



SOUTH BURNETT
REGIONAL COUNCIL

AGENDA

Executive and Finance & Corporate Standing Committee Meeting Wednesday, 16 March 2022

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

Date: Wednesday, 16 March 2022

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 DEPUTATIONS/PETITIONS

5.1 PETITION FROM WHEATLANDS STATE SCHOOL

File Number: P1

Author: Chief Executive Officer

Authoriser: Chief Executive Officer

PRECIS

Update on the progress of the petition from the students at Wheatlands State School.

SUMMARY

To update Councillors on actions taken in response to an enquiry at the November Ordinary Meeting of Council.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council:

That South Burnett Regional Council call for quotations and conduct a feasibility report on future sport/leisure/recreation activities in Murgon PCYC facility.

BACKGROUND

The petition was previously acknowledged by written correspondence which included the Council resolution.

Initial discussions have been held with PCYC. This issue though seemingly simple is complex due to liability and risk issues associated with the activity. The activity is listed as a high-risk sport/leisure activity. Also, a trampoline centre would become a permanent fixture and therefore would take over the Pavilion which is used for many community activities i.e., Show, Country Music, Boxing, Basketball, School holiday events and the like.

Council staff are currently working with the PCYC on a range of projects including the squash court, change room and toilet upgrades, as well as the Gym expansion and Louver repairs in main pavilion to improve ventilation.

Council staff will be meeting with PCYC on the 16th of March to discuss the need for a feasibility report on future sport and leisure activities that could be integrated into the PCYC. There have been further requests for climbing wall, games room facilities at the site.

- PCYC Murgon have recently been successful with several grant applications including:
- boxing ring box;
- boxing equipment;
- training sessions;
- more equipment for the gymnastics;
- floor cleaner;
- additional equipment and resources for PCYC Nanango; and
- TV's and couches for the games room and chill out/homework room.

Given the risk profile of the proposed activity, should council wish to proceed with the trampoline centre that Council funds an investigation / feasibility report on future sport/leisure/recreation activities in Murgon PCYC facility. This feasibility study will not be able to be completed within current budget or human resources.

Previous Council resolutions:

8 December 2021 – Executive and Finance & Corporate Standing Committee

5.1 PETITION FROM WHEATLANDS STATE SCHOOL

COMMITTEE RESOLUTION 2021/133

Moved: Cr Kirstie Schumacher

Seconded: Cr Roz Frohloff

That the report be noted for information.

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

Against: Nil

CARRIED 6/0

24 November 2021 – Ordinary Meeting.

8.1.5 PETITION FROM WHEATLANDS STATE SCHOOL

RESOLVED 2021/252

Chief Executive Officer to provide an update to the December Executive & Finance & Corporate Standing Committee Meeting in relation to the petition from Wheatlands State School.

22 September 2021 – Ordinary Meeting

RESOLUTION 2021/140

Moved: Cr Danita Potter

Seconded: Cr Roz Frohloff

That the Petition be received and referred to the Chief Executive Officer to determine appropriate action and report back to a meeting of Council.

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

Against: Nil

CARRIED 7/0

ATTACHMENTS

Nil

6 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

6.1 MINUTES OF THE EXECUTIVE AND FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD ON 16 FEBRUARY 2022

File Number: 16/03/2022

Author: Executive Assistant

Authoriser: Chief Executive Officer

OFFICER'S RECOMMENDATION

1. That the Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 16 February 2022 be received.

ATTACHMENTS

1. **Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 16 February 2022**



MINUTES

Executive and Finance & Corporate Standing Committee Meeting Wednesday, 16 February 2022

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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, 16 FEBRUARY 2022 AT 9.09AM**

PRESENT: Councillors:

Cr Brett Otto (Mayor), Cr Roz Frohloff, Cr Gavin Jones (Deputy Mayor), Cr Kirstie Schumacher, Cr Scott Henschen, Cr Kathy Duff

Council Officers:

Mark Pitt (Chief Executive Officer), Susan Jarvis (General Manager Finance & Corporate), Ged Brennan (Acting General Manager Infrastructure), Peter O'May (General Manager Community), Carolyn Knudsen (Manager Corporate Services), Kerri Anderson (Manager Finance), Maxine Campbell (Strategic Asset Management Accountant), Tim Low (Manager Water and Waste Water), Rebecca Humphrey (Manager of People and Culture), Lynelle Paterson (Coordinator Executive Services), Bree Hunt (Executive Assistant)

1 OPENING

The Mayor declared the meeting open with the Lords Prayer and welcomed all attendees.

2 LEAVE OF ABSENCE / APOLOGIES

APOLOGY

COMMITTEE RESOLUTION 2022/146

Moved: Cr Brett Otto
Seconded: Cr Kathy Duff

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

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

Against: Nil

CARRIED 6/0

3 ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

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

4 DECLARATION OF INTEREST

Nil

Attendance:

At 9.11am Acting General Manager Infrastructure Ged Brennan entered the meeting.

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING**5.1 MINUTES OF THE EXECUTIVE AND FINANCE & CORPORATE STANDING COMMITTEE MEETING HELD ON 8 DECEMBER 2021**

COMMITTEE RESOLUTION 2022/147

Moved: Cr Scott Henschen
Seconded: Cr Kirstie Schumacher

That the Minutes of the Executive and Finance & Corporate Standing Committee Meeting held on 8 December 2021 be received.

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

Against: Nil

CARRIED 6/0

6 BUSINESS ARISING**7 GENERAL BUSINESS****8 PORTFOLIO - CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE & ICT****8.1 CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO**

COMMITTEE RESOLUTION 2022/148

Moved: Cr Brett Otto
Seconded: Cr Kathy Duff

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

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

Against: Nil

CARRIED 6/0

8.1.1 QUESTION ON NOTICE - REQUEST FOR INFORMATION (RFI) AND CUSTOMER REQUEST (CRM)

Question on notice from Cr Gavin Jones:

In regards to RFI and customer requests, what is the time and cost it is consuming at the minute?

8.1.2 FACT SHEET REPORT

RESOLVED 2022/149

List of fact sheets to be supplied at the next Council meeting.

8.1.3 CUSTOMER REQUEST MANAGEMENT SYSTEM (CRM) PROCESS AND REVIEW

RESOLVED 2022/150

Report to the next standing committee meeting on the CRM process and review.

8.2 MICROSOFT TEAMS PROJECT UPDATE

COMMITTEE RESOLUTION 2022/151

Moved: Cr Scott Henschen

Seconded: Cr Gavin Jones

That the report be received for information

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

Against: Nil

CARRIED 6/0

Attendance:

At 9:42 am, Acting General Manager Infrastructure Ged Brennan left the meeting.

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

COMMITTEE RESOLUTION 2022/152

Moved: Cr Scott Henschen

Seconded: Cr Roz Frohloff

That the Committee recommends to Council:

That the South Burnett Regional Council Policy Governance Framework – Strategic006 be adopted as presented.

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

Against: Nil

CARRIED 6/0

Attendance:

At 10:12 am, Acting General Manager Infrastructure Ged Brennan returned to the meeting.

8.4 BUDGET PARAMETERS AND TIMELINES

COMMITTEE RESOLUTION 2022/153

Moved: Cr Kirstie Schumacher

Seconded: Cr Gavin Jones

That the Budget Parameters and Timelines report for the 2022-2023 annual budget be received and noted and the addition of a zero based budget approach be added to the principles presented.

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

Against: Nil

CARRIED 6/0

8.5 BUDGET COMMITTEE MEETINGS 2022

COMMITTEE RESOLUTION 2022/154

Moved: Cr Kathy Duff

Seconded: Cr Kirstie Schumacher

The committee recommend to Council:

That South Burnett Regional Council:

1. Establish the following committee for the fixed period 1 March to 30 June 2022 with the following membership and Chair in accordance with s264 of the *Local Government Regulation 2012*;

Committee	Membership	Chair
Budget Committee	7 Councillors	Mayor

2. Conduct budget committee meetings as listed in the 2022-2023 Budget Parameters and Timeline report between 1 March to 30 June 2022 be open to community through live streaming and gallery attendance in compliance with any COVID-19 requirements.
3. That the date and time for the holding of Budget Committee Meetings be on a Friday from 9am to 12 Noon.
4. Budget workshops for information dissemination to Councillors be held on a Monday from 9am to 12 Noon.
5. That a Special Meeting of Council be held on Friday 8 July 2022 for the consideration and adoption of the 2022 – 2023 South Burnett Regional Council Annual Budget.
6. That the June Ordinary Meeting of Council be moved to Friday 24 June 2022.
7. The recordings of all meetings be made available on Council's website.

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

Against: Nil

CARRIED 6/0

ADJOURN MORNING TEA

COMMITTEE RESOLUTION 2022/155

Moved: Cr Kirstie Schumacher

Seconded: Cr Brett Otto

That the meeting adjourn for morning tea.

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

Against: Nil

CARRIED 6/0**RESUME MEETING**

COMMITTEE RESOLUTION 2022/156

Moved: Cr Brett Otto

Seconded: Cr Kirstie Schumacher

That the meeting resume at 10:59am

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

Against: Nil

CARRIED 6/0**8.6 ALGA NATIONAL GENERAL ASSEMBLY CALL FOR MOTIONS - 2022**

COMMITTEE RESOLUTION 2022/157

Moved: Cr Kirstie Schumacher

Seconded: Cr Kathy Duff

1. That South Burnett Regional Council investigate and report back to the February Ordinary Council Meeting the following resolutions to the National General Assembly of Local Government
 - a) Representation to the Federal Government in relation to Financial Assistance Grants
 - b) Federal Government recognises that there are no one size fits all housing solutions and increase targeted funding streams and dedicated resources to increase social and affordable housing supply in regional communities in ways that meet the growing demands.
 - c) Federal Government provides funding to support resource communities to lead, plan and transition their economies to support decarbonisation goals. Council is seeking leadership from the Federal government to work in a bipartisan and collaborative manner across all levels of government and empower communities to be part of the conversation.

-
- d) Federal Government dedicate funding to support regional local governments to undertake targeted feasibility studies and business cases to explore existing and new opportunities to partner in and support the creation of a circular economy and create localised resource recovery practices.
 - e) Mental Health
 - f) National Heavy Vehicle Transport network
 - g) Ag Water
 - h) National Biosecurity Funding
 - i) NDIS

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

Against: Nil

CARRIED 6/0

8.7 CONFIRMING COUNCILS ATTENDANCE ALGA NATIONAL GENERAL ASSEMBLY 2022

COMMITTEE RESOLUTION 2022/158

Moved: Cr Kathy Duff

Seconded: Cr Gavin Jones

That the committee recommends to Council:

That the Mayor, Deputy Mayor and Cr Potter attend the ALGA National General Assembly 2022.

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

Against: Nil

CARRIED 6/0

8.8 QUOTE SBRCQ-21/22-10 - REPLACEMENT OF ONE (1) SINGLE CAB TRUCK WITH REAR COMPACTOR BODY

COMMITTEE RESOLUTION 2022/159

Moved: Cr Gavin Jones

Seconded: Cr Scott Henschen

That the committee recommends to Council:

That South Burnett Regional Council purchase one (1) Superior Pak Fuso 1224 for \$232,989.99 excluding GST from Daimler Trucks Sunshine Coast & Superior Pak.

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

Against: Nil

CARRIED 6/0

8.8.1 QUESTION ON NOTICE - PURCHASING OF EQUIPMENT FROM LOCAL SUPPLIERS

Question on Notice from Cr Kirstie Schumacher:

Is there a potential opportunity to partner with somebody locally to purchase these pieces of equipment?

Attendance:

At 12:00 pm, Cr Scott Henschen left the meeting.
At 12:01 pm, Cr Scott Henschen returned to the meeting.
At 12:29 pm, Cr Kirstie Schumacher left the meeting.
At 12:30 pm, Cr Kirstie Schumacher returned to the meeting.
At 12:38 pm, Cr Roz Frohloff left the meeting.

8.9 CAPITAL EXPENDITURE SUMMARY GRAPHS

COMMITTEE RESOLUTION 2022/160

Moved: Cr Kirstie Schumacher

Seconded: Cr Roz Frohloff

That the Capital Expenditure Summary Graphs are noted for information.

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

Against: Nil

CARRIED 5/0

8.9.1 LIST OF TENDERS

RESOLVED 2022/161

List of active Tenders to be provided as part of the Capital Expenditure Summary Graphs Report.

8.9.2 UPDATE ON BUILDING / PARK PROJECTS

RESOLVED 2022/162

Update on Capital projects for building/parks to be provided to the next Standing Committee Meeting.

Attendance:

At 12:42 pm, Cr Roz Frohloff returned to the meeting.
At 1:17 pm, Acting General Manager Infrastructure Ged Brennan left the meeting.

8.10 FINANCIAL ASSISTANCE GRANTS

COMMITTEE RESOLUTION 2022/163

Moved: Cr Kathy Duff

Seconded: Cr Gavin Jones

That the Committee recommends to Council:

1. That Council respectfully request that the Local Government Grants Commission defer any decision on the proposed methodology and:
 - Provide full public disclosure on all impacted Councils;
 - Undertake an independent review to consider and model the impacts on local government financial sustainability; and
 - Reverse any allocation reductions until the Commission engages in meaningful consultation with impacted Councils before any final decision is made.
2. The State Government review the operation of the Queensland Government Grants Commission.
3. Support Council's Chief Executive Officer in the formation of a working group involving affected Councils to make representation to the Queensland Government on this matter.
4. Write to the Deputy Premier, with a copy to the Premier, Opposition Leader and Member for Nanango expressing our concern and calling on the State Government to review the method by which the Financial Assistance Grants review was conducted and also the role and operations of the Grants Commission.
5. Meet with Member for Nanango and LGAQ Policy Executive

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

Against: Nil

CARRIED 6/0

Attendance:

At 1:27pm Acting General Manager Infrastructure Ged Brennan returned to the meeting.

At 1:28pm Coordinator Executive Services Lynelle Paterson left the meeting.

At 1:29pm Coordinator Executive Services Lynelle Paterson returned to the meeting.

At 1:29pm Executive Assistant Bree Hunt left the meeting.

At 1:31pm Executive Assistant Bree Hunt returned to the meeting.

9 PORTFOLIO - REGIONAL DEVELOPMENT

9.1 REGIONAL DEVELOPMENT PORTFOLIO REPORT

COMMITTEE RESOLUTION 2022/164

Moved: Cr Kirstie Schumacher

Seconded: Cr Kathy Duff

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

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

Against: Nil

CARRIED 6/0

9.2 REGIONAL DEVELOPMENT AND TOURISM MONTHLY UPDATE

COMMITTEE RESOLUTION 2022/165

Moved: Cr Gavin Jones
Seconded: Cr Kirstie Schumacher

That the Regional Development and Tourism monthly update for December 2021 and January 2022 be received for information.

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

Against: Nil

CARRIED 6/0

9.3 FEDERAL ADVOCACY ACTION PLAN 2022

COMMITTEE RESOLUTION 2022/166

Moved: Cr Kirstie Schumacher
Seconded: Cr Roz Frohloff

That the committee recommends to Council:

That South Burnett Regional Council review the draft Federal Advocacy Action Plan 2022 in collaboration with TSBE.

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

Against: Nil

CARRIED 6/0

10 CONFIDENTIAL SECTION

11 CLOSURE OF MEETING

The Meeting closed at 1.53 pm.

The minutes of this meeting were confirmed at the Executive and Finance & Corporate Standing Committee Meeting held on 16 March 2022.

.....
CHAIRPERSON

7 BUSINESS ARISING

8 GENERAL BUSINESS

9 PORTFOLIO - CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE & ICT**9.1 CORPORATE SERVICES, PEOPLE & CULTURE, COMMUNICATIONS/MEDIA, FINANCE AND ICT PORTFOLIO**

File Number: 16/03/2022

Author: Mayor

Authoriser: Chief Executive Officer

PRECIS

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

SUMMARY

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

OFFICER'S RECOMMENDATION

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

Corporate Services:Governance

Council's Governance Section has been working with Queensland State Archives ('QSA') to transfer prioritised historical records of significance.

Through Council's relationship with QSA, Council has been selected as one (1) of three (3) South East Queensland Councils to participate in this trial program.

Later this month the QSA will visit Nanango and Kingaroy to collect pre-1950 historical record books for transfer, cataloguing and digitisation ensuring the preservation and open access of Council's records for generations to come.

The transfer will involve approximately 111 valuation & rates register / ledger record books and 455 agenda / minutes records books.

Customer Service

As of the end of February this year the Customer Service team, supported by Corporate Services, has received 27,110 calls to Council's 4189 9100 number.

The majority of the calls are handled at the first point of contact by providing the information the customer needs or raising a customer request for further action by a Council officer.

The nature of the calls by department for this period are as follows:

- Community 46%
- Finance & Corporate 25.5%
- Infrastructure 14.5%
- Non-Council related 8.5%
- Executive Services 5.5%

People and Culture:**School Based Traineeships with South Burnett Regional Council**

We are pleased to advise that eight school-based trainees have now commenced across Council with both office and field disciplines, across Kingaroy, Nanango and Murgon. Council will continue to provide support to Youth in the community and support to our staff who are directly supervising and influencing the trainees.

Traineeships with South Burnett Regional Council

With 2021's round of trainees set to finish in March 2022, five have been successful in obtaining roles in Council with another four trainees using their well-deserved qualifications into their next opportunities. Our intake of 2022 Trainees begins on the 23rd March 2022, where ten, local eligible trainees will begin their training with SBRC.

Communications/Media:

In February 2022, the Media and Communications team progressed the following:

- Media Releases x 35
- Media enquiries x 12
- Social Media:
 - Facebook: 61 Posts
 - Instagram: 38 Posts
- Enews x 1
- Printed advertising x 6
- Graphic design x 45
- Radio Campaign - Weeds

A list of all media release/enquiries and statistics for February 2022 is available as an attachment to this report.

Finance:

The half yearly Rate Notices were issued on Monday 14 February 2022. The discount period will end this month on 21 March 2022.

The cash balance as at 28 February 2022 was \$41.062m which is up from last month's balance of \$39.360m. This is mainly due to customers taking up the discount period on the Rates Notices issued during the month.

The 2022/2023 budget is currently underway with workshops and meetings scheduled over the next few months.

Procurement tender update:

- **Evaluated**
 - The Bulk Chemical tender has closed and has been evaluated with a report of recommended suppliers to be presented to Council at a later date.
- **Released**
 - Renewal of the Biosolids contract (Waste Water).
 - Tenders for the Mondure Hall re-stump and re-roof (Properties).
 - Wondai Sportsground grandstand re-line of rooms through Council's pre-qual panels (Properties).
- **Soon to be Released**

- Preferred suppliers for RCP (Reinforced Concrete Pipe) and concrete.

The Stores team have been busy re-arranging inventory and applying the methodology of 'a place for everything and everything in its place'.

Stores are currently experiencing some supply chain issues due to the flooding on top of already pre-existing supply chain issues because of COVID.

