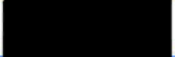
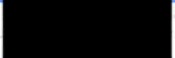
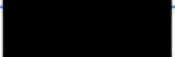


0.0 EXTENSION TO CURRENCY PERIOD FOR EXISTING DEVELOPMENT APPROVAL (RAL23/0001) FOR REFIGURATION OF A LOT - SUBDIVISION (1 LOT INTO 13 LOTS) AT 241 IZZARDS ROAD, SOUTH NANANGO (AND DESCRIBED AS LOT 3 ON RP188104). APPLICANT: IZZARDS ROAD DEVELOPMENTS C/- PRECINCT URBAN PLANNING

File Number: RAL23/0010
Author: Planning Consultant
Authoriser: Chief Executive Officer

	SIGNATURE	DATE
MANAGER		12/6/23
GM		13/6/23
CEO		13.6.2023

PRECIS

Extension to Currency Period for Existing Development Approval (RAL23/0001) for Refiguration of a Lot - Subdivision (1 Lot into 13 Lots) at 241 Izzards Road, South Nanango (and described as Lot 3 on RP188104). Applicant: Izzards Road Developments C/- Precinct Urban Planning

SUMMARY

- On 23rd August 2013, A development permit for RAL 1 into 13 was granted REF IR1018723
- On 18 October Council approved an Extension application RAL18/0011 extending the first permit until 21 August 2021
- 3 x Ministerial Extension Notices were issued in response to the CoVID pandemic automatically extending all valid approvals by 12 months until 21 August 2023.
- Operational Works development approvals have been secured by the applicant for the subject development (OPW22/0016)
- Minor change approval granted 30 March 2023 RAL23/0001 for removal of engineering condition no.9.
- A final extension to complete development works is requested for an additional one (1) year until 21 August 2024.

OFFICER'S RECOMMENDATION

It is recommended to extend the approval for a period of 12months for the reasons outlined in this report.

GENERAL

- GEN1. The subject site is to be developed generally in accordance with the plans and information submitted with the application unless otherwise amended by the following conditions:
- Drawing No. 07645-6 (Proposed Subdivision) Sheet 1 of 1 prepared by Kimmorley Surveying Pty Ltd dated 12 March 2012
- GEN2. Revised proposal plans are requires to be submitted to and approved by Council prior to the submission of any subsequent Development Application for Operation Works. The revised plan/s shall show:
- A new layout for proposed Lots 2 & 3 that will ensure existing dams are contained within a lot and does not cross a common boundary.
- GEN3. All works, including the relocation of services (Telstra, lighting, etc.) are to be completed at no cost to Council.
- GEN4. Prior to sealing of the Survey Plan the applicant is required to pay the Council all rates and charges or any expenses being a charge over the subject land in accordance with Section 3.7.2(3)(c) of the Integrated Planning Act.
- GEN5. The site must be cleared of any declared pests listed as:
- (a) Class 1 7 2 pests under the Land Protection (Pest and Stock Route Management) Act 2002;

- (b) Class 3 pests under the Land Protect (Pest and Stock Route Management) Act 2002 (only if the land adjoins a Council declared Significant Environmental Area);
- (c) Council declared pests under Local Law No. 13 "Control of Pests";
- (d) Other pests identified within Council's Pest Management Plans.

STAGING

RAL1. The development may be staged as following:

- Stage 1 is to include proposed Lots 1 and 2 with a balance area.
- Stage 2 is to include proposed Lots 3, 4, 5, 6, 7, 8 and 13 and a balance area with the construction of the new internal road adjacent to these lots. The new road will extend from the intersection of Izzards Road eastward along the boundaries of Proposed Lot 1, 3 and 13, northwards to include Lot 8 and continuing along south to provide access to Proposed Lots 4, 5, 6 and 7 and include the turn around area.
- Stage 3 is to include Lot 9, 10, 11 and 12 and the construction of the remaining section of the new internal road for the full frontage of these Lots. Alternatively, a contribution may be paid to Council prior to payment. The contribution is currently assessed at \$23,800.00.

SURVEY MARKS

RAL2. Prior to the submission of the Survey Plan to Council, the applicant is to reinstate survey marks and install new survey marks in their correct position in accordance with the Survey Plan, and the work is to be certified in writing by a Licensed Surveyor.

COMPLIANCE ASSESSMENT

RAL3. All conditions of this approval are to be satisfied prior to Council issuing a Compliance Certificate of the Plan of Survey and it is the applicant's responsibility to notify Council to inspect compliance with conditions.

Sealing of a Plan of Survey (Compliance Certificate) fee will be charged, with payment required prior to Council consenting to the Survey Plan or associated documentation.

