



Notice of Meeting

Notice is hereby given that the **Ordinary Meeting** of the **Whitsunday Regional Council** will be held at the Collinsville Community Centre, 11 Conway Street Collinsville on **Wednesday 13 October 2021** commencing at **9:00 a.m.** and the Agenda is attached.

Councillors: Andrew Willcox, Jan Clifford, Al Grundy, John Collins, Michelle Wright, Gary Simpson and Michael Brunker.

Local Government Regulation 2012

258.(1) Written notice of each meeting or adjourned meeting of a local government must be given to each councillor at least 2 days before the day of the meeting unless it is impracticable to give the notice.

(2) The written notice must state:

- (a) the day and time of the meeting; and
- (b) for a special meeting – the business to be conducted at the meeting

(3) A **special meeting** is a meeting at which the only business that may be conducted is the business stated in the notice of meeting.

Rodney Ferguson

CHIEF EXECUTIVE OFFICER





Agenda of the Ordinary Meeting to be held at
the Collinsville Community Centre, 11 Conway Street, Collinsville
on Wednesday 13 October 2021 commencing at **9:00am**

Council acknowledges and shows respect to the Traditional Custodian/owners in whose country we hold this meeting.

9:00 am

- Formal Meeting Commences

10:00 am - 10.30 am

- Morning Tea

Agenda of the Ordinary Meeting to be held at
the Collinsville Community Centre, 11 Conway Street, Collinsville on
Wednesday 13 October 2021 commencing at **9:00am**

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1. Apologies

No Agenda items for this section.

2. Condolences

2.1 CONDOLENCES REPORT

AUTHOR: Tailah Jensen – Governance Administration Officer

RESPONSIBLE OFFICER: Rod Ferguson – Chief Executive Officer

RECOMMENDATION

Council observes one (1) minutes silence for the recently deceased.

The following report has been submitted for inclusion into Council's Ordinary Council Meeting to be held 13 October 2021.

SUMMARY

Council has received advice of the passing of community members within the Whitsunday Region.

PURPOSE

To acknowledge and observe a minute silence for the recently deceased throughout the Whitsunday Region.

BACKGROUND

Bereavement cards have been forwarded to the families of the deceased by the Mayor and Chief Executive Officer on behalf of the Whitsunday Regional Council.

STATUTORY MATTERS

N/A

ANALYSIS

N/A

STRATEGIC IMPACTS

N/A

CONSULTATION

Andrew Willcox – Mayor

DISCLOSURE OF OFFICER'S INTERESTS

N/A

CONCLUSION

Councillors, committee members, staff, general public and anyone participating in the meeting are to stand and observe a minute silence for the recently deceased.

ATTACHMENTS

N/A

3.1 Declarations of Interest

No Agenda items for this section.

4.1 Mayoral Minute

No Agenda items for this section.

4.2 Mayoral Update

Verbal update will be provided at the meeting.

5. Confirmation of Previous Minutes

5.1 CONFIRMATION OF MINUTES REPORT – ORDINARY COUNCIL MEETING - 22 SEPTEMBER 2021

AUTHOR: Tailah Jensen – Governance Administration Officer

RESPONSIBLE OFFICER: Rod Ferguson – Chief Executive Officer

RECOMMENDATION

That Council confirms the Minutes of the Ordinary Meeting held on 22 September 2021.

The following report has been submitted for inclusion into Council's Ordinary Council Meeting to be held 13 October 2021.

SUMMARY

Council is required to confirm the minutes of the Ordinary Council Meeting Minutes held on 22 September 2021.

PURPOSE

At each Council meeting, the minutes of the previous meeting must be confirmed by the councillors present and signed by the person presiding at the later meeting. The Minutes of Council's Ordinary Meeting held on 22 September 2021 are provided for Councils review and confirmation.

BACKGROUND

In accordance with s272 of the Local Government Regulation 2012, minutes were taken at Council's Ordinary meeting held on 22 September 2021 under the supervision of the person presiding at the meeting. These unconfirmed minutes once drafted were submitted to the Chief Executive Officer for review and are available on Council's website for public inspection.

STATUTORY MATTERS

In accordance with the Act, Council must record specified information in the minutes of a meeting regarding any declared material personal interests or conflicts of interest. At the Ordinary Meeting held on 22 September 2021, the following interests were declared and recorded in the minutes:

Councillor	Prescribed or Declarable	Report No.	Particulars of the interest
Cr A Grundy	Prescribed	14.2	<i>Cr Grundy advised the meeting of a prescribed conflict of interest in item 14.2 (as per section 150EQ) of the Local Government Act 2009, as a consequence of a family member making a submission to the Port of Airlie development. This may be perceived as creating a conflict between the personal interests of a related party and the public interest. Cr Grundy had considered his position in the matter and advised the meeting that he will leave the room while this matter is discussed and voted on.</i>

Cr M Wright	Prescribed	15.3	<p><i>Cr Wright advised the meeting of a prescribed conflict of interest (as per section 150EQ) of the Local Government Act 2009, as a consequence of one of the contractors handed out 'how to vote' cards for Cr Wrights local government election and her husband is on the executive of the Bowen Swimming Pool Club.</i></p> <p><i>This may be perceived as creating a conflict between the personal interests of a related party and the public interest.</i></p> <p><i>Cr Wright had considered her position in the matter and advised the meeting that she will leave the room while this matter is discussed and voted on.</i></p>
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Additionally, the chairperson of a local government meeting must also ensure that details of an order made against a Councillor for unsuitable meeting conduct at a Council meeting are recording in the minutes of the meeting. At the Ordinary Meeting held on 22 September 2021, the following orders were made:

Councillor	Order Made
<i>No orders made for this meeting.</i>	

Local Government Regulation 2012

Section 272 of the Regulation stipulates that the Chief Executive Officer must ensure that minutes of each meeting of a local government are taken under the supervision of the person presiding at the meeting.

Minutes of each meeting must include the names of councillors present at the meeting and if a division is called on a question, the names of all persons voting on the question and how they voted.

At each meeting, the minutes of the previous meeting must be confirmed by the councillors present and signed by the person presiding at the later meeting.

A copy of the minutes of each meeting must be available for inspection by the public, at a local government's public office and on its website, within 10 days after the end of the meeting. Once confirmed, the minutes must also be available for purchase at the local government's public office(s).

ANALYSIS

Council's options are:

Confirm the Minutes of the Ordinary Meeting held on 22 September 2021

If Council is satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 22 September 2021 and comply with legislative requirements outlined in this report, no further action is required other than to confirm the minutes as per the recommendation.

Confirm the Minutes of the Ordinary Meeting held on 22 September 2021 with amendments

If Council is not satisfied that the unconfirmed minutes are an accurate representation of what occurred at the meeting held on 22 September 2021 and comply with legislative requirements outlined in this report, then they move a motion that they be confirmed but with a list of amendments to ensure they are correct and compliant.