Percentage of stores purchases that were sourced locally:

July 2021 Purchases	August 2021 Purchases	September 2021 Purchases	October 2021 Purchases	November 2021 Purchases	December 2021 Purchases	January 2022 Purchases	February 2022 Purchases
44.61%	41.46%	27.70%	41.91%	39.11%	20.10%	37.52%	34.39%

BACKGROUND

Nil

ATTACHMENTS

1. **Media and Communications Report - February 2022** [!\[\]\(3168ddc4389f6b417dd71f084513be9c_img.jpg\) !\[\]\(17332056424eb04f01463711418ba65a_img.jpg\)](#)

Media Releases – February 2022: 35

1. 220. Media Release 01-02-2022 - South Burnett charges ahead
2. 221. Public Notice 01-02-2022 - Infrastructure Standing Committee Meeting scheduled for Wednesday 2 February 2022
3. 222. Public Notice - 04-02-2022 - Changes to Opening Hours for South Burnett Visitor Information Centres & Museums for the Month of February
4. 223. Public Notice - 04-02-2022 - Wondai Swimming Pool Under New Management
5. 224. Public Notice 01-02-2022 - Community Standing Committee Meeting scheduled for Wednesday 9 February 2022
6. 225. Public Notice 10-02-2022 - SBRC 21-22-13 Request for Tender - Mondure Hall Re-stumping
7. 226. Public Notice 10-02-2022 - Blackbutt CBD Streetscape and Footpath Upgrade – Update 08 February 2022
8. 227. Public Notice 14-02-2022 - Executive and Finance & Corporate Standing Committee Meeting scheduled for Wednesday 16 February 2022
9. 228. Public Notice 14-02-2022 - Rates notices issued
10. 229. Public Notice 17-02-2022 - Notice of Works - Oliver Bond Street, Kingaroy
11. 230. Public Notice 17-02-2022 - KTP – Installation of Road Lighting Poles along Alford Street from Youngman to Kingaroy Streets, Kingaroy
12. 231. Public Notice 17-02-2022 - Dog Registration Renewals – Overdue
13. 232. Public Notice 17-02-2022 - SBRC 21-22-14 Request for Tender - Mondure Hall Re-Roofing
14. 233. Media Release 17-02-2022 - Reappointment of the Chief Executive Officer
15. 234. Public Notice 18-02-2022 - Aerial Weed Spraying
16. 235. Media Release 18-02-2022 - Successful Application under the Australian Government's Black Summer Bushfire Recovery Grants Program
17. 236. Public Notice 18-02-2022 - Work to commence on Kumbia Road, Kumbia
18. 237. Public Notice 18-02-2022 - Gravel resheeting works - Alice Creek Road, Kingaroy
19. 238. Public Notice 21-02-2022 - SBRCQ-21-22-57 Invitation to Offer for disposal of Water Treatment Biosolids
20. 239. Media Release 18-02-2022 - Council supports Landowners with their Weed Control efforts
21. 240. Public Notice 21-02-2022 - Ordinary Council Meeting scheduled for Wednesday 23 February 2022
22. 241. Public Notice 21-02-2022 - SBRCQ 21-22-65 Mowing & Slashing of overgrown allotments across the region
23. 242. Public Notice 24-02-2022- SBRCQ-21-22-57 SBRCQ 2122-69 Supply and Delivery of One (1) 6" Heavy Duty Slasher
24. 243. Public Notice 23-02-2022 - Found 1 Goat
25. 244. Public Notice 24-02-2022 - Clean up Australia Day
26. 245. Media Release 25-02-2022 South Burnett LDMG update #1
27. 246. Media Release 25-02-2022 South Burnett LDMG update #2
28. 247. Public Notice -26-02-2022 Temporary Close of Council's Waste Facilities
29. 248. Media Release 27-02-2022 South Burnett LDMG update #4
30. 249. Media Release 27-02-2022 South Burnett LDMG update #5
31. 250. Public Notice 28-02-2022 - Blackbutt CBD Streetscape and Footpath Upgrade – Update
32. 251. Public Notice 28-02-2022 - Kerbside Wheelie Bin Collection at Wattle Camp and Surrounding Areas
33. 252. Public Notice 28-02-2022 - Community Assistance after Floods
34. 253. Public Notice 28-02-2022 - Boil Water Alert – Murgon, Wondai and Yallakool Caravan Park
35. 254. Media Release 28-02-2022 South Burnett LDMG update #^

Media Releases 21-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
	29	26	26	28	45	41
2022	Jan	Feb	Mar	Apr	May	Jun
	28	35				

Media enquiries: 6

1. 02-02-2022 – ABC Southern Queensland – Town Water Quality
Deadline: not given
Responded: 08 February 2022
2. 02-02-2022 – ABC Southern Queensland – Requesting interview with the Mayor regarding the Electric Vehicle Charging Station
3. 10-02-2022 – Cherbourg Radio – Requesting Interview regarding South Burnett Youth Council
4. 15-02-2022 – Burnett Today – Road Rebuild Process Questions
Deadline: not given
Responded: 22 February 2022
5. 16-02-2022 – Burnett Today – Councillor / Employee salary enquiry
Deadline: 2pm Friday 18 February 2022
Responded: Monday 21 February 2022
6. 15-02-2022 – SouthBurnett.com – Enquiring what Council will spend the Bush Fire Recovery Community Connection Local Built Grant of \$1.6M on.
Media release sent to all media on 18 February 2022
7. 17-02-2022 – ABC – Request for interview with the Mayor
8. 23-02-2022 – Burnett Today – Kumbia Streetscape
Deadline: Friday 25 February 2022
Responded: Monday 28 February 2022
9. 24-02-2022 – SouthBurnett.com – requesting clarification on which old Kingaroy Ambulance Building had been demolished.
Responded: Thursday 24 February 2022
10. 28-02-2022 – Crow FM – Flood Event – Asking for an update on Council activities, number of road closures, working with neighbouring councils etc.
Responded: Monday 28 February 2022
11. 28-02-2022 – Newscorp – Requesting an interview with the Mayor on the flood situation
12. 24-02-2022 – SouthBurnett.com – requesting clarification on which old Kingaroy Ambulance Building had been demolished.
Responded: Thursday 24 February 2022

Media Enquiries 21-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
	10	13	8	7	9	3
2022	Jan	Feb	Mar	Apr	May	Jun
	3	12				

Social media: South Burnett Regional Council

Facebook

@southburnettregion: 61 posts

Most engaged post:

27-02-2022 - South Burnett Regional Council wishes to advise customers that a boil water alert has been issued until further notice due to elevated turbid water quality issues, directly from the recent rain event. – 19,593 reached, 652 engagements, 56 reactions, 24 comments, 80 shares

Followers: 9.3K

Page reach: 52,429 (+16.9% from January 2022)

Instagram: 38 posts

Most engaged post:

25-02-2022 –The South Burnett Local Disaster Management Group has moved its status to “Lean Forward” this morning – 8 likes, 0 comments, 382 engagements, 0 shares

Followers: 1049 (+6 from January 2022)

Page reach: 910 (+39.1% from January 2022)

Social media posts – all platforms						
2021	Jul	Aug	Sep	Oct	Nov	Dec
	Facebook: 61 LinkedIn: 8 Instagram: 9	Facebook: 67 LinkedIn: 13 Instagram: 47	Facebook: 54 LinkedIn: 3 Instagram: 25	Facebook: 73 LinkedIn: 17 Instagram: 61	Facebook: 102 LinkedIn: 14 Instagram: 96	Facebook: 116 Instagram: 51
2022	Jan	Feb	Mar	Apr	May	Jun
	Facebook: 94 Instagram: 27	Facebook: 61 Instagram: 38				

Enews

- Council progressed 1 Enews during January

Printed advertising

- Council progressed two full page ads (Page 4) in the South Burnett Today during February – 3 February and 17 February
- Council progressed 1 half page ad and 1 quarter page ad for Parthenium Weed and African Box Thorn as part of a Weed Awareness Campaign during February 2022 and was advertised twice during February.
- Council progressed one Murgon Moments ad in February for South Burnett Libraries
- Council progressed one public notice in South Burnett Today for Aerial Weed Spraying

Graphic design – February 2022: 45

- Dams Gift Voucher x 1
- Social media graphic – public notices x 44

9.2 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL ARTS, CULTURE AND HERITAGE POLICY - STRATEGIC009

File Number: IR2745005
Author: Manager Corporate Services
Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Arts, Culture and Heritage Policy – Strategic009.

SUMMARY

Local arts and heritage form an important part of sustainable regional economies, fostering a positive experience for community members as well as providing an opportunity for tourism development. Through this policy, South Burnett Regional Council ('Council') commits to working with our community to invest in arts development, building on the character and strengths of the region.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council:

That the South Burnett Regional Council Arts, Culture and Heritage Policy – Strategic009 be adopted as presented.

FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial and resource implications arise from this report which have not already been identified within 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.
	GR5 Continue to provide and investigate options to improve our arts, heritage, museums, visitor information centres and tourism infrastructure.
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
	Prepare funding submission to enhance Arts, Culture and Heritage displays, restoration projects, arts and workshops.
	Promotion and operation of Council owned heritage, arts and tourism assets.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

An internal review was undertaken by Manager People & Culture with assistance from Corporate Services. A marked-up draft policy was prepared and tabled for discussion at the Senior Executive Team meeting held on 8 March 2022.

Feedback received at this Meeting supported the proposed changes identified within the draft policy.

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;
. 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

Local arts and heritage form an important part of sustainable regional economies, fostering a positive experience for community members as well as providing an opportunity for tourism development. Through this policy, South Burnett Regional Council ('Council') commits to working with our community to invest in arts development, building on the character and strengths of the region.

ATTACHMENTS

1. **South Burnett Regional Council Arts, Culture and Heritage Policy Strategic009** [↓](#) 



POLICY CATEGORY - NUMBER: Strategic009

POLICY OWNER: Executive Services

ECM ID: 2745005

ADOPTED:

Arts, Culture and Heritage 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

The purpose of this policy is to define the intent of South Burnett Regional Council ('Council') to support arts, culture and heritage engaging with and enriching the lives of our residents and visitors, whilst creating a community focus on arts, culture and heritage.

2. SCOPE

This policy applies to Council representatives and the activities and programs of Council in relation to Council's cultural facilities, the Regional Arts Development Fund program and broader community arts culture heritage sector programs and activities.

This policy will be used by Council to assist in making decisions and determining strategic directions based on the aspirations of local people and the goals set within the South Burnett Regional Council's Corporate Plan.

3. GENERAL INFORMATION

3.1. Council's role as a Facilitator

Council acknowledges that arts and heritage form an important part of sustainable regional economies, fostering a positive experience for community members as well as providing an opportunity for tourism development. Council commits to working with our community to invest in arts development, building on the character and strengths of the region as identified within Council's Corporate Plan.

Council understands the importance of providing resources that link our community, bringing people together to plan for our collective future. Council's primary role as a facilitator supporting the arts, culture and heritage activity in our region works towards:

- providing leadership to the sectors through advocacy, promotion and development / maintenance of Council's arts, cultural and heritage assets;
- identifying and responding to community needs through strategic planning;
- assisting with local coordination of art culture and heritage activities;
- assisting in the stimulation of the arts, culture and heritage-based enterprises;
- encouraging collaboration across sectors; and
- managing and displaying Council's art and heritage collections across its facilities.

3.2. Arts, Culture and Heritage as Sectors

Council recognises that a cohesive and coordinated arts, culture and heritage sector can make a significant contribution to the South Burnett's local and visitor economy by encouraging the development and expression of the arts, culture and heritage sectors.

The South Burnett region, with its strengths in tourism and its proximity to South East Queensland, has a significant opportunity to build its economy through the arts, culture and heritage sectors.

Council's role in supporting these sectors includes:

- building competitive advantage for the region based on its unique cultural heritage and the engagement of artists to interpret and respond to this;
- building opportunities for the arts and cultural expression into tourism activities and campaigns;
- understanding the skills development needs of the sector and assisting to deliver on these needs;
- encourage the development of place-based arts, cultural and heritage projects to support the promotion of the region; and
- provide access to arts, cultural and heritage activities through Council owned infrastructure.

3.3. Participation

3.3.1. Equity and Access

Council understands that building the capacity of the community and the arts, culture and heritage sectors means that activities and facilities need to be accessible to all. The region has significant Indigenous heritage and Council respects and acknowledges the Traditional Owners of the region through its arts, cultural and heritage practices. Council also acknowledges the cultural and linguistic diversity of the region and supports the provision of services that are readily accessible. Providing access to arts, culture and heritage resources means that Council will:

- consult with the community in ways that are appropriate and equitable;
- provide facilities that are broadly accessible to all segments of the community;
- encourage the arts, cultural and heritage activities that provide social interaction and participation by a range of segments of the community to promote social cohesion; and
- emphasise the importance of collaboration and partnerships, not only between different sectors of the arts, culture and heritage, but in linking these sectors with the broader community through the establishment of an advisory committee to Council.

3.3.2. Community Engagement

Engaging the community in the arts, cultural and heritage activities is vital to the success of the sectors and of all facets of Council's Arts, Culture and Heritage Policy. A strongly engaged community is a community that comes together to celebrate successes and to plan for the future. Council seeks to support:

- audience development through the encouragement of participation in arts, cultural and heritage activities in the region by the broader community;
- collection of stories to record the arts, culture and heritage of the region;
- connections with, and support of, the needs of the education sector; and
- planning for, and delivering, public art that tells significant stories of the region.

3.4. Partnerships

The strength of the arts, culture and heritage sectors comes through its connections within and outside the region. Council's role in supporting these connections is to **facilitate:**

- maintain and develop funding partnerships with State and Federal governments (e.g., the Regional Arts Development Fund);
- connect with arts, cultural and heritage organisations from within and outside the region; and
- partner and collaborate between artists, cultural and heritage organisations from inside and outside the region.

Council considers the benefits to the community of supporting partnerships with arts, culture and heritage sectors as:

- lifestyle / attractiveness / aesthetics;
- creating opportunities, broadening perspectives;
- offering alternative/external views to challenge/debate issues; and
- promoting innovation, celebrating diversity, evolving community spirit, enhancing health and wellbeing.

Council recognises the cross-portfolio nature of the arts, culture and heritage sectors within Council operations. Aligned to Council's Corporate Plan and the Annual Operational Plans, Council has further defined the activities and actions Council will undertake to demonstrate its commitment to regional arts, culture and heritage. It is understood that working across Council operational departments is essential in achieving art culture and heritage outcomes as identified within Council's strategic and operational planning documents.

4. DEFINITIONS

Arts means the expression or application of human creative skill and imagination in all art forms, such as visual arts, crafts, music, theatre, entertainment, community festivals and events, cultural traditions, and designs for public spaces. Art includes hand-made or natural objects that have aesthetic value or express symbolic meaning. For inclusions refer to the Australia Bureau of Statistics categories of 'arts' (Arts Nation – An overview of Australian Arts – Technical Appendix 2015 Edition).

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

Culture means to all the traditions, history, customs and activities that constitute lifestyle, identity, heritage, celebration, and spiritual nourishment, as well as all the creative and innovative aspects of the arts that define a community. For inclusions refer to the Australia Bureau of Statistics categories of 'culture' (Arts Nation – An overview of Australian Arts – Technical Appendix 2015 Edition).

Facilitator means the role of helping persons or organisations do something more easily or find the answer to a problem by discussing things, suggesting ways of doing things and enabling the connection of persons/groups/organisations.

Heritage means what we inherit. It includes but not limited to customs, language, values and buildings.

Public Art means artwork in any medium, planned and executed outside a gallery context and intended specifically for exhibition within public space. Public spaces are generally open and accessible to all. They can be indoors – such as foyers, atriums, libraries or shopping centres – or outdoors – such as forecourts, parks, squares or streets.

5. LEGISLATIVE REFERENCE

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

6. RELATED DOCUMENTS

Queensland Government "Creative Together 2020-2030: A 10-Year Roadmap for the arts, culture and creativity in Queensland"

Queensland Heritage Strategy: protecting, investing in and connecting Queensland's story

Queensland Government Regional Arts Development Fund Guidelines and Procedures South Burnett Regional Council Annual Operational Plans

South Burnett Regional Council Community Plans

South Burnett Regional Council Corporate Plan 2021/2026

7. NEXT REVIEW

As prescribed by legislation or March 2024

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	Development of policy	20 January 2021	2745005
2	Administrative change replacing Social & Corporate Performance Branch with Corporate Services Branch as per Council Resolution 2021/296	24 March 2021	2745005
3	Review of policy		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

9.3 ADOPTION OF THE SOUTH BURNETT REGIONAL COUNCIL ANTI-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY POLICY - STATUTORY037

File Number: IR2446075
Author: Manager Corporate Services
Authoriser: Chief Executive Officer

PRECIS

Adoption of the South Burnett Regional Council Anti-Discrimination and Equal Employment Opportunity Policy – Statutory037

SUMMARY

South Burnett Regional Council ('Council') has developed this policy to provide an environment where employees and others in the workplace are treated fairly and with respect and are free from unlawful discrimination, harassment, vilification and bullying.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council:

That the South Burnett Regional Council Anti-Discrimination and Equal Employment Opportunity Policy – Statutory037 be adopted as presented.

FINANCIAL AND RESOURCE IMPLICATIONS

No direct financial and resource implications arise from this report which have not already been identified within 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	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)

An internal review was undertaken by Manager People & Culture with assistance from Corporate Services. A marked-up draft policy was prepared and tabled for discussion at the Senior Executive Team meeting held on 8 March 2022.

Feedback received at this Meeting supported the proposed changes identified within the draft policy.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Age Discrimination Act 2004 (Cth)
Anti-Discrimination Act 1991 (Qld)
Australian Human Rights Commission Act 1986 (Cth)
Disability Discrimination Act 1992 (Cth)
Industrial Relations Act 2016 (Qld)

Industrial Relations Regulation 2018 (Qld)
Local Government Act 2009 (Qld)
Local Government Regulation 2012 (Qld)
Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)
Work Health and Safety Act 2011 (Cth)
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') has developed this policy to provide an environment where employees and others in the workplace are treated fairly and with respect and are free from unlawful discrimination, harassment, vilification and bullying.

ATTACHMENTS

1. **South Burnett Regional Council Anti-Discrimination and Equal Employment Opportunity Policy - Statutory037** [↓](#) 



POLICY CATEGORY - NUMBER: Statutory037

POLICY OWNER: People & Culture

ECM ID: 2446075

ADOPTED:

Anti-Discrimination and Equal Employment Opportunity 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') has developed this policy to provide an environment where employees and others in the workplace are treated fairly and with respect and are free from unlawful discrimination, harassment, vilification and bullying.

Council aims to ensure that when employment decisions are made, they are based on merit, not on irrelevant attributes or characteristics that an individual may possess.

Council strives to create a work environment which promotes good working relationships.

2. SCOPE

This policy applies to ~~employees, agents and contractors (including temporary contractors) of Council~~ Council representatives, collectively referred to in this policy as workplace participants.

This policy is not limited to the workplace or work hours. This policy extends to all corporate functions and places that are work related. For example, work lunches, conferences, social functions (e.g., Christmas parties and client functions).

Equal Employment Opportunity ('EEO') laws apply to all areas of employment, as well as the provision of goods and services.

This policy states the responsibilities of employees and management in preventing and addressing discrimination in or associated with the workplace.

All workplace participants must:

- ensure they do not engage in any unlawful conduct towards other workplace participants, customers/clients or others with whom they come into contact through work;
- ensure they do not aid, abet or encourage other persons to engage in unlawful conduct;
- report any unlawful conduct they see occurring to others in the workplace in accordance with Council policy; and
- maintain confidentiality if they are involved in the complaint process.

Workplace participants should be aware that they can be held legally responsible for their unlawful conduct. Workplace participants, who aid, abet or encourage other persons to engage in unlawful conduct, can also be legally liable.

3. GENERAL INFORMATION

Under equal employment opportunity laws the act of discrimination, vilification, sexual harassment, bullying and victimisation are unlawful and strictly prohibited.

This policy does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for service.

Discrimination in the workplace occurs when a person is treated less favourably in their employment because of a ground of discrimination.

Grounds of discrimination are set by law (Federal, State and Territory laws) and include sex, race, age and the like. Full lists of the grounds of discrimination which operate Australia wide are set out below: ~~Those that operate federally and in the State and/or Territories in which workplace participants undertake their work for Council will be relevant:~~

- race; (including colour, nationality, descent, ethnic, ethno-religious or national origin);
- religious belief or activity;
- sex;
- marital status, relationship status;
- pregnancy; (including potential pregnancy);
- breastfeeding;
- homosexuality, transsexuality, sexuality, sexual preference, lawful sexual activity, gender identity;
- carers' responsibilities, family responsibilities, carer or parental status, being childless;
- disability, including physical, mental and intellectual disability;
- age;
- industrial/trade union membership, non-membership or activity;
- political belief or activity;
- employer association membership, non-membership or activity;
- compulsory retirement;
- temporary absence from work because of illness or injury;
- criminal record/spent convictions;
- HIV/AIDS;
- medical record;
- defence service; or
- association (i.e., association with a person who has one or more of the attributes for which discrimination is prohibited).

Discrimination also includes the situation where a workplace participant harasses another person based on a ground of discrimination.

Harassment is unwelcome conduct that a reasonable person would expect to offend, humiliate or intimidate.

3.1. Bullying

~~Bullying is repeated, unreasonable behaviour directed towards an individual or group that creates a risk to health and safety.~~ Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten. Single incidents of unreasonable behaviour can also create a risk to health and safety and may escalate into bullying. There is no requirement that bullying be intentional.

It is not bullying for a manager or supervisor to counsel a workplace participant about their performance. Performance counselling is a necessary part of ensuring that workplace participants meet Council's standards of work and behaviour. Also, other reasonable managerial actions such as disciplinary action, work directions and orders, and allocation of work in compliance with business

needs and systems do not constitute bullying.

3.2. Sexual Harassment

~~Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated.~~ Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person. Sexual harassment does not have to be directed at a particular individual to be unlawful.

Behaviour which creates a hostile working environment for other workplace participants can also be unlawful. Examples of sexual harassment include, but are not limited to:

- physical contact such as pinching, touching, grabbing, kissing or hugging;
- staring or leering at a person or at parts of their body;
- sexual jokes or comments;
- requests for sexual favours;
- persistent requests to go out, where they are refused;
- sexually explicit conversations;
- displays of offensive material such as posters, screen savers, internet material;
- accessing or downloading sexually explicit material from the internet;
- suggestive comments about a person's body or appearance; or
- sending rude or offensive emails, attachments or text messages.

3.3. Victimisation

~~Victimisation is where a person is retaliated against or subjected to a detriment because they have lodged a complaint, they intend to lodge a complaint or they are involved in a complaint of unlawful conduct.~~ Workplace participants must not retaliate against a person who raises a complaint or subject them to any detriment.

3.4. Vilification

~~Vilification is a public act which incites hatred, severe contempt or severe ridicule of a person or group, because of race, homosexuality, transgender, transsexuality or HIV/AIDS.~~ Vilification is a particularly serious breach of EEO laws and will be dealt with accordingly.

