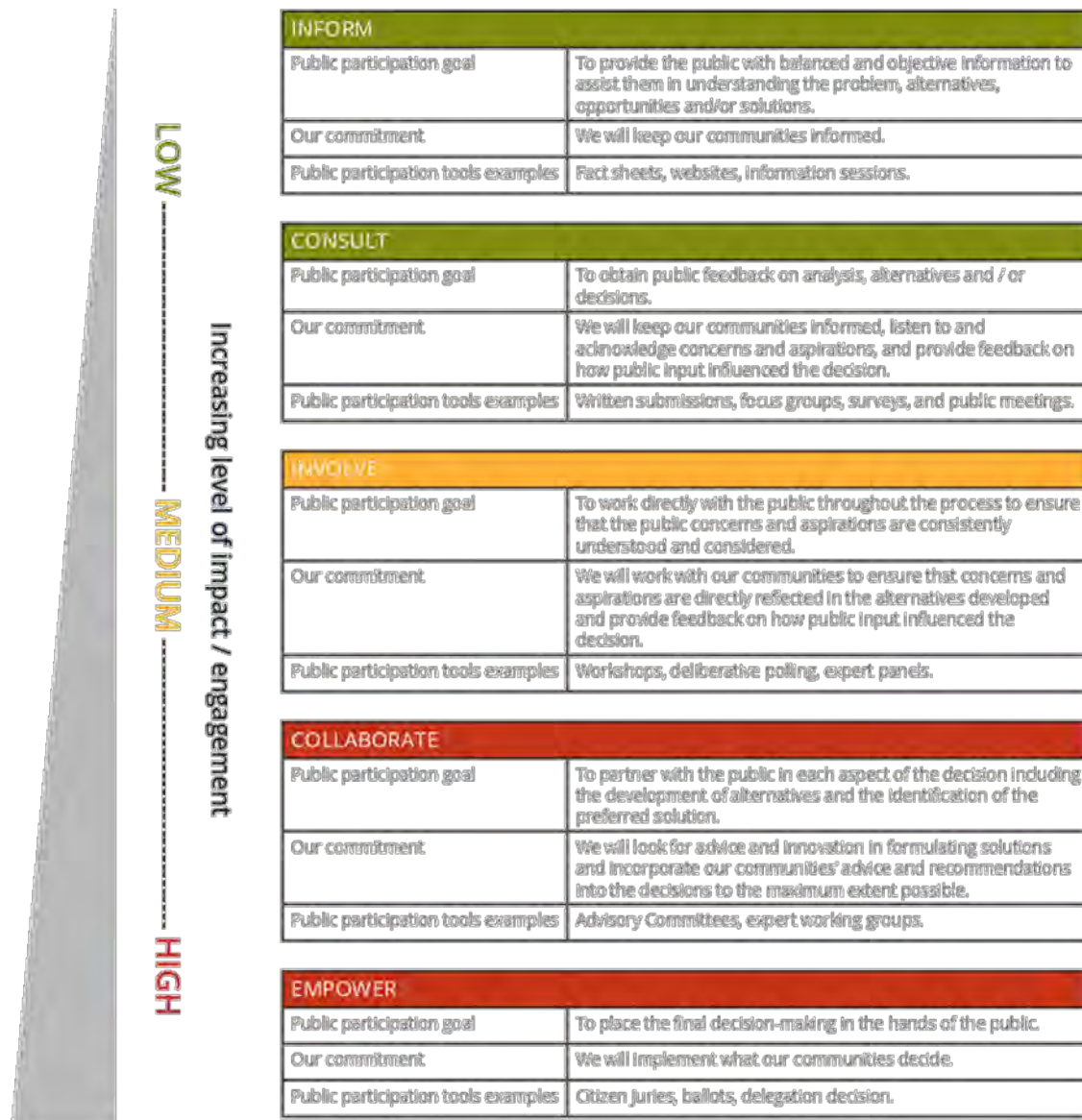
- What are the key issues or areas of interest for the project?
- Who the key stakeholder groups are?
- What their level of interest may be?
- Who are the key contacts for the group?

Once you have completed your stakeholder analysis, review the project objectives, including the negotiable and non-negotiable goals.

To assist in planning for community engagement activities **Template 2 - Community Engagement - Stakeholder List** is a tool to assist in identifying key stakeholders to be involved with the project.

Step 3: Determine the level of impact

South Burnett Regional Council's commitment and approach to community engagement has been developed using the IAP2 Spectrum for Public Participation. The impact of a project or a decision relates directly to the level of engagement. There are five categories of community engagement, beginning with the lowest level of engagement being 'Inform' with 'Empower' as the most important level of community participation in the decision making processes.



Although the *IAP2 Spectrum for Public Participation* has been adopted for Council's community engagement framework, within the context of Local Government the highest level of 'Empower' rarely will be achievable or appropriate. Elected representatives, the Mayor and Councillors for the community take the responsibility for making the final decisions on Council projects or issues.

Depending if the level of impact is 'low, medium or high' carefully consider how the project or issue will generally and/ or specifically impact the communities of our region. There may be particular stakeholders who may be more impacted or have a greater interest in the decisions surrounding the project than other sectors of our communities.

The following assessment table is only a guide and may assist in determining a project's level of impact. The higher the level of impact usually corresponds to a greater level of community engagement.

LEVELS OF IMPACT		
High - Level 3	Criteria	Examples
<p>There is high level of impact of risk (perceived or real) on the South Burnett region; or sections of the communities.</p> <p>There is potential for decisions to create controversy and/or have varying levels of acceptance within the community</p>	<ul style="list-style-type: none"> • Significant impact on attributes considered to be of high value to the community (e.g. lifestyle or physical environment) • Likely to have a high level of interest from across the South Burnett region or local area/s • Potential for a high level of controversy or conflict across the South Burnett region or local area/s • High levels of complexity in the issue being considered • Likely to impact on vulnerable sections of the community • Loss or significant change to any service or facility provided by Council 	<ul style="list-style-type: none"> • Kingaroy Transformation Project (KTP) • Closure of a Council service or facility
Medium - Level 2	Criteria	Examples
<p>There is a medium level of impact or risk (perceived or real) on the South Burnett region; or sections of the communities.</p> <p>It is likely that the decision will be accepted by the majority of the community impacted; however the decision may be an inconvenience for some sections of the community.</p>	<ul style="list-style-type: none"> • There may be some impact on attributes that are considered to be of high value to the community or a section of the community (e.g. lifestyle or physical environment) • Some sections of the community concerned are likely to have a high level of interest • Potential for some controversy or conflict across the South Burnett region or local area/s • There is a medium to low level of complexity in the issue being considered • There is some loss or change to any Council service or facility provided by Council 	<ul style="list-style-type: none"> • Redevelopment of a park / playground – temporary closure • Minor changes to eligibility criteria to access a Council service
Low - Level 1	Criteria	Examples
<p>There is a low level of impact or risk (perceived or real) on the South Burnett region; or sections of the communities.</p> <p>It is likely that the decision will be widely accepted by the community and seen as having positive outcomes or being required.</p>	<ul style="list-style-type: none"> • No negative impact on attributes that are of high value to the community (e.g. lifestyle or physical environment) • Low level of interest across the South Burnett region or local area/s • Low to no risk of controversy or conflict across the South Burnett region or local area/s • Only a small change, or enhancement to any service or facility provided by Council 	<ul style="list-style-type: none"> • Upgrade of a local playground or park • Extension of operating hours for a Service • Local street or street scaping upgrades • Change of times to a local activity program – 'First 5 Forever Rhyme Time' or / Tech Help Sessions'

To determine the level of impact, firstly consider the key stakeholders who may be interested in or impacted by the decision. When determining the level of impact for each stakeholder group, it may be appropriate to consult with other staff across Council to inform your analysis. Note, that even at a 'high' level of impact possibly not all stakeholders will require the same level of engagement; some may only require to be Informed, Consulted or Involved.

During different stages of the project, it may be necessary to review the level of Impact due to changes in the situation or increasing understanding of the implications of the outcomes.

To assist in planning for community engagement activities **Template 3 - Community Engagement - Assessing the level of engagement - Score Sheet** is a tool to assist in assessing the level of engagement based on the degree of impact of the project.

Step 4: Select the appropriate engagement method

Determining the level of impact for each stakeholder group will allow you to identify what levels of participation you should be considering for your project (refer to Community Engagement Policy for participation levels). Not all stakeholders will require the same levels of engagement, and engagement methods should be selected carefully based on the needs and demographics of each group.

There are many reasons why people don't get involved with Council engagement activities. Consideration is to be given to the types of engagement activities being planned to ensure they are inclusive and maximise the potential for participation.

Reasons people do not participate include:

- Lack of information and awareness of the issues
- Perception that their input will not make a difference
- Lack of follow-up with issues raised in the past
- Not knowing how their input has been used in the past
- Intimidating or inappropriate engagement methods
- Language or cultural barriers
- Accessibility – venue, time, holidays, disability access etc.

Once a level of impact and engagement has been assessed in accordance with the different stakeholders you will need to ensure you select the most appropriate methods and tools to engage the community.

Although not fully comprehensive the following matrix will assist in identifying what tools or methods could be best used in our region for community engagement; as well, referencing the **IPA2 Public Participation Spectrum®** can provide further assistance and guidance in this important step:

Level of Engagement & Method Tool	Level of Impact		
	Level 3 (High)	Level 2 (Medium)	Level 1 (Low)
INFORM			
Personal telephone contact	**	**	*
In person meeting	*	*	*
Mail out – letters to home & business	***	**	*
Newspaper Advert or Notice	***	**	
Fact Sheets/ Information Brochure / Flyer	*	*	*
Email Community Contacts	**	**	*
Radio Interviews / Adverts / Community Announcements	**	*	*
Council Website – Information and Notices	***	***	***
Media Releases	***	*	*
Public Displays – Shopping Centres / Community Halls	**	**	*
Presentations at community meetings	**	**	*
Specific Information Sessions	***	**	*
Posters / Signage / Banners	**	**	*

Level of Engagement & Method Tool	Level of Impact		
	Level 3 (High)	Level 2 (Medium)	Level 1 (Low)
CONSULT			
Written Community Survey (including random surveying) / Questionnaire	**	**	*
Invite written submissions	**	**	*
Host one / a series of focus group' sessions	**	**	*
Anonymous suggestion / feedback box		*	*
Telephone survey	**	**	*
Hotline / Phone-in to Council	*	*	*
Intercept Interview – asking people in public places	**	**	
Social media	**	**	*
Public meetings	*	*	
Online discussion forum / random surveys	**	**	
World Café – facilitated group discussions / feedback to larger group	**	**	
INVOLVE			
Meetings with key stakeholders	***	***	*
Meetings with other target groups e.g. youth, parents, Aboriginal and Torres Strait Islander peoples, people living with disabilities, aged, CaLD groups	**	**	*
Site Tour / Meeting with stakeholders	**	**	
Workshop sessions	**	**	
Community forum / Debate	*	*	
A community reference group	*	*	
COLLABORATE			
Community Summit	*		
Expert reference groups / Committees	**		
Community Advisory Committee	*	*	
EMPOWER			
Public Ballot / Referendum	*		
Citizen Jury	*		

*** Strongly Desirable

** Desirable

* May be appropriate

To assist in planning for community engagement activities *Template 4 - Community Engagement - Action Plan / Checklist* is a tool to assist in selecting the most appropriate method and tools to engage the community on the project.

Step 5: Timelines and budget

Timelines and budget for community engagement will vary from project to project and be dependent on a number of factors, including the level of impact, level of public participation required and the community engagement tools and techniques chosen for each stakeholder group. Consideration will also need to be provided for any legislative requirements and timeframes which may impact on the project. **Template 5 - Community Engagement - Task Breakdown** is a tool designed to assist in managing engagement tasks and time.

Generally speaking, the higher the level of impact and more stakeholders you have, the more time and resources will need to be allocated to community engagement. Therefore it is essential that a community engagement plan is developed before commencing the project and be included in the overall plan and budget for your project.

Early engagement is recommended for Level three (3) projects, especially where the project is dealing with complex issues, requires community education or capacity building or is of a contentious issue. Projects at this level will often need a period of informing the community about the issues at hand, before consulting, involving or collaborating.

An important factor in determining timeframes will be key community events such as school holidays, religious festivals and other major events. Where possible these should be avoided in order to maximise the ability for people to participate.

When considering budget and resource allocation, the type of engagement tools chosen will be a significant factor. Each tool requires different levels of practitioner skill, time and budget. For controversial projects it may be necessary to use an independent facilitator to ensure a balanced and unbiased approach and provide a greater level of credibility and confidence with the community. This independent facilitator may be an external consultant or another Council staff member who has the required skills and is not directly involved in the project or responsible for advocating Council's position on the topic being considered.

Step 6: Reporting and feedback

Providing feedback and reporting to the community is essential to ensure ongoing engagement with the project and with future projects.

When developing your engagement plan, identify the points throughout the project you will be providing feedback or reporting on progress.

In order to maintain engagement and create confidence that feedback is being considered, community engagement sessions would be recorded and minutes or notes made available to participants within 20 business days. This ensures ongoing interest and allows participants to provide you with any feedback or corrections about what has been recorded.

It is important to maintain the privacy and confidentiality on all reporting and feedback provided. Participant names and identifying information is to be removed unless you have the written consent of each individual to publish or release their personal information.

To assist with providing feedback the following steps should be undertaken:

- Offer to capture the contact details of all stakeholders and community members who would like to be involved or participate in an engagement process.
- Ensure contact details are kept up to date throughout the project.
- Detail how and when each stakeholder group will receive feedback during the project and after completion.
- Ensure feedback is accessible to all stakeholders.
- Keep contacts informed of key project stages and send details of any relevant upcoming engagement activities or details of Council reports for comment.
- Ensure the privacy and confidentiality of individuals are maintained at all times.

When reporting on the final outcomes of the project:

- Define how the final outcomes will be documented and distributed.
- Provide feedback to participants on how their information was considered in the development of the final outcomes.
- Where appropriate, ensure project outcomes are reported on Council's website and through other relevant mediums.

Template 7 – Community Engagement - Feedback Report to Council is a tool designed to help collate feedback, evaluate the project and provide recommendations to Council once an engagement activity has been conducted.

Step 7: Evaluation and monitoring

Evaluation and monitoring is an important part of improving community engagement processes and should be encouraged throughout the project. Evaluation throughout the project will help Council improve and modify its approach to community engagement activities, celebrate success and learn from past experiences.

For all major projects or those identified as having a Level 3 or Level 2 (where relevant) impact, a summary evaluation should be prepared on the community engagement undertaken. This summary will include information concerning the project, the community engagement process and the key outcomes. The summary should be made available on the Council website and other appropriate mediums for the general public, and particularly those who participated in the community engagement activities to access.

Undertaking this evaluation will help the organisation better improve its community engagement processes, celebrate success and learn from past experiences. The summary evaluation should also be made accessible to the community, particularly those who participated in the community engagement activities, via Council's website and other mediums as appropriate.

Community Engagement Plans when being developed must identify the methods or tools that will measure the effectiveness and satisfaction of participants with the community engagement process. **Template 6 - Community Engagement - Evaluation** and **Template 8 - Community Engagement - Final Evaluation** are tools to help collate feedback, monitor, evaluate and report on engagement activities.

When developing your evaluation, the following participant questions may assist:

- How would you rate the quality of the project information you received?
- How would you rate the facilitation of the session?
- Were participants provided with adequate information and resources to participate in a meaningful way?
- The session was conducted in an open and transparent manner.
- The session provided me with sufficient opportunity to contribute my views.
- A variety of views, opinions and needs were heard and discussed.
- The decision making process for this project has been fair and appropriate.
- There's been a high level of trust between the community and Council on the project.

Council will monitor and measure the effectiveness of community engagement. This will be achieved with the implementation of the following strategies:

- Develop an internal Community Engagement Register of upcoming events.
- Assess the training and development needs required to strengthen Council's organisational capacity to undertake community engagement.
- Investigate and implement appropriate strategies that provide online opportunities for communities to participate and receive feedback of past and present engagement activities.

To monitor and evaluate Council's community engagement framework Council will have performance indicators that reflect community satisfaction:

- Satisfaction with Council keeping communities informed and engaged with general Council business and other community information.
- Satisfaction with the level of consultation with communities on local issues.
- Satisfaction with Council keeping communities informed of key or significant issues.
- Satisfaction with Council encouraging and creating supportive environments for community to ask questions and have discussion on key issues.

Key protocols when conducting Community Engagement

There are a number of Council policies and recommended protocols that need to be considered or adhered to when conducting community engagement activities.

1. Community Engagement Plans

- Community Engagement Plans will be developed for all Council projects, activities and issues that require the communities' participation.
- Community Engagement Plans need to be approved by the relevant Manager; and in some instances by the Senior Executive Team or Senior Management Team and Council.

2. Media Releases

- Media Releases are to be approved and distributed as per the Media Relations Policy and Flowchart.

3. Brochures, fact sheets and leaflets

- All brochures and leaflets must be provided to the Communications Officer for approval against branding and content prior to distribution.
- Final copies of brochures and leaflets must be recorded on ECM, and copies should be forwarded to Coordinator Customer Service to assist with any customer enquiries.

4. Community surveys

- Community surveys are required to be put through the Communications Officer for approval by the Chief Executive Officer prior to distribution.
- Coordinator Customer Service is to be advised of the distribution of community surveys, with instructions on how to respond to any enquiries, including validation of telephone surveys.
- Councillors are to be provided with a copy of community surveys being distributed prior to distribution.

5. Community meetings (public meetings, information sessions, workshops etc)

- Community meetings must be approved by the Mayor and Chief Executive Officer.
- The relevant internal and external calendars are to be checked when arranging meetings to avoid clashes with other events.
- Coordinator Customer Service is to be advised of any community meetings that involve broad community participation, with instructions on how to respond to any enquiries, including validation of telephone surveys.
- Councillors are to be made aware of all Community meetings that involve broad community participation or are of a Division or Council significance.
- A summary of meeting notes are to be provided to all participants within 20 working days of attending the event.

6. Written correspondence

- All correspondence received by Council is to be responded to within ten (10) working days.
- Correspondence that makes a decision or financial commitment on behalf of Council must be endorsed and signed by the appropriate delegated Officer.
- Refer to the relevant policies and procedures for further information.

7. Social Media

- The use of social media (Facebook, Twitter, Youtube etc) must be put through the Communications Officer for approval by the Chief Executive Officer.
- The moderating and posting of comments representing Council must adhere to Council's Employee Code of Conduct and Social Media Procedure and other relevant policies and procedures.

Related documents

There are a number of Council policies and related documents that need to be considered or adhered to when conducting community engagement activities:

- Community Engagement Policy
- Community Engagement Procedure
- Media Relations Policy
- Media Relations Flowchart
- Social Media Procedure
- Employee Code of Conduct
- Style Guidelines



South Burnett Regional Council Community Engagement Strategy - Guide & Tools

List of Templates

1. Community Engagement Plan - **ECM 2808441**
2. Community Engagement - Stakeholder List - **ECM 2808442**
3. Community Engagement - Assessing the level of engagement - Score Sheet - **ECM 2808443**
4. Community Engagement - Action Plan / Checklist - **ECM 2808444**
5. Community Engagement - Task Breakdown - **ECM 2808445**
6. Community Engagement - Evaluation - **ECM 2808446**
7. Community Engagement - Feedback Report to Council - **ECM 2808447**
8. Community Engagement - Final Evaluation - **ECM 2808448**

7.8 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL MEDIA RELATIONS POLICY - STRATEGIC001

File Number: IR2700319

Author: Manager Corporate Services

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Media Relations Policy – Strategic001

SUMMARY

Media relations are an important tool for effective communication and promotion of South Burnett Regional Council ('Council') activities, decisions, initiatives, services and facilities. It is critical to ensure residents are accurately and factually informed about these matters. To achieve this and facilitate organisational transparency and accountability, it is essential that Council has a media relations policy that ensures an effective flow of information to the community with unified and considered messaging.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Media Relations Policy – Strategic001 (Version ___) 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.
	OR10 Increased commitment to community engagement and to proactive strategic delivery of media and communications.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

An internal review was undertaken by Executive Services with a mark-up draft policy prepared and circulated to Councillors and the Senior Management Team for a period of approximately three (3) weeks. Feedback was received and considered by Executive Services:

Mayor Brett Otto	Mr Mayor met with CEO Mark to discuss the proposed changes to the policy and the outcome of that discussion was that no further changes were required. Mr Mayor subsequently provided an email requesting reconsideration of the approval process for media releases to include both the Mayor and CEO.
Cr Kathy Duff	Undertaken some research on other policies and also consulted a media relations officer who has worked for another local government. This particular Council allows Portfolio Holders to handle the media for their Portfolio however the Mayor is still the official spokesperson. I think this is important

so that on major issues or sensitive matters the Mayor becomes the central point of contact so we get consistent messages out when necessary. Would like to see from Toowoomba Regional Council policy Clause No 1 included in our policy and also 4.2.

1. Purpose

Interaction with the media requires careful attention and must take into consideration a range of factors including audience, political sensitivity and public interest. Positive management of this interaction in the interests of all stakeholders is essential. The interface between Council and the media must be managed carefully to maximise benefits for Council and minimise the risks of adverse publicity due to information that is inaccurate or inappropriately shared.

Media management requires specific skills and awareness. It is therefore appropriate to have Council guidelines relating to the authorisation of spokespersons and procedures for extraordinary or sensitive news events.

This policy provides guidelines for interaction with external media. It is not intended to prevent information which is in the public interest from entering the public arena however; appropriate management of Council's media efforts is required.

4.2 Appointment of a spokesperson

The Mayor is Council's official media spokesperson.

The Mayor is usually quoted in media releases or statements where the matter is of Council or regional significance, and/or where the issue crosses several portfolio areas.

In other instances, the relevant Committee Chair or Portfolio Leader is the spokesperson for a media release however; the Mayor may choose to take precedence over the Committee Chair or Portfolio Leader and be the official spokesperson on any issue.

For matters concerning staff or the organisation, the Chief Executive Officer is the official spokesperson.

If there is an emergency or the matter is controversial the Mayor and Chief Executive Officer will discuss the issue beforehand and designate a single point of contact on the issue.

These arrangements alter during local government caretaker periods. Refer to *Council's Caretaker Period Protocol (2.24)* in the first instance.

I think that Mayor and the CEO should give approval for the media releases as per our current policy. The CEO to check the operational side and the Mayor for the strategic side. This is to avoid where for example if the Mayor was in talks with a State Minister to try to secure an additional allocation of water and the water portfolio holder came out with a media release on the same matter without the Mayor knowing.

Thank you for the opportunity to provide my feedback.

Response:

Current Media Relations Policy states: "3.1.1.3. Approval Process - The Chief Executive Officer or delegated officer must approve all Council media releases." (see extract below). This process allows for expediency of approval.

Policy Name: Media Relations Policy
ECM ID: 2700319

Adoption Date: 15 July 2020

Page 1 of 4
Next Review Date: June 2022

3.1.1.1. Official Council Spokesperson

The Mayor is the official spokesperson for all Council responses or media interviews of organisational or regional significance. On a case by case basis, the Mayor may delegate to a Councillor to speak on behalf of Council.

Executive Services (through the Communications Officer) will field all enquiries. The Chief Executive Officer may authorise other Council officers to engage with the media on operational matters.

3.1.1.2. Media Release Preparation

All media releases will be managed and distributed through Executive Services (through the Communications Officer) with content provided by the relevant Branch.

The Mayor and Councillors (through the Mayor) may request a media release be prepared by Executive Services (through the Communications Officer).

- General Managers and relevant Portfolio holders are encouraged to provide updates, photos and stories on what is happening in the individual Councillor Portfolios to Council's Executive Services (through the Communications Officer).
- Where possible and practical alongside media releases photographs are encouraged to enhance the verbal documentation.

3.1.1.3. Approval Process

The Chief Executive Officer or delegated officer must approve all Council media releases.

Cr Kirstie Schumacher	Feedback received from Cr Kirstie Schumacher has been attached to this report as it encompasses a full policy edit.
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Version 1 is the draft as circulated May 2021.

Version 2 is based on consideration of both written and verbal feedback from the consultation period.

Version 3 is based upon Cr Schumacher's feedback and written submission.

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Local Government Act 2009 (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

Media relations is an important tool for effective communication and promotion of Council's activities, decisions, initiatives, services and facilities. It is critical to ensure residents are accurately and factually informed about these matters. To achieve this and facilitate organisational transparency and accountability, it is essential that Council has a media relations policy that ensures an effective flow of information to the community with unified and considered messaging.

ATTACHMENTS

1. **Draft South Burnett Regional Council Media Relations Policy - Version 1**  
2. **Draft South Burnett Regional Council Media Relations Policy - Version 2**  
3. **Draft South Burnett Regional Council Media Relations Policy - Version 3**  



POLICY CATEGORY - NUMBER: Strategic001
POLICY OWNER: Executive Services
ECM ID: 2700319
ADOPTED:

Media Relations 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, protocols and methods for managing communication to ensure consistent, factual information is provided to the community through the media.

This Policy will ensure South Burnett Regional Council("Council") stakeholders – ratepayers, residents, business and industry, community organisations and visitors – are properly informed through the media of Council activities, decisions and the delivery of services and facilities. ~~This policy also ensures that Council maintains its~~ In addition, this Policy will assist to maintain Council's corporate integrity by delivering clear messages that are consistent with Council's strategic direction and operational intent.

Media relations is an important tool for effective communication and promotion of Council's activities, decisions, initiatives, services and facilities. It is critical to ensure residents are accurately and factually informed about these matters. To achieve this and facilitate organisational transparency and accountability, it is essential that Council has a media relations policy that ensures an effective flow of information to the community with unified and considered messaging.

2. SCOPE

The policy applies to all ~~areas of Council~~ representatives: ~~Councillors, employees, consultants and contractors engaged by the Council~~ and all media outlets.

3. GENERAL INFORMATION

3.1. Organisational Media Relations

3.1.1. Preparing and Releasing Media Statements

Organisational media relations are coordinated by Council's Executive Services (through the Communications Officer) and are responsible for overseeing information provided to the media on Council decisions, activities, services and facilities. Council media relations are proactive and aim to inform and foster public confidence in the organisation. Activities include the production of media releases and the management of media enquiries.

3.1.1.1. Official Council Spokesperson

The Mayor is the official spokesperson for all Council responses or media interviews of organisational or regional significance. On a case by case basis, the Mayor may delegate to a Councillor to speak on behalf of Council.

Executive Services (through the Communications Officer) will field all enquiries. The Chief Executive Officer may authorise other Council officers to engage with the media on operational matters.

3.1.1.2. Media Release Preparation

All media releases will be managed and distributed through Executive Services (through the Communications Officer) with content provided by the relevant Branch.

The Mayor and Councillors (through the Mayor) may request a media release be prepared by Executive Services (through the Communications Officer).

- General Managers and relevant Portfolio holders Councillors are encouraged to provide updates, photos and stories on what is happening in the individual Councillor Portfolios to Council's Executive Services (through the Communications Officer).
- Where possible and practical alongside media releases photographs are encouraged to enhance the verbal documentation.

3.1.1.3. Approval Process

The Chief Executive Officer or delegated officer must approve all Council media releases.

3.2. Responding to Media Enquiries

All media enquiries are to be directed to Executive Services (through the Communications Officer) in the first instance. Executive Services (through the Communications Officer), in consultation with the relevant General Manager or delegated officer, will co-ordinate a response in accordance with Council's Media Relations Flowchart, consulting with the relevant Councillor, where appropriate.