NATURAL RESOURCES VALUATION FEES

RAL4. Payment of Department of Environment and Resource Management valuation fee that will result from the issue of split valuations prior to Council sealing the Plan of Survey. The contribution is currently assessed at \$572.00 (13 lots x \$44.00 per lot), however, the actual amount payable will be based on Council's Register of Regulatory & Cost-Recovery Fees and the rate applicable at the time of payment.

ELECTRICITY

RAL5. Reticulated electricity is to be provided to all proposed lots within each stage of the development in accordance with relevant Australian Standards.

RAL6. Written confirmation from the electricity authority, that all matters relating to the reticulation of electricity including electrical civil works have

EASEMENTS

RAL7. Provide all easements or drainage reserves found necessary for whatever purpose during the course of engineering investigation and design. Such easements or drainage reserves are to be of an appropriate width for purpose, but in any case, generally not less than 4.0m, except where otherwise stated. Such easements or drainage reserves shall be in favour of Council when the Survey Plan is lodged for sealing.

VEGETATION BUFFER

RAL8. A 20m vegetation buffer including a 10m wide area clear of vegetation is to be established adjacent to the southern boundary within proposed Lots 1, 4, 5 and 6 to more satisfactorily achieve compliance with State Planning Policy 1/92. The buffer is to be established to a minimum height of 1.5m with abundant foliage.

- RAL9. Provide a Statutory Covenant to protect the 20m wide buffer adjacent to the southern boundary of proposed Lots 1, 4, 5 and 6 from clearing, destruction and damage and to prohibit the construction of habitable buildings or structures within the buffer/fire break area. In this regard, the Statutory Covenant is to comply with the "Statutory Covenant – Guideline for their Use in Queensland". The Statutory Covenants are to be registered prior to Council sealing the Survey Plans pursuant to Section 97(3)(b) of the Land Title Act 1994 and Section 373(4)(b) Land Act 1994.

STREET NAMES & SIGNAGE

- ENG1. The applicant is required to make an application to Council for the name of the proposed new road. A minimum of three (3) names are to be provided by the applicant for the new road.

STORMWATER MANAGEMENT

- ENG2. Stormwater drainage is to be designed such that no restriction to existing or developed stormwater flow from upstream properties or ponding of stormwater within upstream properties occurs as a result of the development.
- ENG3. All stormwater collected from the site including roof water and all impervious area are to be piped to a legal point of discharge. Such works are to be sized and constructed as determined by the detailed design.
- ENG4. The stormwater drainage system serving the site is to be designed so that the development will not make material changes to the pre-development location, duration, frequency or concentration of overland stormwater flow at the point of discharge to all downstream properties including road reserves. In the event that a material change to the pre-development stormwater flows will occur, the applicant is to produce evidence to Council's satisfaction of a legal right as to the method for stormwater discharge over the downstream land.

DEVELOPMENT CONTRIBUTIONS

- ENG5. Payment prior the sealing of the Plan of Survey for Stage 1, a contribution toward parkland shall be made in accordance with Planning Scheme Policy No. 7 – Infrastructure.

The total contribution is currently assess at \$2,801.02; however, the actual amount payable will be based on Council's policy and the rate applicable at the time of payment.

Contribution	Zone/Catchment	Rate	Calculation	Contribution
Public Parks		\$1,400.51 per lot	3 lots less 1 Credit =2 lots	\$2,801.02

- ENG6. Payment prior to the sealing of the Plan of Survey for Stage 2, a contribution toward parkland shall be made in accordance with Planning Scheme Policy No. 7 – Infrastructure. The total contribution is currently assessed at \$9,803.57; however, the actual amount payable will be based on Council's policy and the rate applicable at the time of payment.

Contribution	Zone/Catchment	Rate	Calculation	Contribution
Public Parks		\$1,400.51 per lot	8 lots less 1 Credit =7 lots	\$9,803.57

- ENG7. Payment prior to the sealing of the Plan of Survey for Stage 3, a contribution toward parkland shall be made in accordance with Planning Scheme Policy No. 7 – Infrastructure.

The total contribution is currently assessed at \$4,201.53; however, the actual amount payable will be based on Council's policy and the rate applicable at the time of payment.

Contribution	Zone/Catchment	Rate	Calculation	Contribution
Public Parks		\$1,400.51 per lot	4 lots less 1 Credit =3 lots	\$4,201.53

VEHICLE ACCESS/ROAD

ENG8. Prior to sealing of the Survey Plan for Stage 1, provide an access to proposed Lots 1, 2 and the balance area. The access for the balance area shall have a 4m wide compacted gravel surface that shall extend for the full length of the northern boundary of proposed Lot 2. All accesses shall be constructed accordance with Nanango Standard Drawing Number R5000-03-01 and at a location approved by Council's Infrastructure Department.

ENG9. Prior to sealing of the Survey Plan for Stage 2, construct the new internal road for the full frontage to Lots 3, 4, 5, 6, 7 and 8.

ENG10. Prior to sealing of the Survey Plan for Stage 3, construct the new internal road for the full frontage to Lots 9, 10, 11 and 12.