4. DEFINITIONS

Bullying means the repeated or unreasonable behaviour directed towards an individual or group that creates a risk to health and safety. Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten.

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

Sexual Harassment means unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated.

Victimisation means where a person is retaliated against or subjected to a detriment because they have lodged a complaint, they intend to lodge a complaint, or they are involved in a complaint of unlawful conduct.

Vilification means a public act which incites hatred, severe contempt or severe ridicule of a person or group, because of race, homosexuality, transgender, transsexuality or HIV/AIDS.

5. LEGISLATIVE REFERENCE

Age Discrimination Act 2004 (Cth)

Anti-Discrimination Act 1991 (Qld)

Australian Human Rights Commission Act 1986 (Cth)
Disability Discrimination Act 1992 (Cth)
Industrial Relations Act 1999-2016 (Qld)
Industrial Relations Regulation 201800 (Qld)
Local Government Act 2009 (Qld)
Local Government Regulation 2012 (Qld)
Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)
Work Health and Safety Act 2011 (Cth)

6. RELATED DOCUMENTS

South Burnett Regional Council Complaint Management Policy – Statutory040
 South Burnett Regional Council Councillor Code of Conduct Policy – Statutory001
 South Burnett Regional Council Employee Code of Conduct – Statutory011
 South Burnett Regional Council Recruitment and Selection Policy – Statutory014
 South Burnett Regional Council Recruitment and Selection Procedure – Procedure006

7. NEXT REVIEW

As prescribed by legislation or February 2024

8. VERSION CONTROL

Version	Revision Description	Approval/Adopted Date	ECM Reference
1	Development of policy	1 February 2018	2446075
2	Review of policy		

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date:

9.4 ANZAC DAY 2022**File Number:** 16/03/2022**Author:** Coordinator Executive Services**Authoriser:** Chief Executive Officer**PRECIS**

The appointment of Council representatives for regional Anzac Day ceremonies for 2022.

SUMMARY

Historically, Council is represented at the Anzac Day ceremonies across the South Burnett region. Council is seeking confirmation of attendance by Council representatives at regional ceremonies for 2022.

OFFICER'S RECOMMENDATION

That the committee recommends to Council:

That the following Council representatives attend the respective ceremonies and carry out responsibilities as required on behalf of Council:

Town	Location	Time	Council Representative	Responsibility
Blackbutt Dawn Service	Memorial at Hart & Coulson Streets	4.27am	Cr Jones	Attendance Lay wreath
Memorial Service	Cenotaph	11.00am	Cr Jones	Attendance Lay wreath/Book
Bunya Mountains Memorial Service	Lone Pine Office, National Park Campground, Dandabah	8.00am	Cr Jones	Attendance Lay wreath
Cherbourg Commemorative Service	Cenotaph	8.00am	Cr Duff	Attendance Lay wreath
Hivesville Dawn Service	Main Street	5.30am	Cr Duff	Attendance Participate in Ceremony Lay wreath
Kingaroy Dawn Service	Memorial Park	4.28am	Cr Potter Cr Schumacher	Attendance
War Graves	Taabinga Cemetery	8.00am	Cr Potter	Attendance
Commemorative Service	Memorial Park	11.00am	Mayor Cr Potter	Participate in march. Participate in ceremony Lay wreath

Town	Location	Time	Council Representative	Responsibility
Kumbia Commemorative Service	Flower bed next to Kumbia Hall	8.45am	Cr Henschen	Participate in march Lay wreath
Maidenwell Memorial Service	Main Street Monument	10.30am	Cr Jones	Attendance Lay wreath
Murgon Fellowship	Services Club	4.45am		Attendance
Dawn Service	Gore Street Opposite Services Club	5.30am		Attendance Lay wreath
Commemorative Service	Services Club	10.00am	Cr Duff	Participate in march Participate in Ceremony Lay wreath
Nanango Dawn Service	Memorial in front of Chambers	5.30am	Cr Frohloff	Lay wreath
Public Pilgrimage	Nanango Cemetery	7.00am	Cr Frohloff	Attendance
Memorial Service	Memorial in front of Chambers	9.00am	Cr Frohloff	Lay wreath/Book
Proston Dawn Service		5.30am		Attendance Lay Wreath
School Service	Proston State School		Cr Duff	Attendance Lay wreath
Wondai Dawn Service	In front of Council Chambers	5.00am	Cr Henschen	Attendance
Memorial Service	Cemetery	8.00am	Cr Henschen	Attendance
Commemorative Service	Wondai Town Hall	10.00am	Cr Schumacher	Attendance Participate in Ceremony Lay wreath
Wooroolin Commemorative Service	Wooroolin Hall	11.00am	Cr Henschen	Organisation of service Lay wreath

FINANCIAL AND RESOURCE IMPLICATIONS

Council currently has an Anzac Day 2021-22 budget allocation.

LINK TO CORPORATE/OPERATIONAL PLAN

EC1 - An informed and engaged community

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Anzac Day preparations have commenced, internally with identified officers and externally with partnership organisations. Communication and consultation will be ongoing with key stakeholders through to the end of April 2022.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

Council and event holders are to follow necessary Queensland government directives.

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

Council and event holders are to follow necessary Queensland government directives.

ASSET MANAGEMENT IMPLICATIONS

Council is working with various departments to progress Anzac Day activities in the region. Traffic Management Plans are being progressed.

REPORT

At South Burnett Regional Council's General Meeting held in Kingaroy on Wednesday 17 March 2021, the following resolution was endorsed:

6.3 Anzac Day 2021 Committee Resolution [2021/61]: Moved Cr Kathy Duff, seconded Cr Danita Potter. That the following Council representatives attend the respective ceremonies and carry out responsibilities as required on behalf of Council:

Town	Location	Time	Council Representative	Responsibility
Blackbutt <i>Dawn Service</i>	<i>Memorial at Hart & Coulson Streets</i>	<i>4.27am</i>	<i>Cr Jones</i>	<i>Attendance Lay wreath</i>
<i>Memorial Service</i>	<i>Cenotaph</i>	<i>11.00am</i>	<i>Cr Jones</i>	<i>Attendance Lay wreath/Book</i>
Bunya Mountains <i>Memorial Service</i>	<i>Lone Pine Office, National Park Campground, Dandabah</i>	<i>8.00am</i>	<i>Peter O'May Cr Jones</i>	<i>Attendance Lay wreath</i>
Cherbourg <i>Commemorative Service</i>	<i>Cenotaph</i>	<i>8.00am</i>	<i>Cr Duff</i>	<i>Attendance Lay wreath</i>
Hivesville <i>Dawn Service</i>	<i>Main Street</i>	<i>5.30am</i>	<i>Cr Duff</i>	<i>Attendance Participate in Ceremony Lay wreath</i>
Kingaroy <i>Dawn Service</i>	<i>Memorial Park</i>	<i>4.28am</i>	<i>Cr Potter Cr Schumacher Mayor</i>	<i>Attendance</i>
<i>War Graves</i>	<i>Taabinga Cemetery</i>	<i>8.00am</i>	<i>Cr Potter</i>	<i>Attendance</i>

Town	Location	Time	Council Representative	Responsibility
<i>Commemorative Service</i>	<i>Memorial Park</i>	<i>11.00am</i>	<i>Mayor Cr Potter</i>	<i>Participate in march. Participate in ceremony Lay wreath</i>
Kumbia <i>Commemorative Service</i>	<i>Flower bed next to Kumbia Hall</i>	<i>8.45am</i>	<i>Cr Schumacher GM Meehan</i>	<i>Participate in march Lay wreath</i>
Maidenwell <i>Memorial Service</i>	<i>Main Street Monument</i>	<i>10.30am</i>	<i>Cr Jones</i>	<i>Attendance Lay wreath</i>
Murgon <i>Fellowship</i>	<i>Services Club</i>	<i>4.45am</i>		<i>Attendance</i>
<i>Dawn Service</i>	<i>Gore Street Opposite Services Club</i>	<i>5.30am</i>	<i>Mayor</i>	<i>Attendance Lay wreath</i>
<i>Commemorative Service</i>	<i>Services Club</i>	<i>10.00am</i>	<i>Cr Duff</i>	<i>Participate in march Participate in Ceremony Lay wreath</i>
Nanango <i>Dawn Service</i>	<i>Memorial in front of Chambers</i>	<i>5.30am</i>	<i>Cr Frohloff</i>	<i>Lay wreath</i>
<i>Public Pilgrimage</i>	<i>Nanango Cemetery</i>	<i>7.00am</i>	<i>Cr Frohloff</i>	<i>Attendance</i>
<i>Memorial Service</i>	<i>Memorial in front of Chambers</i>	<i>9.00am</i>	<i>Cr Frohloff CEO Mark Pitt</i>	<i>Lay wreath/Book</i>
Proston <i>Dawn Service</i>		<i>5.30am</i>	<i>GM Jarvis</i>	<i>Attendance Lay Wreath</i>
<i>School Service</i>	<i>Proston State School</i>		<i>Cr Duff</i>	<i>Attendance Lay wreath</i>
Wondai <i>Dawn Service</i>	<i>In front of Council Chambers</i>	<i>5.00am</i>	<i>Cr Henschen</i>	<i>Attendance</i>
<i>Memorial Service</i>	<i>Cemetery</i>	<i>8.00am</i>	<i>Cr Henschen</i>	<i>Attendance</i>
<i>Commemorative Service</i>	<i>Wondai Town Hall</i>	<i>10.00am</i>	<i>Cr Henschen</i>	<i>Attendance Participate in Ceremony Lay wreath</i>
Wooroolin <i>Commemorative Service</i>	<i>Wooroolin Hall</i>	<i>11.00am</i>	<i>Cr Henschen</i>	<i>Organisation of service Lay wreath</i>

Carried 7/0
FOR VOTE - Councillors voted unanimously

Historically, South Burnett Regional Council has donated to local RSL Sub-Branches to assist with Anzac Day activities. The Kingaroy RSL Sub-Branch have requested an increase in donation support to assist with rising costs. Shown below is the level of donation and support given in previous years to all Sub-Branches.

RSL Sub-Branch	2019		2020	2021	
	Donation	In Kind		Donation	In Kind
Blackbutt	400	1,348	N/A	400	2686.23
Kingaroy	1,000	6,157	N/A	1,000	7421.15
Murgon	1,000	430	N/A	1,000	3216.70
Nanango	1,000	2,602	N/A	1,000	9141.32
Wondai	400	719	N/A	400	1571.39
Wooroolin		565	N/A		937.88
Regional		6,642	N/A		2208.74
TOTAL	\$3,200	\$17,631			\$27,183

In-Kind assistance with administration, correspondence, mailing, printing, P&G assistance, traffic management and traffic control (Please note, In-Kind assistance with administration, correspondence, mailing and printing has not been captured)

Anzac Day Preparations

Council's Parks and Gardens team are currently planning for ANZAC Day celebrations across the region. Council's annual program in readiness for this important event involves clearing or preparing gardens, with flowers being ordered in February or early March and planting occurring in time to coincide with ANZAC Day.

In addition to ensuring cenotaphs are presented to a high standard, the Parks and Gardens staff also prepare all adjacent park areas and gardens, including mowing and edge trimming.

A selection of flowers will be placed in various locations, with the aim of providing vibrant colour and to evoke the image of a red poppy where possible.

The images below depict various flowers to be used.



Petunia scarlet



Salvia violet

ATTACHMENTS

Nil

9.5 ADVOCACY TO GOVERNMENT ON COVID MANDATES RELATING TO SHOWS

File Number: 16/03/2022

Author: Executive Assistant

Authoriser: Chief Executive Officer

PRECIS

That impact of COVID-19 and any associate mandates on showgrounds.

SUMMARY

Following receipt of the email follow up discussion have been undertaken with DDPHU on this topic of the Showgrounds was discussed. Key items:

- Showground restrictions for Agricultural Shows are staying at this stage as they are the same as a Festival/Concert scenario.
- The restrictions are based around the Activity.
- For example, for a horse event this would not be subjected to the vaccination restrictions, whereas an Agricultural Show has vaccination restrictions.

DDPHU advised that they will update if there are any changes in this space. The matter has been raised by several councils across the state on the various teleconferences with the Chief Health Officer and State Government representatives.

OFFICER'S RECOMMENDATION

That the Committee recommend to Council:

That South Burnett Regional Council write to the Deputy Premier, the Chief Health Officer and the Queensland Local Government Association and advocate on the following points raised by the show society:

- That Show Societies and show grounds be treated as equal to all other events and activities that are conducted on a Showgrounds i.e., no differentiation based on activity. Failing this similar recognition whereby a cap is established e.g., Stadiums where there is a cap under which there are no requirements
- To be given the consideration of consultation with Queensland Health in the development of the Directives that so significantly impact Show Societies;
- That a clear and factually account of why show grounds are being singled out from other industries and like sporting activities, markets and stadiums.

BACKGROUND

The following was received by email has been received by Council from a local show society and identifies the issues raise of concern:

"We might not be as cute and cuddly as a koala, but we are as iconic and as much a part of the Australian identity. Our current situation is just as threated by loss of habitat, our regional communities and we will become extinct unless there is drastic intervention. You have Ag Shows in your electorate but are you aware that under the current QH Directive it is impossible to deliver the Annual Show. Let me appraise you of the facts:

- 129 Agricultural Shows throughout Queensland

- 116 COVID safe Shows held in 2021 because we went to the trouble to get an approved COVID safe Industry Plan. 13 cancelled because of government imposed lockdowns
- NOT 1 (one) single case of COVID was attributed to attendance at an agricultural Show
- 16million people attend Agricultural Shows in Queensland annually, when we are allowed to hold them
- \$141m annual direct economic contribution to local regional communities

We appear to have been singled out for special treatment by QH without any explanation as to why and to this time we have not had the privilege of ANY direct contact with QH to discuss or present a case to them. We currently have a submission before the Chief Medical Officer to which we have also received no response to date. Details of what was provided in this submission are below. We have made ourselves available at all times to discuss or provide information but have never been taken up on the offer

The question that my members and the greater show going population want you to answer as THEIR representative in the current Queensland parliament is this:

Are you going to stand by and allow the communities that make up your constituency be destroyed without any explanation or reason as to WHY. I cannot overemphasise the stress the mental anguish this is having in the committees that provide these Shows

All we are asking is to be treated equally as all of the other events that are apparently able to continue in the same communities on the same facilities that are our showgrounds.

Details of the information provided for the submission to the Chief Medical Officer

Thank you for the opportunity to share our deep concerns around the current Directive and the environment this has created for our Shows. We acknowledge that some changes have occurred with the release of Directive 3 this morning, but this has only served to add to the confusion not clarify it.

We would like to bring to your attention the inconsistencies, anomalies and confusion of the current Directive and the impact this has now and into the future. The current status of our shows is stated below. Every day the stats are getting worse, with now losing half of our first quarter of the season and the numbers are climbing. What we are looking at is a very grim future for our Show Society's and communities losing the one thing that brings them together. This is more evident in the more rural parts of Queensland. We have spoken to a number of our Shows and volunteers and have learnt this is the only time many get to leave their stations and farms and be a part of their community and connect with others. This has an impact on the social and mental wellbeing of these communities.

Shows in the first quarter of our season - 20

Cancelled -3

Postponed – 8

In 2021 we were the only State in Australia and New Zealand to have a COVID Safe industry Plan approved, and 116 of our 129 Shows were held. All of our Shows ran COVID Safe events with outstanding reviews as many had Queensland Health Officers attend and the Shows received great feedback on the efforts put in. Not one case of COVID was contracted as a result of attending an Agricultural Show in Queensland.

With the current directive for Shows/Showgrounds:

<p>Showgrounds</p> <p>Note: a showground is considered a multi-purpose venue and accordingly the rules that apply to an area of the venue are based on the use of the specific area/s at the relevant time.</p>	<p>Contact information must be collected in accordance with Part 3.</p> <p>Operate in accordance with the COVID Safe Checklist where there is no COVID Safe Site-Specific Plan required for the site</p>	<p>Only fully vaccinated visitors and staff, those with a medical contraindication, or a COVID-19 vaccine trial participant permitted to enter and remain</p> <p>No COVID-19 density limits apply</p>	<p>Not permitted except in the context of private venue hire or if specific rules apply to the use of a specific area/s at the relevant time</p> <p>Example: If part of the showground is being used for a market or a gym, the rules for that activity apply.</p>
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Whilst places like Stadium's and Other Community Facilities have the below requirements:

Markets (farmers, artisan, Christmas etc) have been removed from the list with the issue of Directive 3, most Showgrounds conduct Markets

<p>Stadiums (indoor and outdoor)</p> <p>For all major sporting matches and other events with capacity for 4,999 or less visitors</p>	<p>Contact information must be collected in accordance with Part 3</p>	<p>Permitted</p> <p>Occupant density does not apply</p>	<p>Permitted</p> <p>Occupant density does not apply</p>
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<p>Community facilities (such as community centres and halls, recreation centres, youth centres, community clubs, RSL halls, PCYCs) excluding any dining, gaming or hospitality business in the facility</p>		<p>Permitted</p> <p>Indoor - occupant density limit applies – no more than 1 person per 2 square metres for areas open to or used by visitors</p>	<p>Permitted</p> <p>Indoor - occupant density limit applies – no more than 1 person per 2 square metres for areas open to or used by visitors</p>
--	--	---	--

Then we have the case of caravanning and camping on Showgrounds, our Shows have caravanning and camping on the grounds all year round but now during the Show you need to be vaccinated to access the Showgrounds :

<p>Caravan and camping parks</p> <p>National parks</p>	<p>A guest, or visitor of a guest, is not required to provide contact information each time they enter the accommodation. A guest or visitor of a guest is required to provide contact information when first entering the accommodation</p>	<p>Permitted</p> <p>Occupant density does not apply</p>	<p>Permitted</p> <p>Occupant density does not apply</p>
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Our concern is that we have different rules applying to different activities that are being applied to the same community of people for activities being conducted on the same grounds. Many of these activities are the same as what are delivered as a part of the Annual Show. I would also point out that the duration of most Shows is 1 – 2 days so the Directive would appear to be a sledge hammer being used to crack a walnut!! The Directive appears to be explicitly directed at the delivery of the annual Show by placing restrictions on it that do not apply for 360 odd days of the rest of the year or the other activities conducted on the Showgrounds. Some activities are not required to be vaccinated whilst our Shows are required to be vaccinated, we are at a loss to understand the difference between these activities and what we provide.

To give you a background on the economic impact our industry has in Queensland, we are an industry of 129 Shows/Show Societies with over 1.3M patrons attending our Shows annually spending on average \$116M per annum with the support from 15,000 volunteers and directly impacting and supporting local communities by spending over \$141M annually. And to put into context our long-standing history 85% of our Shows have celebrated their Centenary, to have that diminish from a community without serious consideration will have a far greater impact. All of our Shows are delivered primarily by volunteers

What we would like to request is the following:

- *for our Industry to be treated as equal to all other events and activities that are conducted on a Showgrounds ie no differentiation based on activity, all in or none in. Failing this similar recognition whereby a cap is established e.g Stadiums where there is a cap under which there are no requirements*
- *and to be given the consideration of consultation with Queensland Health in the development of the Directives that so significantly impact us. Showgrounds are complex by nature as was attested in our Industry Plan yet we have not had one single approach or discussion directly with Queensland Health to try and understand the complexity of what occurs on a Showgrounds.*
- *We would also like to be give a clear and factually account of why our industry is being singled out from other industries like sporting activities, markets and Stadiums. We proved in 2021 we were able to deliver COVID safe events yet are now being treated like second class citizens. How can some activities be exempt whilst our Shows require to be vaccinated.*

To stress the matter of urgency for consideration and action our shows need to operate on a maximum 8 week decision timeline. At this point Shows are be faced with the gut wrenching decision to confirm whether they will proceed with their Show and potentially be penalised or cancel their Show and suffer consequences such as financial jeopardy. We are now facing the prospect of some Shows cancelling for the 3rd year in succession

State Parliament is currently sitting so you have an opportunity to raise these issues on the floor of parliament for us. We are hoping that you will have enough compassion to speak up on behalf our YOUR constituents to resolve this situation and allow us to do our bit in rebuilding Queensland post COVID.”

ATTACHMENTS

Nil

9.6 WONDAI CHRISTMAS TREE**File Number:** 16/03/2022**Author:** Executive Assistant**Authoriser:** Chief Executive Officer**PRECIS**

Presented at the Infrastructure Standing Committee Meeting on Wednesday the 2 March 2022.

SUMMARY**6.2 NOTICE OF MOTION - WONDAI CHRISTMAS TREE**

COMMITTEE RECOMMENDATION

Moved: Cr Kathy Duff

Seconded: Cr Roz Frohloff

That the Committee recommend to Council that:

The Wondai Christmas Tree infrastructure is installed at the Scott Street roundabout as part of the upgrades works.