The Mayor is Council's official spokesperson however on occasions where the matter relates to a particular portfolio or local matter, the Mayor may delegate the authority to the relevant Councillor to respond. Where the Mayor is unavailable the following general guidelines will be used by the Chief Executive Officer in allocating responsibility:

- Where the matter relates to a portfolio, the Chief Executive Officer may ask the Portfolio Councillor to respond; or
- Where the matter relates to a local issue, the Chief Executive Officer may ask the Divisional Councillor to respond; or
- If the matter has a specialised or technical component, the Chief Executive Officer may respond or delegate the responsibility to a senior officer.

It is preferred Council provide a written response to specific questions. All written responses shall be co-ordinated by Executive Services (through the Communications Officer) and must be approved by the relevant General Manager or the Chief Executive Officer as appropriate.

The Mayor should be notified immediately of any potential risks to Council's reputation should a response be delayed. If necessary, a verbal response from the Mayor, or in his absence the Chief Executive Officer working alongside the relevant Portfolio Holder Councillor may be progressed.

In all cases, where comment is made or proposed to be made to the media, the spokesperson (including Councillors) is required to notify the Chief Executive Officer and Executive Services (through the Communications Officer) of the nature of their comments.

All correspondence to or from the media to be forwarded to media@sbrc.qld.gov.au for records management.

3.3. Councillors and the Media

For awareness, Councillors prior to initiating contact with or responding to the media on their own behalf are required to notify the Mayor of their undertaking. Through the Mayor, with the approval of the Chief Executive Officer, background information or assistance may be requested by a Councillor from Executive Services (through the Communications Officer).

In all cases, where comment is made to the media, the Councillor is required to notify the Chief Executive Officer and Executive Services (through the Communications Officer) of the nature of their comments.

4. DEFINITIONS

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

Media relations - refer to the use of the media to communicate corporate messages about Council. This includes preparation and distribution of media releases, media statements, media interviews and conferences or briefings, media launches and features.

Media - refers to television, radio, print and social media journalists, photographers and camera operators, including representatives from trade and specialist publications and internet news services.

Media releases - are designed to be sent to the media in order to encourage them to develop articles on a topic. A media release is written in order to highlight an important event, program, or piece of information by Council that succinctly describes *who, what, where, when, why and how* of the story. Media releases are intended to promote the interests of Council and assist Council to meet the principles of Local Government.

5. LEGISLATIVE REFERENCE

Local Government Act 2009 (Qld)

6. RELATED DOCUMENTS

South Burnett Regional Council Community Engagement Policy – Statutory042

South Burnett Regional Council Media Relations Flowchart – Procedure027

South Burnett Regional Council Social Media Procedure – Procedure024

Community Engagement Procedure – Procedure025

7. NEXT REVIEW

As prescribed by legislation or August 2023

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1.	Adoption of Policy	24/09/2008	418029
1	Adoption of Policy	9 December 2009	817662
2	Policy Revision	21 November 2012	1407706
3	Policy Revision	16 November 2016	2022469
4	Policy Revision	13 June 2018	2512946
5	Policy Revision	15 July 2020	2700319
6	Administrative change replacing Social & Corporate Performance Branch with Corporate Services Branch as per Council Resolution 2021/62	24 March 2021	2700319
7	Review of policy		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:



POLICY CATEGORY - NUMBER: Strategic001
POLICY OWNER: Executive Services
ECM ID: 2700319
ADOPTED:

Media Relations 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, protocols and methods for managing communication to ensure consistent, factual information is provided to the community through the media.

This Policy will ensure South Burnett Regional Council ("Council") stakeholders – ratepayers, residents, business and industry, community organisations and visitors – are properly informed through the media of Council activities, decisions and the delivery of services and facilities. **This policy also ensures that Council maintains its corporate integrity by delivering clear messages that are consistent with Council's strategic direction and operational intent.** In addition, this Policy will assist to maintain Council's corporate integrity by delivering clear messages that are consistent with Council's strategic direction and operational intent.

Media relations is an important tool for effective communication and promotion of Council's activities, decisions, initiatives, services and facilities. It is critical to ensure residents are accurately and factually informed about these matters. To achieve this and facilitate organisational transparency and accountability, it is essential that Council has a media relations policy that ensures an effective flow of information to the community with unified and considered messaging.

2. SCOPE

The policy applies to all **areas of Council representatives: Councillors, employees, consultants and contractors engaged by the Council** and all media outlets.

3. GENERAL INFORMATION

3.1. Organisational Media Relations

3.1.1. Preparing and Releasing Media Statements

Organisational media relations are coordinated by Council's Executive Services (through the Communications Officer) and are responsible for overseeing information provided to the media on Council decisions, activities, services and facilities. Council media relations are proactive and aim to inform and foster public confidence in the organisation. Activities include the production of media releases, publications and the management of media enquiries.

3.1.1.1. Official Council Spokesperson

The Mayor is the official spokesperson for all Council responses or media interviews of organisational or regional significance. On a case by case basis, the Mayor may delegate to a Councillor to speak on behalf of Council.

Councillors, if Chair of a Council authorized committee or a Portfolio Representative Councillor are authorized to speak on that committee or portfolio.

Executive Services (through the Communications Officer) will field all enquiries. The Chief Executive Officer may authorise other Council officers or Councillors to engage with the media on operational matters.

3.1.1.2. Media Release Preparation

All media releases will be managed and distributed through Executive Services (through the Communications Officer) with content provided by the relevant Branch.

The Mayor and Councillors (through the Mayor) may request a media release be prepared by Executive Services (through the Communications Officer).

- General Managers and relevant Portfolio holders Councillors are encouraged to provide updates, photos and stories on what is happening in the individual Councillor Portfolios to Council's Executive Services (through the Communications Officer).
- Where possible and practical alongside media releases photographs are encouraged to enhance the verbal documentation.

3.1.1.3. Approval Process

The Chief Executive Officer or delegated officer must approve all Council media releases.

3.2. Responding to Media Enquiries

All media enquiries are to be directed to Executive Services (through the Communications Officer) in the first instance. Executive Services (through the Communications Officer), in consultation with the relevant General Manager or delegated officer, will co-ordinate a response in accordance with Council's Media Relations Flowchart, consulting with the relevant Councillor, where appropriate.

The Mayor is Council's official spokesperson however on occasions where the matter relates to a particular portfolio or local matter, ~~the Mayor may delegate the authority to~~ the relevant Portfolio Councillor ~~to may~~ respond. Where the Mayor is unavailable the following general guidelines will be used by the Chief Executive Officer in allocating responsibility:

- Where the matter relates to a portfolio, the Chief Executive Officer may ask the Portfolio Councillor to respond; or
- Where the matter relates to a local issue, the Chief Executive Officer may ask the Divisional Councillor to respond; or
- If the matter has a specialised or technical component, the Chief Executive Officer may respond or delegate the responsibility to a senior officer.

It is preferred Council provide a written response to specific questions. All written responses shall be co-ordinated by Executive Services (through the Communications Officer) and must be approved by the relevant General Manager or the Chief Executive Officer as appropriate.

The Mayor should be notified immediately of any potential risks to Council's reputation should a response be delayed. If necessary, a verbal response from the Mayor, or in his absence the Chief Executive Officer working alongside the relevant Portfolio Holder, Councillor may be progressed.

In all cases, where comment is made or proposed to be made to the media, the spokesperson (including Councillors) is required to notify the Chief Executive Officer and Executive Services (through the Communications Officer) of the nature of their comments.

All correspondence to or from the media to be forwarded to media@sbrc.qld.gov.au for records management.

3.3. Councillors and the Media

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In all cases, where comment is made to the media, the Councillor is required to notify the Chief Executive Officer and Executive Services (through the Communications Officer) of the nature of their comments.

4. DEFINITIONS

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

Media relations - refer to the use of the media to communicate corporate messages about Council. This includes preparation and distribution of media releases, media statements, media interviews and conferences or briefings, media launches and features.

Media - refers to television, radio, print and social media journalists, photographers and camera operators, including representatives from trade and specialist publications and internet news services.

Media releases - are designed to be sent to the media in order to encourage them to develop articles on a topic. A media release is written in order to highlight an important event, program, or piece of information by Council that succinctly describes *who, what, where, when, why and how* of the story. Media releases are intended to promote the interests of Council and assist Council to meet the principles of Local Government.

5. LEGISLATIVE REFERENCE

Local Government Act 2009 (Qld)

6. RELATED DOCUMENTS

South Burnett Regional Council Community Engagement Policy – Statutory042

South Burnett Regional Council Media Relations Flowchart – Procedure027

South Burnett Regional Council Social Media Procedure – Procedure024

~~Community Engagement Procedure – Procedure025~~

7. NEXT REVIEW

As prescribed by legislation or August 2023

8. VERSION CONTROL

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1.	Adoption of Policy	24/09/2008	418029
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7	Review of policy		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:



POLICY CATEGORY - NUMBER: Strategic-001
POLICY OWNER: Executive Services

ECM ID:
ADOPTED:

Media Relations Policy

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1.POLICY STATEMENT

South Burnett Regional Council ('Council') is committed to ensuring resident and key stakeholders are informed about its operations and Council's decisions in a timely and proactive manner. Council recognises media relations are a key communication channel that enables Council to share key messages, statements and supporting facts in a way that supports the broader community to understand the rationale of Council's decisions, it's operational intent and its progress in delivering on its strategic objectives.

This policy is to be enacted in accordance with the local government principles as per Chapter 1 Section 4 of the *Local Government Act 2009*:

(2) The local government principles are:-

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

Council acknowledges it's duty of care in ensuring its media relations adhere to appropriate standards of behaviour and contain information that is in the public interest. This policy outlines the principles, protocols and methods for managing communication to ensure consistent, factual information is provided to the community through the media. This policy provides guidelines for Council's CEO and Councillors, in their interactions with external media and acknowledges the measures to ensure the appropriate management of Council's media efforts.

2.SCOPE

The policy applies to all Council representatives, including elected representatives (Councillors), Chief Executive Officer, General Managers, employees, volunteers, consultants and contractors engaged by Council to deliver services. The objectives of this policy are to:

- Demonstrate Council's commitment to communicating openly with the community via media outlets
- Protect and enhance Council's reputation, integrity and brand
- Ensure all council representatives are aware of their responsibilities when interacting with the media
- Provide an agreed protocol for media interactions when speaking with or on behalf of Council
- Demonstrate a commitment to the principles of local government as per the *Local Government Act 2009*.

3.GENERAL INFORMATION

3.1.Organisational Media Relations

3.1.1.Preparing and Releasing Media Statements

Council media relations aim to be proactive in nature, with the intent of providing factual information and supporting public confidence in the organisation.

Organisational media relations are coordinated by Council's Executive Services (through the Communications Officer). The Communications Officer is responsible for liaising with the appropriate Council department via the General Manager, and is able to seek a comment or statement from the appropriate elected representatives i.e. portfolio or divisional councillor, for inclusion in the media release.

Council's Executive Services are responsible for the production and dissemination of media releases and the management of media enquiries.

3.1.1.1.Official Council Spokesperson

All Councillors are permitted to provide comment or statement when requested or approached by the media. Councillors do not need to seek direct approval from the Mayor, however must keep the Chief Executive Officer informed about any conversations they have with the media and proactively work with the Communications Officer to prepare media releases that support Council's operations and inform the community about their respective divisions and portfolios.

In speaking with the media, Councillors are responsible for adhering to the principles of the *Local Government Act 2009* and the code of conduct, in a way that maintains Council's integrity and reputation. Any Councillor who speaks to the media in a way that breaches the code of conduct or brings reputational harm to Council will be reprimanded by the entire Council.

Executive Services (through the Communications Officer) will field all enquiries. Councillors may receive an enquiry directly from the media and are to advise the CEO of their conversation and work with the Media team to appropriately respond. The Chief Executive Officer may authorise other Council officers to engage with the media on operational matters.

3.1.1.2. Media Release Preparation

All media releases will be managed and distributed through Executive Services (through the Communications Officer) with content provided by the relevant Branch.

Councillors may request a media release be prepared by Executive Services (through the Communications Officer).

- General Managers and Portfolio Councillors are encouraged to provide updates, photos, and stories on what is happening in the individual Councillor Portfolios to Council's Executive Services (through the Communications Officer).
- Where possible and practical alongside media releases photographs are encouraged to enhance the verbal documentation.

3.1.1.3. Approval Process

The Chief Executive Officer or delegated officer must approve all Council media releases, however Councillors may respond to ad hoc enquiries from the media on a day to day basis, provided they keep the CEO informed of the nature of the enquiry and the response provided. Councillors are responsible for ensuring the information they provide is true and accurate, and must seek appropriate support from the CEO as needed.

3.2. Responding to Media Enquiries

All media enquiries are to be directed to Executive Services (through the Communications Officer) in the first instance. Executive Services (through the Communications Officer), in consultation with the relevant General Manager or delegated officer, will co-ordinate a response in accordance with Council's Media Relations Flowchart, consulting with the relevant Councillor, where appropriate.

Councillors may provide comment to the media on local matters or items relating to their particular portfolio.

The following general guidelines will be used by the Chief Executive Officer and Media Team in allocating responsibility to respond to a media enquiry:

- Where the matter relates to a specific portfolio, the Chief Executive Officer / Communications Officer may ask the Portfolio Councillor to respond; or
- Where the matter relates to a local issue, the Chief Executive Officer may ask the Mayor and/or the Divisional Councillor to respond; or
- If the matter has a specialised or technical component, the Chief Executive Officer may respond or delegate the responsibility to a senior officer.

It is preferred Council provide a written response to specific questions. All written responses shall be co-ordinated by Executive Services (through the Communications Officer) and must be approved by the relevant General Manager or the Chief Executive Officer as appropriate.

The Councillors should be notified immediately (via email from the CEO) of any potential risks to Council's reputation should a response be delayed. If necessary, a verbal response from the Councillor, or the Chief Executive Officer working alongside the relevant General Manager may be progressed.

In all cases, where comment is made to the media, the council representative is required to notify the Chief Executive Officer and Executive Services (through the Communications Officer) of the nature of their comments.

3.3.

4. Requests to interview Council representatives for news stories

Councillors, the Chief Executive Officer and General Managers are authorised to give interviews to the media, including on the radio. Such interviews must focus on relevant facts and avoid engaging in comment on controversial matters or political statements/promises.

Managers, senior staff or specific officers may occasionally be required to give media interviews on operational matters where they have a specialised knowledge of the interview. The staff member must gain approval prior to speaking with the media from their relevant General Manager and the Executive Services team.

Permission will only be granted in circumstances when it is either impossible for the relevant Councillor to undertake the interview or where the specific knowledge of a staff member or a more personal story would create a better outcome for Council (this includes advertising features and/or promotional activities)

5. Councillor participation at major events where the media is present

In the instance where Council may host an event, for instance to launch a service or open a facility, or where Council has sponsored a project or major event, and the media are invited or present, the Chief Executive Officer is responsible for ensuring all Councillors are issued an invitation to attend the event.

Where the number of Councillors or council representatives is limited, the Mayor, relevant portfolio councillor and divisional councillor are to receive the invitation. The Chief Executive Officer may extend this invitation to another councillor should the Mayor, relevant portfolio or divisional councillor be unable to attend.

5. Councillor participation in paid council advertising

Councillors are to be given an opportunity to provide a portfolio report on a rotational basis in all printed paid advertising.

5. DEFINITIONS

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

Media relations - refer to the use of the media to communicate corporate messages about Council. This includes preparation and distribution of media releases, media statements, media interviews and conferences or briefings, media launches and features.

Media - refers to television, radio, print and social media journalists, photographers and camera operators, including representatives from trade and specialist publications and internet news services.

Media releases - are designed to be sent to the media in order to encourage them to develop articles on a topic. A media release is written in order to highlight an important event, program, or piece of information by Council that succinctly describes *who, what, where, when, why and how* of the story. Media releases are intended to promote the interests of Council and assist Council to meet the principles of Local Government.

6. LEGISLATIVE REFERENCE

Local Government Act 2009

7.RELATED DOCUMENTS

South Burnett Regional Council Community Engagement Policy
 South Burnett Regional Council Media Relations Flowchart
 South Burnett Regional Council Social Media Procedure

8.NEXT REVIEW

As prescribed by legislation or every two (2) years

9.VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1.	Adoption of Policy	24/09/2008	418029
1	Adoption of Policy	9 December 2009	817662
2	Policy Revision	21 November 2012	1407706
3	Policy Revision	16 November 2016	2022469
4	Policy Revision	13 June 2018	2512946
5	Policy Revision	15 July 2020	2700319
6	Administrative change replacing Social & Corporate Performance Branch with Corporate Services Branch as per Council Resolution 2021/62	24 March 2021	2700319
7	Review of policy		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

7.9 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COUNCILLOR CONDUCT COMPLAINTS INVESTIGATION POLICY- STATUTORY028

File Number: IR2741140

Author: Manager Corporate Services

Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Councillor Conduct Complaints Investigation Policy – Statutory028

SUMMARY

A local government must adopt by resolution an investigation policy about how it deals with suspected inappropriate conduct of Councillors referred by the [Independent Assessor](#) to the local council.

This policy states the process for investigating the suspected inappropriate conduct and the circumstances in which an entity other than South Burnett Regional Council ('Council') may investigate the conduct.

It is Council's responsibility to ensure that any investigation into a Councillor's conduct is conducted in a way that is consistent with the requirements of *Section 150AF* of the [Local Government Act 2009](#).

OFFICER'S RECOMMENDATION

Procedural Motion:

That the report on the South Burnett Regional Council Councillor Conduct Complaints Investigation Policy – Statutory028 be taken off the table.

That the committee recommends to Council:

That the South Burnett Regional Council Councillor Conduct Complaints Investigation Policy – Statutory028 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.
Operational Plan 2021/2022	Encourage, maintain and foster continued improvement, engagement and development in leadership & management for organisation excellence
	Deliver the Council Policy Governance Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards
	Promote a high standard of corporate responsibility, transparency and accountability in decision making by making decisions, at all

levels of the organisation, that are in the best interest of Council and the community aligning to Council policy and legislation

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

An internal review was undertaken by Manager Corporate Services with a mark-up draft policy prepared and circulated to Councillors and the Senior Management Team for a period of approximately three (3) weeks. No changes were proposed by the consulted stakeholders.

The draft policy was tabled at the Executive and Finance & Corporate Standing Committee for consideration. The Committee resolved:

6.5 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL COUNCILLOR CONDUCT COMPLAINTS INVESTIGATION POLICY- STATUTORY028

COMMITTEE RESOLUTION 2021/1

Moved: Cr Kirstie Schumacher

Seconded: Cr Brett Otto

That the matter lay on the table until the August Executive and Finance & Corporate Standing Committee Meeting

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

Against: Nil

CARRIED 6/0

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Local Government Act 2009 (Qld)

Crime and Corruption Act 2001 (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







A local government must adopt by resolution an investigation policy about how it deals with suspected inappropriate conduct of Councillors referred by the [Independent Assessor](#) to the local council.

This policy states the process for investigating the suspected inappropriate conduct and the circumstances in which an entity other than South Burnett Regional Council ('Council') may investigate the conduct.

It is Council's responsibility to ensure that any investigation into a Councillor's conduct is conducted in a way that is consistent with the requirements of *Section 150AF* of the [Local Government Act 2009](#).

To further assist Councillors in their duties and indirectly associated with this policy, several extracts, guidelines and factsheets have been attached to this report.

ATTACHMENTS

1. **DRAFT South Burnett Regional Council Councillor Conduct Complaints Investigation Policy - Statutory028** [↓](#) 
2. **Office of the Independent Assessor Inappropriate Conduct: Disciplinary Action Guideline** [↓](#) 
3. **Department of State Development, Infrastructure, Local Government and Planning - Example Investigation Policy** [↓](#) 
4. **Office of the Independent Assessor - Assessing a complaint: What to expect?** [↓](#) 
5. **Department of State Development, Infrastructure, Local Government and Planning - Councillor Conduct and Complaints Factsheet** [↓](#) 
6. **Local Government Act 2009 Schedule 1 Serious integrity offences and integrity offences** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory028

POLICY OWNER: Corporate Services

ECM ID: 2741140

ADOPTED:

Councillor Conduct Complaints Investigation 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') must adopt by resolution an investigation policy about how it deals with suspected inappropriate conduct of Councillors referred by the Independent Assessor to Council.

This policy states the process for investigating the suspected inappropriate conduct and the circumstances in which an entity other than Council may investigate the conduct.

It is Council's responsibility to ensure that any investigation into a Councillor's conduct is conducted in a way that is consistent with the requirements of *Section 150AF of the Local Government Act 2009* ('Act').

2. SCOPE

This policy applies to investigations and determinations of a complaint about the alleged inappropriate conduct of a Councillor/s which has been referred by the Independent Assessor.

3. GENERAL INFORMATION

Council's Councillor conduct complaints management process in accordance with the Act which is intended to ensure that breaches of Council's Councillor Code of Conduct Policy or any other inappropriate Councillor conduct are handled in accordance with legislative and regulatory requirements.

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

The local government principles are:

- transparent and effective processes, and decision-making in the public interest; and
- sustainable development and management of assets and infrastructure, and delivery of effective services; and
- democratic representation, social inclusion and meaningful community engagement; and
- good governance of, and by, local government; and

- ethical and legal behaviour of Councillors, local government employees and councillor advisors.

3.1. Confidentiality

Matters of suspected inappropriate conduct of a Councillor are confidential except as otherwise specifically provided for either in the Act or this policy.

Note:

It must be kept in mind that the matter is an allegation and not yet proven. Further, there will be circumstances where the detail of the referral will need to remain confidential to Council. Any release of confidential information that a Councillor knows, or should reasonably know, to be confidential to Council may be contrary to *Section 171(3)* of the Act and dealt with as misconduct.

3.2. Natural Justice

Any investigation of suspected inappropriate conduct of a Councillor/s must be carried out in accordance with natural justice. An overview of the principles of natural justice follows.

"Natural justice" or procedural fairness, refers to three (3) key principles:

- the person being investigated has a chance to have his or her say before adverse formal findings are made and before any adverse action is taken (fair hearing);
- the investigator(s) should be objective and impartial (absence of bias); and
- any action taken is based on evidence (not suspicion or speculation).

A fair hearing means the Councillor who is the subject of the suspected inappropriate conduct matter must be told of the case against them including any evidence and be provided, with an opportunity to put their case in writing at least three (3) business days before the investigation report is completed for inclusion as part of a Council Meeting agenda, provided to the Councillors as part of the meeting agenda.

An absence of bias means that any investigation must not be biased or be seen to be biased in any way. This principle embodies the concept of impartiality.

Decisions based on evidence requires that the investigation should not be based on mere speculation or suspicion but instead must be based upon logical proof or evidence material.

A proper examination of all issues means the investigation must give a proper and genuine consideration to each party's case.

3.3. Protection from Reprisal

As part of the system of Councillor complaint management, another Council representative who makes a complaint or notification or intends to make a complaint or notification against a Councillor, are protected from acts of reprisal, payback or revenge.

3.4. Independent Assessor's Referral

The Council may receive from the Independent Assessor ('IA') a referral notice about the suspected inappropriate conduct of a Councillor/s.

3.4.1. Receipt of the Independent Assessor's Referral

On receipt of a referral notice about the suspected inappropriate conduct of a Councillor/s from the IA the Council's Chief Executive Officer ('CEO') will forward a copy of that referral notice to the Mayor and all Councillors as a confidential document.

Should the Mayor or a Councillor/s (other than the subject of the complaint or the complainant) disagree with any recommendation accompanying the IA's referral notice or form the opinion that the complaint should be dealt with in a way other than under this policy, the Mayor or Councillor/s may request the matter be placed on the agenda of the next Council Meeting to decide on the appropriate process to investigate the complaint. Such a request must be made in accordance with the Council's Conduct of Council & Committee Meetings Policy – Statutory017.

3.5. Investigator

Unless otherwise resolved by Council, the Mayor will manage the investigation of suspected inappropriate conduct of other Councillors.

If the suspected inappropriate conduct involves conduct that in the circumstances, the Mayor believes, it is in the best interests of the investigation to refer the matter for external investigation, then the CEO must refer the suspected inappropriate conduct to an external investigator as identified by the Office of the Independent Assessor ('OIA'), to investigate and make recommendations to the Council about dealing with the conduct.

If the suspected inappropriate conduct involves:

- an allegation about the conduct of the Mayor, or
- the Mayor as the complainant,

then the CEO must refer the suspected inappropriate conduct to an external investigator as identified by the OIA, to investigate and make recommendations to the Council about dealing with the conduct.

3.6. Early Resolution

Before beginning an investigation, the investigator must consider whether the matter is appropriate for resolution prior to the investigation. This consideration includes any recommendation made by the IA.

A matter is only appropriate for early resolution if the parties to the matter agree to explore early resolution.

The investigator may engage an independent person with suitable qualifications or experience to facilitate this process.

If the matter cannot be resolved, the matter will then be investigated as outlined in this policy.

If the matter is resolved prior to investigation, the investigator will advise the CEO of this outcome.

In turn, the CEO will advise the Mayor (if the Mayor is not the investigator) and all Councillors that the matter has been resolved. The CEO will also ensure that the 'Councillor Conduct Register' is updated to reflect this outcome.

3.7. Timeliness

The investigator will make all reasonable endeavours to complete the investigation and provide a report for inclusion on the agenda of a Council meeting no more than 12 weeks after the receipt of the complaint.

Note:

If the investigator is of the opinion that it may take longer than 12 weeks to complete the investigation, the matter should be raised with the Mayor (if the Mayor is not the investigator) to seek an extension of time.

3.8. Assistance for investigator

If the Mayor is the investigator of a matter of suspected inappropriate conduct, the Mayor may use *Section 170A* of the Act to seek assistance during the investigation.

The Mayor is authorised by Council to expend money as reasonably needed to engage, through the CEO, contractors in accordance with the Council's procurement policy.

3.9. Possible misconduct or corrupt conduct

If during the course of an investigation the investigator obtains information which indicates a Councillor/s may have engaged in misconduct, the investigator must cease the investigation and advise the CEO. The CEO will then notify the IA of the possible misconduct.

If during the course of an investigation, the investigator obtains information which indicates a

Councillor/s may have engaged in corrupt conduct, the investigator must cease the investigation and advise the CEO. The CEO will then notify the Crime and Corruption Commission ('CCC') of the possible corrupt conduct.

Instances of suspected misconduct or corrupt conduct may be referred back to the Council if determined by the IA or CCC to be inappropriate conduct.

3.10. Completion of investigation

On the completion of an investigation, the investigator will provide a report to the Council outlining the investigation process, the investigation findings, any recommendations about dealing with the conduct and a record of the investigation costs. This report is to be provided utilising the template investigation report provided by the OIA to support timely investigations that comply with best practice and natural justice.

The Council will consider the findings and recommendations of the investigator's report and decide whether the Councillor has engaged in inappropriate conduct and, if so, what action it will take under *Section 150AH* of the Act.

In the event that inappropriate conduct is substantiated, and to assist Councillors to objectively decide on appropriate sanctions, the IA provides 'Inappropriate Conduct Disciplinary Action Guideline' to guide decision making.

Provisions for internal and external review of decisions are set out in *Sections 150CO* to *150CS* of the Act.

3.11. Notice about the outcome of investigation

After an investigation is finalised, the Council must give notice about the outcome of the investigation to the person who made the complaint about the Councillor/s' conduct that was the subject of the investigation.

3.12. Councillor conduct register

The CEO must ensure decisions about suspected inappropriate conduct of a Councillor/s must be entered into the 'Councillor Conduct Register'.

Where a complaint has been resolved under section 3.6 of this policy, the CEO will update the register to reflect that the complaint was withdrawn.

3.13. Expenses

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

- the external investigator in undertaking an investigation for Council;
- a mediator engaged under this policy;
- travel where the investigator needed to travel to undertake the investigation or to interview witnesses;
- seeking legal advice; and
- engaging an expert.

Council may order the subject Councillor reimburse it for all or some of the costs arising from the Councillor's inappropriate conduct. Any costs incurred by complainants or the subject Councillor/s under this policy will only be met by Council in accordance with Council's insurance and indemnity policies should they apply.