Or

Prior to sealing of the Survey Plan for Stage 3, construct the new internal road for the full frontage of Lots 9 and 12, including a turning circle in accordance with Figure 2.12G (Turning circle 18m diameter) of Queensland Streets to provide access to proposed Lots 10 and 11 subject to the payment of a contribution as outlined in Condition RAL1 above.

ASSOCIATED OPERATION WORK

ENG11. All operational works are to be designed and constructed in accordance with South Burnett Regional Council requirement and accepted engineering practice including reference to Australian Standards, Codes of Practice and Industry Guidelines as nominated by South Burnett Regional Council.

ENG12. The following design plans shall be submitted to Council for approval as part of a separate application for a Development Permit for Operational Works:

- Internal roadworks plan;
- Stormwater layout plan and design details;
- Electricity layout; and
- Environmental management plan.

ENG13. A Development Permit for Operational Work is to be obtained for the construction of the new road and access points.

ENG14. Any lot filling undertaken on the site is to be in accordance with Queensland Development Code Part 10.0 – Retaining Walls and Excavation and Filling and to the satisfaction of Council.

ENG15. No fill is to be placed on the development unless approved by Council as part of the engineering plans for Operational Works. Any allotment filling for a greater depth than 500mm to provide for building platforms shall be conducted in accordance with Australian Standard 3798. Test results as required by Australian Standard 3798 and a certificate of Quality and uniformity of fill shall be provided by a RPEQ. The level of responsibility shall be Level 1.

ADVICE

ADV1. Section 3.5.21(1) of the Integrated Planning Act 1997 provided that, if this approval is not acted upon within the period of 4 years the approval will lapse. Note that in accordance with section 3.5.21(4) a related approval may extend the relevant (currency) period.

Ordinary Council Meeting Agenda

25 December 2030

- ADV2. All Reconfiguration of a Lot conditions unless otherwise indicated, the subject of this approval, must be complied with prior to the Council sealing the Survey Plan.
- ADV3. Operational work (subject to a future Development Permit for Operational Works) will be inspected upon practical completion and if satisfactory will be placed 'on maintenance' for a period of twelve months after which the works will be reinspected and taken 'off maintenance' if satisfactory.
- ADV4. Telecommunications connections can be arranged by logging onto Telstra's website (www.telstracommunity.com) and completing the 'Intent to Develop' form to register your development.
- ADV5. You are encouraged to discuss the development with Ergon Energy upon receipt of this approval to facilitate the timely supply of electricity to the development. Connection of electricity can take up to 8 months from the date of application to Ergon Energy.
- ADV6. This development approval does not authorise any activity that may harm Aboriginal cultural heritage. Under the Aboriginal Cultural Heritage Act 2003 you have a duty of care in relation to such heritage. Section 23(1) provides that "A person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage." Council does not warrant that the approved development avoids affecting Aboriginal cultural heritage. It may therefore be prudent for you to carry out searches, consultation, or a cultural heritage assessment to ascertain the presence or otherwise of Aboriginal cultural heritage. The Act and the associated duty of care guidelines explain your obligations in more detail and should be consulted before proceeding.
- ADV7. Attached for your information is a copy of Section 4.1.27.(1) of Integrated Planning Act 1997 as regards Rights of Appeal. With respect to Appeal Rights of Applicants, the following is drawn to your attention—
- (a) The applicant's Appeal Period commences upon receipt of this advice and expires 20 business days thereafter.
 - (b) Should the applicant notify the assessment manager (Council) in writing of acceptance of the conditions of approval and that it is not intended to make an appeal, the Applicant's Appeal Period is at an end.

FINANCIAL AND RESOURCE IMPLICATIONS

No implication can be identified.

LINK TO CORPORATE/OPERATIONAL PLAN

Growing our Region's Economy and Prosperity

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

COMMUNICATION/CONSULTATION (INTERNAL/EXTERNAL)

Refer to CONSULTATION in this report.

LEGAL IMPLICATIONS (STATUTORY BASIS, LEGAL RISKS)

No implication identified.

POLICY/LOCAL LAW/DELEGATION IMPLICATIONS

No implication can be identified.

ASSET MANAGEMENT IMPLICATIONS

No implication can be identified.