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 1.1: Our Leadership engages with the community and provides open, accountable and transparent local government.

Alignment to Operational Plan

KPI: Council agendas and business papers are delivered to Councillors within required timeframes.

Financial Implications

The price for a member of the public to purchase a copy of the minutes must not be more than the cost to the local government of having the copy printed and made available for purchase, and if the copy is supplied to the purchaser by post, the cost of the postage.

Risk Management Implications

Council risks non-compliance with the local government legislation by not confirming minutes of the previous meeting.

TABLED MATTERS

Unresolved Tabled Matters			
Date of Meeting	Resolution Number	Summary	Resolved
13/05/2020	20191416 - Development Permit for Material Change of Use - Showroom - 2-12 Central Avenue Cannonvale - Yoogalu Pty Ltd 2020/05/13.07	That the application lie on the table as the applicant has 'Stopped the Clock.	On hold pending the outcome of the intersection funding and discussion with DTMR - Corner Galbraith Park Road and Shute Harbour Road.
13/05/2020	20140012 - Request to Extend Currency Period - Reconfiguration of A Lot One (1) Lot into Two (2) Lots - 106 Patullo Road, Gregory River - 12 Rp744909 2020/05/13.08	That the application lie on the table until the application is properly made.	Remains on hold pending receipt of fees.
25/11/2020	Cantamessa Road Bridge 2020/11/25.27	That the item be tabled pending further investigations for temporary access, replacement, or closure of the bridge and to seek further information regarding funding.	The Cantamessa Road Bridge was briefed on the 21st July 2021. A report is to come back before the end of October 2021.

11/08/2021	20210294 - Development Application For Material Change Of Use - Short-Term Accommodation - 13 Woodwark Crescent Cannonvale - G & F Turner C/- Whitsunday Holiday Rentals 2021/08/11.08	That item 14.1 lay on the table pending further discussions regarding the existing planning scheme and policies around Short-Term Accommodation.	To be considered at the 22 September 2021 Council Meeting.
22/09/2021	Tender – 500.2021.0077, 500.2021.0078 & 500.2021.0079 Provision Of Lifeguarding Services And Water Maintenance For Airlie Beach Lagoon & Management Services For Proserpine Pool (Including Water Park) 2021/09/22.16	That the item lay on the table. <i>Reason for decision: Pending further discussions.</i>	To be considered at the 13 October 2021 Ordinary Council Meeting.
22/09/2021	20210294 - Development Application For Material Change Of Use - Short-Term Accommodation - 13 Woodwark Crescent Cannonvale - G & F Turner C/- Whitsunday Holiday Rentals	That the item lay on the table. <i>Reason for decision: Further discussions to be held regarding Council's existing short term accommodation policies.</i>	Report to be presented to the meeting of 13//10/2021 for Council decision.

CONSULTATION

Jason Bradshaw – Director Corporate Services

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

These minutes from the 22 September 2021 are therefore submitted for adoption of their accuracy by the Councillors at this meeting of Council.

ATTACHMENTS

Attachment 1 - Copy of the minutes from Ordinary Meeting held on 22 September 2021

Attached separately

5. Confirmation of Previous Minutes

5.2 CONFIRMATION OF MINUTES - AUDIT AND RISK COMMITTEE - 13TH SEPTEMBER 2021

AUTHOR: Melanie Douglas - Governance and Risk Officer

RESPONSIBLE OFFICER: Jason Bradshaw - Director Corporate Services

OFFICER'S RECOMMENDATION

That Council receive the Unconfirmed Minutes of the Audit & Risk Committee Meeting held on 13 September 2021.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council is required to review and consider the recommendations of the Audit & Risk Committee. The minutes will also be confirmed by this Committee at the next available meeting.

PURPOSE

The Audit & Risk Committee does not have decision-making authority and any recommendations it makes must be endorsed and approved by Council resolution prior to implementation or action.

BACKGROUND

Whitsunday Regional's Council's Audit & Risk Committee met on 13 September 2021. Minutes were recorded from this meeting and are provided to Council to consider and review the Committee's recommendations, in accordance with section 211(1)(c) of the Local Government Regulation 2012.

The primary objective of the Audit & Risk Committee is to promote good corporate governance through the provision of independent assurance, oversight, and advice to Council on matters relating to:

- Internal Audit.
- External Audit.
- Financial Reporting.
- Risk Management.
- Internal Controls; and
- Legislative and Organisational Compliance.

STATUTORY/COMPLIANCE MATTERS

The Audit & Risk Committee operates in accordance with the requirements of s105 of the Local Government Act 2009 and s210 of the Local Government Regulation 2012, as well as the Audit & Risk Committee Constitution adopted by Council on 26 June 2019.

ANALYSIS

A main priority at the meeting of the 13th of September 2021 Council's was to receive the Independent Peer Review of the Audit and Risk Committee. The Charter states that a Peer Review is required at least every four years by an external party. Pacifica Chartered Accountants were engaged for the review with Carolyn Eagle undertaking the interviews and the presenting the findings via teleconference at the meeting.

Council has the following options.

- Support the recommendations. Council can endorse the Committee's recommendations, receive the minutes of the Audit & Risk Committee's 13 September 2021 meeting, and approve actions arising from that meeting: or
- Seek to amend the recommendations. If on review, Council require clarification on any of the recommendations or actions arising and wishes to amend them, then this is the appropriate opportunity to address any concerns or issues with the minutes and the recommendations and actions arising therein.

The following items were considered at the meeting:

- Independent Peer Review of the Audit and Risk Committee
- Internal Audit Activity Report
- Audit and Risk Committee Priorities Guide
- Internal Audit Recommendations Action update
- Cash Analysis of Cash Over Reserves
- Whitsunday Coast Airport Income Statements
- Risk Management Update
- ICT Security Improvements
- Policy Review Update

STRATEGIC IMPACTS

Alignment to Corporate Plan Outcome 1.1: Our Leadership engages with the community and provides open, accountable, and transparent local government.

Risk Management Implications Council risks non-compliance with the Audit & Risk Committee Constitution if they do not consider and review the recommendations of the Committee.

CONSULTATION

Audit & Risk Committee
Graham Webb - Chair Audit & Risk Committee

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

Given the expertise of the members of the Audit & Risk Committee, it is recommended that Council receive the minutes, adopt the recommendations, and endorse the actions arising from the meeting of 13 September 2021.