4. DEFINITIONS

Act means the *Local Government Act 2009*

Behavioural standard means a standard of behaviour for Councillors set out in the Councillor Code of Conduct Policy approved pursuant to *Section 150E* of the Act.

Conduct means

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

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

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

Inappropriate conduct means:

- The conduct of a councillor is inappropriate conduct if the conduct contravenes –
 - A behavioural standard; or
 - A policy, procedure or resolution of Council.
- Also, the conduct of a Councillor is inappropriate conduct if –
 - The conduct contravenes an order of the chairperson of a Council meeting for the Councillor to leave and stay away from the place at which the meeting is being held; or
 - It is a part of a course of conduct at Council meetings to orders for the Councillor's unsuitable meeting conduct being made on three (3) occasions within the period of one (1) year.
- For subsection (2)(b), the conduct that led to the orders being made, taken together, is the inappropriate conduct.
- However, inappropriate conduct, to the extent the conduct that is –
 - Unsuitable meeting conduct, to the extent the conduct is not conduct mentioned in subsection (2); or
 - Misconduct; or
 - Corrupt

Independent Assessor means the Independent Assessor ('IA') appointed under *Section 150CV* of the Act.

Investigator means the person responsible under this policy for carrying out the investigation of the suspected inappropriate conduct of a Councillor or Mayor.

Local government meeting means a meeting of –

- Council; or
- a committee of Council.

Misconduct means:

- The conduct of a Councillor is misconduct if the conduct –
 - Adversely affects, directly or indirectly, the honest and impartial performance of the Councillors functions, or the exercise of the Councillor's powers; or
- Is or involves –
 - A breach of the trust placed in the Councillor, either knowingly or recklessly; or
 - A misuse of information or material acquired in, or in connection with, the performance of the Councillor's functions, whether the misuse is for the benefit of the councillor or for the benefit, or to the detriment, of another person; or
 - Contravenes any of the following –
 - An order of Council or the conduct tribunal;
 - The acceptable requests guidelines of Council under *Section 170A*;
 - A policy of Council under the reimbursement of expenses;

- *Section 150R(2), 150EK, 150EL, 150EQ, 150EW, 150EZ, 170(3), 171 (3), 201A, 201B or 210C.*
- Also, the conduct of a Councillor is misconduct if the conduct –
 - Is a part of a course of conduct leading to Council deciding to take action under *Section 150AG* to discipline the Councillor for inappropriate conduct on three (3) occasions within a period of one (1) year; or
 - Is of the same type stated in an order of Council that if the Councillor engages in the same type of conduct again, it will be dealt with as misconduct.
- For subsection (2)(a), the conduct that led to the three (3) occasions of disciplinary action, taken together, is the misconduct.
- It does not matter if the conduct happened outside the State.

Natural justice means a set of principles to ensure fair and just decision making, including a fair hearing, an absence of bias, decisions based on evidence, and the proper examination of all issues.

Referral notice means –

- The **Independent** Assessor refers the Councillor's conduct to Council to deal with by giving a notice (a referral notice) to Council.
- The referral notice must –
 - Include details of the conduct and any complaint received about the conduct; and
 - State why the **Independent** Assessor reasonably suspects the Councillor has engaged in inappropriate conduct; and
 - Include information about the facts and circumstances forming the basis for the **Independent** Assessor's reasonable suspicion.
- The referral notice may be accompanied by a recommendation from the **Independent** Assessor about how Council may investigate or deal with the conduct including, for example -
 - The conduct should be referred to another entity for consideration; or
 - Additional information is required about the conduct; or
 - The conduct should be dealt with by mediation.

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

Unsuitable meeting conduct means –

The conduct of a Councillor is unsuitable meeting conduct if the conduct –

- happens during a Council meeting; and
- contravenes a behavioural standard.

5. LEGISLATIVE REFERENCE

Crime and Corruption Act 2001 (Qld)

Local Government Act 2009 (Qld)

6. RELATED DOCUMENTS

Office of the Independent Assessor Investigation Report Template

Office of the Independent Assessor Panel of Investigators

Office of the Independent Assessor Inappropriate Conduct: Disciplinary Action Guideline

South Burnett Regional Council Acceptable Request Guidelines Policy – Statutory004

South Burnett Regional Council Councillor Code of Conduct Policy – Statutory001

South Burnett Regional Council Conduct of Council & Committee Meetings Policy – Statutory017

South Burnett Regional Council Expenses Reimbursement for Councillors Policy – Statutory002

7. NEXT REVIEW

As prescribed by legislation or July 2023

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1.	Adoption of policy	9 April 2008	428898
2.	Revision of policy	25 June 2014	1314746
3.	Revision & rename of policy	15 February 2017	2028975
4.	Creation of separate complaints policy for Councillors	12 December 2018	2556506
5.	Policy Review – Legislation Update & rename of policy	25 November 2020	2741140
6.	Administrative change replacing Social & Corporate Performance Branch with Corporate Services Branch as per Council Resolution 2021/296	24 March 2021	2741140
7	Policy Review		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

Inappropriate conduct: disciplinary action guideline

This guideline is provided to assist Queensland councils to make consistent decisions about the appropriate disciplinary action to be taken against a councillor who is found to have engaged in inappropriate conduct.

What is inappropriate conduct?

According to section 150K of the *Local Government Act 2009* (LGA), inappropriate conduct occurs when a councillor:

- breaches a behavioural standard (Code of Conduct for Councillors in Queensland)
- breaches a council policy, procedure, or resolution
- contravenes an order to leave a council meeting and stay away from the place at which it is being held
- is subject to unsuitable meeting conduct orders on three occasions within a one-year period.

Below are some examples of conduct which may constitute inappropriate conduct:

- a councillor publicly makes derogatory comments about staff
- a councillor purports to speak to the media on behalf of council when not properly authorised under a council policy
- a councillor fails to comply with an order made by the chairperson of a meeting to leave and stay away from the meeting place.

Decision

Section 150AG of the LGA provides that where an allegation of inappropriate conduct has been referred by the Office of the Independent Assessor (OIA) to council for investigation, the local government must decide:

1. whether or not the councillor has engaged in inappropriate conduct, *and*
2. what action the local government will take under s150AH of the LGA to discipline the councillor if the councillor has been found to have engaged in inappropriate conduct.

Types of orders

Section 150AH of the LGA provides a list of the types of orders that the local government may make where it has found that a councillor has engaged in inappropriate conduct:

- An order that no action be taken against the councillor
- An order that the councillor make a public admission that the councillor has engaged in inappropriate conduct
- An order reprimanding the councillor for the conduct
- *An order that the councillor attend training or counselling addressing the councillor's conduct including at the councillor's expense**
- *An order that the councillor be excluded from a stated local government meeting**

- *An order that the councillor is removed or must resign from a position representing the local government other than the office of councillor**
- *An order that if the councillor engages in the same type of conduct again, it will be treated as misconduct**
- An order that the councillor reimburse the local government for all or some of the costs arising from the councillor's inappropriate conduct.

*Section 150AH(2) of the LGA provides that council may not make the orders in *italics* in relation to a person who is no longer a councillor.

Factors that may be taken into account

Section 150AG(2) of the LGA provides that in deciding what action to take, the local government may consider:

- Any previous inappropriate conduct of the councillor
- Any allegation made in the investigation that was admitted
- Any allegation made in the investigation that was not challenged
- Any allegation made in the investigation that the local government is reasonably satisfied is true

The Independent Assessor advises that a local government may also consider:

- Whether the conduct was accidental, reckless, or deliberate
- The impact of the conduct (financial and reputational) on council or others
- Whether the councillor has demonstrated insight into their conduct
- Whether the councillor cooperated with the investigation or not
- The councillor's level of experience in local government
- Whether the councillor has had the benefit of relevant training or not

Guidance on appropriate disciplinary action

It is open to council to decide which order/s in section 150AH of the LGA /are suitable when a councillor is found to have engaged in inappropriate conduct. **The particular circumstances of a case must always be taken into consideration.**

As a guide, it is suggested that it may be appropriate for the local government to consider making an order or combination of orders depending on whether a councillor has been found to have engaged in inappropriate conduct for the first time, or for a second, or third time.

Section 150L of the LGA provides that conduct is misconduct if the conduct is part of a course of conduct leading the local government to take action under s150AG to discipline the councillor for inappropriate conduct on three occasions within a period of one year.

The table on the following page may assist councils to decide what disciplinary action is suitable in various circumstances.

Order	First instance engaging in inappropriate conduct	Second instance engaging in inappropriate conduct	Third instance engaging in inappropriate conduct
No action be taken against the councillor	✓		
The councillor makes a public admission that the councillor has engaged in inappropriate conduct	✓*	✓*	✓*
A reprimand be recorded against the councillor for the conduct	✓#	✓#	✓#
The councillor attends training or counselling addressing the councillor's conduct	✓#	✓#	✓#
The councillor be excluded from a stated local government meeting		✓	✓
The councillor is removed or must resign from a position representing the local government, other than the office of councillor			✓
If the councillor engages in the same type of conduct again, it will be treated as misconduct	✓^	✓	
The councillor reimburses the local government for some of the costs arising from the councillor's inappropriate conduct**		✓	✓

*May be appropriate where there is heightened or particular public interest in the type of conduct or the subject matter relating to the conduct

May be particularly appropriate where the conduct involves bullying or harassment or making inappropriate comments about another person

^ For more serious and deliberate inappropriate conduct by an experienced councillor

** Costs arising from the councillor's inappropriate conduct includes investigative costs, legal costs, and support costs.

Department of State Development, Infrastructure, Local Government and Planning

Example investigation policy

Investigation policy – [insert Council's name]

1. Authority

This is [insert council's name] investigation policy for how complaints about the inappropriate conduct of councillors will be dealt with as required by the section 150AE of the *Local Government Act 2009* (the LGA). However, this policy does not relate to more serious councillor conduct.

2. Commencement

The investigation policy was adopted by council resolution on [insert date] and applies from [insert date].

3. Scope

This investigation policy applies to investigations and determinations of a complaint about the alleged inappropriate conduct of a councillor/s which has been referred by the Independent Assessor.

4. Definitions

Assessor means the Independent Assessor appointed under section 150CV of the LGA

Behavioural standard means a standard of behaviour for councillors set out in the Code of Conduct for Councillors in Queensland approved under section 150E of the LGA

Conduct includes—

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

Councillor conduct register means the register required to be kept by Council as set out in section 150DX of the LGA

Inappropriate conduct see section 150K of the LGA

Investigation policy, refers to this policy, as required by section 150AE of the LGA

Investigator means the person responsible under this investigation policy for carrying out the investigation of the suspected inappropriate conduct of a councillor or mayor

LGA means the *Local Government Act 2009*

Local government meeting means a meeting of—

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

Misconduct see section 150L of the LGA

Model procedures see section 150F of the LGA

Referral notice see section 150AC of the LGA

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Tribunal means the Councillor Conduct Tribunal as established under section 150DK of the LGA

Unsuitable meeting conduct see section 150H of the LGA

5. Confidentiality

Matters of suspected inappropriate conduct of a councillor are confidential except as otherwise specifically provided for either in the LGA or this investigation policy.

Note: it must be kept in mind that the matter is an allegation only and not yet proven. Further, there will be circumstances where the detail of the referral will need to remain confidential to the local government. Any release of information that a councillor knows, or should reasonably know, to be confidential to the local government, may be contrary to section 171(3) of the LGA and dealt with as misconduct.

6. Natural justice

Any investigation of suspected inappropriate conduct of a councillor/s must be carried out in accordance with natural justice. An overview of the principles of natural justice follows.

Natural justice or procedural fairness refers to three key principles:

- that the person being investigated has a chance to have his or her say before adverse formal findings are made and before any adverse action is taken (fair hearing)
- that the investigator(s) should be objective and impartial (absence of bias)
- that any action taken is based on evidence (not suspicion or speculation).

A fair hearing means the councillor who is the subject of the suspected inappropriate conduct matter must be told of the case against them including any evidence and be provided with an opportunity to put their case in writing with the investigation report provided to the councillors as part of the meeting agenda.

An absence of bias means that any investigation must not be biased or be seen to be biased in any way. This principle embodies the concept of impartiality.

Ensuring decisions are based on evidence requires that the investigation should not be based on mere speculation or suspicion but instead must be based upon evidence material. A proper examination of all issues means the investigation must give a proper and genuine consideration to each party's case.

7. Assessor's referral

The council will receive from the assessor a referral notice about the suspected inappropriate conduct of a councillor/s. The referral notice will include details of the conduct and any complaint received about the conduct, state why the assessor reasonably suspects that the councillor has engaged in inappropriate conduct, and include information about the facts and circumstances that form the basis of the assessor's reasonable suspicion.

The referral notice may be accompanied by a recommendation from the assessor about how the local government may investigate or deal with the conduct. The recommendation of the assessor may be inconsistent with this policy.

The investigation must be conducted in a way consistent with:

- (i) any recommendation of the assessor

Example investigation policy – May 2021

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Department of State Development, Infrastructure, Local Government and Planning

- (ii) to the extent that this policy is not inconsistent with the recommendation of the assessor – this investigation policy, or
- (iii) in another way the local government decides by resolution.

A resolution under subsection (iii) must state the decision and the reasons for the decision.

8. Receipt of assessor's referral

On receipt of a referral notice about the suspected inappropriate conduct of a councillor/s from the assessor, the council's chief executive officer will forward a copy of that referral notice to the mayor and all councillors, other than the councillor who is the subject of the complaint, or the complainant if the complainant is a councillor, as a confidential document.

Should the mayor or a councillor/s disagree with any recommendation accompanying the assessor's referral notice, or form the opinion that the complaint should be dealt with in a way other than under this policy, the mayor or councillor may request the matter be placed on the agenda of the next council meeting for the council to decide, by resolution, the appropriate process to investigate the complaint. Such a request must be made in accordance with the council's meeting procedure requirements.

9. Investigator

Unless otherwise resolved by council, the mayor will manage the investigation of suspected inappropriate conduct of other councillors.

If the suspected inappropriate conduct involves conduct where, in the circumstances, the mayor believes it is in the best interests of the investigation to refer the matter for external investigation, then the chief executive officer may refer the suspected inappropriate conduct to the president of the Councillor Conduct Tribunal (the Tribunal) or other entity to investigate and make recommendations to the council about dealing with the conduct.

If the suspected inappropriate conduct involves an allegation about the conduct of the mayor or the mayor as the complainant, then the chief executive officer may refer the suspected inappropriate conduct to the president of the Tribunal, or another entity, to investigate and make recommendations to the council about dealing with the conduct.

10. Early resolution

Before beginning an investigation, the investigator should consider whether the matter is appropriate for resolution prior to the investigation. This consideration can include any recommendations made by the assessor.

A matter is only appropriate for early resolution if the parties to the matter both voluntarily agree to explore early resolution. The investigator may engage an independent person with suitable qualifications or experience to facilitate this process.

If the matter cannot be resolved, the matter will then be investigated as outlined in this investigation policy.

If the matter is resolved prior to investigation, the investigator will advise the chief executive officer of this outcome. In turn, the chief executive officer will advise the mayor (if the mayor is not the investigator) and all councillors that the matter has been resolved. The chief executive officer will also update the councillor conduct register to reflect this.

Example investigation policy – May 2021

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Department of State Development, Infrastructure, Local Government and Planning

11. Timeliness

The investigator will make all reasonable endeavours to complete the investigation and provide a report for inclusion on the agenda of a council meeting no more than eight weeks after the receipt of the complaint.

Note: If the investigator is of the opinion that it may take longer than eight weeks to complete the investigation, the matter should be raised with the mayor (if the mayor is not the investigator) to seek an extension of time.

12. Assistance for investigator

If the mayor, or another councillor appointed by council resolution, is the investigator of a matter of suspected inappropriate conduct, the mayor or councillor may use section 170A of the LGA to seek assistance during the investigation.

The mayor is authorised by council to expend money as reasonably needed to engage contractors in accordance with the council's procurement policy.

13. Possible misconduct or corrupt conduct

If during the course of an investigation the investigator obtains information which indicates a councillor/s may have engaged in misconduct, the investigator must cease the investigation and advise the chief executive officer. The chief executive officer will then notify the assessor of the possible misconduct.

If during the course of an investigation, the investigator obtains information that indicates a councillor/s may have engaged in corrupt conduct, the investigator must cease the investigation and advise the chief executive officer. The chief executive officer will then notify the Crime and Corruption Commission of the possible corrupt conduct.

Instances of suspected misconduct or corrupt conduct may be referred back to the council if determined by the assessor or Crime and Corruption Commission to be inappropriate conduct.

14. Completion of investigation

On the completion of an investigation, the investigator will provide a report to a council meeting outlining as appropriate:

- the investigation process
- any witnesses interviewed
- documents or other evidence obtained
- a statement of the relevant facts ascertained
- confirmation that the subject councillor has been provided with an opportunity to respond to the complaint and the evidence gathered
- the investigation findings
- a statement of any relevant previous disciplinary history
- any recommendations about dealing with the conduct
- a record of the investigation costs.

Example investigation policy – May 2021

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Department of State Development, Infrastructure, Local Government and Planning

The council (with the exception of the councillor the subject of the investigation and the complainant, if another councillor) will consider the findings and recommendations of the investigator's report and decide whether the councillor has engaged in inappropriate conduct and, if so, what action it will take under section 150AH of the LGA.

The chief executive officer is also required to ensure the details are entered into the councillor conduct register.

If there is a risk to the health and safety of the complainant, under s 254J of the LGR the council may resolve that the meeting be closed to the public for the councillors to consider the investigation report and any recommendations. In accordance with s254J(6) of the LGR, the resolution in relation to what action is to be taken as a result of the investigation must be made after the meeting has been re-opened to the public and the decision recorded in the meeting minutes.

15. Disciplinary action against councillors

If the council decides at the completion of the investigation that the councillor has engaged in inappropriate conduct, the council may:

- (i) order that no action be taken against the councillor, or
- (ii) make an order outlining action the councillor must undertake in accordance with section 150AH(1)(b) of the LGA.

16. Notice about the outcome of investigation

After an investigation is finalised, the council must give notice about the outcome of the investigation to the person who made the complaint about the councillor/s' conduct that was the subject of the investigation and the subject councillor.

17. Councillor conduct register

The chief executive officer must ensure decisions about suspected inappropriate conduct of a councillor/s are entered into the councillor conduct register.

Where a complaint has been resolved under section 10 of this policy, or otherwise withdrawn by the complainant, the chief executive officer will update the register to reflect that the complaint was withdrawn.

18. Expenses

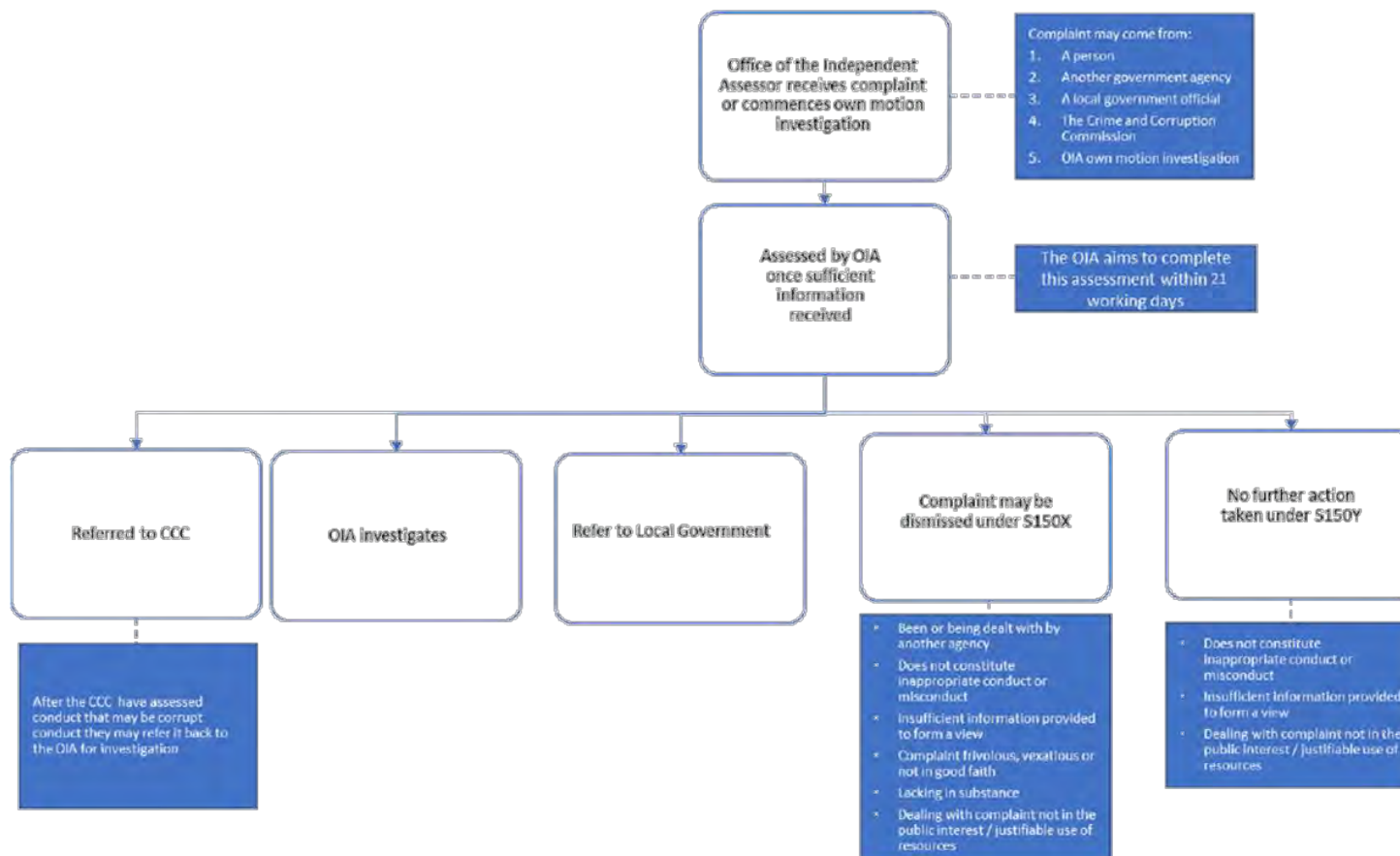
Council must pay any reasonable expenses of council associated with the investigation of suspected inappropriate conduct of a councillor including any costs of:

- the president of the Tribunal in undertaking an investigation for council
- an independent investigator engaged on behalf of, or by the Tribunal
- an independent investigator engaged on behalf of the local government
- travel where the investigator needed to travel to undertake the investigation, or to interview witnesses
- seeking legal advice
- engaging an expert.

Note: Council may order the subject councillor reimburse it for all or some of the costs arising from the councillor's inappropriate conduct. Any costs incurred by complainants or the subject councillors will not be met by council.



The OIA is assessing a complaint: What to expect?



Department of State Development, Infrastructure, Local Government and Planning

Councillor conduct and complaints

Factsheet

Mayors and councillors must act with integrity and comply with legislation and the standards of behaviour set out in the Code of Conduct for Councillors in Queensland. Legislation also establishes requirements about matters including registers of interests, dealing with conflicts of interest, and how councillors use information obtained as part of their role.

In order of least to most serious, the categories of a conduct not complying with a councillor's responsibilities are unsuitable meeting conduct, inappropriate conduct, misconduct, and corrupt conduct:

Unsuitable meeting conduct

Behaviour contrary to the Code of Conduct that occurs within a meeting of council, including committee meetings.

Examples:

- A councillor behaves in a council meeting in a way that intimidates, bullies, or harasses a member of the community, another councillor or a local government employee.
- A councillor continually interrupts or disrupts a speaker at a council meeting.
- A councillor behaves in an offensive or disorderly way in a council meeting.

Inappropriate conduct

Other behaviour contrary to the Code of Conduct or a policy, procedure, or resolution of the council.

Examples:

- A councillor makes derogatory comments about staff publicly
- A councillor speaks to the media on behalf of council when not properly authorised under a council policy
- Contravening an order from a meeting chairperson to leave the meeting and stay away from the place at which the meeting is being held
- Repeated unsuitable meeting conduct that has led to orders from a meeting chairperson on three occasions within a year.

Department of State Development, Infrastructure, Local Government and Planning

Misconduct

A number of more serious breaches of requirements under local government legislation are classed as misconduct.

- Conduct affecting the honest and impartial performance of the councillor's functions.
- A breach of trust placed in the councillor, either knowingly or recklessly.
- Misuse of information or material acquired.
- A release of information confidential to the council.
- Giving a direction to a council employee (other than from the mayor directing the chief executive officer, or in the case of Brisbane City Council senior executive employees).
- Failure to comply with a council's acceptable requests guidelines regarding requests of council employees.
- Failure to report a suspected conflict of interest of another councillor.
- Failure to comply with an order (including paying a fine) made by the council or the Councillor Conduct Tribunal.
- Failure to comply with the council's reimbursement of expenses policy.
- Use of a council vehicle for private purposes that is not authorised by council's expenses policy (can also be corrupt conduct).
- Repeated inappropriate conduct that has led to the councillor being disciplined on three occasions within a year, or if a councillor re-engages in conduct following a previous order of council.
- Inappropriate conduct by a chairperson while managing or leading a meeting (including a committee meeting).

Examples:

- A councillor knowingly provides false or misleading information during a meeting of the council in order to affect a decision (though could also be corrupt conduct).
- A councillor releases private information about a member of the community acquired as a councillor.
- A councillor provides confidential information to the media that came from a closed meeting of council.

Corrupt conduct

Very serious breaches of requirements, defined under section 15 of the *Crime and Corruption Act 2001* as conduct that:

- adversely affects (or could adversely affect) the performance of the councillor's responsibilities or the performance of the council AND
- involves the performance of responsibilities in a way that is not honest or impartial, or
- involves a breach of the trust placed in the councillor either knowingly or recklessly, or
- involves the misuse of information acquired in connection with the councillor's responsibilities AND
- if proven would be a criminal offence.

The following matters can be corrupt conduct, depending on the circumstances:

- Failure to declare or properly manage a conflict of interest.
- Failure to update register of interests within 30 days of interest arising.
- Taking retaliatory action or reprisal against another councillor or a council employee.
- Attempting to influence another council decision maker if the councillor has a conflict of interest.
- Making a frivolous or other improper complaint against another councillor.
- Providing false or misleading information to the OIA or the Councillor Conduct Tribunal.
- Using council information to gain a benefit or cause a detriment.
- Directing a council employee in order to gain a benefit or cause a detriment.
- Prohibited conduct by a councillor in possession of inside information.
- Engaging in fraud against the council or steals from council.

For more information about the definition of 'corrupt conduct', please see the CCC's fact sheet at <https://www.ccc.qld.gov.au/sites/default/files/Docs/Publications/CCC/Changes-to-the-CC-Act-2001-section-15-Factsheet-2019.pdf>.

Department of State Development, Infrastructure, Local Government and Planning

How to raise a complaint

The best way of raising a complaint depends on the type of conduct that you suspect may have been committed.

Unsuitable meeting conduct	Raise with the meeting chairperson, who will deal with the matter in the meeting
Inappropriate conduct	Report to the Office of the Independent Assessor
Misconduct	Report to the Office of the Independent Assessor
Corrupt conduct	Report to the Crime and Corruption Commission, or to the Office of the Independent Assessor in the first instance for assessment

You can make or refer a complaint to the OIA via an online form, in person if you make an appointment, or by phone, email or post. The OIA aims to conduct an assessment of complaints within 21 working days.

You can report suspected corruption to the CCC via an online form, phone, email or post.

Complaints can be made to the OIA or the CCC anonymously. Visit www.oia.qld.gov.au or www.ccc.qld.gov.au/complainants for more information.