COMMITTEE RESOLUTION 2022/131

Moved: Cr Scott Henschen

Seconded: Cr Roz Frohloff

That the matter lay on the table until the next Executive and Finance and Corporate Standing Committee Meeting.

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

Against: Crs Brett Otto and Kathy Duff

CARRIED 5/2

OFFICER'S RECOMMENDATION

Procedural Motion:

That the Wondai Christmas tree be lifted from the table.

Committee recommendation:

Moved: Cr Kathy Duff

Seconded: Cr Roz Frohloff

That the Committee recommend to Council that:

The Wondai Christmas Tree infrastructure is installed at the Scott Street roundabout as part of the upgrades works.

BACKGROUND

I, Councillor Kathy Duff, give notice that at the next Infrastructure Standing Committee Meeting of Council to be held on 16 March 2022, I intend to move the following motion:

Community feedback indicates a strong sentiment towards retaining the tree in its current location.

Residents of Wondai have expressed their desire to see the tree remain visible to through traffic and in the current location where it is more prominent.

CORPORATE PLAN

OR10 Increased commitment to community engagement

IN5 Develop and implement a hierarchy and programme to refurbish median strips and roundabouts prioritising entry ways into our major towns.

I commend this Notice of Motion to the committee.

ATTACHMENTS

1. **Current Petition** [!\[\]\(564903337f30b845a5f6979939a95fe6_img.jpg\)](#) [!\[\]\(6799d2cf9a6546bbe2fea4f3991acfa2_img.jpg\)](#)
2. **Previous Council Report Regarding the Wondai Christmas Tree** [!\[\]\(de7c1d2bea2115f02a9062a37836c733_img.jpg\)](#) [!\[\]\(9a280f33c8437d678f52e9a3e3cb51f7_img.jpg\)](#)

Attn Cr Kathy Duff: We, the undersigned, request that the Wondai Christmas tree remain in its current position which is the ideal position for the tree and can be seen from all directions. Please listen to the people of Wondai. February 2022

RECEIVED
21 FEB 2022

Name	Address	Signature
Andrea Wecker	85 Weckars Rd Wondai	Andrea Wecker
RICHARD SMITH	95 HALY ST WONDAL	Richard Smith
Susan Smith	95 Haly St Wondai	Susan Smith
Margaret Burrows	83 Haly St Wondai	M. J. Burrows
RUTH MASON	1049 Tingora Chelmsford Rd	Ruth Mason
RON MASON	1049 TINGORA CHELMSFORD RD	Ron Mason
MARGARET BEUCK	118 MACKENZIE ST. WONDAL	M. E. Beuck
GRAHAM BEUCK	118 MACKENZIE ST. WONDAL	Graham Beuck
SAKINA OAKLEY	25 SCOT ST, WONDAL	Sakina Oakley
Christine Hughes	41 Edward St, Wondai	Christine Hughes
COPIE'S JEFFREY	37 McLeod St Wondai	Copie's Jeffrey
RUSSELL G SCHMIDT	61 BAYNES ST WONDAL	Russell Schmidt
Caren Gscheidle	61 Baynes St Wondai	Caren Gscheidle
Sarrah Jeffrey	37 McDord St	Sarrah Jeffrey
Sheridan Munt	4 Grant Crescent WONDAL	Sheridan Munt
PETER WATT	? Tea Tree Court The Palms	Peter Watt
LYND SCHUM	12 McILHATTON ST WONDAL	Lynd Schum
Sea Nicholson	1 Hodge St Wondai	Sea Nicholson
Lynette French	15 West St. Wondai	Lynette French
Maami Andersen	85 Teschs Rd Cushnie	Maami Andersen
Dennis G. Hammett	126 PRINCE ST WONDAL	Dennis G. Hammett
Chris Kadeny	960 Tingora Chelmsford	Chris Kadeny
Felicity Jorgensen	93 Jorgensens Rd Greenview	Felicity Jorgensen
Damien Andersen	83 Teschs rd, Cushnie	Damien Andersen
Bruce JAY	13 CARRINE ST KINGARAY	Bruce Jay
Billy Joy		Billy Joy
NEVINE FRENCH	15 west st. Wondai	Nevine French
CATHERINE OGDEN	64 dunsdale Rd WONDAL	Catherine Ogden
MARK WEIR	41- 85 Haly Street Wondai	Mark Weir
Gaylene WEIR	41- 85 Haly St Wondai	Gaylene Weir
ALWAN WEIR.	85 HALY ST WONDAL	Alwan Weir
Wendy Jensen	Greenview Road Wondai	Wendy Jensen
Lanette Jensen	Greenview Wondai	Lanette Jensen
Del Lane	7 ONAKRESS SPRINGWOOD	Del Lane
Julie Lohmann	12 OUTRIDGE ST WONDAL	Julie Lohmann
Warren Lohmann	12 OUTRIDGE ST WONDAL	Warren Lohmann
Winston Burrows	83 Haly St. WONDAL	Winston Burrows

10.7 WONDAL CHRISTMAS TREE LOCATION WONDAL ROUNDABOUT - BUNYA HIGHWAY MEDIANS PROJECT

File Number: 20-10-2021
Author: Manager Infrastructure Planning
Authoriser: Chief Executive Officer

PRECIS

Wondai Christmas Tree Location Wondai Roundabout – Bunya Highway Medians Project

SUMMARY

At the Infrastructure Standing Committee meeting held 6 October 2021 Council resolved that a report be brought to the October General Council meeting for consideration.

OFFICER'S RECOMMENDATION

That South Burnett Regional Council approve the relocation of the Wondai community Christmas tree from the Wondai roundabout to a location in Coronation Park, Wondai, to be determined through consultation between Parks & Gardens and Divisional and Portfolio Councillors.

FINANCIAL AND RESOURCE IMPLICATIONS

Any costs associated for design and placement of the Christmas Tree from its current location. Operational costs may be decreased going forward as the change of location will mean less risk with issues associated with traffic control for example.

LINK TO CORPORATE PLAN

IN5 Develop and implement a hierarchy and programme to refurbish median strips and roundabouts prioritising entry ways into our major towns.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Previously Council has received petitions regarding this matter.

The first petition was received on 9 November 2018 requesting the Christmas Tree be relocated to Coronation Park (IR2550195). This was tabled at the Council meeting on 21 November 2018.

The second petition was received on 17 December 2018 requesting the Christmas Tree be kept on the roundabout (IR2560313). This was tabled at the Council meeting on 16 January 2019.

The petition of 9 November 2018 was recently resubmitted to the Mayor for consideration.

Title PET - 2560313 - Forwarding petition by Wondai Residents to keep the Christmas tree on the roundabout**Officer's Recommendation**

That the petition be received and referred to General Manager Corporate Services for consideration and relevant action.

Resolution:

Moved Cr RLA Heit, seconded Cr DA Potter.

That the petition be received and referred to General Manager Corporate Services for consideration and relevant action.

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

Title PET - 2550195 - Forwarding Petition by Residents and Business people of Wondai requesting Council to relocate the Christmas tree to Coronation Park
Officer's Recommendation

That the petition be received and referred to staff for consideration and report to Council.

Resolution:

Moved Cr RLA Heit, seconded Cr DA Potter.

That the Officer's Recommendation be adopted.

Carried 7/0

FOR VOTE - Councillors voted unanimously

The result of the two petitions was that the status quo remained.

BACKGROUND

The proposed redevelopment of the Wondai roundabout is the third stage of the Bunya Highway Medians project. During consultation of the preferred roundabout design with the Wondai community, the location of the community Christmas tree was a frequently discussed topic. As part of the rehabilitation works to the roundabout, it has been proposed to move the Christmas tree from its current location to Coronation Park.

When the tree is being erected/disassembled during the Christmas season, the Parks and Gardens team are required to follow the guidelines of the current Traffic Guidance Schedule (TGS) for maintenance due to its proximity to vehicle traffic. In 2018, two (2) petitions were received by Council regarding community members feedback on whether or not to relocate the Christmas tree to Coronation Park. As there were two (2) petitions filed, Council's adopted outcome was to leave the Christmas tree in its current location. After many further and recent discussions and consultation sessions were held in April to September 2021, the majority of community members who participated in these consultation sessions, support the relocation of the Christmas tree. One (1) of the previous petitions in support of relocating the Christmas tree to Coronation Park has also been resubmitted to Council for further consideration.

Coronation Park is located within the Wondai CBD and is the location of the community Christmas Carnival held every year on Christmas Eve. By moving the Christmas tree to the park, it will give local community members, families and visitors the opportunity to enjoy and appreciate the tree at a closer proximity, which is not an opportunity currently afforded to the community due to the trees in the roundabout location. One of the key objectives of the Wondai roundabout rehabilitation project is to reduce the amount of time that is spent maintaining the roundabout centre infill and by relocating the Christmas tree to Coronation Park, it will assist in the achievement of this key objective

ATTACHMENTS

Nil

9.7 SBRC 2122-12 BULK WATER TREATMENT CHEMICALS**File Number:** 220223**Author:** Strategic Procurement Coordinator**Authoriser:** Chief Executive Officer**PRECIS**

Section 104 of the Local Government Act 2009 (Act) requires that Council must have suitable financial management processes which have regard to the sound contracting principles when entering into a contract. As par to this requirement, Council has undertaken a procurement activity to enter into a contracted term with multiple suppliers to ensure continuity of supply of Bulk Water Treatment Chemicals which supports Council Water Treatment Plant requirements.

SUMMARY

Council is seeking to enter in to a twenty-four (24) month supply agreement with 4 different chemical manufacturers for the supply of 6 bulk chemicals to support Council's water and wastewater treatment plants. This will ensure continuity of supply of critical chemicals for the treatment of water and wastewater in accordance with required health and quality standards.

OFFICER'S RECOMMENDATION

That Council approve the recommendation report to award contracts to the following suppliers:

Supplier	Chemicals	Approximate Total Contract Spend (24 mths)
Omega Chemicals	<ul style="list-style-type: none"> Liquid Aluminium Sulphate 100c Liquid Aluminium Chloralhydrate 	\$469,690
Coogee QCA Pty Ltd	<ul style="list-style-type: none"> Liquid Sodium Hypochlorite 10% 	\$317,150
Activated Carbon Technologies	<ul style="list-style-type: none"> Powder Activated Carbon PS1000 	\$247,000
Redox	<ul style="list-style-type: none"> Hydrochloric Acid 32% Sodium Carbonate 	\$168,060

FINANCIAL AND RESOURCE IMPLICATIONS

Council has an approximate spend of \$600,000 per annum on Water Treatment Chemicals which is accounted for within the Water & Waste Water budget allocations.

LINK TO CORPORATE/OPERATIONAL PLAN

Corporate Plan 2021-2026:	OR5 Continue to give priority to ongoing financial sustainability and prudent budget management.
Annual Operational Plan 2021-2022	OR13. Implement reliable, realistic and cost-effective business systems and practices.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

A request for Minor Tender was advertised publicly outside of established arrangements on the public tendering platform Tenderlink, on the Council website, social media pages and radio.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

The procurement process has been undertaken in accordance with the Default Contracting Procedures outlined in the Local Government Regulation 2012 s228 Tender Process.

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

Local Government Act 2009

Local Government Regulation 2012

Procurement Policy

ASSET MANAGEMENT IMPLICATIONS

An efficient procurement process ensures that appropriate and cost-effective resources are available for operational requirements.

REPORT



Post Market Recommendation Report \$15K - \$200K

Project Title: SBRC 2122-12

Contract Reference No: SBRC 2122-12 Bulk Water
Treatment Chemicals

Author: Simon Neal

Position Title: Purchasing Officer

Date: 23 February 2022

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Executive Summary

The purpose of this Tender is to establish a 24-month contract with suppliers that will enable the effective and streamlined supply of the following chemicals for the Water and Waste Water Treatment Plants across the region:

- Liquid Aluminium Sulphate Bulk
- Liquid Sodium Hypochlorite 10%
- Powder Activated Carbon PS1000
- 100c Liquid Aluminium Chloralhydrate
- Hydrochloric Acid 32%
- Sodium Carbonate (Dense Soda Ash)

Fourteen responses were received from seven suppliers.

The Evaluation Panel comprising Adam Branch, Program Coordinator Water and Waste Water, and Steve Carroll, Engineer, Water and Waste Water have assessed and scored all offers and are recommending the following suppliers:

- Liquid Aluminium Sulphate Bulk – Omega Chemicals
- Liquid Sodium Hypochlorite 10% – Coogee QCA Pty Ltd
- Powder Activated Carbon PS1000 – Activated Carbon Technologies Pty Ltd
- 100c Liquid Aluminium Chloralhydrate – Omega Chemicals
- Hydrochloric Acid 32% – Redox Pty Ltd
- Sodium Carbonate – Redox Pty Ltd

Timeline

Release Date: 10 January 2022

Closed Date: 01 February 2022

Offers were received from the following suppliers:	
1.	Activated Carbon Technologies Pty Ltd <ul style="list-style-type: none"> • Liquid Aluminium Sulphate Bulk • Powder Activated Carbon PS1000 (PS1300)
2.	Coogee QCA Pty Ltd <ul style="list-style-type: none"> • Liquid Sodium Hypochlorite 10% • Hydrochloric Acid 32%
3.	DKSH Performance Materials Australia Pty Ltd <ul style="list-style-type: none"> • Powder Activated Carbon PS1000 (PS1300)
4.	Nutrien Ag Solutions Limited <ul style="list-style-type: none"> • Hydrochloric Acid 32% • Sodium Carbonate
5.	Omega Chemicals <ul style="list-style-type: none"> • 100c Liquid aluminium Chlorohydrate • Sodium Carbonate
6.	Redox Pty Ltd <ul style="list-style-type: none"> • 100c Liquid aluminium Chlorohydrate • Hydrochloric Acid 32% • Sodium Carbonate (2 prices dependent upon delivery location/s)
7.	Water Floc Pty Ltd <ul style="list-style-type: none"> • 100c Liquid aluminium Chlorohydrate

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Exceptions

Was an Exception applied to this Procurement process? (Failure to meet council Policy)

YES NO

Procurement Exception Form MUST accompany this Report

Evaluation Methodology

How have the Sound Contracting Principles been satisfied?	Justification/Explanation
Value for Money.	All selected offers represent value for money for Council including delivery costs
Open and effective competition.	This was a Public Tender process
The development of competitive local business and industry.	Only one local supplier made an offer which was <i>significantly higher</i> than the selected supplier (who manufactures the product purchased by the local supplier)
Environmental protection.	All offers were to include SDS (Safety Data Sheets), Specifications, and all suppliers must have current ISO 9001:2015 Quality Assurance
Ethical behaviour and fair dealing.	In accordance with Council's Procurement Policy, the Local Government Act, Regulation and Council's Code of Conduct.

All offers were evaluated using the following criteria and weightings:


Value for Money	50%
Delivery Methodology	25%
Quality / Standards / Specifications	25%

Evaluation Results

Rank	Tenderer	Price
Liquid Aluminium Sulphate Bulk		
1.	Omega Chemicals	\$325.00 / tonne
Liquid Sodium Hypochlorite 10%		
1.	Coogee QCA Pty Ltd	\$0.4925 / litre
Powder Activated Carbon PS1000 (PS1300)		
1.	Activated Carbon Technologies Pty Ltd	\$1,300.00 / 500kg bag
2.	DKSH Performance Materials Australia Pty Ltd	\$3,654.70 / 500kg bag
100c Liquid Aluminium Chlorohydrate		
1.	Omega Chemicals	\$2,265.00 / IBC
2.	Water Floc Pty Ltd	\$2,320.00 / IBC
3.	Redox Pty Ltd	\$2,480.00 / IBC
Hydrochloric Acid 32%		
1.	Redox Pty Ltd	\$1,035.00 / IBC
2.	Nutrien Ag Solutions Limited	\$1,231.25 / IBC
3.	Coogee QCA Pty Ltd	\$951.00 / IBC (excludes delivery)
Sodium Carbonate (Dense Soda Ash)		
1.	Redox Pty Ltd	\$25.38 / 25kg bag
2.	Redox Pty Ltd	\$24.13 / 25kg bag
3.	Nutrien Ag Solutions Limited	\$27.50 / 25kg bag
4.	Omega Chemicals	\$31.20 / 25kg bag

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Procurement Checklist




FORM:
Finance - Procurement

Pre Market Procurement Checklist \$15k-\$200k

Project Title:	SBRC 2122-12 Bulk Water Treatment Chemicals	Date:	10/01/2022
Requestor:	Tim Lowe		
Department / Business Unit:	Water and Waste Water		
Project Manager:	Adam Branch		
Project Overview			
Project Details:	<p>Council is seeking submissions for the supply of the following bulk chemicals for the Water and Waste Water Treatment Plants across the region:</p> <ul style="list-style-type: none"> • Liquid Aluminium Sulphate Bulk • Liquid Sodium Hypochlorite 10% • Powder Activated Carbon PS1000 • 100c Liquid Aluminium Chloralhydrate • Hydrochloric Acid 32% • Sodium Carbonate (Dense Soda Ash) <p>The contract is for the supply and delivery of bulk chemicals that meet the requirements of the specification, by manufacturers and/or distributors. Suppliers must have the organisational and logistical capacity to meet the chemical supply needs of South Burnett Regional Council Water Treatment Plants.</p> <p>The purpose of this request for quote is to establish a 24-month contract with suppliers that will provide an effective and streamlined supply of chemicals.</p>		
Contract Number:	SBRC 2122-12		
Project Category:	<input type="checkbox"/> Design and Construct	<input type="checkbox"/> Construction	
	<input checked="" type="checkbox"/> Goods	<input type="checkbox"/> Services	
	<input type="checkbox"/> Minor Works	<input type="checkbox"/> Consultancy	
	<input type="checkbox"/> Other (Please List):		
Project Status:	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Continuation of Service	<input type="checkbox"/> Phased
Estimated Project Value \$:			
Procurement Methodology		Advertising Methodology	
<input type="checkbox"/> Expressions of Interest (ITO)		<input type="checkbox"/> External (media release) N/A	
<input checked="" type="checkbox"/> Request for Quote (ITO)		<input checked="" type="checkbox"/> External (media release) <input checked="" type="checkbox"/> Internal (Felix/Vendor Panel)	
<input type="checkbox"/> Request for Tender (RFT) Minor		<input type="checkbox"/> External (media release) N/A	
<input type="checkbox"/> Request for Tender (RFT) Major		<input type="checkbox"/> External (media release) N/A	
<input type="checkbox"/> SBRC Panel Arrangement (Pre-Qualified Suppliers)		<input type="checkbox"/> External (media release) <input type="checkbox"/> Internal (Felix)	
<input type="checkbox"/> Other Government Contracted Arrangement (Local Buy, State Gov etc)		<input type="checkbox"/> External (media release) <input type="checkbox"/> Internal (Felix/Vendor Panel)	
Are there any known Conflicts of Interest? (Perceived, Potential, Actual)			<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Name	Conflict Details	Is a Conflict of Interest Management plan required?	
		<input type="checkbox"/> YES	<input type="checkbox"/> NO
		<input type="checkbox"/> YES	<input type="checkbox"/> NO

Approval: Tim Low, Manager Water and Wastewater

Signature: 

Date: 23/02/2022

Procurement Checklist \$15k - \$200k

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Recommendation

Based on the outcome of the evaluation process the following suppliers have represented the highest rated assessment against the qualitative selection criteria. It is therefore recommended that the following suppliers are contracted to provide the Water Treatment Chemicals:

- **Liquid Aluminium Sulphate Bulk**
Omega Chemicals submitted the only offer and are Council's current supplier.
- **Liquid Sodium Hypochlorite 10%**
Coogee QCA Pty Ltd submitted the only offer and are Council's current supplier.
- **Powder Activated Carbon PS1000**
Activated Carbon Technologies Pty Ltd submitted the most competitive offer and are also Council's current supplier
- **100c Liquid Aluminium Chloralhydrate**
Omega Chemicals submitted the most competitive offer for the chemical required whereas the only other offer was for a similar, yet different chemical priced at more than twice the value submitted by Omega Chemicals.
- **Hydrochloric Acid 32%**
The offer of \$1,035 per IBC submitted by Redox Pty Ltd is higher than the offer of \$951 per IBC submitted by Coogee QCA Pty Ltd however the Redox Pty Ltd offer includes delivery whereas the Coogee QCA Pty Ltd does not which will add significantly to the price as Hydrochloric Acid is an expensive chemical to transport.
- **Sodium Carbonate**
Redox Pty Ltd have submitted two quotes based on potential delivery requirements:
 1. \$25.38 per 25kg bag which includes delivery direct to and unloading at the Water Treatment Plants where the chemicals are required; and
 2. \$24.13 per 25kg bag which is delivery to the Murgon Depot only, and would require Council to unload then transport to the Water Treatment Plants

RECOMMENDED TENDERER			
Chemical	Supplier	Tendered Price (Ex GST)	Approximate Annual Spend
Liquid Sodium Hypochlorite 10%	Coogee QCA	\$0.4925 / Litre	\$158,575.64
Powder Activated Carbon PS1000	Activated Carbon Technologies	\$1300 / 500kg	\$123,500.00
Liquid Aluminium Sulphate Bulk	Omega Chemicals	\$325 / Tonne	\$205,400.00
100c Liquid Aluminium Chloralhydrate	Omega Chemicals	\$2,265 / IBC	\$29,445.00
Hydrochloric Acid 32%	Redox	\$1,035 / IBC	\$5,175.00
Sodium Carbonate	Redox	\$25.38 / 25kg	\$78,855.66

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Authorised Officer Delegation Approval:	_____	Signature: _____	Date: _____
Manager Approval: <\$100K	_____	Signature: _____	Date: _____
GM Approval: \$100K <\$200K	_____	Signature: _____	Date: _____
CEO Approval: >\$200K	_____	Signature: _____	Date: _____

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ATTACHMENTS

Nil

10 PORTFOLIO - REGIONAL DEVELOPMENT

10.1 REGIONAL DEVELOPMENT PORTFOLIO REPORT

File Number: 16/03/2022

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.