ATTACHMENTS

Attachment 1 - Unconfirmed Audit and Risk Committee Minutes - 13th September 2021



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**Whitsunday Regional Council
Audit & Risk Committee Meeting
13 September commencing at 8.00am**

Committee Members Present:

Graham Webb (Chair); John Finlay; Mayor Andrew Cr A Willcox; Cr John Collins (via teleconference);

Council Officers Present:

Rod Ferguson (Chief Executive Officer - WRC); Jason Bradshaw (Director Corporate Services - WRC); Julie Moller (Senior Management Accountant - WRC); James Ngoroyemoto (Manager, Governance and Administration - WRC); Melanie Douglas - Secretary (Governance and Risk Officer - WRC)

Guests Present:

All via teleconference - Matthew Monaghan (William Buck); Sabrina Frank (Queensland Audit Office); Wayne Gorrie (O'Connor Marsden)

Other Details:

The meeting commenced at 8.00am

The meeting closed at 11.18am



**Minutes of the Audit & Risk Committee Meeting held on
13 September 2021 commencing at 8.00am**

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1. Apologies/Leave Of Absence

There were no apologies recorded for the meeting.

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**2. Confirmation of Minutes**

**2.1 2021/09/13.01 Confirmation of Minutes**

**SUMMARY**

At each Committee meeting, the minutes of the previous meeting must be confirmed by the committee present. The Minutes of Audit & Risk Committee Meeting held on 27 July 2021 and 17 August 2021 are provided for the committee’s review and confirmation.

**RECOMMENDATION**

That the Audit & Risk Committee confirms the Minutes from the meeting held on:

- 27 July 2021; and
- 17<sup>th</sup> August 2021 (Audited Financial Statements).

**RESOLUTION**

Moved by: MR J FINLAY

Seconded by: CR J COLLINS

That the Audit & Risk Committee confirms the Minutes from the meeting held on:

- 27 July 2021; and
- 17<sup>th</sup> August 2021 (Audited Financial Statements).

**MEETING DETAILS:**

The motion was Carried 4/0

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CARRIED



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8. Procedural Motion

8.1 2021/09/13.02 Suspend Standing Orders

Moved by: MR G WEBB
Seconded by: CR A WILLCOX

That the Committee suspend Standing Orders at 8.13am to invite Carolyn Eagle, from Pacifica Chartered Accountants to present item 5.2 matter regarding the Audit and Risk Committee Independent Review.

MEETING DETAILS:

The motion was Carried 4/0

CARRIED

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5. Internal Audit

**5.2 2021/09/13.03 Audit and Risk Committee Independent Review**

PURPOSE

Representatives from Pacifica Chartered Accountants will present the results of the Peer Review of Council's Audit & Risk Committee and Remuneration Benchmarking to ensure effectiveness of the Audit and Risk Committee operations.

RECOMMENDATION

That the Audit & Risk Committee receive the Independent Peer Review of Audit and Risk Committee and Remuneration Benchmarking.

RESOLUTION

Moved by: CR J COLLINS  
Seconded by: CR A WILLCOX

That the Audit & Risk Committee receive the Independent Peer Review of Audit and Risk Committee and Remuneration Benchmarking.

MEETING DETAILS:

Discussion

CE conducted a close off meeting to discuss the draft report with with RF JB JN who advised of some minor changes but nothing substantial.

Strong result overall for the Peer Review, the operations of Council and its strengths better than average.

CE provided commentary on order to be considered; conflict of interest to be mentioned at the start of each meeting; a member only session (external audit and internal audit); and inclusion of ICT Cyber security in the Charter in alignment with - Fraud and Corruption register.



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CE noted that WRC elected members had impressive engagement and commitment, suggested of moving quorum to 50% plus 1.

CE advised of Proxies nomination as an alternative to changing quorum as a commonly used; two members that can stand in for official members and suggested they can attend meetings in seated in the gallery to increase awareness.

CE commented on advantage of having a third member with experience in the ICT Risk Management or Legal compliance field for consideration.

Discussion was had on confidentiality with Proxy. GW raised the for the possibility of the opportunity for the Chair and non-member Council staff to engage in an annual presentation/ workshop format.

**Follow Up Actions:**

No follow up actions recorded.

The motion was Carried 4/0

**CARRIED**

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Carolyn left the meeting at 8.43am

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Mr Graham Webb advised the committee of the Conflict of Interest with matters involving McCullough Robertson Lawyers due to his son Troy Webb being a partner with the firm.

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3. Audit & Risk Committee Operations

3.1 2021/09/13.04 Chief Executive Officer Update

The Chief Executive Officer provided a verbal update on the following;

- Safety Training received at this point by 310 staff and 2 elected staff. Will be bringing back in the next month or two to the staff that have not attended or are new to organisation (including an annual roll out) as it has been very well received.
- Workplace incidents pushing out through the JCC
- Commenced negotiations regarding the Enterprise Bargaining Agreement; close to finalising negotiations by Christmas with cost aspects concerning. Discussion around superannuation has been noted.
- Operational Plan to be presented to Council this week.
- Internal Audit, with Manager Governance working with Executive Staff on Risk profile and appetite.
- Strategy workshop day hosted by LGAQ on Social Media; followed by Troy Webb, McCullough Robertson Lawyers on Conflict of Interests.
- Due to covid, ELT and CMM were due to have a face to face workshop which ended up being a 3 hour zoom session.
- Shute Harbour - \$5.9M has been generated, QAO has been very helpful, with further letters being provided to Ministers seeking funding with Mayor and Deputy Mayor to follow up on visit.
- Flagstaff Hill is nearing completion.
- Proserpine Entertainment Centre - ELT approved recruitment for Technical Manager.
- Bravus/Adani CEO and Director Adam met regarding Stratford Road; Audit and the significant flaws costing \$4.5M in the RPEQ report - works need to be corrected.
- Lagoon case deferred.
- Mayor campaigning for Dawson; natural response from the staff, supporting the Mayor.
- Community satisfaction survey, there was nil feedback.
- ED strategy will be taking to a Briefing Session then Community Consultation.

RESOLUTION

Moved by: MR G WEBB

Seconded by: CR A WILLCOX

That the committee receive the verbal update from the Chief Executive Officer.

The motion was Carried 4/0

CARRIED

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8. Procedural Motion

**8.1 2021/09/13.05 Suspend Standing Order**

Moved by: MR G WEBB

Seconded by: MR J FINLAY

That the Committee suspend Standing Orders at 8.58am to move General Business to this time in the meeting to address the matter brought to the table by Mayor Willcox regarding Whitsunday Paradise.

**MEETING DETAILS:**

The motion was Carried 4/0

**CARRIED**

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Mr Webb once he was made aware that his son Troy Webb (McCullough Robertson Lawyers Partner) was representing Council in the matter for discussion relating to Whitsunday Paradise declared a Conflict of Interest and left the meeting room at 9.07am.

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8. Procedural Motion

**8.2 2021/09/13.06 Procedural Motion**

Moved by: MR J FINLAY

Seconded by: CR J COLLINS

That it would be beneficial for Mr Graham Webb to return to the meeting room and be present for the Mayor's update on the matter as it is believed there is no real Conflict of Interest with the matter for discussion.