If the OIA receives a complaint against you

If the OIA receives a complaint about you as a mayor or councillor, it will conduct an initial assessment and then advise you in writing. The OIA will also advise the complainant.

The identity of a complainant will be protected unless disclosure is required for an investigation or prosecution. In this case, the OIA will discuss the matter with the complainant.

More Information

- Visit the department's [website](#)
- Contact the department:
 - Southern Region (07) 3452 6762
 - Northern Region (07) 4758 3472
- Visit the Office of the Independent Assessor website at www.oia.qld.gov.au or phone 1300 620 722

If OIA decides that further action is required, it will manage the complaint as follows:

Inappropriate conduct	The OIA will refer the matter to the council to investigate and decide and may make a recommendation about how to do this.
Misconduct	The OIA will investigate the matter and will give subject councillors the opportunity to respond to any allegations. If the OIA then suspects misconduct, it will make an application for the matter to be heard by the Councillor Conduct Tribunal.
Corrupt conduct	The OIA can start an investigation into some allegations of corrupt conduct and report the matters to the CCC on a monthly basis. The CCC can take over an investigation should it consider that appropriate. The OIA has discretion to deal with corrupt conduct either by following the process for misconduct above or through a criminal prosecution.

Reprisal action

A mayor or councillor who is found to have threatened or taken actual action against a complainant can be fined or imprisoned for up to two years.

Frivolous and vexatious complaints

Complaints that are vexatious or not made in good faith may be dismissed, and the making of the complaint may also be an offence. If a complaint is dismissed as being frivolous,

it is an offence for the same person to make the same or a similar complaint again. It is also an offence to make or ask someone else to make a vexatious, mischievous, reckless or malicious complaint.

Local Government Act 2009 Schedule 1 Serious integrity offences and integrity offences*Local Government Act 2009* [section 153](#)

Part 1 Serious integrity offences

Local Government Act 2009

201D Dishonest conduct of councillor or councillor advisor

Criminal Code Act 1899

54A(1) Demands with menaces upon agencies of government

57(1) False evidence before Parliament

60(1) Bribery of member of Parliament

87(1) or (1A) Official corruption

92A(1) or (2) Misconduct in relation to public office

98B(1) False or misleading information

98C(1) or (2) Bribery

98D(1) or (2) Forging or uttering electoral or referendum paper

110 Stuffing ballot boxes

112(1) False or misleading information

119B(1) Retaliation against or intimidation of judicial officer, juror, witness etc.

122(1) Corruption of jurors

123(1) Perjury

126(1) Fabricating evidence

127(1) Corruption of witnesses

129 Damaging evidence with intent

131(1) Conspiracy to bring false accusation

132(1) Conspiring to defeat justice

133(1) Compounding an indictable offence
circumstance—the penalty in subsection (2) applies to the offence

140(1) Attempting to pervert justice

193(1) False verified statements

398(1) Punishment of stealing
circumstance—a circumstance of aggravation with a maximum penalty
of 7 years or more imprisonment applies to the offence399 Fraudulent concealment of particular documents
circumstance—paragraph (b) of the penalty applies to the offence408C(1) Fraud
circumstance—a circumstance of aggravation mentioned in
subsection (2), (2A) or (2B) applies to the offence408E(1) Computer hacking and misuse
circumstance—a circumstance of aggravation mentioned in
subsection (3) applies to the offence

415(1) Extortion

Extract as at 11 August 2021

430	Fraudulent falsification of records
433(1)	Receiving tainted property
442B	Receipt or solicitation of secret commission by an agent
442BA	Gift or offer of secret commission to an agent
442D	False or misleading receipt or account
442E	Secret commission for advice given
442EA	Offer or solicitation of secret commission in return for advice given or to be given
442F	Secret commission to trustee in return for substituted appointment
442G	Liability of director etc. acting without authority
488(1)	Forgery and uttering circumstance—paragraph (a) or (b) of the penalty applies to the offence
541(1)	Conspiracy to commit crime circumstance—a maximum penalty of 7 years imprisonment or more applies to the offence

Crime and Corruption Act 2001

198(1)	Contempt of person conducting commission hearing
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Criminal Proceeds Confiscation Act 2002

250(1)	Money laundering
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Electoral Act 1992

307B(1)	Schemes to circumvent prohibition on particular political donations
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Local Government Electoral Act 2011

169(1)	False or misleading information
170(1) or (2)	Bribery
175(1) or (2)	Forged electoral papers
194B(1)	Schemes to circumvent prohibition on particular political donations

Part 2 Integrity offences

Local Government Act 2009

150AW(1)	Protection from reprisal
150EM(2)	Dealing with prescribed conflict of interest at a meeting
150EY	Offence to take retaliatory action
171(1)	Use of information by councillors
201F	Prohibited conduct by councillor or councillor advisor in possession of inside information
234(1)	False or misleading information

Criminal Code Act 1899

54(1)	Interference with Governor or Ministers
55(1)	Interference with the Legislature
58(1)	Witness refusing to attend, answer question or produce a thing before Legislative Assembly or authorised committee

Extract as at 11 August 2021

78(1) or (2)	Interfering with political liberty
85	Disclosure of official secrets
98E(1)	Influencing voting
98F	Providing money for illegal payments
98G	Voting if not entitled
99(1), (2), (3), (4) or (5)	Voting if not entitled
100(1) or (2)	Hindering or interfering with voting conduct
101(1) or (2)	Bribery
102	Publishing false information about a candidate
113(2), (3), (4) or (5)	Interfering with secrecy at elections
128	Deceiving witnesses
130	Preventing witnesses from attending
133(1)	Compounding an indictable offence circumstance—the penalty in subsection (3) applies to the offence
194(1)	False declarations
204(1)	Disobedience to statute law
398(1)	Punishment of stealing circumstance—no circumstance of aggravation applies to the offence
399	Fraudulent concealment of particular documents circumstance—paragraph (a) of the penalty applies to the offence
408C	Fraud circumstance—the circumstance of aggravation mentioned in subsection (2), (2A) or (2B) does not apply to the offence
408D(1) or (1A)	Obtaining or dealing with identification information
408E	Computer hacking and misuse circumstance—no circumstance of aggravation, or the circumstance of aggravation mentioned in subsection (2), applies to the offence
414	Demanding property with menaces with intent to steal
488(1)	Forgery and uttering circumstance—paragraph (c) of the penalty applies to the offence
541(1)	Conspiracy to commit crime circumstance—the maximum penalty for the crime in question is less than 7 years imprisonment

Electoral Act 1992

307A(1)	Offence about prohibited donations
307C(1)	False or misleading information relating to determinations
427(2)	Obligation to repay particular political donations

Local Government Electoral Act 2011

126(8)	Requirement for candidate to operate dedicated account
127(8)	Requirement for group of candidates to operate dedicated account
171	Assisting illegal payments

Extract as at 11 August 2021

183	Engaging in group campaign activities
186	Influencing voting by violence or intimidation
189	Voting if not entitled
194A(1)	Offence about prohibited donations
194C(1)	False or misleading information relating to determinations
195(2)	Offences about returns
195(3)	Offences about returns
212(2)	Obligation to repay particular political donations

Extract as at 11 August 2021

7.10 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL ACCEPTABLE REQUEST GUIDELINES POLICY - STATUTORY004

File Number: IR2709713
Author: Manager Corporate Services
Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Acceptable Request Guidelines Policy – Statutory004

SUMMARY

Acceptable Requests Guidelines are intended to provide a clear process for Councillors and Council employees about the way in which a Councillor may:

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

It is the responsibility of all Council representatives to abide by these Acceptable Requests Guidelines.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the South Burnett Regional Council Acceptable Request Guidelines – Statutory004 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
Operational Plan 2021/2022	Encourage, maintain and foster continued improvement, engagement and development in leadership & management for organisation excellence
	Deliver the Council Policy Governance Framework to support strategic planning and compliance with relevant legislation, policies, codes of practice and standards

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

An internal review was undertaken by Manager Corporate Services with a mark-up draft policy prepared and circulated to Councillors and the Senior Management Team for a review period of approximately three (3) weeks.

Feedback was received from Cr Kathy Duff identifying a fundamental change to add Managers to the clauses referring to General Managers and permitting open direct access by Councillors. All other feedback indicated no further changes recommended.

Manager Corporate Services considered the feedback submission from Cr Duff and presented the suggested changes to the Senior Management Team for consideration. The Senior Management Team discussed and through consensus supported the current policy status to be preserved which was to General Manager level for direct access by Councillors. The policy allows for approval by the CEO / General Managers for direct access by Councillors to Managers / Council employees for specific information, functions or projects.

For the purposes of this report, fundamental changes to the current policy are identified within the draft policy as text highlighted in yellow.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Local Government Act 2009 (Qld)

Public Sector Ethics Act 1994 (Qld)

Public Interest Disclosure Act 2010 (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

Acceptable Requests Guidelines are intended to provide a clear process for Councillors and Council

employees about the way in which a Councillor may:

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

It is the responsibility of all Council representatives to abide by these Acceptable Requests Guidelines.

ATTACHMENTS

1. **DRAFT South Burnett Regional Council Acceptable Request Guidelines Policy - Statutory004** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory-004
POLICY OWNER: Corporate Services
ECM ID: 2709713
ADOPTED:

Acceptable Request Guidelines 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 Acceptable Requests Guidelines are intended to provide clear guidelines to Councillors and Council employees about the way in which a Councillor may:

- ask a Council employee for information to assist the Councillor carry out his or her responsibilities under *Section 170A(1)* of the *Local Government Act 2009* ('Act');
- ask the Chief Executive Officer ('CEO') to provide information, that the local government has access to, relating to the local government in accordance with *Section 170A(2)* of the Act; and
- determine reasonable limits on requests that a Councillor may make under *Section 170(A)(7)(b)* of the Act.

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

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

2. SCOPE

The Acceptable Requests Guidelines apply to all **Council representatives**.

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

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

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

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

A customer request for service ("CRM") which a Councillor may report on behalf of a member of the public or themselves, will be processed through the Council's business system. Requests of this nature are not considered a request for information and are not covered by this policy.

3. GENERAL INFORMATION

- 3.1. Communications between Councillors and Council employees must;
- (a) be conducted in accordance with the Local Government Principles prescribed in *Section 4(2)* of the Act;
 - (b) be conducted in accordance with Council policies, procedures and guidelines;
 - (c) comply with the law;
 - (d) be conducted in good faith; and
 - (e) be conducted in a respectful, reasonable and professional manner.
- 3.2. Councillors shall consider the likely cost implications in making requests for information and shall not make requests where the costs could not be justified as being in the public interest.
- 3.3. Councillors may request information from a Council employee only in accordance with these Acceptable Requests Guidelines utilising "Councillor Request for Information" form. All requests are to be addressed to the relevant General Manager or the CEO and provided to the Senior Executive Team, Councillors and Corporate Services Branch (info@sbrc.qld.gov.au) at time of request.
- 3.4. The General Manager or the CEO to which the request is addressed must comply with a request for information from a Councillor as per *Section 170A* of the Act.
- (a) within 10 business days after receiving the request; or
 - (b) if the General Manager or the CEO reasonably believes it is not practicable to comply with the request within 10 business days, within 20 business days after receiving the request.
 - (c) If the General Manager or the CEO forms the belief mentioned in 3.4(b), the General Manager or CEO must give to the Councillor requesting the information a notice about the belief and the reasons for the belief within 10 business days after receiving the request.
- 3.5. The General Manager or the CEO, considering business priorities and available resources, will endeavour to respond to the request as soon as practicable.
- 3.6. Councillors should consider the likely cost implications in making requests for advice or information and should also be mindful of operational workloads and priorities. Councillors and staff are encouraged to work collaboratively to ensure that requests do not significantly impact on resources and priorities.
- The following are considered reasonable limits on requests:
- a) where the General Manager or the CEO has confidentiality obligations under legislation and must not disclose documents or information in the circumstances provided by specific obligations under other legislation e.g., *Section 65* of the *Public Interest Disclosure Act 2010*; or
 - i. the request is not in accordance with this policy; or
 - ii. the request will take a significant amount of resources; or
 - iii. where costs cannot be justified as being in the public interest
- the General Manager or the CEO will advise the requesting Councillor (with a copy provided to all Councillors and members of the Senior Management Team) of the grounds for this belief and seek Council's direction at the next Council meeting in relation to the matter.

- 3.7. The General Manager or the CEO providing the information must provide a copy to all Councillors and members of the Senior Management Team at the time of provision.
- 3.8. Councillor's requests for information during the caretaker period of a local government election shall be restricted to information that is available to members of the public and/or any other candidates in the election, other than in accordance with matters being formally considered by Council.
- 3.9. Councillors must not breach conflict of interest or material personal interest's provisions when requesting information from Council employees. When requesting advice, assistance or information in relation to a matter for which the Councillor may participate, or is participating in a decision about the matter, and the Councillor is aware the Councillor has a conflict of interest in the matter, the Councillor must be mindful of their obligations under Chapter 5B of the Act.
- 3.10. If an afterhours matter is of a non-emergency operational nature, Councillors should defer the matter for consideration during business hours. Otherwise, Councillors must log a request through the main Council phone number (07 4189 9100) - which is also Council's after-hours emergency number.
- 3.11. When a matter occurs after hours and is of such urgency that to delay contact will bring harm to Council or damage the reputation of Council, Councillors may successfully contact one (1) of the Council employees listed below in order of listing:
- (a) CEO; or
 - (b) General Manager
- 3.12. When referring a CRM, Councillors shall make contact with Council's Customer Service Team to process the CRM and not directly refer requests to Council employees individually. This will ensure the matter is recorded and can be appropriately actioned.
- 3.13. Councillors should, as for a member of the public, make contact with Council's Customer Service Team to request a progress update or further report an issue in relation to an existing CRM. If the Councillor is not satisfied with the progress update, the Councillor may make direct contact with the relevant General Manager or the CEO to discuss their concerns in relation to the management of the CRM.
- 3.14. Any Councillor may request from the relevant General Manager information that could reasonably be considered of a nature that is readily available. The relevant General Manager may use discretion and provide a response at the time of request.
- 3.15. Respectful and positive relationships between the Portfolio Councillor and relevant General Manager or CEO is important in the effective and efficient operations of Council. Appropriate communication expectations are to be established and maintained by mutual agreement between the relevant General Manager / CEO and the Portfolio Councillor.
- 3.16. A Councillor may be given approval by the relevant General Manager or the CEO to work with the relevant Manager or specific Council employee on specific project information. The approval is to be provided in writing to the relevant Manager/ Council employee and the Portfolio Councillor outlining the expectations and duration. This written approval will be recorded electronically in Council's Enterprise Content Management system and a copy will also be provided to the relevant Manager of the Council employee.
- 3.17. Councillors may be given approval in writing by the relevant General Manager or the CEO to request information from a Council employee other than General Managers in specific circumstances; for example, where a Council employee is a member of an Advisory Committee. In these specific circumstances, written approval will be provided to the Councillor and the Council employee outlining the expectations and duration. This written approval will be recorded electronically in Council's Enterprise Content Management system and a copy will also be provided to the relevant Manager of the Council employee.

- 3.18. Pursuant to *Section 170A(4)* of the Act, Councillors may not ask for information that:
- (a) is a record of the conduct tribunal; or
 - (b) was a record of a former conduct review body; or
 - (c) if disclosure of the information or document to the Councillor would be contrary to an order of a court or tribunal; or
 - (d) would be privileged from production in a legal proceeding on the ground of legal professional privilege.
- 3.19. Other than in accordance with these guidelines, Councillors shall:
- (a) not direct, or attempt to direct any Council employee to do anything (except for the Mayor, who is entitled to direct the CEO in accordance with a resolution, or a document adopted by resolution of the local government) in accordance with *Section 12(4)(c)* and *170(1)* of the Act; and
 - (b) not behave towards Council employees in an overbearing or threatening manner; and
 - (c) not coerce or entice, or attempt to coerce or entice any Council employee to do anything that does not comply with these Acceptable Requests Guidelines; and
 - (d) not place, or attempt to place any Council employee in a position that would create a conflict of interest for that Council employee, or that would compromise the integrity and honest performance of that Council employee; and
 - (e) not direct or pressure a Council employee in relation to their work or recommendations they should make or action they should take.
- 3.20. A Mayoral direction may be given to the CEO but only in fulfilling the Mayoral responsibilities outlined in *Section 12(4)(c)* of the Act.
- 3.21. In general, Council employees must keep records of information given to Councillors. These records are to be registered electronically in Council's Enterprise Content Management system.
- 3.22. A register of requests for information from Councillors will be maintained by Corporate Services and made available for viewing by the Senior Management Team and Councillors on request.
- 3.23. Any directions issued by the Mayor to the CEO will be in accordance with *Section 170* of the Act and recorded in a register of directions held by Executive Services and available for viewing by Councillors on request.
- 3.24. Where Councillors are dissatisfied with the response from the General Manager or the CEO for a request for information, the Councillor may report their dissatisfaction complying with Council's Complaints Management Policy.
- 3.25. If the Mayor or a Councillor behaves inappropriately or asks for information from a Council employee other than under these guidelines, the Council employee must inform their Manager, General Manager or the CEO about the request as soon as is practicable.
- An allegation of a breach of these Acceptable Requests Guidelines will be dealt with in accordance with *Chapter 5A "Councillor Conduct"* of the Act.

4. DEFINITIONS

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

Act means the *Local Government Act 2009* (Qld).

Business Day means a day that is not a Saturday, a Sunday or a public holiday in Council and commences the day after contact with Council.

Conduct includes -

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

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

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

Councillor means the Elected Members – the Mayor and Councillors.

CRM means a customer request for a service that a member of the public may generally make such as a road repair request or the reporting of a non-compliance issue such as a noise complaint.

Information means data that is not available on Council's website or that can be readily obtained as a member of the public via Council's customer service team such as copy of a strategic policy, opening times of a waste facility, Council adopted fees and charges etc.

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

5. LEGISLATIVE REFERENCE

Local Government Act 2009 (Qld)

Public Sector Ethics Act 1994 (Qld)

Public Interest Disclosure Act 2010 (Qld)

6. RELATED DOCUMENTS

Complaint Management Policy

Councillor Code of Conduct Policy

Councillor Request for Information Form

Councillor Conduct Complaints Investigation Policy – Statutory 017

Dealing with a Complaint involving the Chief Executive Officer Policy

Employee Code of Conduct Policy

7. NEXT REVIEW

As prescribed by legislation or July 2023

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	Adopted by Council	15 April 2014	1289505
2	Review in line with term of office – Adopted by Council	7 April 2016	1919674
3	Review in line with policy framework – Proposed adoption by Council	15 November 2017	2429092
4	Reviewed in relation to the local government legislation amendments	12 December 2018	2556639
5	Local Government Quadrennial Election	29 April 2020	2681186
6	Reviewed in relation to the local government legislation amendments	19 August 2020	2709713
7	Administrative change replacing Social & Corporate Performance with Corporate Services as per Council Resolution 2021/296	24 March 2021	2709713
8	Policy Review		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

DRAFT

8 PORTFOLIO - REGIONAL DEVELOPMENT

8.1 REGIONAL DEVELOPMENT PORTFOLIO REPORT

File Number: 18-08-2021

Author: Councillor

Authoriser: Chief Executive Officer

PRECIS

Regional Development Portfolio Report

SUMMARY

Cr Schumacher presented her Regional Development Portfolio Report to Council

OFFICER'S RECOMMENDATION

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

In May, South Burnett Regional Council demonstrated its commitment to local small businesses by signing the Small Business Friendly Councils initiative with seven business and community groups from across the region. In doing so, Council committed to ensuring fair procurement and prompt payment terms for small businesses.

As discussed, many times before in this Chamber, Council endeavours to procure goods and services locally, wherever possible, with additional provisions in our procurement policy that ensure local businesses price is competitive with businesses located outside our region who may quote for works. At a recent meeting of NaTDA Councillor Frohloff and I presented some data about Council's local spend and I recognised it was timely to provide Council with a similar update.

For the 2020-2021 financial year **Council's total local spend equated to \$20 million**, representing 40.47 per cent of Council's total spend. As per my notice of motion on the agenda today, in my capacity as Regional Development portfolio holder, I have a strong desire to improve Council's performance in this area in a sustainable way; hence I would like to propose setting a target to achieve a minimum 50 per cent local spend by 2023, essentially improving our performance in this area by almost 10 per cent. In my discussions with the CEO about this, I believe this is a responsible target as this timeframe considers the current pressures experienced in the construction industry, the competitive nature of securing contractors in the current construction environment for the works Council undertakes, and the many challenges of logistics experienced in the procurement of materials across industries during a pandemic. It is also important to understand that the South Burnett region is unable to provide all categories of supply that council requires, hence a 100 per cent local spend would be impossible to achieve. I'd also like to advise that Council's payment terms and conditions are 30 days, however Council staff endeavour to process on a fortnightly basis provided the orders are signed off and verified for payment. I can also report that every effort is made to support the needs of small business and upon request, the team will work with small businesses in an effort to support their needs.

To determine how our current 40.47 per cent local spend may be benchmarked against other local government areas, I have provided comparative data below, from Council's that I recognise may not be faced with the same challenges we are, due to the number and diversity of local suppliers on offer in their region's:

- Moreton Bay – 38.6 %
- Logan City – 45 %
- Toowoomba – 54 %
- Gold Coast – 70 %

South Burnett's total local spend of \$20 million in 2020-2021 has been spent across the region's local government area as detailed in the below breakdown per town:

- Murgon – \$3.4M
- Nanango – \$2.2M
- Kingaroy – \$11M
- Wondai – \$2.3M
- Kumbia – \$60,000
- Proston – \$110,000
- Blackbutt – \$111,000

Please note, the following categories of spend have been excluded from this report which ensures that the local spend data I have presented is a true reflection on what council spends locally based on business profiles and locality.

- Banks
- Community Groups
- Donations
- Employees
- Government
- Grants
- Insurance
- Licences
- Memberships
- Refunds
- Subsidies
- Utilities.

The remaining \$29 million of Council's spend was spent outside the South Burnett's local government area in 2020-2021. Clearly, concentrated effort on growing Council's local spend in the South Burnett must remain a core focus, and I believe setting a target of 50 per cent by 2023 offers an opportunity for Council to set the challenge and work toward the goal.

Cr Frohloff and I also discussed Council's Felix system with NATDA; the system is for non-contracted low risk ad-hoc supply arrangements for business within the South Burnett local government area. There is no cost for local businesses to register on Council's Felix system, which intends to capture the provision of goods and services such as catering, stationery, tools and equipment, hardware, printing, horticulture, plumbing and electrical products, uniforms, clothing and PPE, accommodation, training providers, spare parts, florists, information technology hardware and many others. In 2020-2021 financial year, Council can report there were:

- 566 Registered Vendors on the system with 36 per cent of these vendors considered to be 'Local Suppliers'
- Council issued 485 requests for quotes and award 346 quotes

As always, all local businesses are encouraged to contact Council's procurement team if they need any help, support or assistance in registering online.

We also reported that in May, Council launched Felix Marketplace; enabling South Burnett based businesses to promote their offerings to a new audience. Currently Council has 46 registered local

vendors registered with Felix Marketplace and we continue to encourage all local vendors to register. The system aims to simplify the quotation process, by allowing Council officers to search, nominate and invite local suppliers to quote for Council work with ease. In turn, suppliers will directly receive an email notification with an invite to submit a quote. All the supplier is required to do is log in for the details and then upload the quote. The Felix Marketplace is focused on affording opportunities for local suppliers wherever possible to provide or supply Council with goods and services, and your support in ensuring small businesses in your respective divisions take up this opportunity is greatly appreciated.

Another key area where it would be great to see more South Burnett businesses register is on the Local Buy platform which can be accessed by all 77 council across Queensland. There are more than 37 contracted Pre-Qualified supplier arrangements that facilitates business relationships between local governments and suppliers. Local Buy's core business is the creation of contractual arrangements for goods and services that can be used by Queensland Councils, aggregating the demand for these goods and services to achieve better pricing and conditions.

In trying to understand more about the important role small businesses play in underpinning our economy here in the South Burnett, I learned that according to the Australian Small Business and Family Enterprise Ombudsman, small business represents the engine room of Australia's economy accounting for 41 per cent of the business workforce, employing 24.7 million people.

(Source: Australian Small Business and Family Enterprise Ombudsman, Small Business Counts, Small business in the Australian Economy 2018-2019, <https://www.asbfeo.gov.au/resources/small-business-counts>).

Furthermore, the Australian Bureau of Statistics, Business register (originally sourced from ATO data) shows that in 2020, there were 3,171 registered businesses in the South Burnett. Predominant industries for these registered businesses included 44 per cent being agriculture, forestry and fishing, 11.2 percent in construction, 5.7 per cent in retail trade and 6.1 per cent in real estate and hiring services. Areas where Council has identified growth opportunities in its Regional Development Strategy include 3.6 per cent, equates to 114 registered professional businesses and/or technical services and 2.8 per cent in accommodation and food services, representing 88 businesses and 2.9 per cent in manufacturing, being 92 businesses. I recently shared South Burnett Regional Council's Economic Overview with Councillors via email, and I'd encourage you to take a look when you can.

(Source: <https://economy.id.com.au/south-burnett/number-of-businesses-by-industry>)

I know, here at South Burnett Regional Council we take our responsibilities in supporting our economy and our local business owners seriously. By signing the charter for the Small Business Friendly Councils initiative along with our local Business and Community Groups, Council is acting on these responsibilities, however I do believe there is more that we can do, particularly in the areas of red tape reduction.

I have since followed up with Les Retford, the Principal Project Officer from the Office of the Queensland Small Business Commissioner. At the launch of the Kingaroy Chamber of Commerce and Industry 'Smile Campaign' I spoke with Les about the work he had been involved in with Ipswich City Council to create a Business Launchpad and it seems there may be some very valuable learnings that may be relevant to the South Burnett with regards to streamlining our food licensing processes.

I have also been working with Tim Sayre, the Regional Stakeholder Manager for Chamber of Commerce and Industry Queensland, Wide Bay Burnett and we have been sharing ideas for a business forum that would bring members from all seven community groups that signed onto the Small Business Friendly Council initiative charter together. I saw this as an opportunity to encourage membership from these business groups to be part of the Regional Development sub-committee, while working with CCIQ to discuss specific information about COVID-19 supports available, while seeking to understand the general challenges small businesses are currently facing in our region and their ideas for potential solutions to these. Another focus point for the forum would be to seek to understand the key priorities of small businesses in our region for advocacy development in the lead up to the Federal election and understand what opportunities there may be for further collaboration. Tim and I would like to propose, a partnership between CCIQ and Council, we look to host the

Business Forum on Tuesday 21 September (potential date) and were considering holding the meeting in Nanango. I wanted to discuss this idea with Council here today to understand your level of support in terms of being a part of what I see as very important and timely discussions to unpack in our region. I'd be seeking a small budget to provide some catering and the use of Council's meeting room or perhaps the Cultural Centre. I welcome your thoughts, ideas and involvement with regards to this proposal.

BACKGROUND

Nil

ATTACHMENTS

Nil

8.2 LOCAL PROCUREMENT TARGETS

File Number: RD1
Author: Chief Executive Officer
Authoriser: Chief Executive Officer

PRECIS

Cr Schumacher requested an item be placed on the agenda regarding the % value of local procurement.

SUMMARY

The portfolio report noted a range of information pertaining to Council's local spend.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

1. That South Burnett Regional Council adopt an aspirational target to increase its local procurement to 50 per cent of its annual spend by 2023.

BACKGROUND

Council systems are becoming more capable of sorting the data and producing reports on issues such as local spend. An aspirational target of 50% is supported. There are a range of external factors that do affect this spend and it needs to be noted by Council that this target would be aspirational and not a fixed % of total spend.