REPORT

1. APPLICATION DETAILS

Site address	241 Izzards Road, South Nanango		
Real property description	Lot 3 on RP18810		
Easements or encumbrances on title	N/A		
Area of Site	28.32Ha (13 x 5 acre blocks)		
Current Use	single dwelling house		
Environmental Management Register or Contaminated Land Register	N/A		
Applicant's name	Precinct Planning C/- Izzards Rd Developments Pty Ltd		
Zone	Rural Residential		
Applicable Overlays	N/A		
Details of proposal	Reconfiguring a Lot (RALs)		
	• Number of existing lots	1	
	• Number of proposed lots	13	
	• Lot areas	As approved and no change	
	• Access	New road	
Application type	Aspects of Development	Type of Approval Requested	
		Preliminary Approval	Development Permit
	Material Change of Use (MCU)		
	Reconfiguration of a Lot (RAL)		X
	Building Work (BW)		
Operational Work (OPW)			
Level of Assessment	Code Assessment		
Pre-lodgement Consultation history /	- NIL		
Key planning issues e.g. vegetation, waterway corridors, overland flow	- NIL		
Referral agencies	Agency	Concurrence/ Advice	
	N/A	N/A	
Public notification	N/A		
Planning Regulation 2017	N/A		

2. THE SITE

This section of the report provides a description of the site, details about the existing use and notable characteristics of the site, the standard of servicing, and the form of development in the immediately locality.

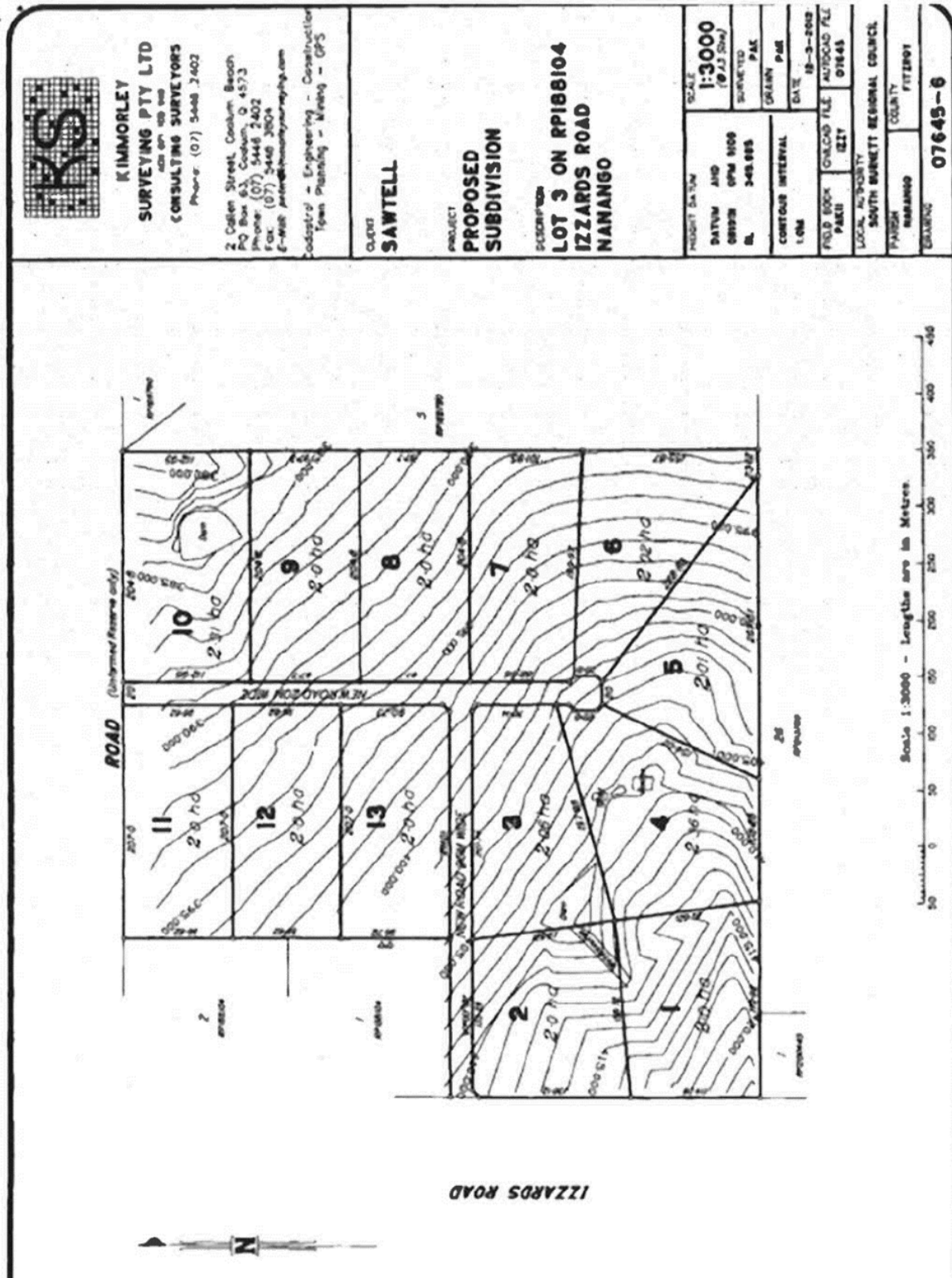
2.1. SITE DESCRIPTION & EXISTING USE

Site Area	28.32Ha (13 x 5 acre blocks)
Zone	Rural Residential
Overlays	N/A
Level of assessment	Code
Affected Entity	NIL
Existing Use	Single dwelling house with ancillary outbuilding
Surrounding uses	Rural residential