**MEETING DETAILS:**

The motion was Carried 3/0

**CARRIED**

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Mr Graham Webb returned to the meeting at 9.10am.

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7. General Business

**7.1 2021/09/13.07 Whitsunday Paradise**

Moved by: MR J FINLAY  
Seconded by: CR J COLLINS

That the Committee receive the update provided by Mayor Willcox on the Whitsunday Paradise matter.

**MEETING DETAILS:**

The motion was Carried 4/0

CARRIED

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8. Procedural Motion

8.2 2021/09/13.08 Resume Standing Orders

Moved by: MR J FINLAY
Seconded by: CR J COLLINS

That the Committee resume Standing Orders and adjourn the meeting for the purpose of Morning Tea at 9.22am.

MEETING DETAILS:

The motion was Carried 4/0

CARRIED

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8. Procedural Motion

**8.3 2021/09/13.09 Reconvene Meeting**

Moved by: CR A WILLCOX  
Seconded by: MR G WEBB

That the Committee reconvene the meeting at 9.35am.

**MEETING DETAILS:**

The motion was Carried 4/0

CARRIED

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3. Audit & Risk Committee Operations

3.2 2021/09/13.10 Audit & Risk Recommendation Update

PURPOSE

The Audit & Risk Committee regularly receive updates on Council’s progress towards the completion and implementation of recommendations received by Council’s internal auditors.

The purpose of follow up is to ensure that management has implemented the action, and that it has addressed the issue.

RECOMMENDATION

That the Audit & Risk Committee receive the report on Council’s progress towards the completion and implementation of recommendations actions received by Council’s internal and external auditors.

Moved by: MR J FINLAY

Seconded by: MR G WEBB

RESOLUTION

That the Audit & Risk Committee receive the report on Council’s progress towards the completion and implementation of recommendations actions received by Council’s internal and external auditors.

MEETING DETAILS:

Discussion

JN providing a new way to present Actions to meeting, showing progress on actions since the last meeting. With a focus on actions with high or extreme findings. These will continue to be monitored and actions provided to the committee regularly.

JN advised all closed actions are currently being reviewed for completeness by the Internal Auditors and will be presented at the next meeting

Follow Up Actions:

JF requested the Actions be numbered for reference purposes.

JF noted the payroll comment is incorrect and requires correcting.

JN further refining of the reporting format required

The motion was Carried 4/0

CARRIED

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3. Audit & Risk Committee Operations

**3.3 2021/09/13.11 Audit & Risk Committee Priorities Guide**

**PURPOSE**

The purpose of this report is to provide the Committee with the current Priorities Guide and an opportunity to request additional items be included on the guide to be endorsed at the following meeting.

**RECOMMENDATION**

That the Audit & Risk Committee receive the report on Council’s progress towards the completion and implementation of recommendations actions received by Council’s internal and external auditors.

**RESOLUTION**

Moved by: CR A WILLCOX

Seconded by: MR G WEBB

**That the Audit & Risk Committee receive the report on Council’s progress towards the completion and implementation of recommendations actions received by Council’s internal and external auditors.**

**MEETING DETAILS:**

**Discussion**

*No discussion was recorded for this item.*

**Follow Up Actions**

*The Monthly Financial Report be circulated to the committee as per the Priorities Guide.*

*Cybersecurity focus to be added to the priority schedule*

The motion was Carried 4/0

**CARRIED**

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4. Financial Reporting

4.1 2021/09/13.12 Cash Analysis of Cash Over Reserves

PURPOSE

To update members of the Audit and Risk Committee on the assessment of liquid assets against reserves and working capital cash requirements.

RECOMMENDATION

That the Audit & Risk Committee receive the cash analysis report for the 2020/21 financial year.

RESOLUTION

Moved by: MR J FINLAY

Seconded by: CR A WILLCOX

That the Audit & Risk Committee receive the cash analysis report for the 2020/21 financial year.

MEETING DETAILS:

Discussion

Comments on the Business Units and the impact of Covid.

Follow Up Actions

JF General Fund to be brought back to the committee with a breakdown and allocations of the \$26M.

The motion was Carried 4/0

CARRIED

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4. Financial Reporting

4.2 2021/09/13.13 Whitsunday Coast Airport Income Statement 30/06/2021

**PURPOSE**

To update members of the Audit and Risk Committee on the operating deficiency reported for the Whitsunday Coast Airport for the year ended 30 June 2021.

**RECOMMENDATION**

That the Audit & Risk Committee receive the Whitsunday Coast Airport financial update.

**RESOLUTION**

Moved by: J FINLAY  
Seconded by: CR J COLLINS

That the Audit & Risk Committee receive the Whitsunday Coast Airport financial update.

**MEETING DETAILS:**

**Discussion**

The CEO commented that WCA has new airlines now on board, Skytrans and Qantas. Flight activity new overhead model not dealt with. JF 2018/19 reduction in the fairs, depreciation and the capital reserves 20/21 loss due to Covid, allocate that \$1.5M to a reserve. Noted on page 117 of the Annual Report.

**Follow Up Actions**

No follow up actions recorded.  
The motion was Carried 4/0

**CARRIED**

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5. Internal Audit

5.1 2021/09/13.14 Internal Audit Activity Progress Report

PURPOSE

Representatives from O'Connor Marsden (OCM) will provide the Audit Committee with an update on the progress of the projects in the Internal Audit Strategic Plan. This report is intended to provide an overview on the progress of the Strategic Internal Audit plan.

RECOMMENDATION

That the Audit & Risk Committee receive the Internal Audit progress update

RESOLUTION

Moved by: CR A WILLCOX

Seconded by: CR J COLLINS

That the Audit & Risk Committee receive the Internal Audit progress update

MEETING DETAILS:

Discussion

WG commented they are still working through the financial processes and the HR attraction and retention. Follow up prior findings, two internal audit reports. JM and the financial position, lease report and the contract management leases, provided example that hadn't been billed for up to 5 years, now outstanding amounts have been paid after invoices had been raised.

Follow Up Actions

No follow up actions recorded.

The motion was Carried 4/0

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**CARRIED**



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8. Procedural Motion

**8.1 2021/09/13.15 Suspend Standing Orders**

Moved by: CR A WILLCOX

Seconded by: MR G WEBB

That the Committee suspend Standing Orders at 10.13am to address item 7.6 the Draft Annual Report to this time in the meeting.