BACKGROUND

We've kicked the year off with a great start.

Firstly, I can report the first Regional Development Advisory Committee meeting was held earlier this month. The meeting set the scene for the year ahead and discussed the focal point of the committee which is to work with Council to develop the Regional Development Action Plan and in a think tank environment analyse both the challenges and growth opportunities our region faces. Around the table, the committee is made up of leaders from sectors including manufacturing, agriculture, education, media, transport, tourism and community services (to name a few). We are grateful to these volunteers for offering their time and insights with the shared goal of sustaining and growing our region – the South Burnett will be the next growth story! During the meeting we reviewed the regional development strategy and discussed its aspirations and enablers. We then openly discussed some of the areas we intend to take a deep dive into and develop ideas or outcomes for consideration in the Regional Action Plan. I'd like to share some of the key themes and problem statements identified from the discussions for Council's insights:

1. Liveability is a core focus:

- What are the things that make a region considered liveable? Some suggestions included good schools, places to be on a weekend, café culture, a place to brunch on a Sunday, family friendly activities beyond the pool and cinema. A busy street on a Sunday morning, a place where things feel like something is happening, where there is a vibe.
- What is the South Burnett's point of difference and how do we be recognised as a community of choice? What does that pathway look like?
- Why we want professionals who come to our region to have no reason to leave? Let's work to understand what some of those reasons are and what we could do to change this?
- What makes us stand out from the pack? Young professionals often come and stay for a while, and then tend to move on. This is commonly seen in teaching; how do we encourage more people to see a future in our region?
- How do we share our story about what's on offer here in our region for young professionals and families?

2. Sports, recreation, and adventure sports are important to the wellness of our region:

- Sports are important to families. The South Burnett's facilities are spread far and wide.

- PCYC is a fabulous facility, however the challenge for many is access to it, e.g., from the edge of our region in Blackbutt its approx. 95 km to Murgon, from our second biggest populated centre Nanango its approximately 60 km, from Kumbia approximately 73 km and from Dulong approximately 84 km. PCYC is perfectly placed to support the communities of Murgon, Wondai, and Cherbourg, what's available for the remaining parts of the region?
- What options are there for youth and young people in our region to connect through sports and what are the gaps?
- What are the needs of the existing clubs and sporting facilities to enable them to grow and continue to support major carnivals or events? What are the opportunities to increase indoor sports facilities, grow sports tourism or bolster adventure sports like mountain bike trails?
- Acknowledgement of the rail trail as an economic enabler.

3. Public Transport Assessment:

- What options do we have for transport? What do we need? How could we partner to deliver improved transport options?
- Electric scooters, footpath connectivity, ways for people to safely move between the places they need to be in our region?
- How do we support people who are vulnerable, with disabilities or elderly in our region with the challenges of transport – what are the gaps? What are the ideas for solutions?

4. Health:

- How do we make our community aware of the services available in our region? Some retired residents are choosing to leave and live in places like Toowoomba to access health services, however this takes them away from family supports. With the new Kingaroy hospital and the options due to the redevelopment of Lady Flo Bjelke-Petersen Community Hospital are there opportunities to bust those myths?
- How can we support training outcomes for young health professionals in our region?

5. Agriculture and horticulture

- With water we know we can grow almost anything in the South Burnett? What about options to produce more with what water we have, for instance exploring a transition to horticulture or more high value crops.
- People want to know about their food – many want to minimise food mileage, with our ideal location how do we maximise those opportunities.
- Water is an enabler for growth, what does our long-term strategy for water and our economy look like into the future?
- Export potential is high, how do we connect producers and growers to export markets?
- How do we share ag tech and innovation?
- What are the opportunities for value adding from what we grow? Are there opportunities to process different crops here in our region? What would we need to offer to enable that to happen?
- What are the opportunities to create a circular economy with the waste products generated in the South Burnett?

6. Tourism, the South Burnett is a hidden gem

- We need to be on a destination recognised on larger tourism outlets databases. What are we doing to strengthen the key relationships outside the region – the movers and shakers in the travel field that will bring tourists from afar to the South Burnett?
- Are we attracting tourists from across the state, inter-state and internationally?

7. Energy transformation and economic diversification opportunities brought by renewable energy and advanced manufacturing

- What are the supply chain opportunities? We have affordable land, available workforce and a suitable transmission network, how do we leverage these assets to attract other manufacturing /industries to support our economy's eventual transition from thermal generation into renewable sources?

- What's our long game to further diversify our economy and explore future water opportunities? If we had the water, what would we do with it? How would we extract best value?
- What are the opportunities of inland rail and what's our strategy to advocate for heavy vehicle transport movements in our region?

And finally, we discussed CONFIDENCE. According to the Cambridge dictionary, 'confidence' is a noun for certainty, its meaning:

'The quality of being certain of your abilities or of having trust in people, plans or the future.'

CONFIDENCE is the goal. Something we are all aiming to achieve through the regional development action plan and the 25-year economic road map. Through the work we are doing, we want to provide our region, its businesses, industries, residents, and young people with the *confidence* that they all have a vibrant future in the South Burnett. Working through these challenges one by one, finding the answers to the many questions we, identifying the priorities and being hungry in looking for the solutions will all take time, but its time I know we all believe we must invest.

So the how becomes the question? How do we turn these insights into actions? Some of these actions are not solely owned or led by Council, some involve all three levels of government, while others will bring new stakeholders to the table or look to opportunities to learn from other regions. We have incredible brains trust of ideas both inside and outside of our region and relationships like that with TSBE will help us to connect some of these dots. What I know for sure, is the research that we do, the relationships we build and strengthen, and the learnings we seek will help to build the CONFIDENCE we have in our region and the CONFIDENCE others see in our region. So how? Well we all clearly have a role to play, as a team and with others. I'd like to take a moment to thank Jim Wilmott, Leanne Petersen, Councillor Potter, GM Peter O'May and the broader team for daring to think big a few months back when together we brought our ideas to the table and drafted the Black Summer Bushfire Grant application, that has since seen our region awarded \$1.6M from the Federal Government. With these funds we are gearing up to employ a Community Connection, Local Built Project team that includes a Economic Recovery and Resilience Officer, Community Development and Resilience Officer and a Community Grants Officer. Each role has specific outcomes to achieve over the two years of their employment, with a focus on building resilience and supporting our existing community groups and businesses to prosper. It is an exciting prospect for the regional development and communities' team to have some boots on the ground and I know by working together we will achieve tangible outcomes for our region. I understand there will be more information available once the funding agreement has been signed, and our Council as always is keen to collaborate and partner with others.

Before closing out I just wanted to give Council a quick update to advise of the progress made on two key projects:

Regional Connectivity Program Round 2: Digital connectivity - \$2.7M

While we were disappointed by the unsuccessful application to Resources Council Infrastructure Fund (RCIF) last year it has not deterred our belief in what access to high speed, high-capacity fibre network would mean for our region. This project means an increase to maximum internet speeds from 1 Gbps to more than 10Gbps. This project will reduce congestion on the existing NBN service and provide increased affordability through the competitiveness of expanding access to multiple ISP. The project involves the extension of the high-capacity fibre network from Tarong Power Station to Nanango and Kingaroy which would ensure reliable, high-speed internet for government and community services, community health and safety, and businesses of all sizes. Enhanced digital capacity would open many growth opportunities for our region, including enhanced automation capacity for manufacturing and processing businesses. A number of these businesses have provided letters of support for the project including Bega Foods, Bean Growers Australia (BGA), Department of Agriculture and Fisheries, Plenty Foods / Proteco Oils, Riverina Stockfeeds and Kewpie Stockfeeds. Additionally, this high-capacity internet solution will further increase the opportunity of ecommerce businesses operating, already growing due to COVID. I would like to thank Cody Grainger, Aaron Meehan and the KTP project team who have been working to progress this application, and Mark Pitt and this Council for your support of this project – it is a gamechanger.

National Water Infrastructure Development Fund – Demand Assessment Meetings 28 – 29 March

Public Meetings have been rescheduled to 28 to 29 March due to the recent storm activity in Brisbane and the availability of our project partners at KBR. The purpose of these meetings in Blackbutt, Murgon and Kingaroy is to conduct a demand assessment workshop to assess whether there is sufficient interest from customers in purchasing additional water and/or improving the reliability of existing Water Allocations for the Blackbutt Irrigators and Growers, Barlil Weir and West Barambah Project and those interested in the opportunities should Council transfer Gordonbrook Dam to support localised irrigation. The level of demand will determine the future investigations that take place, such as the size and location of potential storages, or opportunity to leverage other existing water infrastructure in Blackbutt and around Gordonbrook Dam. Demand and willingness to pay will determine the ways we progress these projects. This information is critical to determining to feasibility of the pursuing these options.

ATTACHMENTS**Nil**

10.2 REGIONAL DEVELOPMENT AND TOURISM MONTHLY UPDATE

File Number: 16/03/2022

Author: Administration Officer

Authoriser: Chief Executive Officer

PRECIS

Regional Development and Tourism update for the month of February 2022.

SUMMARY

This report provides an update on the South Burnett Regional Council's Regional Development and Tourism section for the month of February 2022.

OFFICER'S RECOMMENDATION

That the Regional Development and Tourism monthly update for February 2022 be received for information.

BACKGROUND

In February the Regional Development and Tourism team progressed the following:

Events / happenings:

February 2022 –

The Visitor Information Centres and Heritage Museums have welcomed seven new volunteers in the period December 2021 – February 2022. All have undertaken Workplace Health and Safety inductions and on the job training. It has been wonderful to have new community residents join Council's volunteer network.

Stuart Steele (Wondai Heritage Museum)
Roz McKiterick (Kingaroy VIC)
Carolyn Exelby (Kingaroy VIC)
Eddie Hausstock (Kingaroy Museum)
Maureen Cutajar (Kingaroy VIC)
Joanne Newbery (Kingaroy Museum)
Debbie Weston (Nanango VIC)

Kingaroy Heritage Museum -

The Kingaroy Heritage Museum welcomed a new display area for the centre with the current storage room being cleared out to make way for a music exhibit.

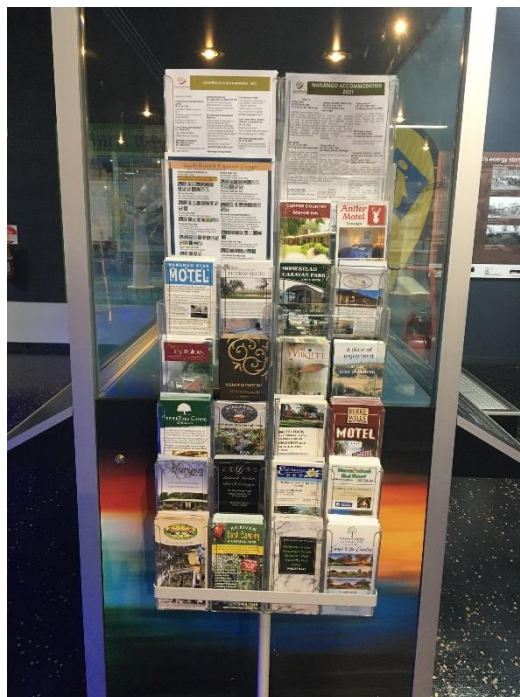
Amongst the clean-up volunteers uncovered a valued photo of Lt Col O.A. Kessels. Extensive research was undertaken to locate his next of kin, to which the photo was returned.



South Burnett Energy Centre -

Volunteers at the centre have installed a new display promoting local accommodation.

A new residence information pack is now available with information on local service for all new residence.

**Murgon Visitor Information Centre -**

As February is the slowest month of the year for visitors, the volunteers took the opportunity to overhaul the centre by cleaning out old stock, weeding the garden and reorganising the reception.

Wondai Heritage Museum –

Volunteers have been busy cataloguing and displaying the recent donation from the Boisen Family. Showcasing the local history of Boisen's Drapery. The collection has been receiving a lot of attention from social media stories.

Wondai Visitor Information Centre -

Every February, volunteers use the downturn in visitor numbers to update information. Visitor and residence will find a new 2022 business and community directory and event listing.

Displays have been refreshed throughout the Timber Museum, following the purchase of new table dressings to display the timber items for sale, which continue to be restocked by local woodworkers. The front gardens are also looking bright and renewed because of recent rains.

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	K - \$3417 M - \$583 N - \$2364 W - \$1333	K - \$5409 M - \$630 N - \$1450 W - \$3708	K - \$6597 M - \$344 N - \$1253 W - \$3779	K - \$5870 M - \$526 N - \$784 W - \$2640	K - \$9254 M - \$792 N - \$1684 W - \$1731
Visitor Numbers	K - 1575 M - 382 N - 588 W - 778	K - 942 M - 356 N - 435 W - 578	K - 1311 M - 435 N - 757 W - 848	K - 1240 M - 433 N - 534 W - 821	K - 746 M - 449 N - 453 W - 573	K - 774 M - 324 N - 455 W - 333
Coach Tours	K - 0 M - 0 N - 0 W - 0	K - 0 M - 0 N - 1 W - 0	K - 1 M - 0 N - 0 W - 0	K - 1 M - 0 N - 0 W - 0	K - 0 M - 0 N - 1 W - 0	K - 0 M - 0 N - 0 W - 0
Volunteer Numbers	K - 26 M - 13 N - 17 W - 10	K - 20 M - 13 N - 17 W - 9	K - 21 M - 13 N - 18 W - 11	K - 21 M - 12 N - 15 W - 10	K - 18 M - 11 N - 15 W - 7	K - 23 M - 10 N - 16 W - 10
Volunteer Hours	K - 786 M - 232 N - 475 W - 208	K - 757 M - 232 N - 475 W - 208	K - 588 M - 187 N - 265 W - 189	K - 721 M - 137 N - 391 W - 186	K - 561 M - 133 N - 385 W - 177	K - 766 M - 284 N - 384 W - 124
Days Open	K - 27 M - 27 N - 31 W - 27	K - 24 M - 27 N - 30 W - 26	K - 20 M - 25 N - 28 W - 26	K - 25 M - 24 N - 31 W - 25	K - 25 M - 24 N - 29 W - 25	K - 24 M - 24 N - 27 W - 24
2022	Jan	Feb	Mar	Apr	May	Jun
Sales	K - \$2199 M - \$340 N - \$876 W - \$1000	K - \$2046 M - \$365 N - \$701 W - \$998				
Visitor Numbers	K - 419 M - 142 N - 337 W - 279	K - 411 M - 194 N - 329 W - 248				
Coach Tours	K - 0 M - 0 N - 0 W - 0	K - 0 M - 0 N - 0 W - 0				
Volunteer Numbers	K - 15 M - 11 N - 10 W - 8	K - 20 M - 10 N - 11 W - 8				
Volunteer Hours	K - 410 M - 203 N - 268 W - 152	K - 530 M - 204 N - 144 W - 246				
Days Open	K - 13 M - 23 N - 26 W - 22	K - 23 M - 23 N - 26 W - 21				

Media Releases:

Media Releases 2021-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
	4	1	0	2	4	1
2022	Jan	Feb	Mar	Apr	May	Jun
	4	1				

Social Media Posts:

Social Media 2021-22						
2021	Jul	Aug	Sep	Oct	Nov	Dec
SB VIC Network	Posts 10 Likes 762 Followers 959	Posts 13 Likes 760 Followers 968	Posts 5 Likes 787 Followers 1001	Posts 10 Likes 795 Followers 1017	Posts 11 Likes 799 Followers 1029	Posts 11
Discover South Burnett	Posts 6 Likes 3921 Followers 4160	Posts 12 Likes 3929 Followers 4192	Posts 11 Likes 3939 Followers 4195	Posts 7 Likes 3992 Followers 4256	Posts 19 Likes 4005 Followers 4279	Posts 4
Kilkivan to Kingaroy Rail Trail	Posts 1 Likes 1350 Followers 1510	Posts 1 Likes 1402 Followers 1570	Posts 2 Likes 1463 Followers 1654	Posts 0 Likes 1519 Followers 1717	Posts 1 Likes 1550 Followers 1749	Posts 1
Drive Inland	Posts 0 Likes 860 Followers 940	Posts 1 Likes 872 Followers 958	Posts 2 Likes 894 Followers 984	Posts 0 Likes 911 Followers 1002	Posts 1 Likes 916 Followers 1011	Posts 0
WBB – The Perfect Place	Posts 0 Likes 2443 Followers 2495	Posts 1 Likes 2400 Followers 2499	Posts 1 Likes 2444 Followers 2496	Posts 0 Likes 2443 Followers 2495	Posts 1 Likes 2442 Followers 2493	Posts 1
Business South Burnett	Posts 4 Likes 1880 Followers 2004	Posts 16 Likes 1877 Followers 2001	Posts 2 Likes 1874 Followers 1998	Posts 3 Likes 1871 Followers 1996	Posts 5 Likes 1870 Followers 1995	Posts 2
Lake Boondooma Caravan & Recreation Park	Posts 1 Likes 8460 Followers 8615	Posts 1 Likes 8500 Followers 8640	Posts 2 Likes 8534 Followers 8707	Posts 8 Likes 8580 Followers 8755	Posts 4 Likes 8632 Followers 8821	Posts 8
Yallakool Caravan Park on BP Dam	Posts 0 Likes 4156 Followers 4234	Posts 1 Likes 4200 Followers 4255	Posts 1 Likes 4216 Followers 4308	Posts 1 Likes 4251 Followers 4832	Posts 3 Likes 4380 Followers 4483	Posts 4

2022	Jan	Feb	Mar	Apr	May	Jun
SB VIC Network	Posts 4 Likes 826 Followers 1069	Posts 7 Likes 835 Followers 1080				
Discover South Burnett	Posts 1 Likes 4043 Followers 4332	Posts 0 Likes 4074 Followers 4362				
Kilkivan to Kingaroy Rail Trail	Posts 0 Likes 1658 Followers 1872	Posts 0 Likes 1672 Followers 1892				
Drive Inland	Posts 0 Likes 933 Followers 1030	Posts 0 Likes 992 Followers 1094				
Wide Bay- Burnett – The Perfect Place	Posts 0 Likes 2438 Followers 2486	Posts 0 Likes 2437 Followers 2486				
Business South Burnett	Posts 1 Likes 1867 Followers 1993	Posts 0 Likes 1866 Followers 1992				
Lake Boondooma Caravan & Recreation Park	Posts 7 Likes 9037 Followers 9253	Posts 11 Likes 9212 Followers 9432				
Yallakool Caravan Park on BP Dam	Posts 0 Likes 4567 Followers 5048	Posts 0 Likes 4600 Followers 5072				

ATTACHMENTS

1. Visit South Burnett - 2022 February Newsletter [↓](#) 



2022 February Newsletter

February Wrap up:
February has been an interesting month with great developments for international travel starting back up and some easing of [Covid restrictions](#) coming into effect on March 4th and the severe weather events over the last week (See below some disaster funding and help currently available).

- Visit South Burnett was delighted to hold the first meet and greet for 2022 at the Wondai Regional Art Gallery, thank you again to Elaine Madill, Pat Van-Kempen and the lovely volunteers for hosting the event and showcasing what the Wondai Gallery has to offer to locals and tourists alike. The Meet and Greets are not only a great way for local tourism operators, event organisers and business owners to experience new venues and attractions across our region, but also meet like minded people, promote their own business and events and make some great connections. - Some topics covered on the night included, first look at the VSB website (see link and business information form below), New project for Country Wide Video Productions, New signage needed for visitors in Wondai to better promote the town, Kingaroy Vintage Machinery Club is looking for market stall holders and sponsors for their upcoming Queensland Heritage Rally (more information or how to contact the event organiser can be found below), and the need for more volunteers throughout the regions visitor information centres. We look forward to our next meet and greet at Bunya Red Farm on the 7th March.
- Visit South Burnett is working hard towards our Winter and school holiday campaigns, to help promote the region, we are asking all members to send through some ideas, specials, packages and events that they have coming up for Winter and the April (2nd - 18th April) and June/July (25th June- 10th July) school holidays.
- Just a quick reminder, if you do have an upcoming event, please email it through to visitsouthburnettevents@gmail.com, we love hearing from our members and want to help promote local events across VSB's website and social platforms.