Overall Council spend can be broken up in to 3 categories

Defined Local Supplier: Based on knowledge of local business, business address and type of business

Non-Local Suppliers: Based on spend type such as Utilities, Fleet, Grants, IT, Other Government Agencies for example which cannot be included as a potential spend within the marketplace due to limited resources within the local marketplace

Potential Suppliers: This field is based on an unknown source. This could include consulting, legal, specialist goods, and major infrastructure projects alongside potential spend with businesses outside of the region which could be included within our local spend. This is where the potential lays for Council to increase spend within the Local Marketplace.

ATTACHMENTS

Nil

8.3 REGIONAL DEVELOPMENT AND TOURISM MONTHLY UPDATE

File Number: 18-08-2021

Author: Coordinator Executive Services

Authoriser: Chief Executive Officer

PRECIS

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

SUMMARY

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

OFFICER'S RECOMMENDATION

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

BACKGROUND

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

Events / happenings:

- **BaconFest** – The Kingaroy Visitor Information Centre featured a display for BaconFest.



- **Wondai Show Display** – The Wondai Visitor Information Centre featured a display highlighting the Wondai Show.



- **New Branding for Regional Maps and Brochures** – Council launched its regional road map and individual town guides of Murgon, Wondai, Kingaroy, Nanango and Blackbutt to showcase our region and encourage our community and visitors to explore the amazing experiences right on our doorstep. The guides incorporate the new South Burnett destination branding, which is also displayed on the town and village entry signs.



- **Visit South Burnett** – Visit South Burnett Inc is excited to announce they are producing their very own 2021-22 visitors guide. We have been advised that they have been talking to members, tourism operators and community groups. They are publishing a 40-page AS Booklet on beautiful, sustainably sourced matt paper (15,000 copies) to be distributed throughout the South Burnett and further abroad to entice more visitors to discover what this magnificent region has to offer. This publication will complement the other publications within the region.

Monthly Statistics:

Visitor Information Centres – Monthly Statistics 2021-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
Sales	K - \$8180 M - \$568 N - \$1114 W - \$3500					
Coach Tours	K – 0 M – 0 N – 0 W – 0					
Volunteer Numbers	K – 26 M – 13 N – 17 W – 10					
Volunteer Hours	K – 786 M – 232 N – 475 W – 208					
Days Open	K – 27 M – 27 N – 31 W – 27					

2022						
Sales						
Coach Tours						
Volunteer Numbers						
Volunteer Hours						
Days Open						

Media Releases:

1. 009. Public Notice 07-07-2021 - Discovery ideas these school holidays
2. 018. Media Release 26-07-2021 - Meet some of South Burnett Regional Council's volunteers
3. 022. Media Release 29-07-2021 - Promote your business through South Burnett Visitor Information Centres
4. 024. Media Release 29-07-2021 - Discover the South Burnett through our new town guides and regional map

Media Releases 2021-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
	4					
2022	Jan	Feb	Mar	Apr	May	Jun

Social Media Posts:

Social Media 2021-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
SB VIC Network	Posts 10 Likes 762 Followers 959					
Discover South Burnett	Posts 6 Likes 3921 Followers 4160					
Kilkivan to Kingaroy Rail Trail	Posts 1 Likes 1350 Followers 1510					
Drive Inland	Posts 0 Likes 860 Followers 940					

WBB – The Perfect Place	Posts 0 Likes 2443 Followers 2495					
Business South Burnett	Posts 4 Likes 1880 Followers 2004					
Lake Boondooma Caravan & Recreation Park	Posts 1 Likes 8460 Followers 8615					
Yallakool Caravan park on BP Dam	Posts 0 Likes 4156 Followers 4234					

Printed Advertising / Graphical Design:

- N/A

ATTACHMENTS

1. **SQC - South Burnett Monthly Report - June 2021** [↓](#) 
2. **Toursim Sentiment Report - Jan to July 2021** [↓](#) 
3. **Drive Inland Presentation** [↓](#) 



Key Points from June 2021



South Burnett Occupancy level for June was 61%, and has had a 29% increase in comparison to June 2019.



June with a reservation window of 44 days, which is an increase of 57% when compared to 2020.

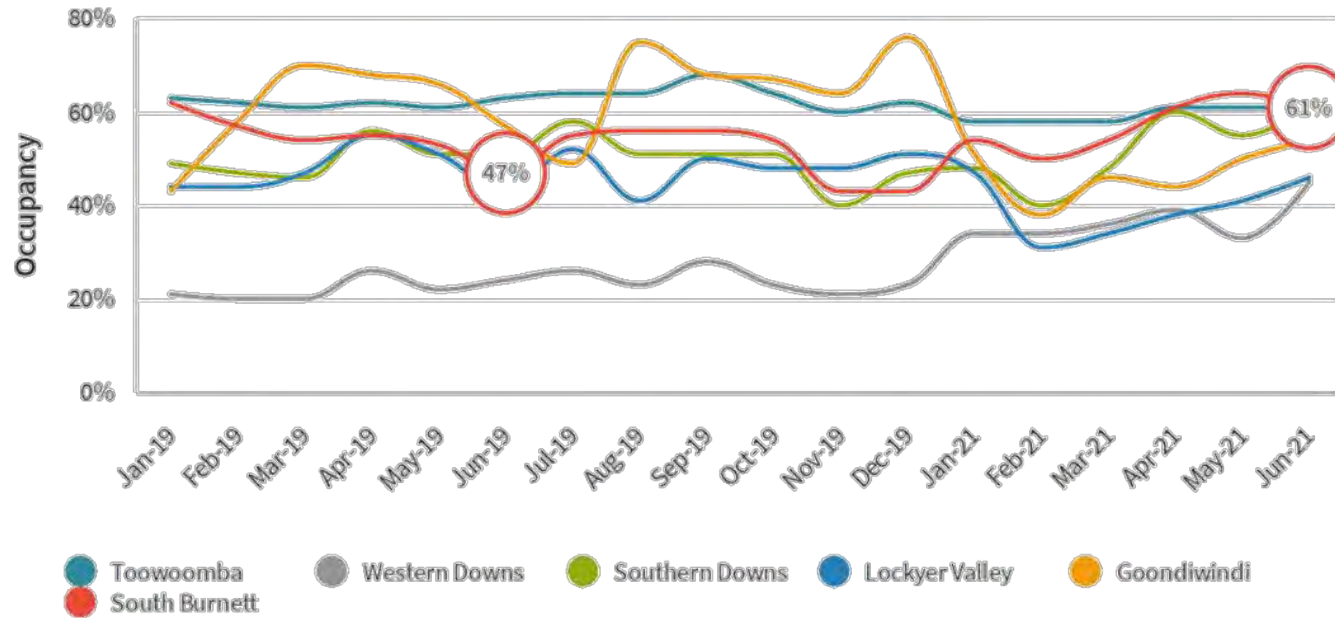


The LGA's with the most amount of devices seen within the South Burnett region in June 2021 were Brisbane with 11.22% of the total devices seen, Moreton Bay with 8.78% and Toowoomba with 7.68%.

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Average Occupancy Rate

The occupancy rate is the ratio between the number of occupied rooms and the number of rooms offered that are open.



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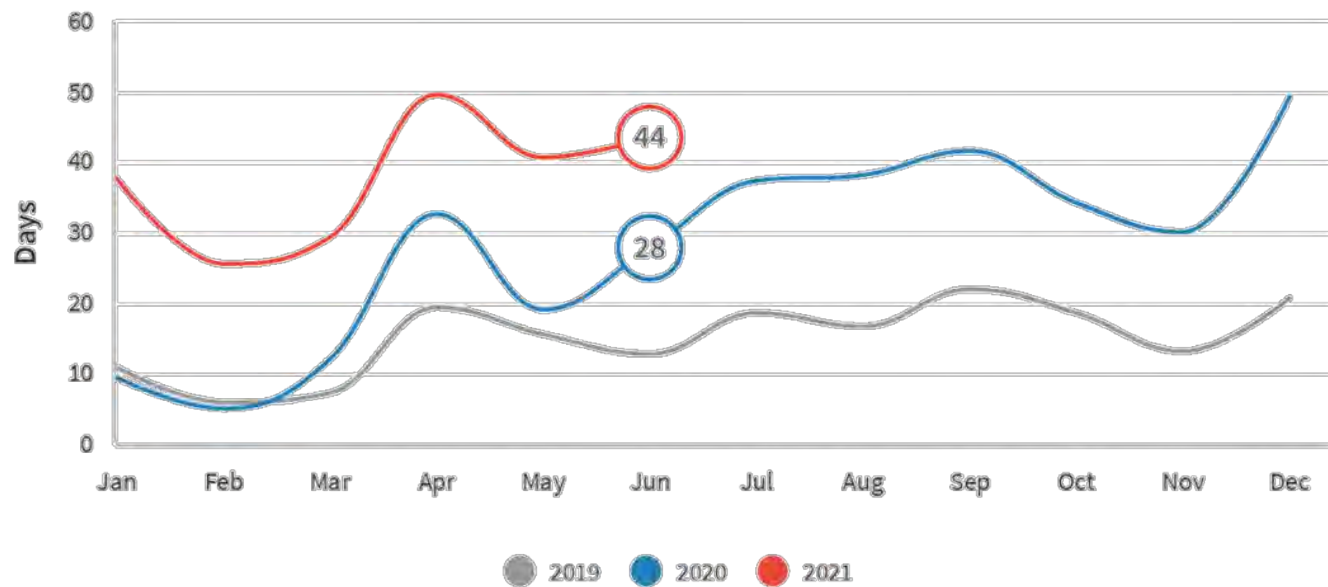


INSIGHT

South Burnett Occupancy level for June was 61%, and has had a 29% increase when compared to June 2019. South Burnett, Southern Downs and Toowoomba are currently leading the SQC LGAs in Occupancy levels at 61%.

Reservation Window (Days)

The reservation window is the period of time between when the reservation is made by the guests and the actual arrival date to the destination. For example, a reservation of 40 days means that people are booking accommodation on average 40 days before they arrive at the destination.



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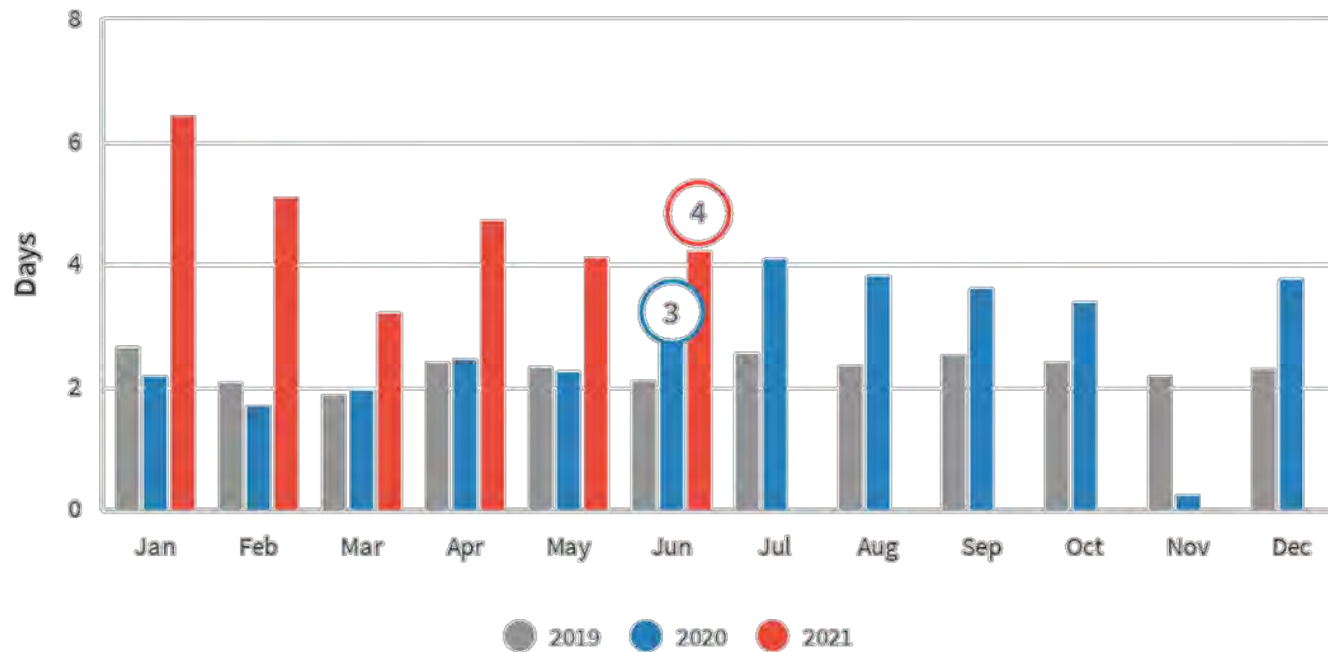


INSIGHT

The average Reservation Window has been looking very positive since the beginning of 2021. This growth has continued into June with a reservation window of 44 days, which is an increase of 57% when comparing to 2020.

Length of Stay

Length of stay is the amount of time that was booked at the accommodation.



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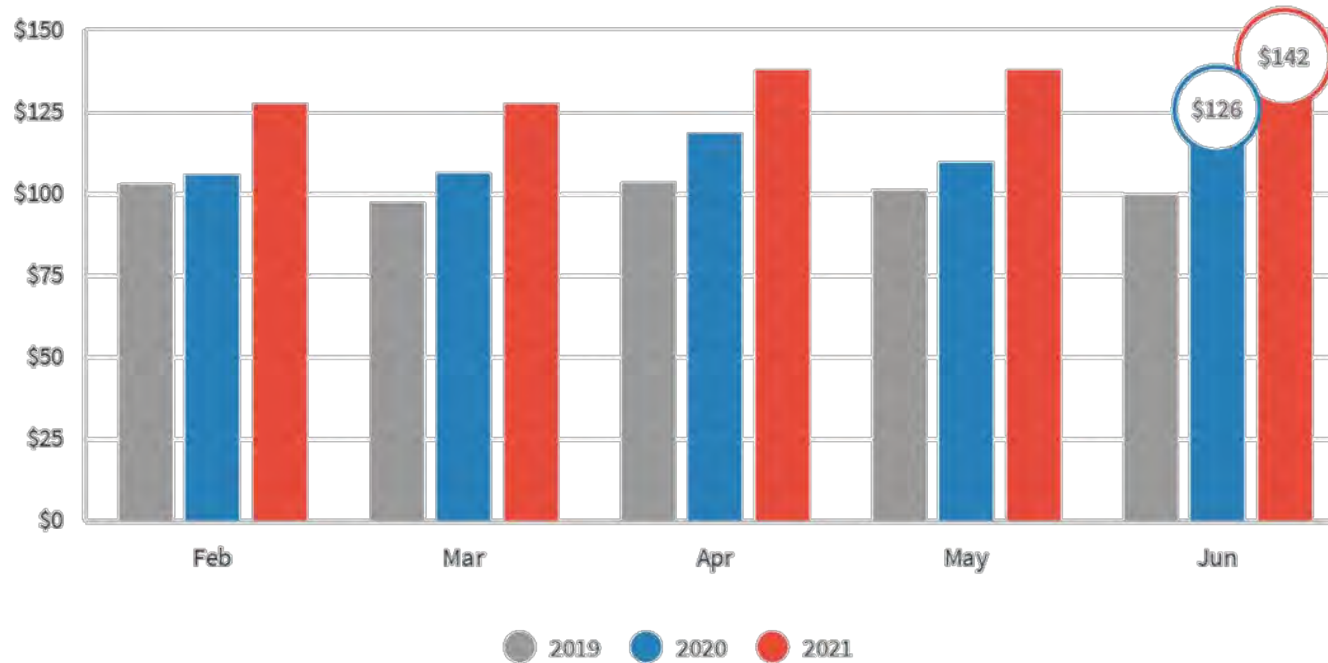


INSIGHT

Length of Stay in June 2021 was 4 days and has had an increase of 33% when compared to 2020. Average length of stay is in a great spot this year, seeing it's highest numbers when compared to 2019 and 2020.

Average Daily Rate

The average daily rate (ADR) measures the average rental revenue earned for an occupied room per day.



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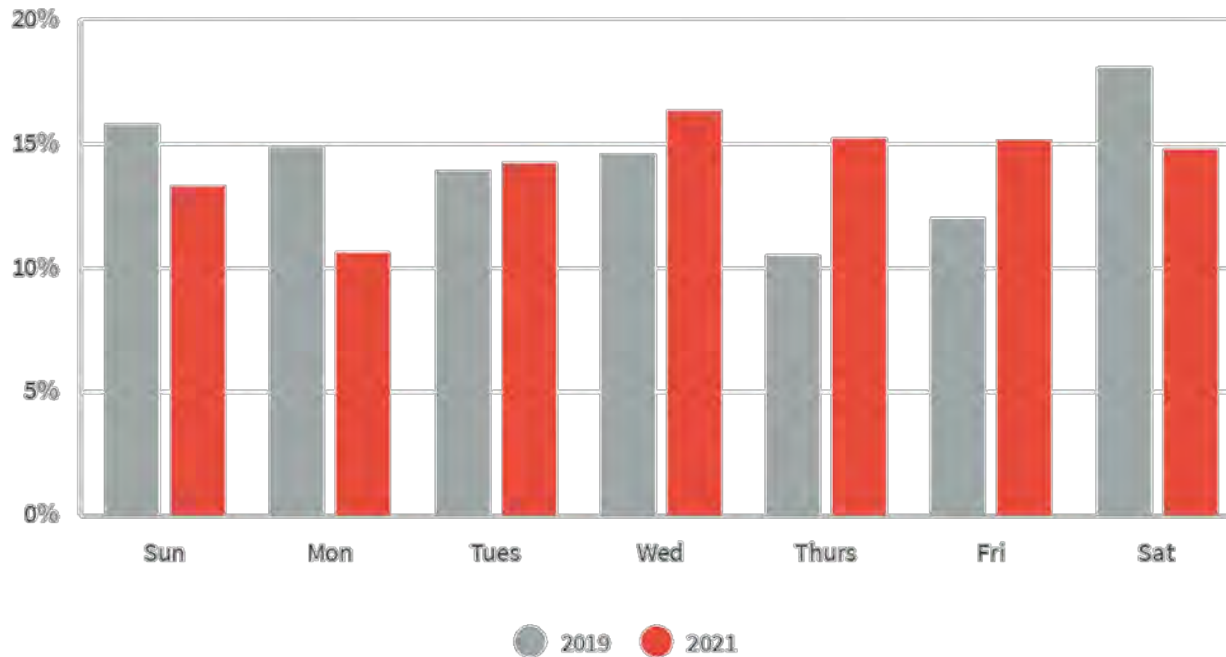
28%

INSIGHT


The ADR for South Burnett has remained quite level since the beginning of the year, which has been the trend for the past 2 years. June 2021 has had an ADR of \$142 which is a 12% increase when compared to 2020. An increase in ADR means that people are willing to pay for more accommodation which is a great result.

Day of the Week

These graphs visualise which days of the week people are visiting the most for the month.



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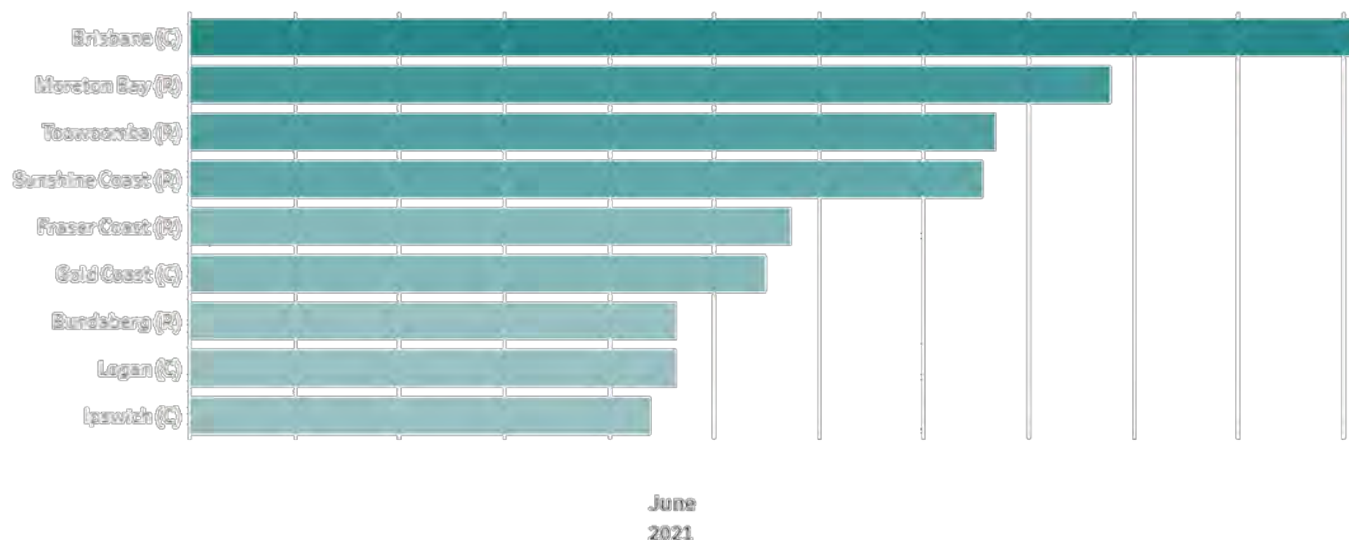


INSIGHT

There was no stand out day for people to visit South Burnett in June, the highest visitation level was Wednesday at 16.94% but similar levels were seen through out the week. The lowest day was Monday at 11% of visitation.

Source Market

The source market demonstrates which LGA visitors are travelling from, by checking device area data. Focusing on the top 9 for the month.



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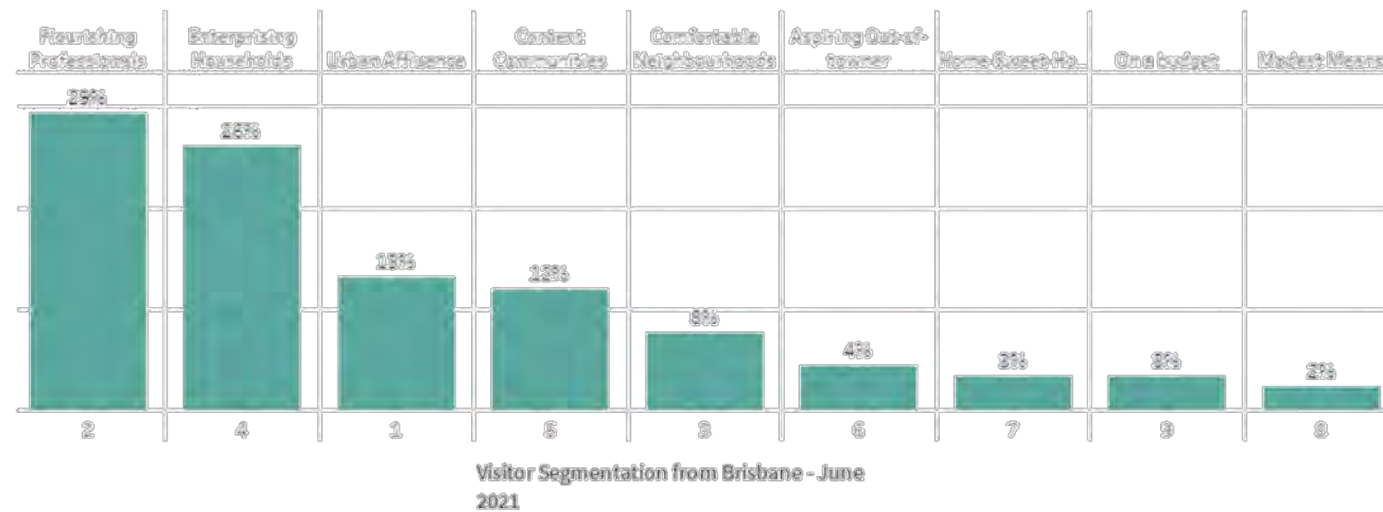
INSIGHT

The LGA's with the most amount of devices seen within the South Burnett region in June 2021 were Brisbane with 11.22% of the total devices seen, Moreton Bay with 8.78% and Toowoomba with 7.68%.

Top Visitor Segments - Brisbane

Top Visitor Segments show the segmentation of people who visited the most.

Visitors Segments



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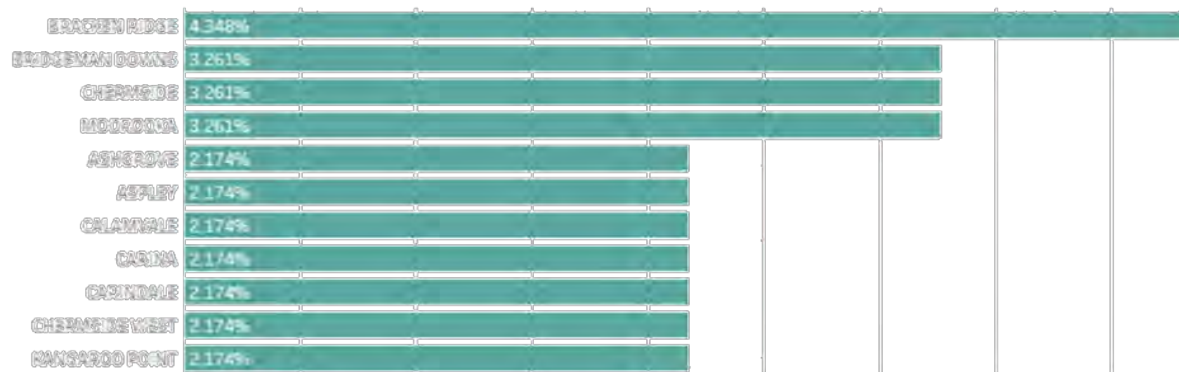
INSIGHT

The top visitors of South Burnett from Brisbane in the month of June were the second wealthiest segment, contributing to 29% of visitation.

Brisbane was the focus for this analysis as they have the highest propensity to stay overnight.

Top Visitor Suburbs Brisbane

Top Visitor Segments show the segmentation of people who visited the most from Brisbane.



Visitor Segmentation from Brisbane - June 2021

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INSIGHT

The suburb that visited the most in June was Bracken Ridge with 4.34%. The next top visits was even across the suburbs of Bridgeman Downs, Chermside and Moorooka who contributed to 9.78% of visitation.



The graphic features a circular sentiment index on the left, divided into four segments: a large light blue segment (top right), a smaller dark blue segment (top left), a small orange segment (bottom left), and a small light blue segment (bottom right). The text "Tourism Sentiment Index" is centered within the circle. To the right of the circle is a vertical white line, followed by the text "South Burnett".