**MEETING DETAILS:**

The motion was Carried 4/0

**CARRIED**

~~~~~

7. 2020/21 Annual Report

7.6 2021/09/13.16 2020/21 Annual Report

PURPOSE

Council’s Annual Report provides an opportunity for Council to document and record its activities, achievements and financial performance for the period in an open, transparent and accountable manner. It is believed that the draft report achieves this objective and is presented to the Committee for discussion and feedback.

RECOMMENDATION

That the Audit & Risk Committee receive the draft 2020-2021 Annual Report

RESOLUTION

Moved by: CR A WILLCOX

Seconded by: CR J COLLINS

That the Audit & Risk Committee receive the draft 2020-2021 Annual Report, noting that there will further amendments before being adopted by Council.

MEETING DETAILS:

Discussion

JB Informed the Committee of the impending deadline and the tight timeframes to complete the Annual report to meet Statutory deadlines, and therefore a special meeting had been called to adopt the plan following the committee review.

JB also informed how the plan was a draft and further changes were being undertaken, and this was an opportunity for the members to provide feedback.

AW noted some areas for correction in the draft plan as follows: photos on page 28 need to show each part of the region; page 28 photo distorted image; division map is incorrect; page 15 references Shute Harbour spending reference of \$54.5M to be amended to reflect \$63M throughout the plan.



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MM to forward community Financial Report

Follow Up Actions

Suggested changes to applied to the final Annual plan before adoption by Council at its Special meeting.

The motion was Carried 4/0

CARRIED

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**Mayor Willcox left the meeting at 10.31am**

~~~~~

7. Internal Controls/Risk & Compliance

7. 2021/09/13.17 Risk Management Update

PURPOSE

This report is intended to provide a Risk Management Roadmap outlining the implementation schedule, in a phased approach, to address the key findings of the Risk Maturity Review and incorporate recommendations from this report to position the Council's risk management towards better practices.

RECOMMENDATION

That the Audit & Risk Committee endorse the Risk Management Continuous Improvement Plan 2021-2023.

RESOLUTION

Moved by: **CR J COLLINS**

Seconded by: **MR J FINLAY**

That the Audit & Risk Committee endorse the Risk Management Continuous Improvement Plan 2021-2023.

MEETING DETAILS:

Discussion

JN advised ELT had reviewed plan and begun implementing the actions; framework and policy review and Strategic review register underway

Next are of focus will be developing operational risk, starting with ICT and Procurement branches; A fraud and corruption health assessment will also be undertaken.

JN advised project risks should be managed at each stage of the project by the person who has responsibility for that project. There will be a focus on program management in the future.

JN Flexible plan required to cater for the needs of the organisation and a road map that is customised to where the organisation needs to go.



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Follow Up Actions

Risk update to be provided to each Committee meeting, priority schedule to be updated.

The motion was Carried 3/0

CARRIED

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**7. Internal Controls/Risk & Compliance**

**7.2 2021/09/13.18 ICT Security Improvements**

**PURPOSE**

To provide an update and status to the Audit and Risk Committee on the progress of the ICT Security Improvement Review.

**RECOMMENDATION**

That the Audit & Risk Committee receive the ICT Security Improvement Report and provide feedback on the current security improvement.

**Moved by: MR J FINLAY**

**Seconded by: CR J COLLINS**

**RESOLUTION**

**That the Audit & Risk Committee receive the ICT Security Improvement Report and provide feedback on the current security improvement.**

**MEETING DETAILS:**

**Discussion**

Scott Wilkinson attended the meeting and provided an overview of the report.

**Follow Up Actions**

No follow up actions recorded.

The motion was Carried 3/0

**CARRIED**

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Julie Moller left the meeting at 10.56am

John Finlay left the meeting at 11.09am

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7. Internal Controls/Risk & Compliance

**7.3 2021/09/13.19 Policy Review Update**

**PURPOSE**

To provide an update on priority policies review to ensure assurance that Council’s policy framework and environment remains current and appropriate.

**RECOMMENDATION**

That the Audit & Risk Committee receive the Policy Review Update.

**RESOLUTION**

Moved by: CR J COLLINS

Seconded by: MR G WEBB

That the Audit & Risk Committee receive the Policy Review Update.

**MEETING DETAILS:**

**Discussion**

JN provide update on a priority one and two listing.  
GW commented on legislation changes and the delegations to be review annually. JN confirmed the report was presented to the June Council Meeting and Delegations reviewed and adopted in accordance with legislative requirements.

**Follow Up Actions**

No follow up actions recorded.

The motion was Carried 2/0

**CARRIED**

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2021/09/13 The Asset Management and Workplace Health and Safety Updates were deferred to the November Audit and Risk Committee meeting due to the meeting running over time.

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**The meeting closed at 11.18am**

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Confirmed as a true and correct recording this 23 November 2021

**Graham G WEBB
CHAIRPERSON**

6. Business Arising

Response to public question submitted on 22 September 2021 by Mr Darren Attwood



Our Reference: Council Meeting: 22 September 2021
For further information, please contact: Julie Wright
Direct dial no.: (07) 4761 3612

Correspondence:
Chief Executive Officer,
Whitsunday Regional Council,
PO Box 104, Proserpine QLD 4800
P: 1300 WRC QLD (1300 972 753)
F: (07) 4945 0222
E: info@whitsundayrc.qld.gov.au
www.whitsundayrc.qld.gov.au
ABN 63 291 580 128

28 September 2021

Whitsunday Swimming Club
Attn: Mr Darren Attwood - President
PO Box 99
PROSERPINE QLD 4800

Dear Darren,

RE: Public Question – Concerns Regarding the Tender for the Proserpine Pool Management

I refer to the above matter and your email correspondence received by Council on Tuesday, 21 September 2021 and in reference to the issues you raised from the public gallery at the Ordinary Council Meeting on Wednesday, 22 September 2021.

At the meeting, Council made a determination to table the report presented to Council to allow further discussion regarding the issues raised and the recommendations made by Council Officers. Subsequent to these discussions, a report will go to another Ordinary Council Meeting for consideration.

Should you require further information, please contact Council's Director Community Services, Julie Wright on (07) 4761 3612.

Yours faithfully

A handwritten signature in black ink, appearing to read "Rodney Ferguson", is written above the printed name.

Rodney Ferguson
Chief Executive Officer

Response to public question submitted on 22 September 2021 by Save our Foreshore



Our Reference: ECM
For further information, please contact: Neil McGaffin
Direct dial no.: 07 4945 0651

Correspondence:
Chief Executive Officer,
Whitsunday Regional Council,
PO Box 104, Proserpine QLD 4800
P: 1300 WRC QLD (1300 972 753)
F: (07) 4945 0222
E: info@whitsundayrc.qld.gov.au
www.whitsundayrc.qld.gov.au
ABN 63 291 580 128

23 September 2021

Suzette Pelt
President - Save Our Foreshore
PO Box 59
AIRLIE BEACH QLD 4802

Dear Ms Pelt,

RE: Transfer of Land from Recreation Reserve to Road

I refer to the above matter and to your submission received by Council on Monday 20th September 2021 and in reference to your question from the public gallery read out at the Council Meeting on Wednesday 22nd September 2021.