2.2. DEVELOPMENT HISTORY OF THE SITE

The following list of development approvals over this site has relevance to this request:

- On 23 August 2013, South Burnett Regional Council approved a Development Permit for a Reconfiguring a Lot for the purpose of a Subdivision (1 into 13 Lots). This permit (Council Ref: IR1018723) would have had force and effect until 21 August 2017.
- On 18 October 2018, South Burnett Regional Council approved an Extension Application for the development. This extension (Council Ref: RAL18/0011) extended the currency period for the Development Permit until 21 August 2021.
- In accordance with the Extension Notice made on 8 July 2020 under the Planning Act 2016 by the Minister for Infrastructure and Planning, the currency period was automatically extended by six (6) months until 21 February 2022, in response to the 'applicable event' (COVID-19).
- In accordance with the Extension Notice made on 1 September 2021 under the Planning Act 2016 by the Minister for Infrastructure and Planning, the currency period was automatically extended by a further six (6) months until 21 August 2022, in response to the 'applicable event' (COVID-19).
- In accordance with the Extension Notice made on 29 April 2022 under the Planning Act 2016 by the Minister for Infrastructure and Planning, the development approval period was automatically extended by another twelve (12) months until 21 August 2023, in response to the 'applicable event' (COVID-19).
- On 30th March 2023 Council granted a Minor Change approval for the amendment of conditions only RAL23/0001 (delete condition ENG9, following Operational Works assessment).



3. ASSESSMENT OF ASSESSMENT BENCHMARKS

This application is made pursuant to Section 86 of the Planning Act 2017 (the Act). Section 86 of the Act requires (among other things) the following:

- A person may make an extension application s.86(1) PA
- The application must be accompanied by the relevant assessment manager form or written notice - s.86(2)(a)(i) & (ii) PA
- The application must be accompanied by the prescribed application fee - s. 86(2)(b)(i) PA
- The applicant must provide the consent of the landowner if the applicant is not the landowner - s. 86(2)(b)(ii) PA
- The assessment manager:
 - must accept an application that provides the required form or notice, the application fee and the owner's consent where required - s. 86(3)(a) - PA;
 - must not accept an application where required owner's consent is not provided -86(3)(b) - PA;
 - may accept an application that is not made on the approved assessment manager form - 86(3)(ca) - PA;
 - may accept an application without an application fee where the fee has been waived - 86(3)(d) - PA

The applicant has made the following representations, as part of their request.

Planning Act Assessment s87	Applicant Representations
<p>The assessment manager may consider any matter that it considers relevant, even if the matter was not relevant to assessing the development application</p>	<p>Despite the Development Permit still having effect for a number of months and having secured Operational Works approval for the associated civil works, the applicant would like to proceed quickly, however is having difficulty confirming construction timeframes.</p> <p>As such, the applicant seeks an extension to ensure that the necessary Operational Works related to the development have sufficient time to be completed. It is noted that the operational Works Development Permit OPW22/0016 was approved on 30 March 2023.</p>
Assessment Discussion	
<ul style="list-style-type: none"> • As the approval is a Sustainable Planning Act 2009 approval - where a Material Change of use is substantially commenced within the currency period - the development approval does not lapse if it is not completed within the currency period. • The applicant has obtained associated development permits such as operational works permits. • In 2020 the ordinary provisions of the development approval would have seen the application lapse were it not for the Ministers' extension notices under the Covid 19 declared events. • The Ministers' Statewide extensions to currency periods do apply to this development approval given it has remained in effect during all the applicable event periods that the extension notices applied to. • The applicant has had the benefit of three (3) Ministerial extensions. 	

- A 12-month limited extension will have no town planning consequence on the implementation of the approval and will simply provide a limited timeframe in which the owner can make informed decisions on progressing construction and plan sealing.

Summary of current assessment benchmarks

Planning Scheme:	South Burnett Regional Council Planning Scheme Version 1.4
Zone:	Rural Residential Zone
Precinct:	RR1 - 4,000
Consistent/Inconsistent Use:	Code Assessable development
Assessment Benchmarks:	Rural Residential Zone Code Services Works Code Reconfiguring a Lot Code
State Instruments:	Regional Plan State Planning Policy 2017 Planning Regulation 2017

Assessment Benchmarks Pertaining to the Planning Regulation 2017

The following Assessment Benchmarks from the *Planning Regulation 2017* are applicable to this application:

PLANNING REGULATION 2017 DETAILS	
Assessment Benchmarks:	Nil.

Under section 87 of the *Planning Act 2016* (Qld), the assessment manager has a broad discretion and may consider any matter that the assessment manager considers relevant when assessing an extension application, even if the matter was not relevant to the assessment of the development application.