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DESTINATION **Think!**

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



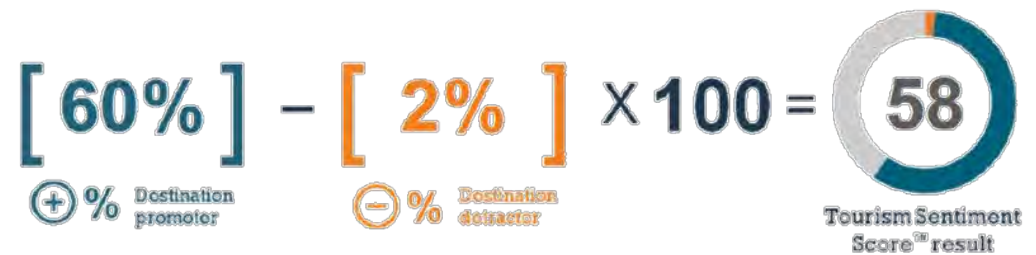
Focusing on conversations driving tourism

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

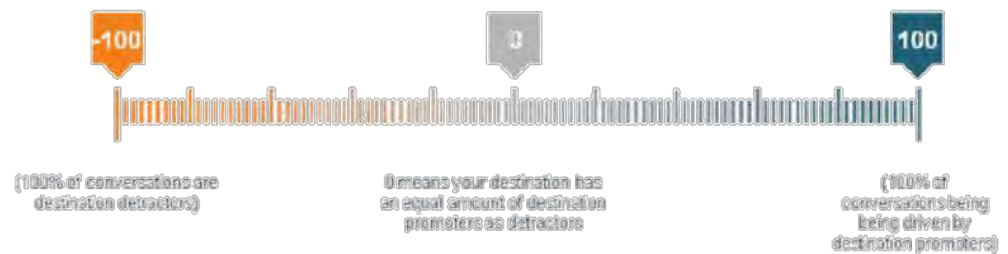
Your score

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

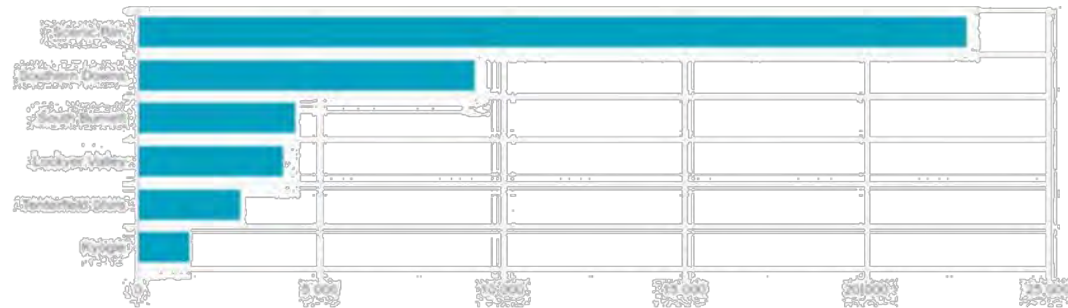
The Tourism Sentiment Score is an index ranging from -100 to 100 that measures overall perceptions of South Burnett's tourism offering. It is used as an indicator to gauge current performance and provide a benchmark to track over time.



Understand Size and Scale

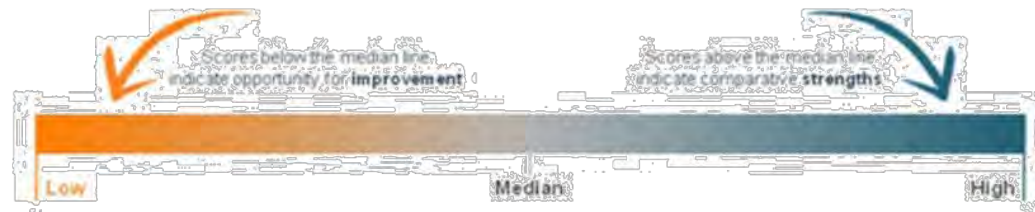
Understanding Volume

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 for a 'Tourism Sentiment Dashboard'. It features a speech bubble shape on the left, divided into four segments: light blue, dark blue, orange, and light blue. Inside the speech bubble is a white icon of a computer monitor with a cursor arrow pointing to it. To the right of the speech bubble is a vertical white line. Further right, the text 'Tourism Sentiment Dashboard' is written in a large, white, serif font. Below this, in a smaller white sans-serif font, is the text 'The overall health and performance of South Burnett'. In the bottom right corner of the dark blue area, the logo 'DESTINATION Think!' is displayed in white, with 'Think!' in a bold, italicized font.

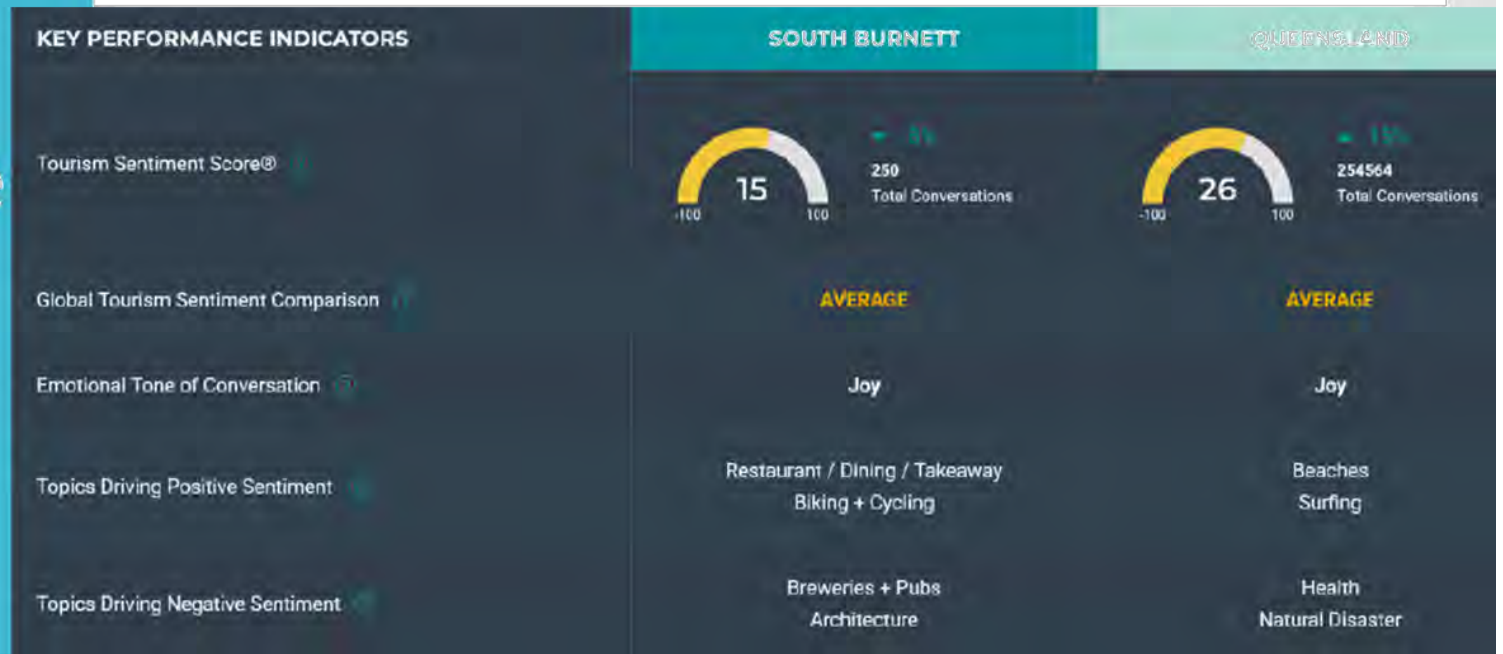
Tourism Sentiment
Dashboard

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.



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



Topic Analysis: What drives the Tourism Sentiment Score[®] of South Burnett

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
Outdoor Activities		52% + 30%	Joy	13 Average	29% + 1%	Joy	31 Average
Food + Culinary		27% + 14%	Joy	18 Average	9% + 0%	Joy	26 Average
Amenities + Entertainment		12% + 10%	Anger	19 Average	10% + 1%	Joy	26 Average
Safety		2% + 32%	Sadness	-17 Average	20% + 1%	Fear	0 Average
Culture + History		3% + 0%	N/A	25 Average	4% + 0%	Joy	18 Average
Destination Services		3% + 2%	N/A	13 Average	7% + 1%	Joy	31 Average
Relaxation + Wellness		2% + 1%	Joy	28 Average	14% + 0%	Joy	33 High
Access + Transportation		<1% + 1%	N/A	0 N/A	8% + 1%	Joy	13 Average

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



Tourism Assets

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



Outdoor Activity

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▾ Outdoor Activities		52% + 30%	Joy	13 Average	29% + 1%	Joy	31 Average
Biking + Cycling		23% - 4%	N/A	20 Average	7% - 1%	Sadness	18 Average
Wildlife Viewing		24% - 9%	Joy	4 Average	19% + 4%	Joy	21 Average
Nature Photography		15% - 3%	Joy	27 Average	10% - 7%	Joy	35 High
Fishing		34% - 31%	Joy	0 Average	10% - 1%	Joy	23 Average
Camping		2% - 4%	Anger	30 Average	6% + 1%	Joy	23 Average

<p>Exploring the Bunya Mountains on a beautiful Autumn Day sqcountry bunyamountains travellist travellust exploring seeaustralia thisisqueensland queensland southburnett sou</p> <p>Posted: 03-May-2021 Source: Instagram</p>	<p>South Burnett farmers face another year of little to no water after La Niña failed to deliver. ...deeper down. Mr Rose also grows lucerne but will not have enough water f</p> <p>Posted: 24-May-2021 Source: News</p>	<p>6. Nunavik, Quebec Nunavik Parks, nestled in Quebec's Arctic area and not too far from Torngat Mountains National Park, is another secluded and daring possibility for wat</p> <p>Posted: 16-Jul-2021 Source: Blogs</p>	<p>Toowoomba funnel web spider from the Bunya Mountains.</p> <p>Posted: 26-May-2021 Source: Instagram</p>
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CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Safety		100% ▲ 0%	Sadness	-17 Average	100% ▲ 0%	Fear	0 Average
Natural Disaster		84% ▲ 68%	N/A	-15 Average	24% ▲ 4%	Fear	2 Average
Health		16% ▼ 68%	Sadness	-30 Average	76% ▼ 4%	Sadness	-1 Average

<p>South Burnett News South Burnett Times For all your news and events around Kingaroy, South Burnett Times has you covered.</p> <p>Posted: 17-May-2021</p> <p>Source: News</p>	<p>This week reporting by the ABC has highlighted the impacts of climate change on the peanut industry, famously centred on Kingaroy in the South Burnett.</p> <p>Posted: 12-Apr-2021</p> <p>Source: News</p>	<p>Disaster Plan Unveiled At Fun Day. The much-discussed Bunya Mountains Community Disaster Management Sub-Plan was officially launched on Saturday morning. Residents gather</p> <p>Posted: 27-Apr-2021</p> <p>Source: News</p>
--	--	---



		SOUTH BURNETT			QUEENSLAND		
CATEGORIES	VOLUME COMPARISON	Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Relaxation + Wellness		100% - 0%	Joy	28 Average	100% - 0%	Joy	33 High
Shopping		38% ▼ 62%	Joy	42 High	15% + 3%	Joy	20 Average
Beaches		62% - 62%	Joy	14 Average	82% ▼ 4%	Joy	34 High
Spa + Wellness		<1% + 0%	N/A	0 N/A	3% + 1%	Joy	36 High

They now have the cutest shop just north of Kingaroy where producers from all over the region bring their fruit, veg, olive oil, preserves, wine, cheese, meat, and other

Posted: 17-Jul-2021

Source: Instagram

More Coffees With Cops Coming Up. April 21, 2021 Two special Coffee With A Cop mornings will be held soon in the South Burnett. The first, in Kingaroy on Friday, April 30

Posted: 21-Apr-2021

Source: News

This is a portrait of my youngest sister, caught unaware whilst on holiday in the Bunya Mountains.

Posted: 02-May-2021

Source: Instagram



Access & Transport

		SOUTH BURNETT			QUEENSLAND		
CATEGORIES	VOLUME COMPARISON	Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Access + Transportation		<1% ▼ 100%	N/A	0 N/A	100% ▲ 0%	Joy	13 Average
Air Travel		<1% ▼ 100%	N/A	0 N/A	84% ▲ 1%	Joy	12 Average
Ground Transportation		<1% ▲ 0%	N/A	0 N/A	7% ▼ 5%	Joy	15 Average
Cruises		<1% ▲ 0%	N/A	0 N/A	6% ▲ 1%	Joy	22 Average
Taxis - Ride Sharing		<1% ▲ 0%	N/A	0 N/A	2% ▲ 1%	Sadness	13 Average



Amenities &
Entertainment

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Amenities + Entertainment <ul style="list-style-type: none"> Festival + Events + Concerts Nightlife Spectator Sports Attractions 		100% ▲ 0%	Anger	19 Average	100% ▲ 0%	Joy	26 Average
		43% ▼ 22%	Joy	41 High	27% ▼ 1%	Joy	33 High
		32% ▲ 2%	N/A	16 Average	20% ▼ 4%	Joy	23 Average
		19% ▲ 19%	Sadness	15 Average	37% ▲ 9%	Sadness	14 Average
		6% ▲ 1%	Anger	-18 Average	16% ▼ 4%	Joy	24 Average

The image displays three news snippets arranged horizontally. Each snippet is contained within a dark blue rounded rectangle with white text. The first snippet on the left is titled 'BaconFest returns to Kingaroy in August 2021.' and is dated 'Posted: 23-Jul-2021' with the source 'Source: News'. The middle snippet is titled 'will be performed in the South Burnett on Tuesday, June 15 ... the concert mixes traditional opera favourites with country music April 21, 2021 South Burnett residents will' and is dated 'Posted: 21-Apr-2021' with the source 'Source: News'. The third snippet on the right is titled 'BaconFest returns to Kingaroy.' and is dated 'Posted: 23-Jun-2021' with the source 'Source: News'.

Snippet Title	Posted Date	Source
BaconFest returns to Kingaroy in August 2021.	23-Jul-2021	News
will be performed in the South Burnett on Tuesday, June 15 ... the concert mixes traditional opera favourites with country music April 21, 2021 South Burnett residents will	21-Apr-2021	News
BaconFest returns to Kingaroy.	23-Jun-2021	News



Food & Culinary

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▾ Food + Culinary		100% ▲ 0%	Joy	9 Average	100% ▲ 0%	Joy	25 Average
Restaurant / Dining / Takeaway		76% ▲ 76%	Joy	54 High	62% ▼ 2%	Joy	26 Average
Breweries + Pubs		19% ▼ 19%	Fear	-70 Low	25% ▲ 9%	Joy	19 Average
Winery + Vineyards		5% ▼ 92%	Joy	18 Average	3% ▼ 1%	Joy	25 Average
Farmers Markets + Food Producers		<1% ▼ 3%	N/A	0 N/A	8% ▼ 6%	Joy	23 Average
Distilleries + Spirits		<1% ▲ 0%	N/A	0 N/A	2% ▼ 1%	Joy	18 Average

<p>If you are driving through the South Burnett over the weekend, stop by our Vineyard Cellar Door at Moffatdale.</p> <p>Posted: 10-Apr-2021 Source: Instagram</p>	<p>South Burnett farmers beg for more water storage but a potential project could be years away. For a group of farmers in southern Queensland, the past six years have been</p> <p>Posted: 25-May-2021 Source: News</p>	<p>Kingaroy is also home to several high quality wineries that produce everything from shiraz . GO NUTS FOR KINGAROY Back by popular demand after a wonderful 2021 trip.</p> <p>Posted: 04-Jul-2021 Source: Instagram</p>	<p>Kingaroy is also home to several high quality wineries that produce everything from shiraz and merlot through to chardonnay and verdelho.</p> <p>Posted: 04-Jul-2021 Source: Instagram</p>
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Amenities & Entertainment

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Amenities + Entertainment		100% ▲ 0%	Anger	19 Average	100% ▲ 0%	Joy	26 Average
Festival + Events + Concerts		43% ▼ 22%	Joy	41 High	27% ▼ 1%	Joy	33 High
Nightlife		32% ▲ 2%	N/A	16 Average	20% ▼ 4%	Joy	23 Average
Spectator Sports		19% ▲ 19%	Sadness	15 Average	37% ▲ 9%	Sadness	14 Average
Attractions		6% ▲ 1%	Anger	-18 Average	16% ▼ 4%	Joy	24 Average

The image displays three news snippets arranged horizontally. Each snippet is contained within a dark blue rounded rectangle with white text. The first snippet on the left is titled 'BaconFest returns to Kingaroy in August 2021.' and is dated 'Posted: 23-Jul-2021' with the source 'Source: News'. The middle snippet is titled 'BaconFest returns to Kingaroy.' and is dated 'Posted: 23-Jun-2021' with the source 'Source: News'. The third snippet on the right is titled 'will be performed in the South Burnett on Tuesday, June 15 ... the concert mixes traditional opera favourites with country music April 21, 2021 South Burnett residents will' and is dated 'Posted: 21-Apr-2021' with the source 'Source: News'.



Culture & History

		SOUTH BURNETT			QUEENSLAND		
CATEGORIES	VOLUME COMPARISON	Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Culture + History		100% ▲ 0%	N/A	25 Average	100% ▲ 0%	Joy	18 Average
Architecture		67% ▲ 67%	N/A	-74 Low	48% ▼ 5%	Joy	18 Average
Indigenous Cultural Attractions		15% ▼ 9%	N/A	13 Average	12% ▲ 2%	Joy	12 Average
Street + Public Art		17% ▼ 59%	N/A	54 High	28% ▲ 2%	Joy	15 Average
Museum + Galleries		<1% ▲ 0%	N/A	0 N/A	11% ▲ 1%	Joy	26 Average
Religious Attractions		<1% ▲ 0%	N/A	0 N/A	1% ▲ 0%	Joy	26 Average





Destination Services

CATEGORIES	VOLUME COMPARISON	SOUTH BURNETT			QUEENSLAND		
		Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▼ Destination Services		100% ▲ 0%	N/A	13 Average	100% ▲ 0%	Joy	31 Average
Accommodation		79% ▲ 1%	N/A	15 Average	47% ▼ 17%	Joy	22 Average
Conference + Conventions		15% ▲ 15%	N/A	-10 Average	15% ▲ 7%	Joy	19 Average
Tours		6% ▼ 16%	N/A	15 Average	22% ▲ 5%	Joy	41 High
Weddings		<1% ▲ 0%	N/A	0 N/A	16% ▲ 4%	Joy	35 High

A short drive along Bell-Kaimkillenbun Road will swap The Bun Hotel with The Bunyas 🌲 The Bunya Mountains are pristine, peaceful and spectacular, and only 2 and half hou

Posted: 24-Jun-2021

Source: Instagram

However, the dinner is also open to South Burnett residents but bookings (see links, below) must be made by Tuesday evening at the latest.

Posted: 21-Jun-2021

Source: News

Rotary Conference Rocks Kingaroy. ...the weekend. More than 350 Rotarians registered to attend, ensuring accommodation was tight across the South Burnett. They came from

Posted: 05-Apr-2021

Source: News

Mayor Brett Otto announced he had dismissed the complaint at a media conference in Kingaroy on Monday morning.

Posted: 19-Apr-2021

Source: News

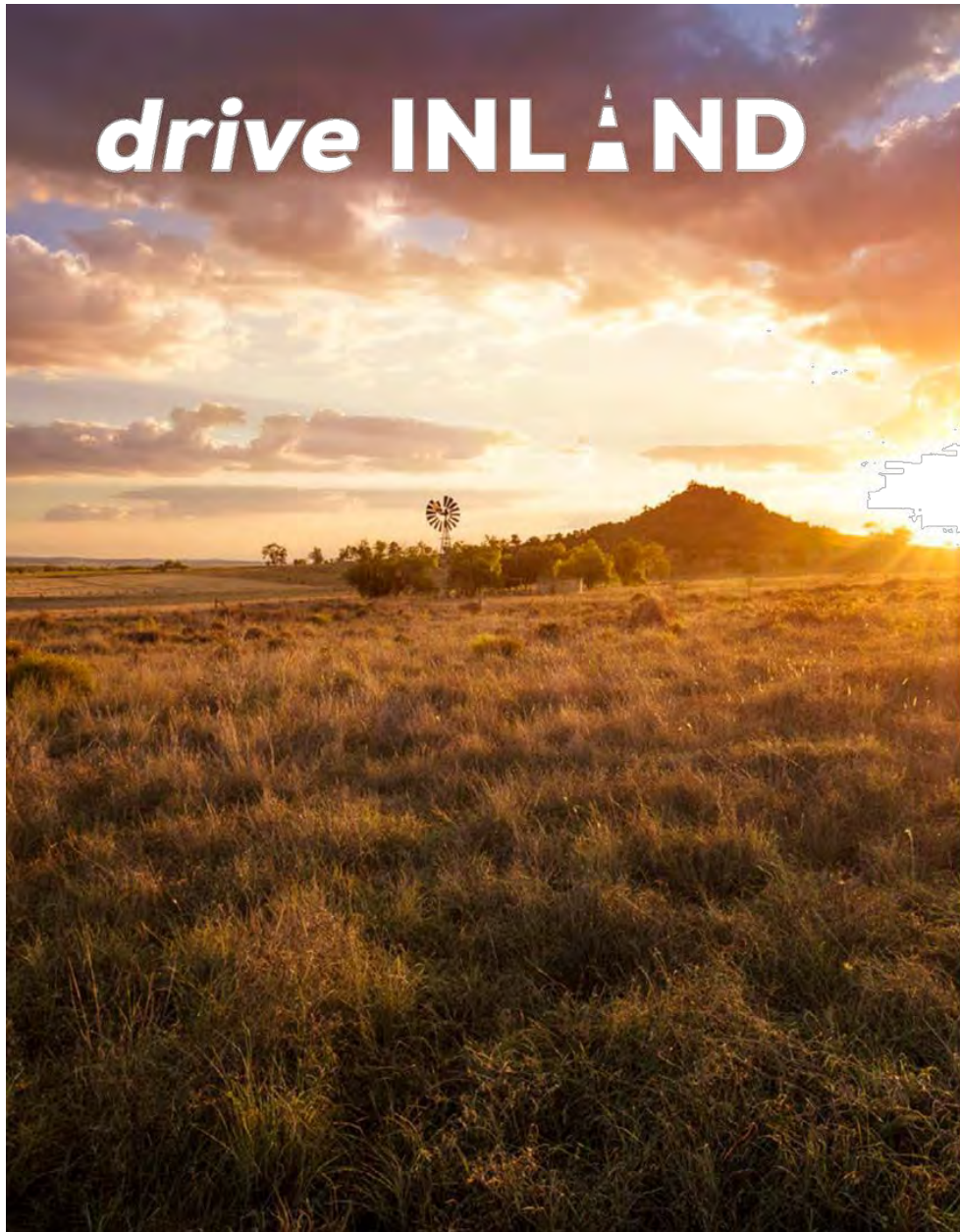




“Through a coordinated program of policy, regulation, planning approvals, infrastructure and marketing initiatives, the Government believes Queensland can be positioned as a world-leading drive tourism destination”

Queensland Drive Tourism Strategy 2013-2015

drive INLAND



IMPORTANCE OF TOURISM

**52 200 TOURISM BUSINESSES
61% IN REGIONAL AREAS**

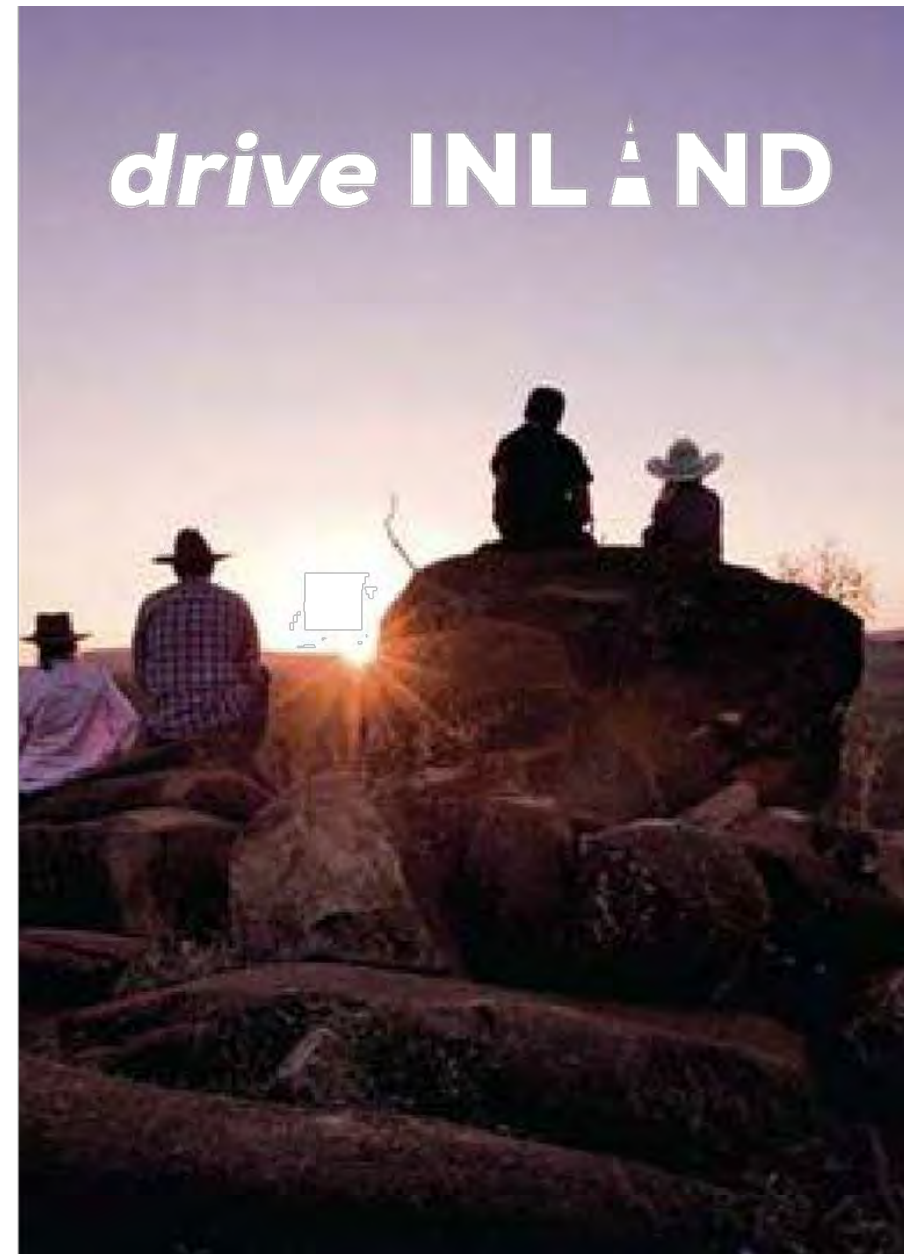
Tourism Research Australia

WHY DRIVE INLAND PROMOTIONS ASSOCIATION

**AVOID DUPLICATION OF COSTS
AND EFFORTS**

**MAXIMISE MARKETING
OPPORTUNITIES**

**DELIVER WHAT THE HIGHWAY
USERS WANT**





*Content is King!
By sharing authentic quality
content, we can connect
travellers with
unique experiences and
inspiring stories,
the soul and spirit of the
state which
sets us apart from other
destinations.*

Queensland's Content Framework

drive INLAND

Drive Inland offers journeys rich in discovery along with options to avoid the hustle and bustle of travel on the busy coastal routes.

From Sydney and Melbourne to the Southern Great Barrier Reef, the holiday is as much about savouring the journey as reaching a destination.