Please be advised that at the Ordinary Meeting of 22 September 2021, Council resolved that the orange highlighted area as shown on the proposed survey plan SP316921 holds little value as Reserve and is indeed needed for road in the interest of safe and efficient vehicular movement. The key reasons for Council adopting this position are:

- (a) The cul-de-sac should be designed in accordance with *Whitsunday Regional Council Development Manual, Clause DG 1.13 Cul-De-Sac Turning Areas* and *Austrroads Guide to Road Design Part 4, Intersection and Crossing: General*, as this will facilitate safe vehicular movement for the community entering this unnamed road from the Coconut Grove round-a-bout;
- (b) Without the cul-de-sac, the public are unable to safely turn around and exit the unnamed road in a forward direction, creating unnecessary risk in a high traffic and pedestrian/cyclist environment; and
- (c) The area of land to be excised has limited function in promoting the recreational purpose of the Reserve, given its isolation. Future use of this area will primarily be for landscaping not promoting any functional recreational benefit.

Should you have any further questions please don't hesitate to contact Neil McGaffin, Director Development Services directly on 07 4945 0651.

Yours faithfully


Mr R Ferguson
Chief Executive Officer

Response to public question submitted on 22 September 2021 by Mr Clay Bauman



Our Reference: ECM
For further information, please contact: Neil McGaffin
Direct dial no.: 07 4945 0651

Correspondence:
Chief Executive Officer,
Whitsunday Regional Council,
PO Box 104, Proserpine QLD 4800
P: 1300 WRC QLD (1300 972 753)
F: (07) 4945 0222
E: info@whitsundayrc.qld.gov.au
www.whitsundayrc.qld.gov.au
ABN 63 291 580 128

23 September 2021

Mr C Bauman
28/12 Eshelby Drive
CANNONVALE QLD 4802

Dear Mr C Bauman

RE: Transfer of Land from Recreation Reserve to Road

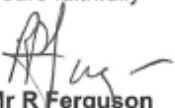
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- (c) The area of land to be excised has limited function in promoting the recreational purpose of the Reserve, given its isolation. Future use of this area will primarily be for landscaping not promoting any functional recreational benefit.

Should you have any further questions please don't hesitate to contact Neil McGaffin, Director Development Services directly on 07 4945 0651.

Yours faithfully


Mr R Ferguson
Chief Executive Officer

7. Deputations

No agenda items for this section.

8. Petitions

No agenda items for this section.

9. Notice of Motion

No agenda items for this section.

10. Questions on Notice

No agenda items for this section.

11. Questions from Public Gallery

PUBLIC QUESTION TIME

Excerpt from Council's Standing Orders:

1. In each Meeting, time shall be set aside to permit members of the public to address the Council on matters of public interest related to local government.
2. Questions from the Public Gallery will be taken on notice and may or may not be responded to at the Meeting.
3. The time allotted shall not exceed fifteen (15) minutes and no more than three (3) speakers shall be permitted to speak at any one (1) meeting.
4. Any person addressing the Council shall stand, state their name and address, act and speak with decorum and frame any remarks in respectful and courteous language.

12. Office of the Mayor and CEO

No agenda items for this section.

13. Corporate Services
13.1 AUDIT AND RISK COMMITTEE CHARTER REVIEW

AUTHOR: James Ngoroyemoto - Manager Governance and Administration

RESPONSIBLE OFFICER: Jason Bradshaw - Director Corporate Services

RECOMMENDATION

That Council:

- 1. Receive the Peer Review of the Council's Audit and Risk Committee report;**
 - 2. Endorse the proposed Audit and Risk Committee Charter;**
 - 3. Appoint Councillor (tba) for Mayor Andrew Willcox and Councillor (tba) for Councillor John Collins as proxies for the Audit and Risk Committee; and**
 - 4. Renumerate the Committee members effective from the 1st July 2021 as follows:**
 - a. External Chair = \$9,000 (per annum)**
 - b. External member = \$7,500 (per annum)**
-

The following report has been submitted for inclusion into Council Ordinary Meeting to be held on 13 October 2021.

SUMMARY

The Whitsunday Regional Council Audit and Risk Committee Charter section 7 dictates for a review of the charter annually by the Committee to ensure it remains consistent with the committee's authority, objectives and responsibilities. All amendments to the charter must be discussed and approved by the Audit and Risk Committee.

The review has been completed taking into consideration *Audit Committee Guidelines: Improving Accountability and Performance* (Queensland Treasury), and *Audit Committees: A guide to Good Practice 3rd edition* (A joint publication from the Auditing and Assurance Standards Board, Australian Institute of Company Directors and The Institute of Internal Auditors Australia) and the amendments are presented for endorsement.

PURPOSE

To review the Audit and Risk Committee Charter to provide more detailed and practical guidance for audit committee members, accountable officers and other personnel who are involved with audit and risk committee.

BACKGROUND

At the Audit and Risk Committee held on the 13 of September 2021, the committee resolved to receive the Independent Peer Review of Audit and Risk Committee and Remuneration Benchmarking.

The objective of this project was to examine the operations of Council's Audit & Risk Committee and provide suggestions that may further strengthen the Committee's effectiveness, if any. The project deliverables centred on:

- Peer Review of the Audit & Risk Committee, through interviews,

- documentation review and assessment against the best practice
- models outlined in the Queensland Treasury Audit Committee
- Guidelines and the Queensland Audit Office Report on the Effectiveness of Audit Committees.
- Benchmark Council's Audit & Risk Committee External Member
- remuneration with other like Councils in regional Queensland.
- Review the proposed updated Audit & Risk Committee Charter.

STATUTORY/COMPLIANCE MATTERS

The Audit Committee is established in accordance with *Section 105 of the Local Government Act 2009* which requires that local governments must establish an audit committee.

The Financial Accountability Act 2009 (FA Act) imposes significant responsibilities on accountable officers and statutory bodies, including the duty to achieve reasonable value for money by managing the agency efficiently, effectively and economically and to establish and maintain appropriate systems of internal control and risk management (section 61).

Financial and Performance Management Standard 2019, Section 30 of the FPMS provides that each accountable officer of a department must, and each statutory body may, establish an audit committee for the agency. The main expectation is that such a function will make a positive contribution to the efficient, effective and economical management of the agency.

ANALYSIS

The primary objective of the Audit and Risk Committee is providing oversight and advice to Council and the Chief Executive Officer (CEO) on matters relating to:

- Internal audit
- External audit
- Financial statements & reporting
- Risk management
- Internal control
- Legislative and policy compliance

An independent audit committee, with a majority of independent, external members, is key to good corporate governance. These members must be free of any relationship that may reasonably be perceived to impair their ability to act in the entity's best interest. Council audit committees should have a minimum of three members, including an independent chair. These members should bring a balance of skills, knowledge and experience in order to fulfil the committee's role. Councillors are local knowledge experts, and this knowledge is important to audit committees.