- There are no broad relevant matters assessed in the consideration of this extension request as it is limited to 12 months only and the applicant has obtained operational works approval.

4. CONSULTATION**Referral Agencies**

State Assessment and Referral Agency	N/A
Other	N/A

Council Referrals

INTERNAL REFERRAL SPECIALIST	REFERRAL / RESPONSE
Development Engineer	There were no internal referrals for this extension of currency request.
Infrastructure Charges Unit	Not applicable.

5. RECOMMENDATION

The applicant's request to extend the currency period of the development approval by an additional 12 months is recommended for approval taking the lapsing period for development to the 21 August 2024.

ATTACHMENTS

1. Attachment A - Statement of Reasons

NOTICE ABOUT DECISION – STATEMENT OF REASONS

The following information is provided in accordance with Section 63(4) & (5) of the Planning Act 2016

Applicant:	Izzards Road Developments Pty Ltd C/- Precincts Planning
Application No:	RAL23/0010
Proposal:	Extension to Currency Period
Street Address:	241 Izzards Road, South Nanango
RP Description:	Lot 3 on RP18810
Number of Submissions:	Not Applicable

On 12 June 2023 the above development was recommended for:

- Approval
 Refusal

1. Reasons for the Decision

The reasons for this decision are:

- The timeframe requested for extension is limited to 12 months only to allow time for the owner/applicant to review the implementation actions of the development permit.
- There are no planning or policy implications from the request to extend the currency period.
- Operational works approval has been obtained for project implementation

2. Assessment Benchmarks

The following are the benchmarks apply to this development:

- Planning Act 2016, Chapter 3, Section 87(1)

(1) When assessing an extension application, the assessment manager may consider any matter that the assessment manager considers relevant, even if the matter was not relevant to assessing the development application.

3. Compliance with Benchmarks

The development was assessed against all the assessment benchmarks listed above and complies with all of these or can be conditioned to comply.

Note: Each application submitted to Council is assessed individually on its own merit.

14.2 LIST OF CORRESPONDENCE PENDING COMPLETION OF ASSESSMENT REPORT**File Number:** 12-07-2023**Author:** Administration Officer**Authoriser:** Chief Executive Officer**PRECIS**

List of correspondence pending completion of assessment report.

SUMMARY

Reports pending completion of assessment as of 30 June 2023.

OFFICER'S RECOMMENDATION

That the List of correspondence pending completion of assessment report as of 30 June 2023 be received.

REPORT**Reconfiguration of a lot (RAL) applications**

1. RAL22/0011 – Easement associated with MCU22/0004 at 79 Zerners Road MURGON
2. RAL22/0042 – Reconfiguration of a lot – Subdivision (1 Lot into 10 Lots) at 14503 D'Aguilar Highway, NANANGO
3. RAL23/0002 – Reconfiguration of a lot – Boundary Realignment at 858 Memerambi Gordonbrook Road GORDONBROOK
4. RAL23/0005 – Reconfiguration of a lot – Subdivision (1 Lot into 3 Lots) at 43 Brett Road BLACKBUTT SOUTH
5. RAL23/0006 – Reconfiguration of a lot – Subdivision (1 Lot into 2 Lots) at 46 Kingaroy Burrandowan Road TAABINGA
6. RAL23/0007 – Reconfiguration of a lot – Boundary Realignment at Weens Road KINGAROY
7. RAL23/0008 – Reconfiguration of a lot – Easement (associated with MCU23/0008) at 20 Fork Hill Drive KINGAROY
8. RAL23/0009 – Reconfiguration of a lot – Subdivision (1 Lot into 3 Lots) at 118 Gilliland Crescent BLACKBUTT NORTH
9. RAL23/0011 – Reconfiguration of a lot – Subdivision (2 Lot into 4 Lots) at 31 & 33 Verdelho Drive MOFFATDALE
10. RAL23/0012 – Reconfiguration of a lot – Subdivision (1 Lot into 3 Lots) at Reservoir Service Road BLACKBUTT
11. RAL23/0013 – Reconfiguration of a lot – Boundary Realignment at 41 & 43 Alexander Street WOOROOLIN
12. RAL23/0014 – Minor Change to Existing Approval (RAL22/0032) – Boundary Realignment (6 Lots into 5 Lots) at 12 Arthur Street East NANANGO

Material Change of Use (MCU) Applications

1. MCU21/0017 – Material Change of Use – Expansion of the existing piggery (57,000SPU) at 592 Morgans Road, WINDERA (and described as Lot 49 on MZ555 & Lot 203 on SP251979)
2. MCU21/0019 – Other Change to Existing Approval - Material Change of Use (Master Planned Community and Development Permit for Reconfiguration of a lot (1 lot into 6 lots plus parkland dedication) at Corner Bunya Highway & Taylors Road KINGAROY
3. MCU22/0004 – Extractive Industry and Easement at 79 Zerners Road MURGON