- 1) Wondai Regional Art Gallery - Meet and Greet
- 2) Wooroolin Wetlands.

Have you been affected by the severe weather events, here are some quick links for financial aid currently available:


South East Queensland Floods, February 2022 - [click here](#)
Special Disaster Assistance Recovery Grants - [click here](#)
Services Australia - [click here](#)

Other Information:

Road Updates - [click here](#)
Natural disaster business survey - [click here](#)
SEQ Flood Survey February 2022 - [click here](#)

VSB Website!

The image shows a screenshot of the Visit South Burnett website. At the top, the logo for 'VISIT SOUTH BURNETT' is displayed in red, with a stylized 'e' logo below it and 'SOUTH BURNETT South East Queensland' in a smaller font. Navigation links for 'NATURE'S DELIGHTS', 'WHAT'S ON', 'TOWNS', and 'ATT' are visible. The main banner features a scenic landscape with the text 'One region many stories..' and 'South Burnett' in a large, elegant script font. A search bar with the word 'Search' and a magnifying glass icon is positioned over the landscape. A grey callout box on the right contains the text: 'Visit South Burnett Website! Take a sneak peak at the new VSB website - please note this is still a work in progress but we would love some feedback!' and a white button labeled 'FIRST LOOK'. At the bottom of the page, a red banner contains the text: 'IMPORTANT: Are you a VSB Member? Would you like your business listed on the VSB Website then simply fill in the business information from (download form by pushing the button below) and email it to tourismvsb@gmail.com with a nice photo or two. If you're having trouble downloading the form or would like a hard copy please call Melanie on 0455 49 47 41.' Below this text is a black button labeled 'Download Form'.



Meet & Greet
at Bunya Red Farm


Visit South Burnett is delighted to invite you to the
March Meet and Greet.

Where: Bunya Red Farm - 544 Wattlegrove Rd, Benair.
When: 7th March - 5.30pm - Farm Tour & Tasting
6.00pm - VSB Meet and Greet Start

Nibbles and drinks provided

- Take a Farm Tour
- Meet other tourism operators from the region
- Catch up with the VSB committee • 'Business Bites'
- Bring along your brochures, business cards & flyers

RSVP by 3rd March to Melanie on 0455 494 741
or email tourismVSB@gmail.com



Visit South Burnett is delighted to invite you to our March Meet & Greet! As a member of Visit South Burnett, we would love for you to join us on Monday, 7th March at Bunya Red

Farm, [544 Wattlegrove Rd, Benair](#) (located between Burrandowan and Reedy Creek Roads). -

www.bunyaredfarm.com.au

The "Meet and Greets" are a casual networking event, with the purpose of giving businesses and committees the opportunity to showcase themselves and promote upcoming events, listen to some great guest speakers, keep up to date with what's happening with Visit South Burnett, connect with other members and start building some great relationships. If you have any questions, please don't hesitate to give Melanie a call on 0455 49 47 41 or email tourismvsb@gmail.com

- RSVP by March 3rd. We look forward seeing you there!

April Meet and Greet - Save the date - April 21st - Proston Golf Club

2021 saw meet and greets hosted at the Kingaroy Observatory, Wondai Colonial Motel, Nanango Visitor Information Centre and Moffatdale Ridge Winery. We are looking for all types of venues and organisations that would like to host a Meet and Greet in 2022. Contact: Melanie on 0455 494 741 or email tourismvsb@gmail.com to have a chat.

Survey Time! - Have your say!



VSBS wants to hear from you, simply click on the link below and fill in the short 3 minute survey.

COMPLETE SURVEY

Grants!

Disaster Recovery Funding Arrangements (DRFA)

South Burnett Regional Council is pleased to announce that the South Burnett region has been activated for the following financial assistance packages available under the Disaster Recovery Funding Arrangements (DRFA) as a result of Ex-Tropical Cyclone Seth, 7 – 10 January 2022. We acknowledge the Australian and Queensland governments and the Queensland Reconstruction Authority (QRA) for the available funding. Below is a table of the DRFA assistance measures activated for the South Burnett

[Disaster Recovery click here](#)

JOINT STATEMENT

Premier and Minister for the Olympics

The Honourable Anastacia Palaszczuk

Minister for Tourism, Innovation and Sport and Minister Assisting the Premier on Olympics and Paralympics Sport and Engagement

The Honourable Stirling Hinchliffe

State launches multi-million-dollar campaigns to rebuild Queensland tourism

Once-in-a-lifetime prizes, outstanding holiday deals and cut-price airfares will be on offer as Queensland launches a national and international marketing assault to continue the long-term rebuild of the state's tourism industry.

Premier Anastacia Palaszczuk said supporting the state's tourism industry to rebuild was an important part of the government's COVID-19 Economic Recovery Plan.

"Thanks to the way Queenslanders have responded to this pandemic, our economy is roaring back to life. And we're leading the nation in jobs created since the start of the pandemic," the Premier said.

"I know firsthand how COVID-19 has affected tourism businesses throughout our state.

"But now we're ready to welcome back visitors and I know so many families and friends are ready to reconnect on a Queensland holiday."

The Premier said Queensland would today launch its first national tourism campaigns in more than 18 months.

"Today we're launching a series of campaigns worth \$5.2 million around the country and taking the first steps towards international marketing," the Premier said.

"Aussies are already being inspired by our 'Days Like This' aspirational campaign and they will be compelled to lock in their travel plans through the 'Great Queensland Getaway' launching this Sunday – where airfares and holiday packages will be on sale," the Premier said.

"And internationally, our successful 'Good to Go' message will be extended as two-way travel continues to open up.

"If you've been dreaming of a holiday in Queensland, now's the time to book your flights.

"There are plenty of new experiences to come and enjoy, as well as all the old Queensland favourites.

"To visitors planning their next holiday – I welcome you to come and explore Queensland."

The 'Great Queensland Getaway' campaign will offer great holiday deals through Queensland.com, a range of holiday packages on sale through retail travel partners, Virgin Australia airfares on sale, and a competition with some incredible money-can't-buy experiences to be won.

Launching around the country, it follows the debut of the state's aspirational 'Days Like This' campaign into New South Wales and Victoria last weekend, as well as the first steps towards re-starting tourism marketing internationally.

Tourism Minister Stirling Hinchliffe said the best deals on Queensland holidays would be snapped up quickly.

"That's why we've worked closely with operators to deliver a package of dream deals to suit visitors of all interests and abilities," Mr Hinchliffe said.

"Virgin Australia is launching sales on fares from all major interstate airports into Queensland and Accor has special accommodation rates from \$119 per night.

"From \$1 breakfast on the Fraser Coast, to wine and dine packages on the Gold Coast and Sunshine coast kayaking deals, there really is a visitor experience to suit every Australian.

"And to keep Queensland getaways under the nation's spotlight, we're giving Australians the chance to win once-in-a-lifetime holiday prizes.

"These holiday offers go live from this weekend to help Queensland operators secure booking until June 2022."

The Days Like This campaign in New South Wales and Victoria and the second phase of the Great Queensland Getaway are predicted to generate \$4 billion in Overnight Visitor Expenditure for Queensland destinations.

Mr Hinchliffe said international, two-way travel was now open between Singapore and Queensland and from other destinations later this month.

"The Palaszczuk Government through Tourism and Events Queensland continues to work with our overseas travel partners," Mr Hinchliffe said.

"With the Federal Government reopening international borders on February 21 to fully vaccinated travellers, we're already reminding our partners of the world-class visitor experiences only found in Queensland.

"The Great Queensland Getaway and Days Like This are important to our Covid-19 economic recovery plan for Queensland tourism."

Tourism and Events Queensland Chief Executive Officer Leanne Coddington said it was exciting to be returning to national and international marketing.

"We know as people emerge from this latest outbreak they want to feel good – and to do so they will value safety, simplicity and memorable moments with friends, family and the natural environment," she said.

"These campaigns give them the inspiration to do that in Queensland, as competition from other destinations begins to ramp up.

"We'll showcase our adventure experiences, our incredible natural experiences, the opportunities to connect with our Aboriginal and Torres Strait Islander culture and our exciting calendar of events – worth an estimated \$500 million to the state's economy in 2022 - and of course the many experiences everyone knows and loves about Queensland.

"Off the back of a very successful phase one of the Great Queensland Getaway, which drove 525,000 unique users to Queensland.com, we are thrilled to now be able to open up to our national travellers in phase two of this campaign.

"At the same time our efforts are beginning to ramp up internationally, which is an exciting step forward in rebuilding such an important market for Queensland."

To see the holiday deals available, head to Queensland.com from Sunday 13 February when the 'Great Queensland Getaway' goes live.

Tourism businesses can find information on getting involved at teq.queensland.com/upcomingcampaigns

ENDS

News From our Members:

The Kingaroy Vintage Machinery Club are looking for Stallholders & Sponsors/supporters for their 2022 Queensland Heritage Rally in September. Please find attached more information below:

Stallholders Information

Sponsors information

Wondai business network meeting AGM

AGM meeting Tuesday 8th March at the Wondai Colonial Motel. 6.30am. Book for breakfast 07 41685633

Email me for nominations for the positions that are being vacated. Or nominate on the day. President, vice president, secretary, treasurer (not much to do). We need Seven nominations in all to maintain the committee. We can create two more portfolios as Elaine Maddill has taken on organising the Wondai Ladies dinners which is the social portfolio. Bring along a friend. See you there.

Kingaroy Chamber of Commerce & Industry Inc Invites you to our Meet & Greet

Hosted by Helloworld Travel

25 Alford Street, Kingaroy

When: Monday 7th March 2022

Time 5.30pm

Members \$10.00 per person

Non-members \$15.00 per person

Guest Speakers

Helloworld Travel – Felicity Dascombe

Helloworld Travel Kingaroy, owned by Pursers Coaches and the Dascombe family. Whilst the store has only been open the past seven years Pursers has been a part of the South Burnett community for close to 30 years. Felicity Dascombe oversees the Helloworld stores along with a dedicated team, help ensure the travel plans of their clients run smoothly. They not only book international and domestic travel but are also passionate about the South Burnett and bring many groups to the area. With a staff of 72 across all parts of our business, they are committed to continued growth in our area.

Kingaroy State High School – Renee Feather, Link & Launch Coordinator

RSVP by Saturday 5th March 2022 to info@kcci.asn.au

Agritourism Opportunity!

Are you considering branching out or diversifying your current agribusiness or creating a side hustle? If interested send Mandy Evans an email on info@bunyardfarm.com.au to put your hand up. She's working towards holding a group discussion with a visiting consultant. The more the merrier!

Some Upcoming Events in March/April

March

- SB Woodcrafters Workshop Grand Opening - Kingaroy - Saturday, March 5th
 - Proston Show - March 4th & 5th
- Proston Golf Club - Summer Carnival - March 19th - 20th
 - Kingaroy Speedway - Saturday, March 19th
- Fortunato - Kumbia Memorial Hall - Saturday, March 19th
- Royal Hotel Yarraman Rodeo - Yarraman Campdraft Grounds - Saturday March 19th
 - Goomeri Annual Show - March 18th - 19th
 - Sue & Geoff's Country Music Campout - Wooroolin - March 24th - 26th
- QLD Rally Championships - The Roo System Rally Manumbar & Nanango - Saturday, March 26th

April

- Moffatdale Boutique Markets - Sunday, April 3rd
- Ken & Annies Music Camp Out - Blackbutt Showgrounds - 4th - 9th April
 - Burnett Bands Together - Kingaroy, Saturday, 9th April
- Dinner Under the Stars - Geoff Raph Drive Kingaroy - Saturday 9th April
 - Wondai Autumn Garden Expo - April 16th - 17th
- Spirit of the Bush - Traditional Balladeers & Heritage Muster - Boondooma Homestead- 19th- 25th April

Local Markets:

- Nanango Markets 1st Saturday - Nanango Showgrounds
- Nanango Sidewalk Markets 3rd Sunday - Drayton St Nanango
 - Kumbia Markets 2nd Saturday - Bell St
- Wooroolin Community Markets 2nd Sunday - QCWA Building
- Yarraman Markets Every Saturday - Toomey St Yarraman
 - Murgon CBD Markets 2nd Sunday - Lamb St Murgon
- Blackbutt Country Markets 3rd Sunday - Les Muller Park Coulson Street Blackbutt
- Wondai Country Markets 4th Saturday - Coronation Park Wondai
- Bunya Mountains Markets Last Sunday - Bunya Mountains

Do you have a special offer for our VSB members? Send it through to visitsouthburnsillevents@gmail.com or call Melanie on 0455 494 741

Social Media Tip: REVIEWS

Ask for Reviews!

- 9 out of 10 consumers read reviews before making a purchase
- 3 in 4 shoppers say they trust an online review as much as a personal recommendation.
- 56% of consumers read at least 4 reviews before buying a product
- 8 out of 10 consumers consult reviews for business in their area

Review best practice:



- Don't leave out negative reviews. 68% of consumers trust reviews more when both good and bad ratings are present.
- Harvard Business Review study found that when businesses responded to customer reviews — good or bad — ratings subsequently increased.

Visit The South Burnett Visitors Guide - Digital Version

<https://www.flipbookpdf.net/web/site/55a9c00bbaed9ec032d98853a5539c971b60876f6f6f23108676.pdf.htm#page/1>



New Social Media Accounts for Visit South Burnett!

Visit South Burnett now also has a Youtube & TikTok account!
With the key aim to increase awareness across multiple platforms reaching a bigger more diverse audience with our social campaigns moving forward in 2022!

Follow Our Visit South Burnett Youtube
https://www.youtube.com/channel/UCOS_Z9kelxtTajo1aYt-C2w

TikTok
https://www.tiktok.com/@visit_south_burnett

We're always looking for great photos and content for our social pages to help promote the region! Remember to #visitsouthburnett or tag @visitsouthburnett in your posts/videos or simply message or email tourismvsb@gmail.com.

HAVE YOU JOINED THE VISIT SOUTH BURNETT MEMBERS ONLY FB GROUP YET?

This group is a place where Visit South Burnett Inc members can share their events, ask questions, communicate with the management committee, keep up to date with everything that is happening and have input on upcoming campaigns.

JOIN NOW





MEMBERSHIP APPLICATION 2021/2022

Name: _____

Given Names: _____

Address: _____

Postcode: _____

Postal Address (if different to postal address): _____

2021 / 2022 Membership

Renew your membership Today!

Download Membership form

Visit South Burnett

Don't want these emails anymore? You can [Unsubscribe](#) or [Manage Preferences](#).

10.3 FUTURE OF THE VISITOR INFORMATION CENTRES

File Number: 16-03-2022

Author: Visitor Enhancement Officer

Authoriser: Chief Executive Officer

PRECIS

South Burnett Regional Council Accredited Visitor Information Centres to meet accreditation requirements by the end of March 2022.

SUMMARY

South Burnett Regional Council currently have four accredited Visitor Information Centres which due to COVID-19 have not met accreditation requirements since the beginning of 2020. Queensland Visitor Information Centres were given some relief during this time, however, must now return to full accredited opening hours by the end of March 2022 to remain accredited.

OFFICER'S RECOMMENDATION

That the Committee recommend to Council:

1. That South Burnett Regional Council develop a Visitor Service Strategy.

That the Committee recommend to Council:

2. That South Burnett Regional Council formally request an extension to accreditation relief to 30 June 2022 whilst the operation of the VICs is considered through future budget discussions.

FINANCIAL AND RESOURCE IMPLICATIONS

Example of the cost of providing the five centres for the 2020 – 2021 Financial Year:

Income \$118,203

Expenses \$158,992

Operating loss \$ 40,719

This is only operational costs that can be directly attributed to the sites and does not take into issues such as depreciation.

LINK TO CORPORATE/OPERATIONAL PLAN

GR5 – Continue to provide and investigate options to improve our arts, heritage, museums, visitor information centres and tourism infrastructure.

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Discussions have been taken place over several years with Council receiving a copy of the future of the VICs report at the November 2019 Ordinary Meeting:

5.2.1 ED - 2641993 - Presentation of Future of the Visitor Information Centres (VICs) Report Resolution:

Moved Cr TW Fleischfresser, seconded Cr GA Jones.

That 1. the Future of the Visitor Information Centres (VICs) discussion report be received for information by Council.

2. the Future of the Visitor Information Centres (VICs) discussion report be referred to the Tourism Advisory Committee (TAC) for feedback.

Carried 7/0 FOR VOTE - Councillors voted unanimously

A copy of the report was circulated to all Councillors and Senior Management on 27 August 2020.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

N/A

POLICY/LOCAL LAW DELEGATION IMPLICATIONS

Council consideration of options

ASSET MANAGEMENT IMPLICATIONS

Maintenance of the physical infrastructure which support the VICs.

The Blackbutt VIC accreditation was returned with a partnership arrangement as an information centre being negotiated with the Roy Emerson Museum for co-location.

Council has received a representation regarding the possible co-location of the Murgon VIC with another facility. A presentation is being arranged to Councillors to understand fully what the proposal would entail and for future consideration of the concept. No agreement or decision has been made to move the current centre.

REPORT

Introduction

In October 2019 the economic development department compiled a report from the Future of the VICs project. The project outlined the necessity for Visitor Information Centres to evolve so they can continue to meet the change in consumer needs to foster regional tourism and economic growth.

Background

The Future of the VICs project proposed the future success of accredited VICs will depend on their ability to respond to visitor and industry expectations, whilst delivering value to visitors, the industry, local government, and residents. (TOU1). Visitor Information Centres play a vital role as a reliable and trusted source of information. The ability of a VIC to influence longer stays and increase the spend by visitors in a region is well documented in numerous Tourism Research Australia Studies. However, the VIC network cannot provide timely information and influence visitors to stay longer if they are not open. Lack of staff and volunteers impact the ability for the VIC's to remain open to the public and as a result now face losing support from Tourism and Events QLD as they can no longer meet accreditation.

Goals

Visit Queensland together with Tourism and Events Queensland is embarking on a new vision to transform the future of accredited Visitor Information Centres. The key goal of this transformation is to better meet the needs of today's travellers by connecting and assisting them to leverage the benefits of the VIC. Visit QLD and TEQ have identified a need for change in the visitor centre network and defined key goals to remain relevant to visitors in the future. These goals include:

- To build a stronger, more supportive network of VICs with common goals.
- Develop digital bridges with visitors to complement face-to-face engagement.
- To develop commercial options to improve the ROI and viability for VIC owners.
- To increase engagement between Tourism Operators and the VIC network.
- To attract more visitors, extend their stay and expenditure

Objectives

As VIC's are an important contributor to tourism in the South Burnett, this report recommends four key strategies for the VIC Network to remain competitive and relevant moving forward

1. Develop Visitor Service strategy
2. Review Visitor Service model
3. Investigate the opportunity to create a social media and content officer
4. Review the serviceability of the VIC Network

1. Develop Visitor Service Strategy

Visit QLD and TEQ have commenced the process to transform VIC's into "Explore Centres" in the hope to increase visitation, build digital connection with visitors, provide advice on improving the ROI for individual centres and create a more collegial network that grows tourism in QLD.

The Future of the VICs project supported this vision and highlighted the need for a change in the visitor information program for the South Burnett. A need to develop a visitor service strategy that will guide visitors servicing for the region and provide direction for visitor information delivery.

2. Review Visitor Service Model

The VIC network has seen an average 48% reduction in volunteers over the past five years. Combined with a decrease of paid staff and a reduction in VIC operating hours, attempting to keep visitor information centres open seven days a week appears no longer viable. A review of the Visitor Service model has come to the fore, as building a strong supportive network based on volunteers is unworkable.

Establishing optimally located Visitor information outlets (VIO) across the region would assist the VIC to build a stronger supportive network of information providers¹.

VIO's should be -

- Centrally located - close to retail, cafes for example to promote incremental spend
- Engage with visitors in high foot traffic areas e.g., CBD or at key attractions
- Co-location with attractions e.g., Gallery
- Capture visitors entering the area from key routes

Opportunities are available to host VIO's at popular travel destinations across the region, where services are needed. These may include -

- Bjelke-Petersen dam
- Boondooma Dam
- Bunya Mountains
- Roy Emerson Museum

The opportunity exists to minimise the threat of limited volunteers and maximise the potential to engage with visitors on a wider platform. This would include closing Murgon Visitor Information Centres, to open VIO's at the dams. In 2020 Murgon VIC had 3670 visitors to the centre in comparison to Bjelke-Petersen Dam occupancy rates of 11713 and Boondooma Dam at 15780. The dam figures do not reflect day trippers, and therefore would be considerably higher in comparison to the VIC.

Visitor information services need to be prominent and accessible to their target visitors regardless of the level or size of centre. They need to be able to 'fish where the fish are'.