KEY TARGET MARKETS

**GREY NOMADS
FAMILY TOURING EXPLORERS**

PREDOMINATELY FROM:

**MELBOURNE & COUNTRY
VICTORIA**

**SYDNEY & COUNTRY
NEW SOUTH WALES**

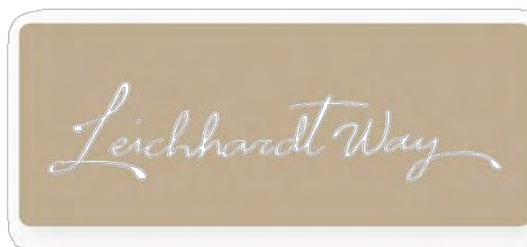
**BRISBANE & COUNTRY
QUEENSLAND**

*Secondary markets from Adelaide,
country South Australia & Tasmania*





CURRENT MEMBERS





KEY ACTIVITIES

**NEW SINGLE WEBSITE LAUNCHED JANUARY
2018**

**BROCHURE REPRINT
(RURAL GETAWAY)**

**ATTENDANCE AT MAJOR DRIVE TOURISM
SUPERSHOWS IN MELBOURNE, SYDNEY AND
BRISBANE FOR 2018**

**SUBSIDISED COSTS (TRAVEL COSTS,
ACCOMMODATION) FOR REPRESENTATIVES
ATTENDING TRADE SHOWS**

**MARKETING PARTNERSHIP WITH TOURISM &
EVENTS QUEENSLAND**

**PROMOTION OF DRIVE INLAND IN TOURING
GUIDES**

**PHOTO-SHOOT ACTIVITIES TO BOOST
PROMOTIONAL STOCK
CONTENT DEVELOPMENT – THINGS TO DO**

**MAXIMISE MARKETING OPPORTUNITIES
THROUGH RECEIPT OF TEQ PREFERENTIAL
RATE OFFERS**

**NATIONAL BROCHURE DISTRIBUTION
THROUGH LINK LOGIC**

SOCIAL MEDIA PROMOTIONAL ACTIVITIES

The screenshot displays the 'drive INLAND' website. At the top, there are navigation links: 'LEICHHARDT HIGHWAY', 'AUSTRALIA'S COUNTRY WAY', and 'RURAL GETAWAY'. Below these are the main navigation items: 'HOME', 'HIGHWAYS', 'TOWNS', 'ITINERARIES', and 'EXPERIENCE'. The main content area features three banners. The first banner, 'OUR BACKYARD', has a blue background with a large rock and text describing the inland experience, including a 'MORE INFORMATION' button. The second banner, 'TAKE AN INLAND DRIVE', is green and contains two dropdown menus for 'CHOOSE A TOWN' and 'CHOOSE A HIGHWAY', along with 'GO' and 'OR BROWSE ALL' buttons. The third banner, 'RURAL GETAWAY', shows a field and a map with a route between 'Mundubbera' and 'Warialda'.

drive INLAND

HOME HIGHWAYS TOWNS ITINERARIES EXPERIENCES



ALL TOWNS

ALL EXPERIENCES

ALL HIGHWAYS

SEARCH



WINE WALKS AND HERITAGE DRIVE

321km

Blackbutt Nanango

The Wine Walks and Heritage drive delights the senses and immerses you into a rich country culture of the South Burnett.



THE GREAT BUNYA DRIVE

337km

Toowoomba Gympie

The Great Bunya Drive is a scenic self-drive route meandering through 390 kilometres of beautiful country landscapes.



ROCKHAMPTON

0km

Rockhampton Rockhampton

Spend the day relaxing while exploring what Rockhampton has to offer. A free zoo, art gallery, shops and of course delectable food options!

NEW MEMBERS

**DRIVE INLAND PROMOTIONS
ASSOCIATION INVITES
NEW MEMBERS**

\$3,000 JOINGING FEE

ANNUAL MEMBERSHIP

**BASED ON
LOCAL GOVERNMENT SIZE
NUMBER OF HIGHWAYS
THROUGH AREA**



8.4 SOUTHERN QUEENSLAND COUNTRY TOURISM - SOUTH BURNETT MONTHLY REPORT - JUNE 2021**File Number: 18-08-2021****Author: Executive Assistant****Authoriser: Chief Executive Officer****PRECIS**

Southern Queensland Country Tourism South Burnett Monthly Report June 2021

SUMMARYProviding a copy of the South Burnett Monthly Report for June 2021

OFFICER'S RECOMMENDATION

That the report be received for information.

BACKGROUND

Southern Queensland Country Tourism have a new direction for the region that is very industry focussed and looks to drive visitors towards businesses and events. They have identified the best available tool in Australia that help identify and track people into the regional areas they cover. This data will be an invaluable tool for the region, SBRC and for events and industry.

ATTACHMENTS

1. **SQCT - South Burnett Monthly Report - June 2021** [↓](#) 



Key Points from June 2021



South Burnett Occupancy level for June was 61%, and has had a 29% increase in comparison to June 2019.



June with a reservation window of 44 days, which is an increase of 57% when compared to 2020.

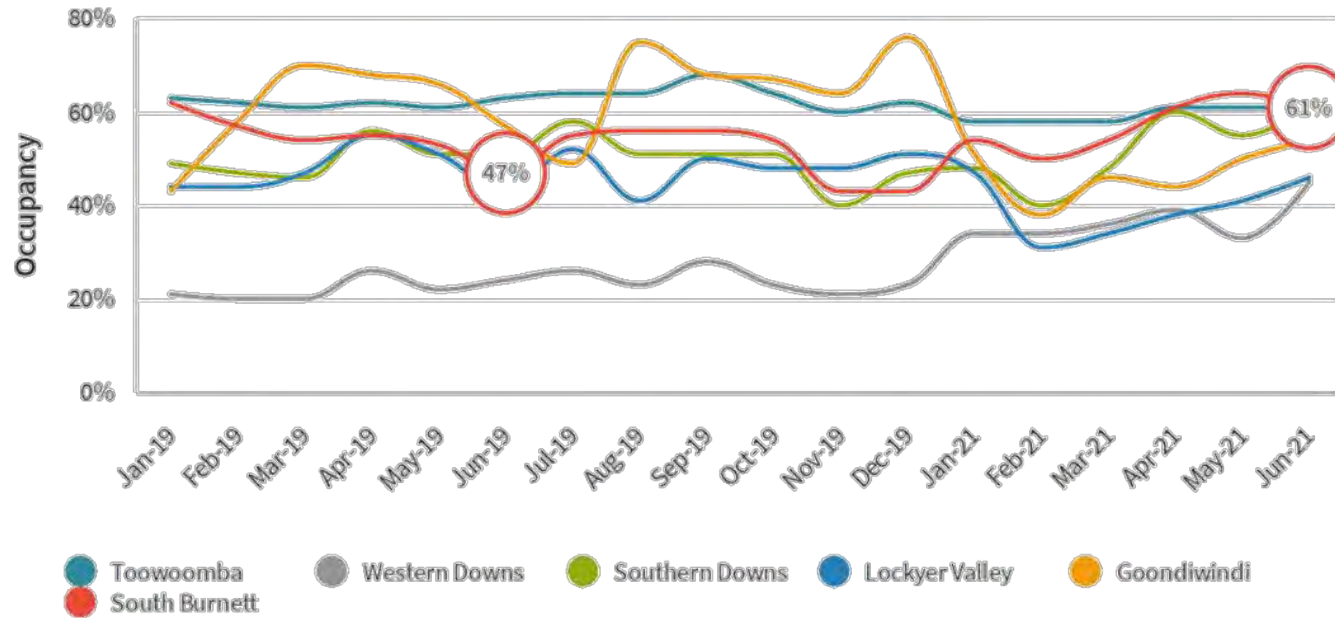


The LGA's with the most amount of devices seen within the South Burnett region in June 2021 were Brisbane with 11.22% of the total devices seen, Moreton Bay with 8.78% and Toowoomba with 7.68%.

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Average Occupancy Rate

The occupancy rate is the ratio between the number of occupied rooms and the number of rooms offered that are open.



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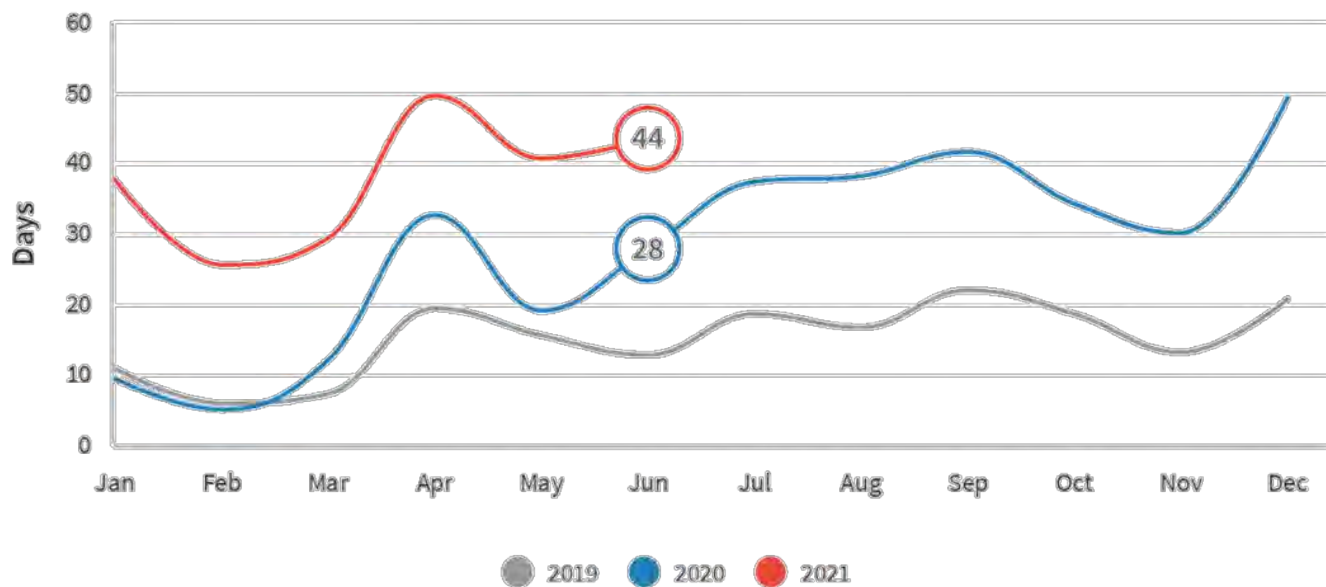


INSIGHT

South Burnett Occupancy level for June was 61%, and has had a 29% increase when compared to June 2019. South Burnett, Southern Downs and Toowoomba are currently leading the SQC LGAs in Occupancy levels at 61%.

Reservation Window (Days)

The reservation window is the period of time between when the reservation is made by the guests and the actual arrival date to the destination. For example, a reservation of 40 days means that people are booking accommodation on average 40 days before they arrive at the destination.



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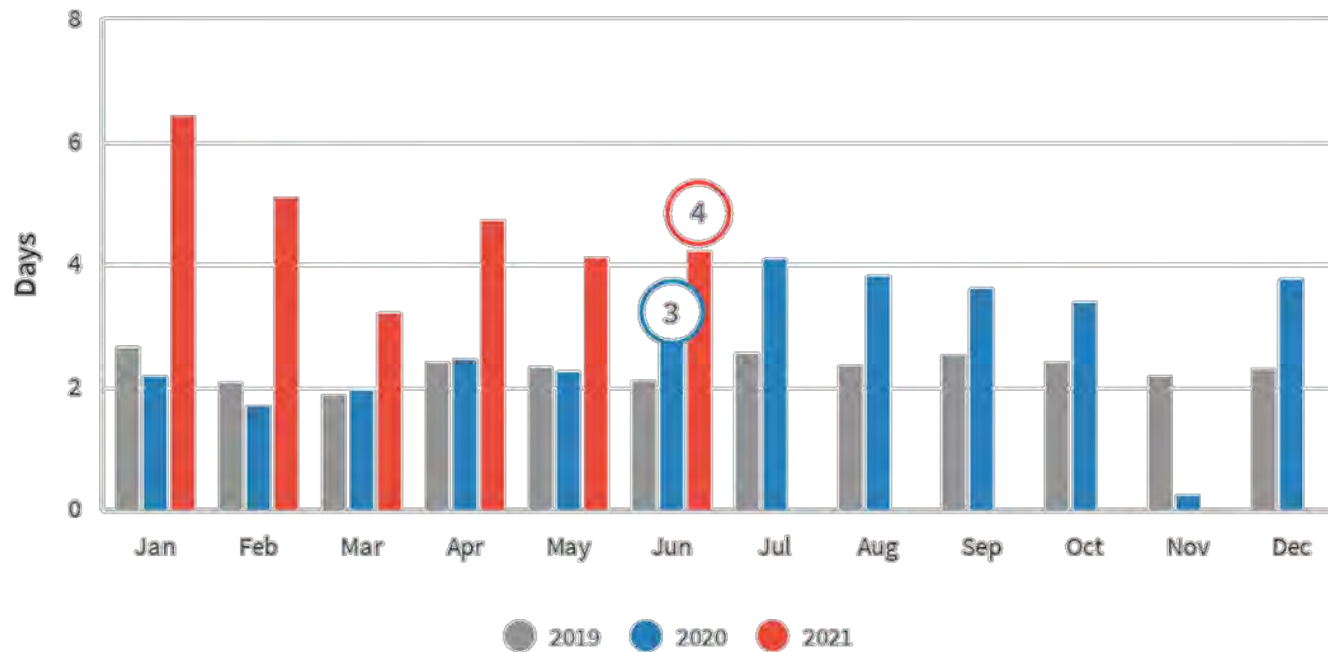


INSIGHT

The average Reservation Window has been looking very positive since the beginning of 2021. This growth has continued into June with a reservation window of 44 days, which is an increase of 57% when comparing to 2020.

Length of Stay

Length of stay is the amount of time that was booked at the accommodation.



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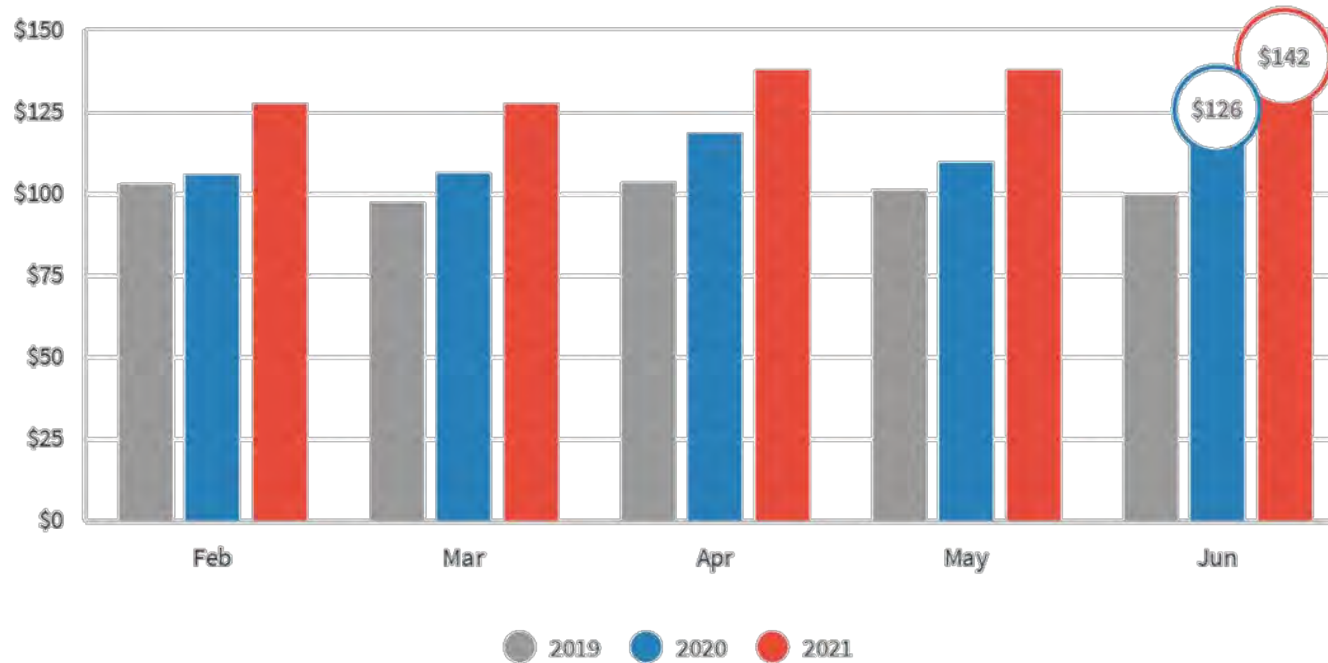


INSIGHT


Length of Stay in June 2021 was 4 days and has had an increase of 33% when compared to 2020. Average length of stay is in a great spot this year, seeing it's highest numbers when compared to 2019 and 2020.

Average Daily Rate

The average daily rate (ADR) measures the average rental revenue earned for an occupied room per day.



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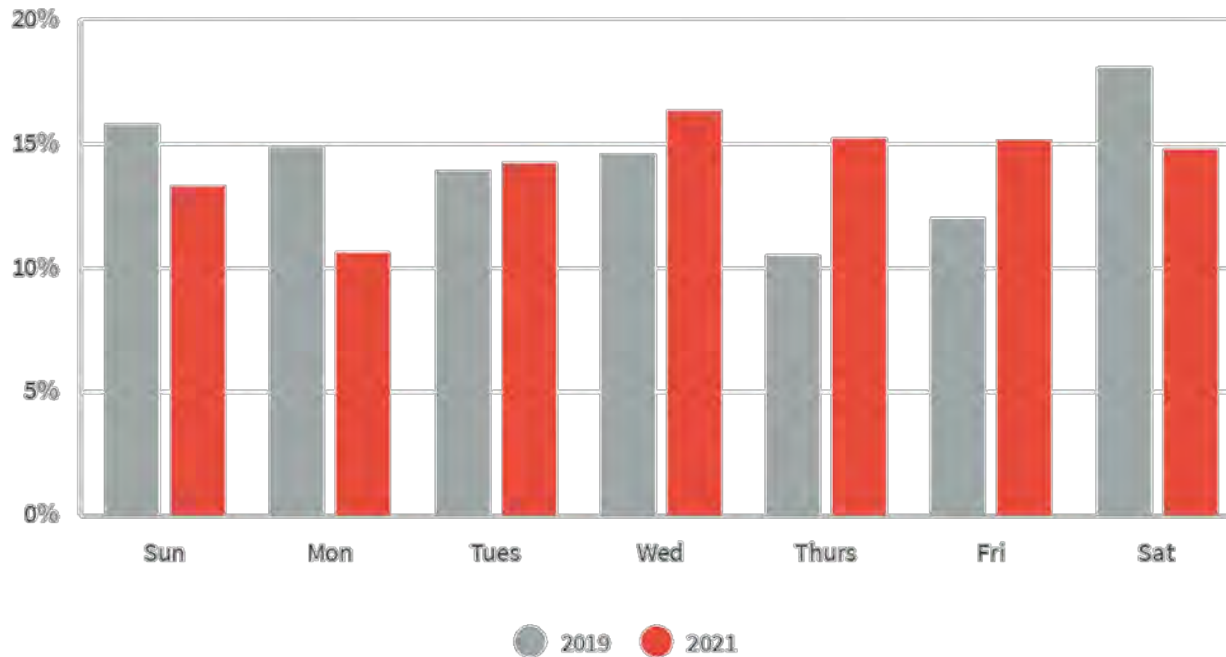


28%
INSIGHT


The ADR for South Burnett has remained quite level since the beginning of the year, which has been the trend for the past 2 years. June 2021 has had an ADR of \$142 which is a 12% increase when compared to 2020. An increase in ADR means that people are willing to pay for more accommodation which is a great result.

Day of the Week

These graphs visualise which days of the week people are visiting the most for the month.



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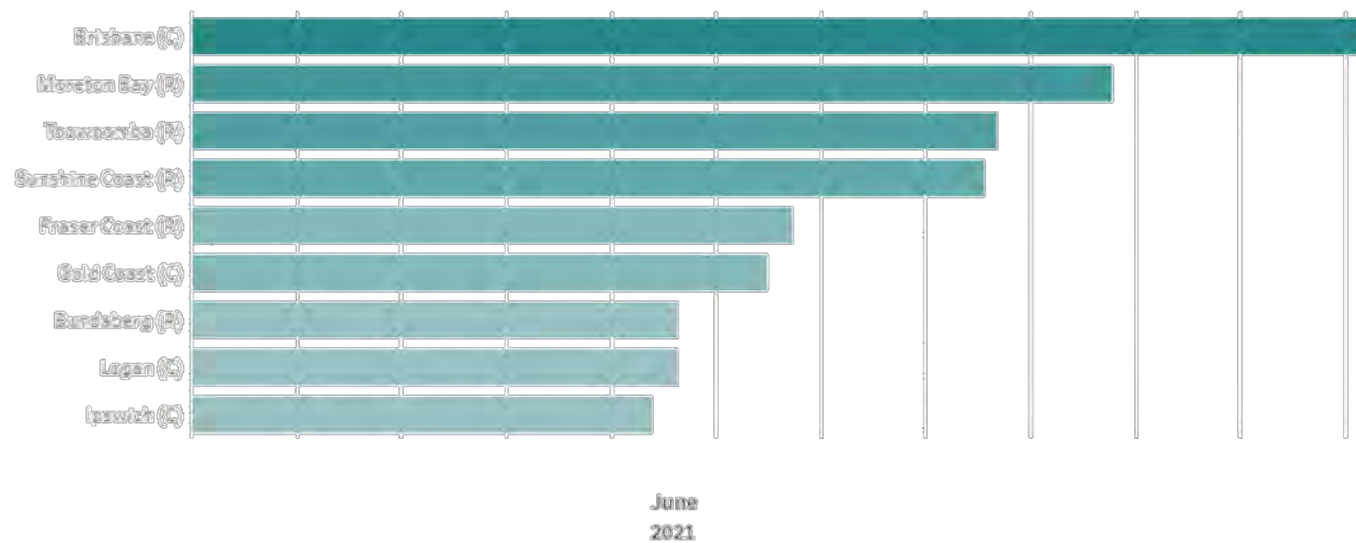


INSIGHT

There was no stand out day for people to visit South Burnett in June, the highest visitation level was Wednesday at 16.94% but similar levels were seen through out the week. The lowest day was Monday at 11% of visitation.

Source Market

The source market demonstrates which LGA visitors are travelling from, by checking device area data. Focusing on the top 9 for the month.



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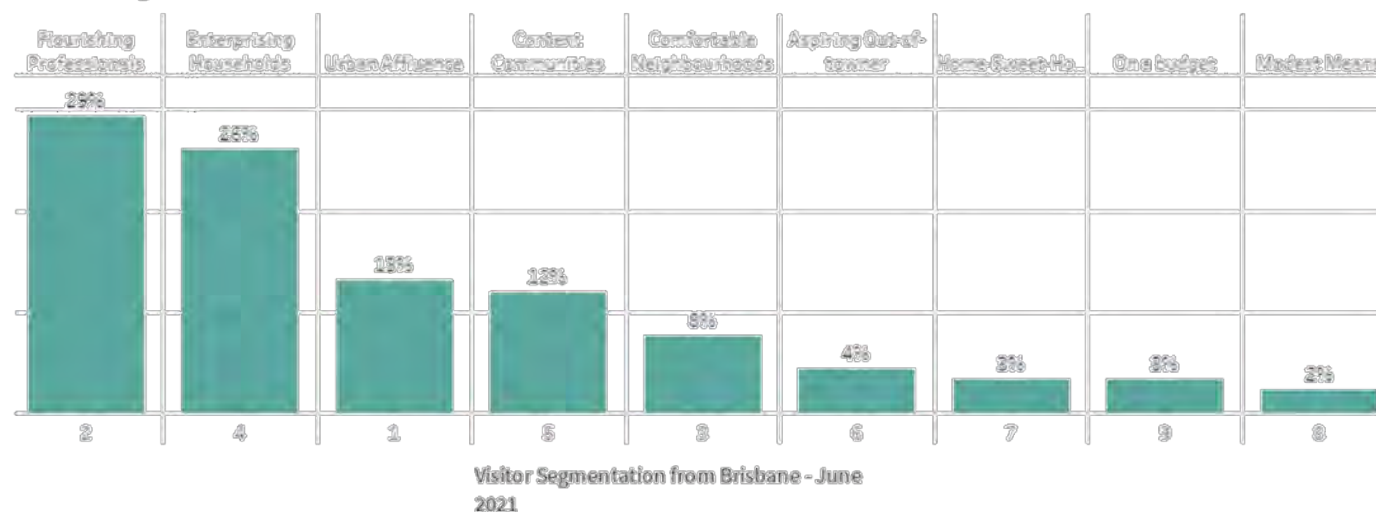
INSIGHT

The LGA's with the most amount of devices seen within the South Burnett region in June 2021 were Brisbane with 11.22% of the total devices seen, Moreton Bay with 8.78% and Toowoomba with 7.68%.

Top Visitor Segments - Brisbane

Top Visitor Segments show the segmentation of people who visited the most.

Visitors Segments



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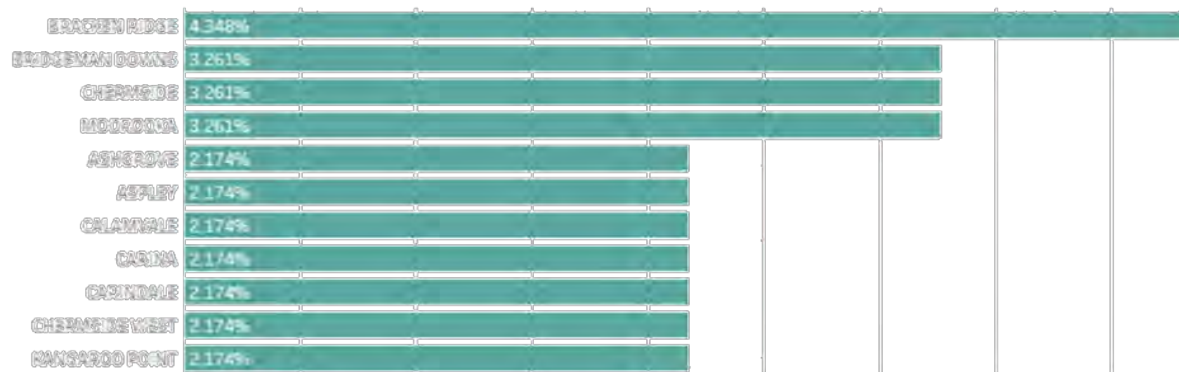
INSIGHT

The top visitors of South Burnett from Brisbane in the month of June were the second wealthiest segment, contributing to 29% of visitation.

Brisbane was the focus for this analysis as they have the highest propensity to stay overnight.

Top Visitor Suburbs Brisbane

Top Visitor Segments show the segmentation of people who visited the most from Brisbane.



Visitor Segmentation from Brisbane - June 2021

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INSIGHT

The suburb that visited the most in June was Bracken Ridge with 4.34%. The next top visits was even across the suburbs of Bridgeman Downs, Chermside and Moorooka who contributed to 9.78% of visitation.

8.5 MOBILE BLACK SPOT PROGRAM

File Number: RD2

Author: Chief Executive Officer

Authoriser: Chief Executive Officer

PRECIS

To inform Council regarding Mobile Black Spot Applications previously made and consideration of priorities for future round 6 and future round consideration.

SUMMARY

Summary of information about the Mobile Black Spot Programme

OFFICER'S RECOMMENDATION

That the committee recommends to Council

1. That the following areas be investigated for future submission to the mobile blackspot programme:
 - (a) Boondooma Dam QLD-0528
 - (b) Mount Mowbullan (Bunya Mts) QLD-1505
 - (c) Moffatdale, Burnett Hwy, Redgate
 - (d)
 - (e)

FINANCIAL AND RESOURCE IMPLICATIONS

Staff time to prepare and submit applications and any future consideration to co-contributions.

LINK TO CORPORATE/OPERATIONAL PLAN

GR10 Advocate for enhanced regional digital connectivity and black spots

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Previous discussion at the WBBROC and collaborative submissions and studies. Discussion and advocacy with both State and Federal members of Parliament in support of submissions. The most recent example has been the Regional Telecommunications Connectivity Study. Council staff have also engaged directly with service providers to advocate for submissions.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

None known

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

Council consideration

ASSET MANAGEMENT IMPLICATIONS

Council would not own or control the asset.

REPORT

South Burnett Regional Council has participated in the mobile blackspot programme since its inception. Successful applications include:

Round 1 funded (499)

- Boyneside
- Dulong
- Kumbia
- Wattle Camp

Round 2 funded (266)

- Gordonbrook
- Maidenwell
- Tingoora
- Windera

Round 3 – Government Nominated Priority Locations (102)

- Nil – based on government priority locations

Round 4 funded (180)

- Unsuccessful

Round 5/5a funded

- Cooranga North
- Kingaroy Venue
- Memerambi

These sites include a base station, a small cell or a macrocell.

Council has worked off a priority list for a period that has been identified through the joint WBBROC studies and coverage mapping. These previous priority sites are now concluding and future sites for investigation are being looked for.