4. MCU22/0011 – Motorsport and Ancillary Facilities and Caretakers' Residence and ERA (63) for Sewerage Treatment at Lewis Duff Road BALLOGIE
5. MCU22/0018 – Agricultural supplies store and Special Industry (Manufacturing fertiliser) and concurrent ERA 7 (Chemical Manufacturing) at 107 River Road KINGAROY
6. MCU22/0034 – Major Utility Infrastructure – Solar Farm at Bowman Road BLACKBUTT
7. MCU23/0005 – Material Change of Use – Warehouse at Bunya Highway KINGAROY
8. MCU23/0007 – Minor Change to Existing Approval – Material Change of Use (Increase to Number of Units and Associated Layout Changes) at 95 Markwell Street KINGAROY
9. MCU23/0008 – Material Change of Use – Food & Drink Outlet and Function Facility (associated with RAL23/0008) at 20 Fork Hill Drive MOFFATDALE
10. MCU23/0009 – Material Change of Use – Three (3) Additional Multi Dwelling Units at 42 & 44 Markwell Street KINGAROY
11. MCU23/0010 – Material Change of Use – Bulk Landscape Supplies Yard at 100 River Road KINGAROY
12. MCU23/0011 – Material Change of Use – Low Impact Industry at 4 Jarrah Street KINGAROY
13. MCU23/0012 – Material Change of Use – Multiple Dwelling (3 Units) at 40 & 42 Markwell Street KINGAROY
14. MCU23/0013 – Other Change to Existing Approval (MCU22/0022) – Short-term Accommodation Units at 17 Fork Hill Drive MOFFATDALE
15. MCU23/0014 – Material Change of Use – Short-term Accommodation (5 Farm Stay Units) at 18 Millers Road BOOIE
16. MCU23/0015 – Material Change of Use – Multiple Dwelling (3 Units) at 99 Anita Road BLACKBUTT NORTH

Operational Works (OPW) Applications

1. OPW23/0007 – Roadwork, Stormwater, Drainage Work and Earthworks at Oliver Road KINGAROY
2. OPW23/0008 – Water Infrastructure, Stormwater, Sewerage Infrastructure, Roadworks, Drainage Works, Earthworks and Clearing Vegetation at Fairway Drive NANANGO
3. OPW23/0009 – Water Infrastructure at 155 Boat Mountain Road MURGON

ATTACHMENTS

Nil

15 QUESTIONS ON NOTICE

15.1 CUSTOMER SERVICE LEVELS

File Number: 12/04/2023

Author: Manager Corporate, Governance and Strategy

Authoriser: Chief Executive Officer

The following question on notice was received from Councillor Kirstie Schumacher.

Question

Is there an expectation that Customer Service staff are to advise a caller of the timeframe and close out time around a request?

Response

The Customer Service Charter (Charter) outlines the expected service levels for all officers of Council. Clause 3.2.3.1 details the service levels to be provided to customers that make an enquiry by phone. If a Customer Service Officer cannot resolve the enquiry at the initial contact, the customer is referred to the appropriate department (whether transferred by phone or a customer service request is created). It is then that department's responsibility to contact the customer to resolve the request in accordance with the Charter timeframes.

The timeframes for resolution of a customer request can vary considerably according to the type of customer request and the specific details of the request. Therefore, the responsible department is best placed to give accurate timeframes for resolution for specific customer requests.

RECOMMENDATION

That the response to the question regarding Customer Service Levels raised by Councillor Kirstie Schumacher be received and noted.

ATTACHMENTS

1. Customer Service Charter



POLICY CATEGORY - NUMBER: Strategic - 018

POLICY OWNER: Corporate Services

ECM ID: 2745004

ADOPTED: 24 February 2021

Customer Service Charter

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

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1. POLICY STATEMENT

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

The purpose of this policy is to:

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

2. SCOPE

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

3. GENERAL INFORMATION

3.1. Our Service Commitment to our Customers

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

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

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

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

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

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

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

3.1.1. General Service Principles

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

Council will:

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

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

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

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

3.1.2. Our Service Standards

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3.1.4. Social Media

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

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

3.1.5. In Person

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

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

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

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

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

3.1.6. Exclusions or Exemptions to response timeframes:

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

3.2. Hours of Operation

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

3.2.1. Requests that are Unreasonable or Abusive

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

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

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

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

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

4. DEFINITIONS

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

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

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

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

5. LEGISLATIVE REFERENCE

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

6. RELATED DOCUMENTS

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

7. NEXT REVIEW

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

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	New Policy	29 July 2009	536218
2	Revised Policy	24 February 2021	2745004
3	Administrative change replacing Social & Corporate Performance Branch with Corporate Services Branch as per Council Resolution 2021/296	24 March 2021	2745004
4	Administrative change replacing Customer Contact team with Customer Service team as per Council Structure	24 March 2021	2745004


 Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date: 24 March 2021

15.2 DIFFERENCE BETWEEN CLUBS & SHOWGROUNDS**File Number:** 14/06/2023**Author:** Manager Finance & Sustainability**Authoriser:** Chief Executive Officer

The following question on notice was received from Councillor Kirstie Schumacher.