3 Investigate the opportunity to create a social media and content officer

Future of the VIC's project identified a 19% decline in visitors to VIC's across the region. This is partly due to digital technology options and immediacy of accessing information. It contributes to

¹ (Tourism Information Centre Services Project, 2019)

the overall perception of VICs being no longer relevant. Research supports the fact that visitors who stop at a VIC will spend more and stay in the region longer. The challenge is to engage with those visitors who are unaware of the benefits of stopping at an accredited VIC. We can bridge this gap by creating a stronger online presence.

As Explore Centres we will be encouraged to regularly engage in social media, provide free Wi-Fi, recharging stations, and interactive facilities to meet the online expectation of the visitors. With the additional option of upgrading to the Australian Visitor Centre App Accredited Visitors Information Centres, can increase their online presence tenfold with the continued support of TEQ. Continuing to update the knowledge and skills of online information delivery is challenging, particularly with current staffing levels.

With research suggesting that 75% of people using digital channels for the first time, will continue to use them when things return to normal. Investing in a dedicated social and digital content officer that handled online enquiries and social media engagement would assist the VICs to ensure content relevant, accurate and consistent.

4.0 Review the serviceability of the VIC Network

The research undertaken by TRA showed that the use of VICs is driven by situation, rather than visitor type, with the most common reasons for stopping being to get information on attractions, to obtain maps, and to find out about activities.

As to the 'when' of stopping, the study found that tourists are most likely to visit a VIC:

- when they are visiting a location for the first time
- when they haven't accessed enough information before arrival
- when they are staying more than one night

If the primary motive of the information centre is to increase visitor numbers, length of stay and visitor expenditure, this becomes difficult when Visitor Information Centres are not open to the public with Kingaroy Visitor Information Centre, operating 50% of opening hours during January.

Under present circumstances Kingaroy, Wondai and Murgon are set to lose Visitor Information Centre accreditation on 30th March 2022, if they can no longer meet the require opening hours.

Without accreditations, centres

- will no longer receive support from TEQ or RTO.
- will lose online digital exposure currently received through these channels
- will have limited access to provide touring guides in information centres
- will lose free roadside signage to direct visitors to centres
- will no longer benefit from TEQ Promotional Campaign activities and collateral references on all TEQ Maps, website, National Parks and any other TEQ authorised printed material such as the events publication.
- will no longer receive recognition as an Accredited Visitor Information Centre in the Australian Tourism Data Warehouse (ATDW) database along with its network of national & global distributor sites which is currently free of charge
- will not have access to State Government funding opportunities such as the VR Experiences

To ensure the VIC's offer value into the future they must remain accredited. As volunteer operated visitor information centres have proven unviable, the need to investigate all options of staffing these facilities exist to ensure they remain a valued resource into the future.

ATTACHMENTS

1. **Future of the VICs Report**  
2. **Becoming and Accredited VIC**  



Discover South Burnett
www.discoversouthburnett.com.au

FUTURE OF THE VICS REPORT



Stacey Perrett

SOUTH BURNETT REGIONAL COUNCIL

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1.0 Introduction

The South Burnett Visitor Information Centre network consists of five (5) accredited information centres, which are fully funded by the South Burnett Regional Council.

The Visitor Information Centres (VICs) rely heavily on volunteers who are supported by Council staff. Council is committed to the future of the VICs and as a result will be undertaking the Future of the VICs study to develop a clear plan ahead for visitor services in the South Burnett.

The discussion paper will focus on a range of investigation/research topics and will use case study examples from other locations or local history to form a Discussion Paper.

Consultation with volunteers, industry and Council will be undertaken on strengths, weaknesses, opportunities, threats and gaps within the current Visitor Information Centre network.

South Burnett VICs play a valuable role in the visitor economy and South Burnett Regional Council will continue to work with all stakeholders and volunteers to ensure the VIC's offer value into the future.

2.0 Executive Summary

The Future of the VICs project is expected to develop a clear plan for tourism services in the South Burnett region. A range of investigation/research areas have been identified and case study examples from other locations and Visitor Information Centres will inform a Discussion Paper. Open consultation with volunteers, industry and Council will be undertaken on strengths, weaknesses, opportunities, threats and gaps, developing an informed direction for the VICs.

3.0 Background/ Objectives

3.1 Background

In recent years, South Burnett Visitor Information Centre's (VICs) have been under the spotlight as the tourism sector sees shifts in consumer purchase behaviour. The wider tourism industry has witnessed the closure and/or rejuvenation of VICs. South Burnett is not immune to these changes, with a decrease in visitors through the VIC network over the last 10 years. Influencing the consumer behaviour shift is the use of digital platforms (internet) for searching, selecting and booking travel. This activity is increasing and is potentially educating tourists about accommodation options, places to visit and things to do. In this changing environment, South Burnett's network of VICs still has a vital role to play, providing local information, local products and sharing local knowledge with visitors and residents.

The discussion paper aims to ascertain how VICs can evolve during changing consumer and digital landscapes to foster regional tourism and economic growth.

3.2 Objectives

As VIC's are an important contributor to tourism in the South Burnett, this discussion paper will assist with information for a number of stakeholders including the South Burnett Regional Council. The main objectives to this discussion paper aims to quantify:

- The value and performance of the VIC's
- Identify the strength and weakness of the South Burnett VIC Network
- Provide ideas and opportunities for continuous improvement in visitor servicing.
- Provide clear direction to form visitor servicing strategy

4.0 Visitor Information Centre Network Overview

4.1 Profile

The South Burnett Visitor Information Centre Network consists of five Visitor Information Centres that promote the South Burnett locally and further afield through key strategic links and other relevant avenues/bodies.

The South Burnett Visitor Centre Network offers an important community service, providing information on things to see and do, where to stay, shop and eat to visitors to the region. The reception visitors receive at the Centre contributes to their overall experience, and will often shape their perceptions of the town and region. Therefore, it is important visitors receive a friendly welcome and exceptional customer service.

The Visitor Information Centre Network comes directly under the auspices of the South Burnett Regional Council within the Economic Development directorate.

Stakeholders include those involved in the tourism industries - tourism operators, other businesses, local tourism committees and organisations, local artisans, residents and local government. By working together, these groups have the capacity to attract visitors, increase their knowledge and understanding of the region and generate economic and other benefits for the whole community.

Tourism creates opportunities for the establishment of new products, facilities and services, and expansion of existing businesses, which would not otherwise be justified with the resident population.

4.2 Role

- to provide friendly, helpful and professional visitor information services
- to encourage extended length of stays and increased visitor expenditure in the area
- to provide an effective and efficient distribution outlet for tourism products
- to provide comprehensive and accurate information on the local area, local region, neighbouring regions and other regions of the State
- to provide a retail outlet for souvenirs displaying the logo "Discover South Burnett", as well as souvenirs which serve as a reminder of our local towns

4.3 Mission

- To actively promote the South Burnett Region, focusing on its country lifestyle and attractions.
- To provide effective and comprehensive information services for visitors and residents.
- To continually update and maintain local knowledge to ensure a high standard of service to all residents and visitors
- To raise public awareness and promote services located around the South Burnett and beyond.
- To promote friendship and achieve personal satisfaction through teamwork, helping others and developing community spirit

4.4 Performance

South Burnett Visitor Information Centre Statistics													
2008 to 2018													
Visitor Origin Statistics by Regional Tourism Organisation Region													
<small>Centres included are Blackbutt, Kingaroy, Nanango, Murgon & Wondai</small>													
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	TOTAL	PERCENTAGE OF TOTAL
Brisbane	15,079	16,302	14,586	13,862	13,562	11,707	11,054	10,503	11,712	12,070	11,612	142,049	22.5%
Gold Coast	2,444	2,575	1,854	1,669	1,672	1,524	1,768	1,529	1,680	1,904	1,611	20,230	3.2%
Toowoomba/Golden West	3,036	3,021	2,383	2,741	2,981	2,996	2,213	2,115	2,207	2,068	2,234	27,995	4.4%
Southern Downs	461	494	453	332	396	359	308	368	403	463	335	4,372	0.7%
Sunshine Coast	4,486	4,892	3,546	4,117	3,944	3,870	3,318	3,079	3,505	3,780	4,069	42,606	6.8%
South Burnett	16,574	17,380	22,030	17,465	17,906	17,009	15,419	13,921	13,882	12,699	13,247	177,532	28.2%
Fraser Coast	1,426	1,654	1,397	1,422	1,671	1,677	1,334	1,537	1,444	1,392	1,324	16,278	2.6%
Bundaberg	1,897	1,708	1,143	1,330	1,625	1,252	1,179	1,181	1,231	1,250	1,205	15,001	2.4%
Gladstone	357	389	438	325	274	294	236	223	326	273	299	3,434	0.5%
Capricorn	807	844	658	619	667	546	513	582	613	539	609	6,997	1.1%
Outback	280	276	217	211	228	210	160	227	200	184	286	2,479	0.4%
Mackay	439	485	541	452	410	406	413	369	442	370	450	4,777	0.8%
Whitsundays	75	73	81	64	56	88	50	76	66	62	60	751	0.1%
Townsville	453	468	338	413	363	409	369	381	477	393	407	4,471	0.7%
Tropical North Queensland	364	401	418	267	370	361	327	269	400	372	284	3,833	0.6%
New South Wales	6,001	6,500	10,873	5,118	5,625	5,540	5,684	6,266	6,544	6,400	5,973	70,524	11.2%
Victoria	3,056	3,563	3,034	2,658	2,949	3,044	2,627	3,166	3,434	3,785	3,451	34,767	5.5%
Other States	2,125	2,209	2,657	2,276	2,583	2,550	2,272	2,649	2,806	2,955	2,892	27,974	4.4%
Overseas	2,837	3,104	2,805	2,047	2,265	2,250	1,914	1,656	1,785	2,212	1,555	24,430	3.9%
Total	62,225	66,340	64,277	57,397	59,547	56,092	51,158	50,097	53,157	53,171	51,903	630,500	

5.0 Strategic Planning

5.1 Strengths

Volunteers

- South Burnett Vic Network volunteers have a strong commitment to assist visitors and provide quality customer service. (VSR18)
- Longevity of volunteers - majority of volunteers have been volunteering for more than two years. (VSR18)
- Volunteers have extensive local knowledge and history. (APP1)

Local Tourism Operators (LTO)

- 65% of the 47 LTO's surveyed currently supply a publication in one of the South Burnett VIC's. (TOS18)

Visitor Information Centres

- Five accredited visitor Information centres located in each major town in the South Burnett. (FOV19)
- Three of the five centres have an attraction/s within the centre. Admission is free and wheel chair friendly thus encouraging all visitors to access to these centres. (APP1)
- VIC's sell local handmade craft and items of interest to their specific area. (FOV18)
- Close proximity to cafes and other eating establishments, shopping centres and the business centre.

Location

- Proximity to Brisbane and Sunshine Coast ideal location for drive market. (FOV19)

5.2 Weakness

Volunteers

- Lack of paid staff in centres, places more unwanted responsibility on volunteers. (VSR18)
- Lack of support and assistance from staff. (VSR18)
- Volunteer's knowledge of local attractions. 42% of volunteers surveyed identified they need further training on local attractions. (VSR18)
- Training inconsistency with volunteers. (APP1)
- Lack of communication between volunteers and staff. (APP1)
- Volunteers lack of interest and knowledge of new technologies. Only 12% of current volunteers are interested in computer training. (VSR18)
- Recommendation to conduct Volunteer Survey annually not adopted. (VSR18)
- Age of present volunteers and seeming lack of younger volunteers to take their place. (APP1)

Local Tourist Operators

- Lack of awareness of the South Burnett VIC network. 58% of the 47 LTO's surveyed were not aware that the South Burnett has five visitor information centres. (TOS18)
- Local tourist operators failure to communicate business activities – special events, change to business information etc. (FOV19)

Visitor Information Centres

- 19% decline in visitation to the South Burnett Visitor Information centres over the past 10 years.
- The Murgon and Blackbutt VICs stand alone and do not house an attraction, which can often be the drawcard for a visitor to walk through the door. (FOV19)
- Limited interactive displays. (APP1)
Failure for visitor Information centres to attract younger visitors. (APP1)

Location

- Kingaroy VIC not located in prominent and accessible location visitors. (APP1)
- Lack of awareness of South Burnett as a destination and its location. (*Caravan and camping expo feedback*)
- Lack of support from local operators to join ATDW

5.3 Opportunity

Volunteers

- Review volunteer retention and training program to provide adequate support and direction to volunteers. (FOV19)

Local Tourism Operators

- Collaborate with local tourism operators in sharing visitor statistics and data. 76% of local Tourism operators surveyed are interested in sharing their visitor statistics. 87% of those local tourism operators are interested in receiving additional visitor information from the VIC network.
- To increase South Burnett visitor data collection – age, length of stay etc. 65% of Local tourism operators surveyed are interested in assisting the VIC network in conducting visitor surveys .(TOS18)

Visitor Information Centres

- Capitalize on existing walking and bus tours and explore the option of farm tours. (APP1)
- Create self-guided historical walking tours around all towns. (FOV19)
- Opportunity for Murgon VIC to incorporate fossil display in centre. (APP1)
- Opportunity for Murgon and Blackbutt VIC's to partner with other community groups that have an existing attraction which will enable the VIC to become a destination in its own right.

5.4 Threat

Volunteers

- Lack of staff to supervise volunteers negatively affects volunteer morale and retention. (FOV19)
- Lack of volunteers forcing Visitor Centre to close. Adversely affect the ability to maintain accreditation. (APP1)
- Lack of staff forcing centres to engage volunteers who are unmotivated and who lack enthusiasm to deliver exceptional customer service and deliver a high quality visitor experience.

Visitor Information Centres

- Internet and Mobile technology overriding the need for visitor information centres. (APP1)
- Prospect of visitor numbers to the VIC's decreasing further (APP1)

6.0 Goals

- To enhance the aesthetic appearance of the centre by updating current display material that will reflect local attractions and industries.
- To increase the level of visitation to the area and encourage extended length of stays and increased visitor spending
- To develop and maintain a well-trained and highly motivated staff / volunteer team

7.0 Industry Analysis

For too long we have been discussing how to make VICs more effective and continuously justify their value. It is time we address the issues and find solutions to ensure the VICs continue to play their part in inspiring visitors to stay longer, dispersing visitor expenditure across the region and increasing yield (TOU1).

Gone are the days when visitors sought out visitor information centres for brochures, maps and travel advice. This is evident in the statistical data that illustrates visitation to our visitor information centres has decreased by 19% over the last 10 years. This data is consistent with VIC's across the country with only 8.7% of domestic overnight intrastate visitors currently using a VIC (VIC18). Mobile internet has drastically changed the way visitors plan their trips, it is providing information more thoroughly and conveniently than information, centres can (DAV18). Recent studies from google suggest that 45% of smartphone users in Australia research plan and book their entire trip using only their mobile phone (HTT18).

7.1 Value

There is no doubt the VICs play an important role in the local economy and there are numerous studies and research articles to support a value of well-run Visitor Centres. Research from other states suggest that visitors will spend an additional \$59 to \$151 per adult because of visiting a visitor information centres. Statistics from Victoria VIC Network state that 24% of visitors surveyed stayed longer in the region after visiting a VIC and 84% would spend more money because of a VIC visit. (VIC18).

These are just a few statistics that formulate the extensive research completed to substantiate that VIC's are working and have an important role in the community in growing visitor economy.

Every destination requires visitors to have a positive experience and a well-run visitor information centre can provide that experience. However, customer needs are changing and our visitor information centres need to adapt to these changes. We can no longer continue to do things the same way when we know the market and consumer behaviour is changing (DAV18). Being friendly, providing information, giving out brochures is still important, however visitors want more they want a local experience. The future success of accredited VICs will depend on their ability to respond to visitor and industry expectations, whilst delivering value to visitors, the industry, local government and residents.(TOU1)

Visitor centres in the South Burnett are no exception.

7.2 Changing visitor markets and expectations

Currently domestic visitors to our VIC centres are typically Baby Boomers with over 70% of visitors aged over 65years , followed by 23% Generations X's, being visitors aged 41-65years. Baby boomers prefer face-to-face interaction to digital media (VIC18).

Millennials are the new generation of visitors set to replace the Baby Boomers, yet a recent survey conducted by the VIC network reports that only 5% of surveyed visitors were aged under 40years. Millennials have a direct approach to travel need information and they want it now. They plan their trip themselves online with preference for personal experiences and local connections. Millennials need a reason to stop and engage at our visitor information centres.

7.3 *Moving Forward*

The number of visitors using our VICs across the South Burnett has declined. Therefore it is time to re-visit the role of our VICs, re-think the way we provide visitor servicing, respond to the needs of the visitor, re-align our visitor servicing to the destination marketing strategy and reinvent the VIC's to ensure they remain a valued resource into the future.

The 'national perspective on visitor information centres' has defined six strategic directions for accredited VICs in order to remain competitive and relevant moving forward.

7.3.1 **Adopt a customer-focused approach**

Matching the VIC role to customer needs

VICs play important role as information provider on and offline. However the current roles of the VIC network are outdated and do not address the changing expectations and needs of the customer at present or in the future.

The VIC network needs to adopt a visitor servicing strategy to guide visitor servicing for the region in the future. The strategy will provide direction for visitor information delivery; highlight the need to 'tailor' visitor information services, include ways in which visitors prefer to collect information, and providing a flexible approach to improve information available to visitors.

The visitor service strategy will provide staff and volunteers a clear direction for the future delivery of visitor servicing

RECOMMENDATION:

- **Develop Visitor Service Strategy**

Meeting visitors information needs

The VIC's role is to inspire and encourage visitors to explore the area. Identifying and understanding the VICs target market is crucial to ensure the information provided is relevant and valued (VIC18).

Visitor centres provide content in three ways: face-to-face interaction, printed material including brochures & maps and digital delivery through the website, social media and datatrax touchscreen platforms.

Developing a market plan will help identify the VIC's target market and provide a plan as to what information is needed on and offline to facilitate the overall visitor experience.

RECOMMENDATION:

- **Develop market plan for the visitor information centres**

Storytelling

Staff and volunteers are the biggest asset in a visitor information centre and it is important they have the knowledge and ability to tell the story of the region and provide information in such a way that it drives visitors to experience our area.

Storytelling has been found to create memorable experiences through the activation of certain parts of our brain. Our goal is to create those memorable experiences that visitors want to share with their friends, family and online community, ultimately driving visitation.

Unfortunately, a storytelling workshop conducted at Kingaroy VIC received little interest from volunteers with only six attending. The initiative was developed around the belief that each accredited VIC has a unique story to tell, and in learning how to do so they can encourage visitors to stay longer.

RECOMMENDATION:

- Identify each towns story
- Incorporate story telling in volunteer training plan

Adapting business model to increase performance

A thriving VIC network needs to be capable of successfully meeting visitors' information needs. They need to have the skills and resources to use digital technology, engage with visitors across different digital mediums and provide high-quality visitor information services (TOU15)

Whilst the VIC network has volunteers that have extensive local knowledge and are able to share their story that resonates with visitors, they are very hard to come by. Changes over the last eight years has seen paid staff reduced by 70% relying on volunteers to fill the gap. Volunteer hours spent in the VIC has tripled during this time. Long serving volunteer numbers are decreasing and the opportunity to hire volunteers who possess the skills necessary of a Visitor Information Centre officer are becoming harder. This has presented major challenges for staff and volunteers to adequately service the needs of the VIC and customer. Closing a VIC and introducing a mobile one may be a cost effective option if circumstances do not change.

It is time to optimize the VIC network by creating a new visitor service model that will be relevant to today's visitors, and look to the future providing the best opportunity to meet consumer needs and demands, whilst increasing performance. A new visitor service model will help identify the current gaps in visitor servicing.

RECOMMENDATION:

- Review visitor service model

Impacts on VIC service and performance

VICs need to become viable into the future to ensure they maximise the economic and social benefits of their visitor Information services (TOU15). Standard benchmarks are required to measure performance consistently across the network.

Tangible evidence of the contribution of a VIC will help make informed decisions on the most appropriate action for the future of the VICs. South Burnett is unrivalled and unprecedented in its operation five VICs in the region. Measuring the VICs performance and rationalizing whether the cost of operation outweighs the benefit to visitors is necessary to ensure the VIC Network positively contributes to tourism.

RECOMMENDATION:

- Identify standard benchmarks to measure performance of the VIC network

Combining Resources

Studies have been undertaken to assess the value of combining resources to deliver visitor information services. Outsourcing the responsibility of VICs to community groups is one option to consider. The South Burnett VIC network could also explore this model with a number of community groups.

- Qld Dairy & Heritage Museum (Murgon)
- Natda/Ringsfield House (Nanango)
- Roy Emmerson Museum (Blackbutt)

Investing in self-service kiosks is another avenue to extend visitor services around the region. Providing information kiosks in high traffic areas (service stations, dams and shopping centres) could reduce the needs for physical Visitor Information Centres.