The last submission Council has put forward as part of round 5a also included

- Boondooma Dam QLD-0528
- Mount Mowbullen (Bunya Mts) QLD-1505
- Moffatdale, Burnett Hwy, Redgate

It is recommended to continue with the sites listed above and add to the list for future submissions.

When applying for a site consideration is given to the availability of optic fibre and power connectivity and cost to develop the site for example.

Each round will also have its own priority areas and some examples in recent rounds have been:

To fund solutions that will provide new and improved mobile coverage (Mobile Coverage Solutions), with priority afforded to High Priority Natural Disaster-Prone Areas and Designated Major Regional and Remote Transport Corridors.

To fund projects that trial/pilot new technologies and delivery models (Trial Solutions) that provide proof of concept for new ways to extend and improve mobile coverage and competition in less populated and traditionally higher-cost regional and remote areas – WISP's & RAN sharing.

Costs of additional resilience/backup measures will also be considered separately, for example battery or generator backup for priority communications sites.

The mobile black spot programme has been an excellent programme and it is hoped that the Commonwealth Government will continue to support and promote the same into the future as there is still significant need within our community.

ATTACHMENTS

Nil

8.6 LOCKDOWN SUPPORT FOR QUEENSLAND BUSINESSES

File Number: RD3
Author: Chief Executive Officer
Authoriser: Chief Executive Officer

PRECIS

The Mayor has requested a report be brought to Council for consideration of the Queensland State Government payments to small and medium businesses across Queensland affected by the current COVID-19 lockdown and lockdowns in other states.

SUMMARY

The Queensland Government recognises the short interval between lockdowns in South East Queensland, and the unique circumstances faced by regional economies who are impacted by multiple border closures. These \$5,000 grants will provide cash flow support for businesses to help them adapt to evolving circumstances.

OFFICER'S RECOMMENDATION

That Council notes the report for information.

BACKGROUND

Joint statement attached for information.

The State Government has also released the \$47.75 million Tourism and Hospitality Sector COVID-19 Lockdown Support Package is providing a range of rebates, fee and payroll tax relief measures to provide immediate support for tourism and hospitality businesses impacted by the recent COVID-19 lockdowns.

Queensland tourism and hospitality businesses can visit the Business Queensland website (<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/lockdown-support-package>) to access all of the assistance on offer under the Tourism and Hospitality Sector COVID-19 Lockdown Support Package, as well as the \$5,000 COVID-19 Business Support Grants and the Queensland COVID-19 cleaning rebate – providing small, medium and not-for-profit businesses with a rebate of up to 80% of the cost of professional cleaning (up to \$10,000 ex GST), if the business is a confirmed COVID-19 exposure site.

ATTACHMENTS

1. **Media Release - Joint Statement - Lockdown Support for Queensland Businesses**  



Media release

JOINT STATEMENT

Treasurer and Minister for Investment
The Honourable Cameron Dick

**Minister for Tourism Industry Development and
Innovation and Minister for Sport**
The Honourable Stirling Hinchliffe

**Minister for Employment and Small Business and Minister
for Training and Skills Development**
The Honourable Di Farmer

Lockdown support for Queensland businesses

Lockdown support for Queensland businesses

The Palaszczuk Government will provide \$5,000 payments to small and medium businesses across Queensland affected by the current COVID-19 lockdown and lockdowns in other states.

Treasurer and Minister for Investment Cameron Dick said the \$260 million 2021 COVID-19 Business Support Grant program would help small businesses through the current three-day lockdown.

"We know Queensland's health response to COVID-19 has put us in the best possible position to recover from the pandemic, with nation-leading economic, jobs and retail sales growth," the Treasurer said.

"But the lesson we have learned from COVID-19 is that we must always act fast and decisively.

"That's why we were the first jurisdiction to declare a public health emergency and the first jurisdiction to announce business support measures for affected businesses, including tourism businesses.

"To date, Queensland's economy has recovered quickly from short sharp lockdowns, but we have seen the damage the delta strain is causing in other jurisdictions.

"Until now, our lockdowns have been months apart, which has given businesses time to recover.

"But we understand two lockdowns within a month presents a new challenge, which is why I am announcing this package today.

2021 COVID-19 Business Support Grants of \$5,000 will be available to eligible small and medium businesses across all industries across the state.

"We'll also be providing support payments to eligible impacted large businesses in the hospitality and tourism sector in the 11 local government areas currently locked down.

"While government cannot fully compensate businesses for the impact of necessary lockdowns, these payments will provide cashflow support for businesses to help them adapt to evolving circumstances.

"This \$5,000 payment is higher than most other states, recognising the short interval between lockdowns in South East Queensland, and the unique circumstances faced by regional economies who are impacted by multiple border closures.

"I welcome the Federal Government's declaration of a hotspot in the 11 local government areas and the assistance to individuals that declaration makes available.

"I'm also calling on all councils in the 11 affected local government areas, and across other impacted parts of Queenslanders, to implement their own assistance measures for affected businesses.

"This could include Councils contributing to supporting business cash flows and viability through the waiving of rates, fees and charges paid by small businesses, or by providing a co-contribution towards the Queensland Government's business support grant program."

Minister for Minister for Employment and Small Business Di Farmer said that she knew how challenging the global pandemic had been for small business.

"We are living through some incredibly challenging times, and I want to acknowledge and thank small businesses for all they have done," Minister Farmer said.

"Small businesses are our friends and neighbours, they are the lifeblood of our communities. That's why we put backing small business at the heart of our \$14.2 billion COVID-19 Economic Recovery Plan.

"The best thing we can do for small business is to go early with short sharp lockdowns, and then get them open and trading again as soon as possible.

"We've done this before and our hope is that we do it again.

"But we know having two lockdowns so close together is especially difficult.

"These \$5,000 payments will help businesses both in the lockdown area and those elsewhere in the state affected by a loss of revenue.

"This is in addition to all of the other support available for small businesses including our Business Basics, Business Boost and Business Growth grant programs, our free Mentoring for Growth service, record investment in employment and training programs, online tools to make doing business easier and more.

"The Queensland Small Business Commissioner is also available to provide support and advice.

"I'd encourage all small businesses to visit www.business.qld.gov.au/supportgrant to make sure they're taking full advantage of the range of support available in addition to these \$5,000 payments."

Tourism Minister Stirling Hinchliffe said COVID-19 lockdowns had been particularly challenging for Queensland's tourism operators.

"What I've been hearing from regular meetings with operators and Regional Tourism Organisations is just heartbreaking," Minister Hinchliffe said.

"The Business Support Grants announced by the Palaszczuk Government will help provide immediate relief for small to medium tourism operators and are in addition the Government's \$860 million in direct support for the industry's recovery.

"We know tourism operators are hit hard not only by Queensland lockdowns, but also lockdowns interstate.

"When Sydney and other capitals go into lockdown, it means cancellations for Queensland tourism operators, often during what should be peak holiday season.

"Queenslanders have been backing our tourist operators by helping to fill interstate cancellations, but times like this only increases pressure on tourism businesses.

"The Palaszczuk Government remains committed to standing by Queensland tourism to recover from the global pandemic and to rebuild better for the future."

The small business payments will be made through QRIDA, which successfully administered the payment of \$1 billion in 12-month interest loans to COVID-affected businesses.

Applications for grants will open from mid-August.

Small and medium businesses are defined as businesses that have a turnover of more than \$75,000 per annum and have an annual payroll in Queensland of up to \$10 million.

Large tourism hospitality businesses are defined as those entities with turnover greater than \$10 million that have experienced a 30 per cent reduction in turnover.

Media Contact: Geoff Breusch 0417 272 875



9 QUESTIONS ON NOTICE**9.1 CHANGE OF OWNERSHIP OF PROPERTIES IN THE SOUTH BURNETT OVER THE PAST SIX (6) MONTHS.****File Number:** 18 Aug 2021**Author:** Manager Finance**Authoriser:** Chief Executive Officer

The following question on notice was received from Councillor Kirstie Schumacher.

Question

How many properties have changed hands in the last 6 months?

Response

A search of Council's rating system has shown the number of property transfers processed from 1 January 2021 to 30 June 2021 was approximately 1129.

RECOMMENDATION

That the response to the question regarding the number of properties which have changed hands in the last six (6) months raised by Councillor Kirstie Schumacher be received and noted.

ATTACHMENTS

Nil

9.2 MURGON INDUSTRIAL LAND**File Number:** 18 Aug 2021**Author:** Manager Finance**Authoriser:** Chief Executive Officer

The following question on notice was received from Councillor Kathy Duff.

Question

Requesting an explanation on why the commercial land in Murgon is higher than any of the other commercial land in the South Burnett.

Response

Commercial and Industrial are two different categories. Assumption made that Commercial was the intended category in relation to this question on notice.

It is believed that when Councils amalgamated in 2008 the cents in the dollars were adjusted to bring the amount paid for similar properties into alignment. Murgon Industrial Land had much lower valuations which meant that the cent in the dollar was increased.

Please see attached information regarding rating methodologies from previous years.

Council workshops to review the General Rating categories with the aim of bringing the cents in the dollar closer together have been identified in the 2021/22 Operational Plan.

RECOMMENDATION

That the response to the question regarding Murgon Industrial Land raised by Councillor Kathy Duff be received and noted.

ATTACHMENTS

1. Prior Year Rating Information [↓](#) 

2009

South Burnett Regional Council - Rating Methodology

As part of the amalgamation process, Council has been allowed to charge a range of rates that are based on the former Council boundaries. This will continue until 2011/12, when the transition to just one rate methodology across the entire South Burnett Region will be completed.

In order to achieve this, Councillors and staff have undertaken a series of rate modeling workshops over the last twelve months to develop a strategy to achieve one rate methodology by the 2011/12 target.

In doing so, Council has formed the opinion that the differential rating scheme provides the most equitable basis for the distribution of the general rate burden. In determining this, Council has considered the "capacity to pay" in each community by referring to published Australian Bureau of Statistics Information, as well as the Unimproved Capital Value of land in each part of the region.

In general terms, Council has projected forward for three years and established proposed rates in the dollar and proposed minimum rates for each year. These proposed rates become more similar each year, with the intent of achieving equitable outcomes in each of the residential, commercial and industrial sectors.

It must be said that by solely comparing the rates in the dollar applied to various sections of the community can be misleading. Therefore, the following table has been prepared to provide an indication of the typical gross annual rates applicable across the region. Please note that Council issues rates on a half-yearly basis, while the amounts shown in the table below reflect rates for a full year.

Residential	Location	Gross Levy
Blackbutt	Hart Street	\$1,880.10
	Gillilard Street	\$2,325.71
Kingaroy	Bottlebrush Street	\$2,140.53
	Moonya Street (Top End)	\$2,157.22
	Doonkuna Street	\$2,007.01
	Jean Street	\$1,890.17
Nanango	Haly Street West	\$1,848.44
	Fairway drive	\$1,679.73
	Appin Street	\$2,085.07
Murgon	Houghton Street	\$2,044.54
	Palmer Street	\$1,691.10
Wondai	South Street	\$1,501.49
	Edward Street	\$1,447.60

Village	Location	Gross Levy
Kumbia	Brook Street	\$1,365.60
Proston	Jellicoe Street	\$1,386.60
Tingooora	Magnussens Drive	\$1,082.00
Wooroolin	Meek Street	\$1,356.84
	Short Street	\$1,238.10

Rural Residential	Location	Gross Levy
Blackbutt	Greenhills Drive	\$1,822.86
	Benarkin North	\$857.34
Kingaroy	Belair Drive	\$1,446.44
	Bella Vista Avenue	\$2,089.00
Nanango	Buckland Street	\$1,273.91
	Racecourse Road	\$2,085.75
Murgon	Nagel Court	\$1,398.28
	Ferris Road	\$2,194.14
Wondai	Recce Court	\$1,229.66
	Amaroo Drive	\$1,606.46

Commercial (CBD)	Location	Gross Levy
Blackbutt	Coulson Street	\$1,751.90
Kingaroy	Markwell Street	\$3,238.57
Nanango	Drayton Street	\$1,869.38
Murgon	Lamb Street	\$1,742.32
Wondai	Scott Street	\$1,820.76

Industrial	Location	Gross Levy
Blackbutt	Hart Street	\$1,751.90
Kingaroy	Kingaroy Street	\$3,596.60
Nanango	Knowles Street	\$1,780.77
Murgon	Gesslers Road	\$1,580.40
Wondai	Bunya Avenue	\$1,693.52

Rural (Grazing)	Location	Gross Levy
Blackbutt	Hayne Kite Millar Road (400 Ha)	\$5,901.22
Kingaroy	Kingaroy Burrandowan Road (1500 Ha)	\$5,421.92
Nanango	Burnett Highway (800 Ha)	\$5,815.98
Murgon	Braithwaites Road (450 Ha)	\$6,541.20
Wondai	Chinchilla Wondai Road (1000 Ha)	\$4,907.86

Rural (Agriculture)	Location	Gross Levy
Blackbutt	Googa Creek Road (115 Ha)	\$2,423.63
Kingaroy	Minmore Road (165 Ha)	\$2,681.24
Nanango	Kingaroy Cooyar Road (320 Ha)	\$3,003.23
Murgon	Mondure Road (250 Ha)	\$2,973.72
Wondai	Tipperary Road (200 Ha)	\$2,774.27

Diff Rate Category	Rate in \$	Minimum	Rate in \$	Minimum	Rate in \$	Minimum
1 - Residential - Kingaroy	1.41800	632.00	1.37800	615.00	1.32800	580.00
2 - Commercial - Kingaroy	2.14400	838.00	2.12800	815.00	2.15000	770.00
3 - Village	0.09700	632.00	0.94800	615.00	0.96800	580.00
5 - Rural Residential - Kingaroy						
6 - Rural	1.03380	720.00	1.00800	700.00	0.95200	660.00
7 - Other	1.36800	632.00	1.33200	615.00	1.26800	580.00
8 - Industrial - Kingaroy	1.43300	838.00	1.39400	815.00	1.33400	770.00
9 - DI Shop Cntr >10000m2	1.11440	60,110.00	0.83640	58,500.00	0.79000	45,000.00
10 - DI Shop Cntr 4000-10000m2	3.82600	24,486.00	2.75320	23,830.00	2.60000	22,500.00
99 - DI Shop Cntr 1500-4000m2	3.25400	8,164.00	3.36400	7,945.00	3.20000	7,500.00
201 - Residential - Nanango	1.44400	632.00	1.40600	615.00	1.33200	580.00
202 - Commercial - Nanango	1.46300	838.00	1.45600	815.00	1.50000	770.00
203 - Residential - Blackbutt	1.52800	632.00	1.49200	615.00	1.42000	580.00
204 - Commercial - Blackbutt	1.49600	838.00	1.45680	815.00	1.38400	770.00
205 - Rural Residential - B/butt/Ngo						
208 - Industrial - Nanango	1.90500	838.00	1.86800	815.00	1.84400	770.00
209 - Industrial - Blackbutt	1.99760	838.00	1.94400	815.00	1.83600	770.00
211 - Extractive C	2.30948	10,882.00	2.24800	10,590.00	2.13200	10,000.00
212 - Extractive A	2.24000	632.00	2.18000	615.00	2.38000	560.00
213 - Extractive B	1.65200	6,530.00	1.60960	6,355.00	1.52000	6,000.00
215 - Power Generation	15.86400	307,940.00	15.44000	299,698.00	14.58000	283,000.00
301 - Residential - Murgon	1.94800	632.00	1.89600	615.00	1.79200	580.00
302 - Commercial - Murgon	3.23200	838.00	3.16800	815.00	3.05000	770.00
305 - Rural Residential - Murgon						
308 - Industrial - Murgon	2.30000	838.00	2.24000	815.00	2.13200	770.00
399 - Exempt (Murgon)						
401 - Residential - Wondai	1.39400	632.00	1.35760	615.00	1.28800	580.00
402 - Commercial - Wondai	1.34200	838.00	1.30880	815.00	1.23600	770.00
405 - Rural Residential - Wondai						
408 - Industrial - Wondai	1.93800	838.00	1.88800	815.00	1.80800	770.00
414 - Coal Mine	23.26000	87,050.00	22.64000	84,720.00	21.42000	80,000.00
419 - Water - Pumping & Storage	1.21200	632.00	1.18000	615.00	1.08000	580.00
499 - Non-Rateable						
500 - Zero General Rate						
520 - Zero General Rate						
910 - Rural Residential - Blackbutt	1.22100	632.00	1.18800	615.00	1.12200	580.00
920 - Rural Residential - Nanango	1.23120	632.00	1.19880	615.00	1.13800	580.00
930 - Rural Residential - Kingaroy	1.52100	632.00	1.48000	615.00	1.40200	580.00
940 - Rural Residential - Wondai	1.30200	632.00	1.26800	615.00	1.21000	580.00
950 - Rural Residential - Murgon	1.43600	632.00	1.40000	615.00	1.45600	580.00
960 - Rural Residential - Other	1.19800	632.00	1.16680	615.00	1.10200	580.00

30% Cap	2014/15	Full Year - 2014/15	Full Year - 2013/14	Full Year - 2012/13
30 % Cap	2013/14			
30% Cap	2012/13			

SCHEDULE OF RATES AND CHARGES				
Rate or Charge	2008/2009	2009/2010	2010/2011	2011/2012
General Rates - Rate in \$				
Residential (Blackbutt)		1.9291	1.7837	1.5660
Residential (Kingaroy)	1.5768	1.6691	1.5061	1.3980
Residential (Murgon)	1.6550	1.8371	1.9764	1.8180
Residential (Nanango)	1.8790	1.8853	1.6723	1.4660
Residential (Wondai)	1.2500	1.4408	1.4595	1.3360
Group Titles (Nanango)	3.2700			
Village:		1.7520	0.8422	1.0600
Village Kingaroy	1.6432			
Village Nanango	2.1076			
Rural Residential Land (Urban) Kingaroy	1.7302	1.8250	1.5061	
Rural Residential Land (Rural) Kingaroy	1.6806	1.8183	1.7282	1.5100
Rural Residential Land Murgon	1.9342	2.0212	1.7655	1.5100
Rural Residential Land Nanango	1.8704	1.9702	1.5609	1.2920
Rural Residential Land Wondai	1.2192	1.4492	1.2834	1.2920
Boondooma Dam Special Development	1.2192			
Commercial Land Blackbutt		3.6639	3.1571	1.8680
Commercial Land Kingaroy	2.7802	2.8151	2.4643	2.3060
Commercial Land Murgon	3.0074	3.3705	3.3482	3.0560
Commercial Land Nanango	3.3000	3.6639	3.1571	2.1000
Commercial Land Wondai	1.2536	1.8663	2.7368	1.2200
Drive-In Shopping Centre	4.6200	4.9258	1.4951	1.0320
Industrial Land - Blackbutt		2.8399	2.7387	2.0600
Industrial Land - Kingaroy	2.2714	2.3286	1.7950	1.5160
Industrial Land - Murgon	3.0162	3.4433	2.6675	2.2400
Industrial Land - Nanango	2.6654	2.8399	2.7387	2.2400
Industrial Land - Wondai	1.2536	1.6233	2.3156	1.8200
Extractive A				2.3600
Extractive B				1.5200
Extractive C				16.4400
Extractive A - Nanango	4.4244	4.7173	3.7141	
Extractive B - Nanango	65.7035	70.0531	43.1781	
Extractive C - Wondai	1.4606	1.5574	0.0002	
Power Generation	174.4186	185.9651	34.6959	20.0000
Rural Land			1.2907	1.0840
Rural Land Kingaroy	1.4886	1.5888		
Rural Land Murgon	1.9000	1.918		
Rural Land Nanango	1.6334	1.7047		
Rural Land Wondai	1.4422	1.5517		
Stock Dips & Pump Sites - Wondai			0.0004	
Stock Dips Wondai	1.4422	1.5664		
Pump Sites Wondai	1.4606	1.5664		
Other Land		1.6526	1.4255	1.3600
Other Land Kingaroy	1.5334			
Other Land Murgon	1.6800			
Other Land Nanango	2.0088			
Other Land Wondai	1.4422			
Water - Pumping & Storage				1.4200

Minimum General rate				
Residential (Blackbutt)		490.00	530.00	550.00
Residential (Kingaroy)	422.00	461.00	530.00	550.00
Residential (Murgon)	495.00	510.00	530.00	550.00
Residential (Nanango)	465.00	490.00	530.00	550.00
Residential (Wondai)	438.00	472.00	530.00	550.00
Group Titles (Nanango)	465.00		530.00	
Village		461.00	530.00	550.00
Village Kingaroy	422.00			
Village Nanango	465.00			
Rural Residential Land (Urban) Kingaroy	422.00	461.00	530.00	550.00
Rural Residential Land (Rural) Kingaroy	422.00	461.00	530.00	550.00
Rural Residential Land Murgon	495.00	510.00	530.00	550.00
Rural Residential Land Nanango	465.00	490.00	530.00	550.00
Rural Residential Land Wondai	438.00	472.00	530.00	550.00
Boondooma Dam Special Development	438.00			
Commercial Land Blackbutt		667.00	690.00	730.00
Commercial Land Kingaroy	457.00	571.00	690.00	730.00
Commercial Land Murgon	530.00	647.00	690.00	730.00
Commercial Land Nanango	600.00	667.00	690.00	730.00
Commercial Land Wondai	473.00	582.00	690.00	730.00
Drive-In Shopping Centre	457.00	1971.00	31000.00	32550.00
Industrial Land - Blackbutt		667.00	690.00	730.00
Industrial Land - Kingaroy	457.00	571.00	690.00	730.00
Industrial Land - Murgon	530.00	647.00	690.00	730.00
Industrial Land - Nanango	600.00	667.00	690.00	730.00
Industrial Land - Wondai	473.00	582.00	690.00	730.00
Extractive A				530.00
Extractive B				2000.00
Extractive C				42000.00
Extractive A - Nanango	5000.00	5000.00	5250.00	
Extractive B - Nanango	80000.00	80000.00	84000.00	
Extractive C - Wondai	110.00	130.00	210.00	
Power Generation	250000.00	250000.00	359500.00	267750.00
Rural Land			610.00	630.00
Rural Land Kingaroy	422.00	461.00		
Rural Land Murgon	495.00	510.00		
Rural Land Nanango	465.00	490.00		
Rural Land Wondai	438.00	472.00		
Stock Dips & Pump Sites - Wondai			90.00	
Stock Dips Wondai	55.00	75.00		
Pump Sites Wondai	55.00	75.00		
Other Land		463.00	530.00	550.00
Other Land Kingaroy	422.00			
Other Land Murgon	495.00			
Other Land Nanango	465.00			
Other Land Wondai	438.00			

Location	Property Location	General Rates	Environm Rates	Waste Manage & Relief	STATE OBTAINATIONS					Sewerage	Garbage	Urban Fire Levy	Rural Fire Levy	State Emis Levy	2019/20 Asses Levy	Asses	2019/20	2012/13	2011/12	2010/11	2009/10	2008/09
					Exam & Resc & Eval Levy	Road Levy	Water Levy	Water Consump 100L/20mm	Water Consump 100L/20mm													
2 Commercial (C80)	Commercial Street	1,037.13	1.00	17.00	1,000.00	200.00	354.00	125.00	420.00	26.00	21.50	21.50	2,994.23	2009/10	2,994.23	2,391.88	2,712.00	2,554.45	2,417.80	2,304.00	2,172.00	
56 Industrial	Commercial Street	2,671.34	2.50	17.00	2,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,582.34	2021/22	3,582.34	3,071.00	3,265.00	3,202.00	3,072.00	2,972.00	2,872.00	
57 Industrial	Commercial Street	3,414.83	3.00	17.00	3,300.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	4,364.84	2021/22	4,364.84	3,849.00	4,043.00	3,980.00	3,840.00	3,720.00	3,620.00	
58 Industrial	Commercial Street	2,213.85	2.00	17.00	2,100.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,063.18	2021/22	3,063.18	2,552.00	2,746.00	2,683.00	2,543.00	2,443.00	2,343.00	
59 Industrial	Commercial Street	1,688.94	1.50	17.00	1,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	2,394.23	2009/10	2,394.23	1,883.00	2,077.00	1,914.00	1,771.00	1,628.00	1,485.00	
60 Industrial	Commercial Street	2,671.34	2.50	17.00	2,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,582.34	2021/22	3,582.34	3,071.00	3,265.00	3,202.00	3,072.00	2,972.00	2,872.00	
61 Industrial	Commercial Street	3,414.83	3.00	17.00	3,300.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	4,364.84	2021/22	4,364.84	3,849.00	4,043.00	3,980.00	3,840.00	3,720.00	3,620.00	
62 Industrial	Commercial Street	2,213.85	2.00	17.00	2,100.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,063.18	2021/22	3,063.18	2,552.00	2,746.00	2,683.00	2,543.00	2,443.00	2,343.00	
63 Industrial	Commercial Street	1,688.94	1.50	17.00	1,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	2,394.23	2009/10	2,394.23	1,883.00	2,077.00	1,914.00	1,771.00	1,628.00	1,485.00	
64 Industrial	Commercial Street	2,671.34	2.50	17.00	2,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,582.34	2021/22	3,582.34	3,071.00	3,265.00	3,202.00	3,072.00	2,972.00	2,872.00	
65 Industrial	Commercial Street	3,414.83	3.00	17.00	3,300.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	4,364.84	2021/22	4,364.84	3,849.00	4,043.00	3,980.00	3,840.00	3,720.00	3,620.00	
66 Industrial	Commercial Street	2,213.85	2.00	17.00	2,100.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,063.18	2021/22	3,063.18	2,552.00	2,746.00	2,683.00	2,543.00	2,443.00	2,343.00	
67 Industrial	Commercial Street	1,688.94	1.50	17.00	1,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	2,394.23	2009/10	2,394.23	1,883.00	2,077.00	1,914.00	1,771.00	1,628.00	1,485.00	
68 Industrial	Commercial Street	2,671.34	2.50	17.00	2,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,582.34	2021/22	3,582.34	3,071.00	3,265.00	3,202.00	3,072.00	2,972.00	2,872.00	
69 Industrial	Commercial Street	3,414.83	3.00	17.00	3,300.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	4,364.84	2021/22	4,364.84	3,849.00	4,043.00	3,980.00	3,840.00	3,720.00	3,620.00	
70 Industrial	Commercial Street	2,213.85	2.00	17.00	2,100.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	3,063.18	2021/22	3,063.18	2,552.00	2,746.00	2,683.00	2,543.00	2,443.00	2,343.00	
71 Industrial	Commercial Street	1,688.94	1.50	17.00	1,600.00	500.00	754.00	171.00	430.00	224.00	264.00	264.00	2,394.23	2009/10	2,394.23	1,883.00	2,077.00	1,914.00	1,771.00	1,628.00	1,485.00	

9.3 FUEL TAX CREDIT SUBSTANTIATION METHODOLOGY SYSTEM**File Number: 18.08.2021****Author: Coordinator Finance****Authoriser: Chief Executive Officer**

The following question on notice was received from Mayor Otto in a June Budget Committee Meeting.

Question

What does it take for Council to get a substantiation methodology system in place? Suggest engaging a taxation law adviser to provide this Council with methodologies in relation to fuel tax credits.

Response

Finance have sought to engage a consultant who has specialised knowledge in fuel tax credit claims for Local Governments. The consultant is going to look at Council's current system and assist in setting up a procedure for a new methodology that would be able to allow Council to claim the maximum of what they are entitled to. The consultant will also assist in performing a retrospective adjustment for the fuel tax credits that Council hasn't currently claimed for the past two financial years.

RECOMMENDATION

That the response to the question regarding implementing a substantiation methodology for fuel tax credit claims raised by Mayor Otto be received and noted.

ATTACHMENTS**Nil**

10 CONFIDENTIAL SECTION

11 CLOSURE OF MEETING