Overall Independent Peer Review Findings

The Audit & Risk Committee's operation, activities, membership, skills mix, diligence and extent of work priorities performed is of a high standard. The Audit & Risk Committee has continued to evolve over recent years into a *mature* and *effective* governance advisory committee.

The Committee fulfils the responsibilities set out in its Charter and, in accordance with better practice is:

- Sufficiently independent from, and appropriately engaged with, management and officers.
- Clear on its role, duties and responsibilities as an advisory committee of Council.

- Effective in its oversight of the Internal Audit and External Audit functions.
- Rigorous in the level of enquiry and oversight of the integrity of financial reporting.
- Legislatively compliant in regard to its activities, meeting frequency, experience and member composition, including extensive financial expertise.
- Improving oversight of actions required by management to address issues noted in the Audit Issues Register.
- Supporting the prioritisation and implementation of a more structured Risk Management function.

It was concluded that, it is evident that the Audit & Risk Committee provides a distinct, yet valuable contribution to the organisation. This view was echoed by all that participated in the interviews for this project. Interviewees were of the view that the Committee was working well and there were limited improvement opportunities that required further attention.

Review of the Audit & Risk Committee Charter

Following the Governance internal review of the Charter the following amendments were provided for the independent peer reviewer:

1. Amendments to quote correct piece of legislation for the head of power.
2. Formatting changes to provide numbering for all sections of the Charter for simplicity and readability of the charter.
3. Minor formatting changes throughout the Charter to remove duplication and unnecessary references.
4. Separation and clarification between 'Authority and Independence' section of the charter, by inclusion of a separate section titled 'Independence and Access' subheading. To provide differentiation and clarity between the 2 terms and emphasize the importance of the Committee's independence from the day-to-day operations of Council
5. Inclusion of a separate section "Membership" to clarify the make-up of the Committee as follows
 - a. 4 members
 - b. Maximum of 2 Councillors
 - c. 2 at least independent members
 - d. Independent member to be chair
 - e. 1 member to have financial expertise
 - f. Ex officio members inclusion (no voting rights)
 - g. Term of appointment is 4 years, and can be extended for a further 4 years (8yrs maximum term)
6. Inclusion of a 'risk management' section under the Scope of activities for the Committee
7. Expansion of and clarification of the section on 'External Audit' to cover all compliance, financial reporting, accounting controls and financial statements
8. Clarification of the section on 'Internal Audit' to outline all areas of responsibility for the Committee regarding Internal Audit to include review of Internal Audit environment, Strategic audit plan, internal auditors charter, and monitoring implementation of audit recommendations
9. Inclusion and provision of teleconference attendance meetings to allow and match the current practice whereby the draft financial statements and their adoption meetings are held via tele conference. As well as to allow for flexibility, if there are special circumstances that restrict a face-to-face Committee meeting to occur when scheduled
10. Inclusion of a 'training' section to provide new members need to understand the committee's charter, including its role, objectives, and responsibilities, as well as how

it interacts with management and auditors. Council's code of conduct, its operations, and the environment in which it functions.

11. Expansion of 'Managing conflicts of interest' this is particularly relevant where the council appoints local independent members, as their membership may provide them with a competitive advantage over other businesses in the community. Members of the audit committee should always maintain ethical standards in the discharge of their duties and responsibilities, and exercise honesty, objectivity, and integrity.
12. A 'self-evaluation' section and form has been added to provide an opportunity for members to assess their own performance and achievements to support and inform into the Charter's review process.
13. The Charter's review duration has been extended to every 2 years instead of annually

The Audit & Risk Committee Charter was compared to the Charter/Terms of Reference of five (5) other regional Councils of varying sizes, as part of the review. The proposed amendments to Council's Audit & Risk Committee Charter as detailed above. The comparison with other Councils showed that the proposed amendments and existing content in Whitsunday Regional Council's Charter are largely consistent and there were no obvious errors or omissions. The updated Queensland Treasury Audit Committee Guidelines and the model Audit & Risk Committee Charter were considered in relation to the Committee duties and responsibilities for monitoring compliance, risk and internal control frameworks. The following additional changes were recommended:

1. Addition of 2 proxy members for each elected member on the Audit and Risk Committee
2. Succession planning for both external and Elected members - Staggered approach to external member renewals
3. Review Council remuneration rates
4. Inclusion of Cybersecurity section under the scope of activities for the Committee

The above-mentioned recommendations have now been incorporated into the Charter.

STRATEGIC IMPACTS

1.1.2 Maintain and enhance Council's Governance Framework to ensure the provision of best practice, accountable and transparent decision-making, which supports Council in meeting its legislative responsibilities.

CONSULTATION

Pacifica Pty Ltd – Independent Peer Review
Audit and Risk Committee Chair and Members
Chief Executive Officer

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

Section 30 of the FPMS requires that where an audit committee is established, the accountable officer or statutory body must prepare terms of reference also known as a charter. A charter should be used to guide the behaviour and activities of an audit committee on an ongoing basis. A clear, well written charter would:

- Set out the objectives, roles and responsibilities of the audit committee.

- Set out the composition, structure and membership requirements of the audit committee.
- Set out the relationship of the audit committee with the accountable officer or statutory body, management, the internal audit function and the external auditors.
- Be tailored to meet the agency's own individual needs and circumstances.
- Include authority for the committee to conduct enquiries appropriate to fulfil committee responsibilities, together with a statement that full assistance is to be provided to the committee in the discharge of its duties and responsibilities.
- Include authority for the committee to access agency documents, records and personnel and the requirement that frank, truthful and meaningful answers be given to questions by the committee to any agency employee.
- Clearly state the committee's relationship with other governance committees including the process for sharing of information.
- Outline confidentiality and independence requirements of committee members, and their ethical and reporting responsibilities.
- Outline the processes for resignation and dismissal, ensuring that grounds for dismissal refer to the skills and code of conduct as documented in the letter of appointment.
- Outline procedures for meetings.

The review of the Audit and Risk Committee is now complete and presented for adoption.

ATTACHMENTS

Attachment 1 - Whitsunday Regional Council Audit and Risk Committee Charter

1. INTRODUCTION

Section 105 of the Local Government Act 2009 (the Act) requires Council to have and maintain an Audit Committee. This charter defines the responsibilities of the Audit and Risk Committee (the Committee) and explains the role of the Committee within Council.

The Committee is established in accordance with Subdivision 2, Sections 208-211 of the Local Government Regulation 2012 (the Regulation). It has no authority in itself and does not replace the management responsibilities of Executive Management, but rather acts as a source of independent advice to the Chief Executive Officer (CEO) and to Council. The Committee in no way diminishes management's responsibility to maintain an adequate governance and internal environment control system and manage risks.

2. PURPOSE

The primary objective of the Committee is to assist Council in fulfilling its oversight responsibilities relating to accounting and reporting requirements imposed under the Act and other relevant legislation, in particular relating to audit and internal audit obligations.