RECOMMENDATION:

- Explore opportunities to combine resources with local community groups

Industry collaboration to deliver value

A Vic’s ability to maximise economic and social benefits is reliant on an attractive tourism product. Limited product translates into less reasons to visit a destination. The VIC network plays an active role in ensuring there is sufficient and relevant product to drive visitation. Whether it is creating a tourism hub, supporting events, hosting interpretive displays or supporting the latest in digital technologies, VICs are a core component of regional tourism and community activities.

The VIC network collaborates with industry in numerous ways including; hosting South Burnett Unpacked networking events each, collating monthly newsletter, hosting pop-up information booths, providing information bags at events, hosting tourism operator displays (Kingaroy VIC), and assisting business with listings on ATDW.

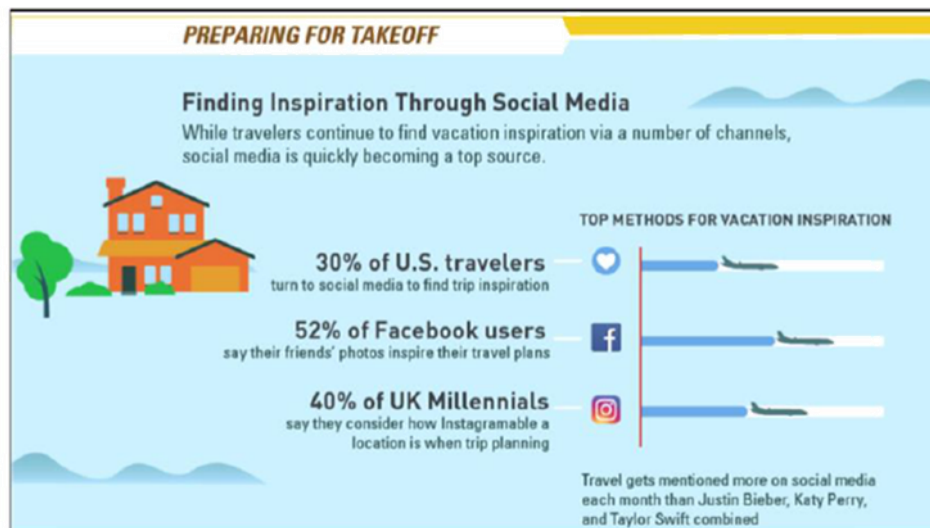
However, the VIC network cannot provide accurate information and messages to visitors if they are not actively engaging with local tourism operators. A strong collaboration between the VIC network and LTOs is required to ensure visitors have a positive “VIC experience”. At present, a strong relationship does not exist and communication between the two parties is minimal. (FOC18)

RECOMMENDATION:

- Identify ways to improve communication between VIC Network and Tourism Operators.
- Conduct meaningful surveys, which provide useful information.

Information hub roles

Visitor information centres are well placed to become the primary source of information for the region. The VICs play an important role in supporting local tourism operators and local council by taking the lead in the maintenance and dissemination of information. A successful information hub requires a strong online and offline presence, volunteers and staff who have extensive knowledge of the region and skills necessary to access information online.



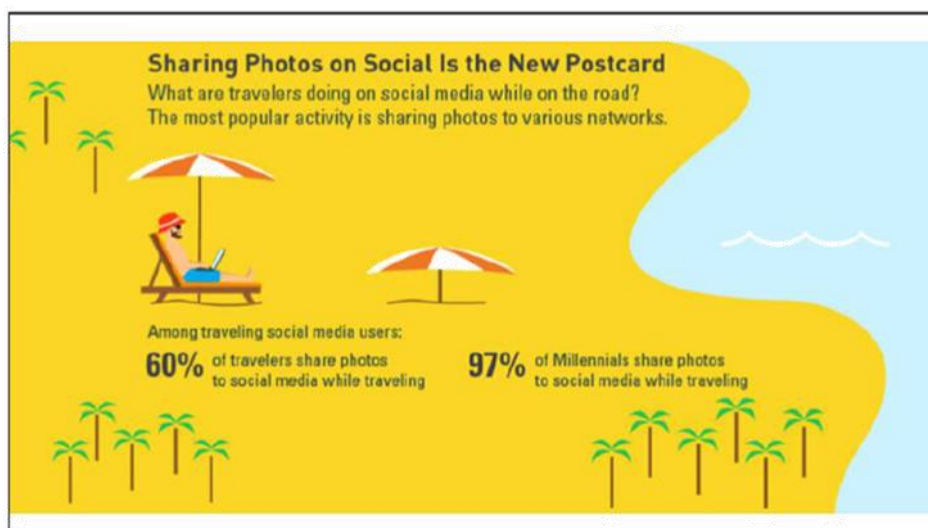
Information is increasingly being distributed online. Establishing a strong online presence is an essential role of any information hub, with travelers looking to social media as a top source of inspiration. VIC's are not only a place where visitors can talk to locals but confirm information they may have obtained via the internet, through social media or Discover South Burnett website.

Managing online resources to engage and persuade visitors to our region should be top priority. At present staff and volunteers, spend less than 5% of their time managing online content. As visitors increasingly look for information online, we need to improve our online presence in order to meet their needs. Currently we lack the staff and volunteers necessary to support the VIC network as a primary source of information for the region

RECOMMENDATION:

- Increase online presence by develop social media strategy
- Investigate the opportunity to create a social media and content officer

Co-created content



Businesses and organizations have recognized the shift towards online information and the significance of social media in inspiring travel to a destination. Research shows that 64% of consumers are more likely to trust a brand if it interacts positively on social media. (Yellow social media report 2018)

Discover South Burnett encourages customers to become co-creators of content by sharing their experiences online. By including the customer in the production they not only create unforgettable experiences but turn the customer into a fan.(VIC18)

RECOMMENDATION:

- Identify opportunities to increase the exposure of the Discover South Burnett brand
- Develop activities within the VIC's to encourage visitors to share their experiences

Supporting local employment

With a 70% decrease in paid staff over the last eight years, the volunteers have become the backbone of the VIC network. As a result, the role of the volunteers has changed increasing the need for responsibility and skill level.

Putting quality volunteers in a volunteer supervisor position as a form of reward and recognition is an initiative that the South Burnett Network has explored and implemented in the Kingaroy VIC. This has caused some disconnection between volunteers. This enables staff members to focus on other projects other than the day-to-day operations of VICs. However, finding volunteers who are willing to take on the supervisory role is difficult as most volunteers do not possess the skills, want the added responsibility or have the extra time.

The need to maintain a consistent level and quality of service across the network will not change the need for more staff and volunteers to deliver the services required will.

Volunteer turnover is high and finding quality support is a challenge. Therefore, as volunteer numbers continue to decrease the need for staff to cover the roles does not.

RECOMMENDATION:

- Review staff and volunteer roles in visitor servicing
- Review the need for a paid staff member in each centre.

7.3.2 Position yourself to fish where the fish are

Location

The location of a VIC is extremely important to attract a steady flow of visitors. If not well located and easily found, people are less likely to visit. Location needs change over time, and it is therefore important to assess whether a VIC is in the best location possible to attract most fish in the sea.

Kingaroy VIC is the only VIC not located on the main road and has more complaints from visitors about inadequate parking and accessibility than any other VICs in the region. The location of a VIC is fundamental to its success and although the Kingaroy VIC is not in a prime location, additional measures to ensure it is highly visible and accessible to target visitors is essential.

Highly visible directional VIC signage and adequate parking for RVs and caravans is necessary.

RECOMMENDATION:

- Review all South Burnett VIC signage

Mobile Services

As visitors are turning to smartphones and other mobile devices to search and tailor information online before they get to their destination, the VIC network needs to shift towards a more proactive approach of taking information to the visitor. The national accreditation visitor information servicing guidelines advise, going to where the customers are increases the reach and awareness of a destination (VIC18).

Over the past two years, the South Burnett VIC Network has provided a mobile VIC service to numerous events in and out of the South Burnett. The move has proven to be very successful with over 7500 visitors serviced over the last twelve months at various caravan and camping shows across South East QLD. The service offers another means of distributing information outside of the VICs. This also offers an opportunity to engage with millennials who value roaming visitor services and will often pick up print material, particularly maps (VIC18). Recent data from the Cleveland caravan and camping expo supports this theory with approximately 13% of visitors engaging with the mobile VIC.

Cleveland Caravan Camping Expo 2019

18-29	169	8%
30-39	273	13%
40-49	375	18%
50-59	581	28%
60-69	500	24%
70 or over	144	7%
	2042	1

RECOMMENDATION:

- Review and explore the demand for mobile VIC services

Partnering up

Attaching VICs to a complementary attraction not only boosts visitation but also enables VICs to be a destination in their own right (VIC18). Research conducted on the South Burnett VIC network supports this theory with VIC's in Kingaroy, Wondai and Nanango receiving the highest number of visitors and revenue over the past ten years.

Opportunities may exist for the Murgon VIC to partner with the QLD Dairy and Heritage Museum and Blackbutt VIC partner with Roy Emmerson Museum in order to increase patronage and provide a better experience for visitors.



Research conducted between July 2017 to March 2018 states that 41% of visitors to the Murgon VIC visited to pick up or drop off the key to free camp.

RECOMMENDATION:

- Review opportunities for VIC's to partner with local groups.

7.3.3 Integrate technology with face to face service

New ways of interacting with visitor markets

The digital age has well and truly arrived and the future is now! Embracing new technologies is an integral factor in optimizing our VICs. A common opinion among volunteers and industry is that Technology is reducing the need for volunteers. Technology is not making the VICs redundant it is providing them with an opportunity to re-invent themselves. By integrating new and innovative solutions, visitor information centres have the potential to attract more visitors.

VISIT Queensland has recently sort expressions of interests for accredited VICs to offer "Virtual Reality" experiences to visitors. This is a great opportunity to bring the VICs into the future. We have nominated Kingaroy Visitor Information Centre to be a part of the program.

RECOMMENDATION:

- Investigate solutions to integrate digital technology and online platforms into the VICs.

Effective technology and avoiding the shiny new objects

Striking the right balance between online engagement and offline visitors is vital. South Burnett VICs need to be equipped financially and with digital expertise to meet the needs of the changing market. Emphasis on updating knowledge and skills in online information delivery is key to ensuring the centres have the ability to keep content knowledge high and consistent.

Handling online enquiries and social media engagement requires a dedicated staff member or team of skilled volunteers. At this point of time due to staffing numbers and volunteers, we have neither.

Digital resources should enable destinations to increase their services to visitors, this is particularly important when volunteers and visitor numbers to the VICs have declined.

RECOMMENDATION:

- Maintain staff and volunteer knowledge and expertise in use of digital technology.
- Review the online services to ensure they match visitor needs while appropriate to the VIC Content

7.3.4 Embrace visitor servicing

Broadening the service experience

The Vic's role is to inspire visitors to discover and explore the region. The challenge is to provide a reason for people to visit the centres, where volunteers and staff can encourage them to linger longer and ultimately boost the local economy.

Broadening the service experience offered in the VIC is one option. Visitors are seeking good food, quality experiences and mementos to buy. The VIC network currently stocks local products and merchandise that are unique to our areas. Three out of the five-visitor information centres currently offer quality experiences with their added attractions.

The VICs could take this to the next level by offering interactive displays, which can be an effective drawcard for visitors. Are there opportunities for a local business to operate its business from the VIC. Is there an opportunity to provide a service in the community that currently does not exist eg. Juice bar at Murgon VIC.

Being able to meet all those, expectation in one location is optimal for any VIC.

RECOMMENDATION:

- Review the serviceability of the VIC Network and explore opportunities to broaden current services.

Appendix 1

MURGON VIC VOLUNTEERS– SWOT Analysis

STRENGTHS

- Support to Grey nomads
- Face to Face contact with visitors offering polite and friendly customer service
- First hand local information and local knowledge
- Five diversified centre which focus on benefiting the different areas
- Family history research

WEAKNESSES

- Not conducive to younger generations. Vic's are not meeting their needs
- Limited interactive displays
- Not enough volunteers

OPPORTUNITIES

- Tours or self-tours
- Exposure to fossils
- Sporting hall of fame

THREATS

- Not enough volunteers
- Technology will decrease the need for VIC's
- Keeping up with the times.

WONDAI VIC VOLUNTEERS– SWOT Analysis

STRENGTHS

- Face to Face Information
- Open 7 days a week
- Promoting the South Burnett and local events
- Having volunteers with good working knowledge of the whole areas
- Getting personal attention and information face to face
- Promoting the attractions in the area/ festival, garden expo etc
- Access to ATM and internet connection very handy
- Video about timber very informative
- Caravan two day free stay with toilet and shower
- Diorama - excellent display
- Woodwork - local products
- We are central to the rail trail, which benefits local businesses and B & B's
- Volunteers services recognised
- We have a unique visual timber display. Locals bring their friends and relatives to visit.

WEAKNESSES

- Not having so many volunteers to man the Vics
- Would be better to have more space
- Need more signage for the visitors to see
- More videos including local sawmill
- More signage needed outside the building for caravanners
- Woodworks shop maybe can be open more on weekends
- More information flyers for advertising the B&B's
- Volunteers can help recruit friends and relatives to do their time volunteering
- Maybe we can change direction of the ender sign into brochures & sales area

OPPORTUNITIES

- Encourage visitors to stay longer and visit all the South Burnett
- If you have Facebook - sharing discover South Burnett articles and events
- To attract people to stay a bit longer in the district if you give them information which they will incorporate in their holiday or trip
- Can utilize outside install a class bulleting with information on Wondai and surrounding areas. Things to do and upcoming events
- Beautiful garden with flowers in season
- Can transfer the door entrance to the kitchen & toilet outside.

THREATS

- iPad and google - people will use these to book accommodation and directions to get from A to B
- Privacy - when visitors are viewing video

KINGAROY VIC VOLUNTEERS– SWOT Analysis

STRENGTHS

- Size and precinct connection with Art Gallery and Museum
- Platform for Local Produce
- Located opposite the Peanut Silos
- Local knowledge - and willingness to share it
- Hub of the South Burnett
- Face to face interaction with visitors
- Guided Town Tours - Busses
- Large supply of brochures and information
- Interpretive Area around the back
- Modern Facilities
- 1913 Chambers - available for NFP groups at no charge
- Quality information passed onto visitors in a friendly and helpful manner
- Accommodation Board

WEAKNESSES

- Location - not on a main road
- Signage - Limited not enough
- Parking for Visitors with Cars, Caravans, Trailers etc
- Limited Trained Volunteers - Open / Close etc - inconsistent
- Lack of Paid Staff - Split between 3 Centres
- Centre System - Till, Stocktake etc
- Lack of communication between volunteers / staff etc
- Lack of sufficient storage for stock and brochures

OPPORTUNITIES

- Walking Tour / More Self Drive Tours
- Better Brochure Displays
- Market to Bus Groups to gain more tours
- Pitch to Accomodation providers to have a broader list
- Streamlined social media posts to capture a wider audience

THREATS

- Internet and Technology overriding the need for VIC's
- Lack of fully trained volunteers / aging volunteers
- Decreasing Visitor Numbers
- No real defining attractions

NANANGO VIC VOLUNTEERS– SWOT Analysis

STRENGTHS

- Interactive Displays - Bike
- Local Knowledge - and willingness to share it
- Face to face interaction with Visitors
- Mural Walks
- Large supply of brochures and information
- Butter Factory Engines
- Quality information passed onto visitors in a friendly and helpful manner
- Free Showers

WEAKNESSES

- Location - not on a main road
- Signage - Limited not enough
- Limited Trained Volunteers - Open / Close etc - inconsistent
- Solo Working
- Lack of Paid Staff - Split between 3 Centres
- Centre System - Till,

OPPORTUNITIES

- Walking Tour / More Self Drive Tours
- Better Brochure Displays
- Market to Bus Groups to gain more tours
- More Volunteers

THREATS

- Internet and Technology overriding the need for VIC's
- Lack of fully trained volunteers / aging volunteers
- Decreasing Visitor Numbers
- No real defining attractions
- Solo Working

BLACKBUTT VIC VOLUNTEERS– SWOT Analysis

STRENGTHS

- Location - Close to park and toilets
- Local Knowledge - and willingness to share it
- Face to face interaction with Visitors
- Caravan parking and space
- Large supply of brochures and information
- Quality information passed onto visitors in a friendly and helpful manner
- Heritage of the Hut
- Information Board attached
- Rail Strength
- Showground Caravan Park
- TV Show Representation

WEAKNESSES

- Lack of community engagement and support
- Signage - Limited not enough
- Limited Trained Volunteers - Open / Close etc - inconsistent
- Not enough promotion of local events
- Lack of Paid Staff - Split between 3 Centres

OPPORTUNITIES

- Walking Tour / More Self Drive Tours
- Better Brochure Displays
- Market to Bus Groups to gain more tours
- More Volunteers
- More Local Stock
- Increased Advertising

THREATS

- Lack of fully trained volunteers / aging volunteers
- Free Camping Changes

References

Archer, D. (2018). *Do your visitors still need a visitor centre?* www.destinationthink.com.

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QLD, T. a. (n.d.). *A way forward for Queensland Vics*. Tourism and Events QLD.

QLD, T. a. (n.d.). *Australia's Accredited Vics: A Strategic Directions Paper*. State Tourism Organisation.

SB VIC Network. (2018). *Tourism Operators Survey*. South Burnett Regional Council.

SB VIC Network. (2018). *VIC Volunteer Survey Report*. South Burnett Regional Council.

SB VIC Network. (2019). *Future of the VIC's Survey Report*. South Burnett Regional Council.

VIC State Government. (2018). *A National perspective on Visitor Information centres*.

- Defined destination and marketing plan for the South Burnett addressing VIC's
- Visitor Service Strategy – Review roles and functions of the VICs
- Social Media Strategy

Becoming an Accredited Visitor Information Centre

Welcome!	Tourism & Events Queensland's role
Answer these questions	 versus 
About the VIC Network	The Application Process
The importance of accreditation	Resources

Welcome!

Thank you for your interest in operating an Accredited Visitor Information Centre (VIC). We look forward to guiding you to discover if accreditation is the right fit for you and your organisation.


1. To help get you started, there are a couple of questions you need to ask yourself and a few important things you need to know and consider before applying for accreditation.

Answer these questions


- Why do you want Accreditation?
- Have you considered a non-accredited VIC as well?
- Is your choice of VIC location in a tourism based and/or high traffic area?
- Do you have a good relationship with your local and regional tourism organisations and local council?
- Are you prepared to maintain the standards set out in the VIC Signage Policy now and as it changes? Note, to remain accredited it is a requirement to meet all mandatory criteria and as many of the highly recommended criteria. This is important for the Queensland VIC accreditation program to remain current and relevant in terms of keeping in step with the growing network, consumer trends and business practices therefore the Policy will be adjusted as required to accommodate these changes.
- Are you prepared to promote other regions to visitors?

If you can answer these questions positively and are committed to developing tourism services in your region then it is likely that you are suited to Accreditation.


About the VIC Network

The Network currently consists of 115 Accredited VICs across Queensland who proudly display the italicised . Most VICs are owned and operated by Councils or Regional Tourism Organisations and there is a handful that is privately run. All these VICs are a one stop shop for travel information including maps, brochures, itineraries; they have the ability to facilitate bookings; they are staffed by paid workers and /or volunteers who are locals to the region and are passionate and enthusiastic about the treasures in their back yard.

The importance of accreditation

Accreditation is more than just displaying the  symbol. Accredited VICs are part of the bigger tourism picture, a network with a common goal to provide excellent customer service and standards, assist in creating memorable experiences to visitors in Queensland, to extend visitor stay and encourage return visits, benefiting the wider community.

Tourism & Events Queensland's role

The  accreditation program is operated by VIC networks in all States and Territories. Tourism Victoria owns the national license and the tourism body in each state maintains a sub-license to operate the program. Tourism & Events Queensland (TEQ) developed the Queensland Visitor Information Centre Signage Policy to recognise the role of visitor information centres (VICs) and their importance in providing high quality tourism information. TEQ contracts the VIC Secretariat (Visit Queensland) to administer the policy and conduct the annual VIC audits.

Becoming an Accredited Visitor Information Centre



There are some key differences in the criteria required to display these symbols:

Accredited VIC	VS	General Information Outlet
<ul style="list-style-type: none"> • Only Accredited VICs can use this symbol • The Visitor Information Centre must continually maintain the VIC Signage Policy standards to display this symbol • These VICs are audited annually and receive an onsite every second year • Accredited VICs must open for a minimum 42 hours every week, 7 days 		<ul style="list-style-type: none"> • Anyone can use this symbol • This symbol is not governed by a policy or guidelines • These outlets are not audited • These outlets choose their own operating hours, there is no consistency in opening times when visiting them

The Application Process

For all enquiries your first point of contact is the Visitor Information Centre Secretariat who can be contacted on the following details:

Administration

VIC Secretariat | Visit Queensland p/l

M: 0459 992 030

E: info@visitqueensland.com.au

Once your application and supporting documents have been submitted, it will be reviewed by Tourism & Events Queensland and you will be advised if it is approved or declined.

Resources

View the resources section on the [VIC Portal](#) for further information.

11 CONFIDENTIAL SECTION

12 CLOSURE OF MEETING