Question

What is the difference between clubs and showgrounds with a 0% compared to a 50% concession?

Response

The changes to the rating concessions for clubs and showgrounds took effect from the 1st of July 2018. Finance have looked through all records available and haven't been able to find what the reason was behind the concession changing to 0% for race grounds for water access and sewerage access. No information regarding the reasoning behind the decision to allow a 50% concession for water access and sewerage access for show grounds was found either.

RECOMMENDATION

That the response to the question regarding difference between clubs and showgrounds raised by Councillor Kirstie Schumacher be received and noted.

ATTACHMENTS**Nil**

15.3 DROP IN LOCAL PURCHASING**File Number:** 21/06/2023**Author:** Strategic Procurement Coordinator**Authoriser:** Chief Executive Officer

The following question on notice was received from Councillor Kathy Duff.

Question

Local Purchasing has gone down from 54.4% March to 45.08% in April. This is a big 10% drop in local purchasing. Why has that happened?

Response

Overall spending for April (at the time of running reports for May's Council Meeting) had decreased from an average up to March of \$5.7m per month to only \$2.8m for April. Local spending was also impacted with a decrease of approximately \$1.5m compared to the average for the year. With regards to percentages, the average local monthly spend up to the end of March 23 was 48.32% which was close to the April spend of 45.08% at that point in time.

Accounts Payable - Local Purchases 2022/2023

Report run: 16-May-2023

Town of Business	Town of Business Description	March 2023 Purchases	April 2023 Purchases	Average monthly spend
LOCAL				
	Total Local	3,067,598.40	1,273,725.22	2,761,616.81
OUTSIDE SBRC				
	Total Other	2,567,977.07	1,551,971.62	2,953,787.84
	% Local Purchases	54.43%	45.08%	48.32%

April's decrease in local spending was largely due to the following:

- March saw an invoice of approximately **\$600k** for contract works for REPA (flood works) with the contract being close to finalised after the March claim. Under \$200k was left on the contract value yet to be claimed with no claims being dated in April.
- March saw a larger claim of approximately **\$180k** for the 22/23 switchboard upgrade contract with under \$50k left to claim on the contract, none of which was invoiced during April.
- March saw an invoice of approximately **\$310k** for the purchase of a new Loader and **\$96k** for 2 replacement vehicles. April's capital plant replacement invoices were minimal.
- Other reductions seen were due to timing of capital works where a number of one-off items or contract works of \$50k or more were invoiced during March.

Additional information - When meeting reports were run for May 2023, the % of local spend for April had decreased further to 29.82%. This was due to an additional \$2.2m in April invoices being entered after the original April figures were run. A majority of the \$2.2m was from Outside the SBRC with approximately \$1.6m relating to road sealing activities as well as approximately \$230k for the April Waste Collection bill. This large outside spend then diluted the local spend percentage to 29.82%.

Accounts Payable - Local Purchases 2022/2023

Report run: 20-Jun-2023

<i>Town of Business</i>	<i>Town of Business Description</i>	<i>February 2023 Purchases</i>	<i>March 2023 Purchases</i>	<i>April 2023 Purchases</i>	<i>May 2023 Purchases</i>
LOCAL					
	Total Local	3,345,786.89	3,099,629.30	1,508,916.14	1,709,348.11
OUTSIDE SBRC					
		0.00	0.00	0.00	0.00
	Cherbourg	599.50	3,200.00	1,198.50	293.50
	Dalby	0.00	2,595.00	380.00	0.00
	Goomeri	0.00	0.00	0.00	0.00
	Neighbouring Council	0.00	0.00	0.00	1,493.24
	Other	1,862,589.85	2,536,316.37	3,524,240.07	1,930,031.22
	Yarraman	29,380.00	27,273.70	24,854.50	23,150.00
	Total Other	1,892,569.35	2,569,385.07	3,550,673.07	1,954,967.96
	% Local Purchases	63.87%	54.68%	29.82%	46.65%

RECOMMENDATION

That the response to the question regarding drop in local purchasing raised by Councillor Kathy Duff be received and noted.

ATTACHMENTS

Nil

16 CONFIDENTIAL SECTION

OFFICER'S RECOMMENDATION

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

16.1 Legal Update - Update on Planning Matters before the Planning and Environment Court - 1

This matter is considered to be confidential under Section 254J - e of the Local Government Regulation, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government.

16.2 Legal Update - Update on Planning Matters before the Planning and Environment Court - 2

This matter is considered to be confidential under Section 254J - e of the Local Government Regulation, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government.

17 CLOSURE OF MEETING