These terms of reference set the principles and standards for the Audit Committee to:

- 2.2. Add to the credibility and objectivity of financial reports.
- 2.3. Enhance the objectivity and effectiveness of the Council's Internal Audit Function.
- 2.4. Oversee the application of appropriate accounting and disclosure policies and procedures.
- 2.5. Monitor existing corporate policies and review new corporate policies to prohibit unethical, questionable or illegal activities.
- 2.6. Provide a communication link between management, internal auditors/external auditors and Council.
- 2.7. Promote the need for public accountability of managers to Council, the community and other interested parties.
- 2.8. Support measures to improve governance, risk and internal controls.
- 2.9. Other requirements under the Act.

3. AUTHORITY

The Committee has the authority to conduct or authorise investigations into matters within its scope of responsibility.

In carrying out its responsibilities, the Committee must at all times recognise that primary responsibility for management of Council rests with the Council and the Chief Executive Officer as defined by the Act.

4. INDEPENDENCE AND ACCESS

The Committee will need to liaise closely with management and internal and external auditors to carry out its responsibilities. Whilst the primary responsibility for financial and other reporting, internal control and compliance with laws, regulations and ethics within Council rests with management, the Committee may exercise a monitoring and review role.

The Committee will have unrestricted access to all information, including documents and personnel, and have adequate resources in order to fulfil its oversight responsibilities, subject to any other legal requirements and relevant information in the normal course of duties.

Requests for Council officers, employees of business units and independent experts to attend an Audit Committee meeting or provide information will be undertaken through the Chief Executive Officer and be in accordance with Council policies.

The Committee will maintain its independence from the day-to-day operations of Council.

5. MEMBERSHIP

The Committee will be comprised of four members who shall be determined by Council. At least one member of the Committee shall have significant experience and skills in financial matters. Further:-

5.1 Members, including the Chair, are appointed by Council;

- Membership of the committee will consist four members The other two members will be independent and external to Council.
- The Committee Chairperson should be independent of Council.
- The Committee has the ability to co-opt any persons as Advisors, from time to time or for a particular period, subject to reasonable budget limitations.

5.2 A maximum of two (2) members will be Councillors of the Whitsunday Regional Council;

- A proxy member will be nominated for each Elected Member on the Audit and Risk Committee
- At least one member will have expertise in Local Government; The External Auditor, Internal Auditor, Advisors and Ex Officio attendees are non-voting observers.
- The Mayor, Chief Executive Officer, Executive Leadership Team and Manager Governance and Administration are permanent invitees and are non-voting observers (the Mayor may have voting privileges as an 'Alternate' member as defined in section 266(1),(2) of the Regulation) .
- Other Council officers should attend as required by the Committee.

5.3 The term of appointment is for four years and can be extended for a further term subject to the composition and skill requirements of the committee. The maximum term is eight years;

- The term of appointment should only be extended after the performance of the member has been reviewed.

6. ROLE

The role of the committee is to provide independent assurance and assistance to the Council of Whitsunday Regional Council on:

- The risk, control and compliance frameworks;
- Council's external accountability responsibilities as prescribed in the Local Government Act and Regulations 2009/2010.

The committee does not replace or replicate established management responsibilities and delegations, the responsibilities of other executive management groups within Whitsunday Regional Council, or the reporting lines and responsibilities of external audit functions.

The committee will provide prompt and constructive reports on its findings directly to Council, as required by legislation.

7. SCOPE OF INTERNAL AUDIT ACTIVITIES

The committee is directly responsible and accountable to the full Council for the exercise of its duties and responsibilities. In carrying out its duties and responsibilities, the committee must at all times recognise that the responsibility for management of Whitsunday Regional Council rests with the Chief Executive Officer.

The audit committee's duties and responsibilities are to:

7.1 Local Government Act & Regulations

- Monitor and review:
 - The integrity of the financial documents of the local government;
 - The internal audit function of the local government;

- The effectiveness and objectivity of the local government's internal auditors; and
- The effectiveness, independence and objectivity of the local government's external auditors.
- Make recommendations to the local government about matters that the audit committee considers need action or improvement.

7.2 Financial Statements

- Satisfy itself that the financial statements are supported by management and audit sign-off;
- Review the financial statements, recommend and provide advice to the local government on the adoption of the audited financial statements taking into account audit recommendations and adjustments;
- Make recommendations to the local government about matters that the audit committee considers need action or improvement;
- Review the appropriateness of accounting policies;
- Review the appropriateness of significant assumptions made by management in preparing the financial statements;
- Review the financial statements for compliance with prescribed accounting and other requirements;
- Review, with management and the external auditors, the results of the external audit and any significant issues identified;
- Ensure there is proper explanation for any unusual transactions or trends or variations from budget;
- Ensure that assurance with respect to the accuracy and completeness of the financial statements is given by management.

7.3 Risk Management

- Review whether management has in place a current and comprehensive risk management framework, and associated procedures for effective identification and management of operational and strategic risks.
- Review the impact of the risk management framework on its control environment and insurance arrangements.
- Review whether a sound and effective approach has been followed in establishing business continuity planning arrangements.
- Consider risk and probity matter associated with significant procurement activities.
- Review high and extreme strategic risks and implementation of treatment plans.

7.4 Internal Controls

- Review, through the internal and external audit functions, the adequacy of the internal control structure and systems, including information technology security and control;
- Review, through the internal and external audit functions, whether relevant policies and procedures are in place and up-to-date, including those for the management and exercise of delegations, and whether they are complied with.

7.5 Performance Management

- Review Council's compliance with the performance reporting requirements of the Financial Administration and Audit Act 1977, the Financial Management Standard 1997 and the Annual Report Guidelines for Queensland Government Agencies;
- Review whether performance management systems in place reflect Council's mission, goals and operational objectives;
- Identify that the performance reporting and information uses appropriate benchmarks, targets and trend analysis.

7.6 External Audit Activities

- Oversee Council compliance with the Act and other relevant legislation requirements for financial reporting.
- Review the scope of the total audit activities with the external auditors.
- Review of effectiveness of the annual audit, to ascertain whether emphasis is being placed on areas where the Committee, management or the auditors believe special attention is necessary.
- Review management responses to audit reports and the extent to which external audit recommendations concerning internal accounting controls and other matters are implemented.
- Review the final draft financial statements prior to submission to the Auditor- General for auditing, in particular the review should focus on:
 - significant changes in accounting policies and practices
 - major judgmental areas
 - significant audit adjustments
 - proposed departures from accounting standards
 - significant and major balances.

7.7 Internal Audit Activities

- Review the effectiveness of the control environment established by management.
- Review the Internal Audit Charter to ensure appropriate organisational structures, authority, access and reporting arrangements in place.
- Review the annual internal audit plan to assess that it covers the material business risks of the Council.
- Monitor the effectiveness and objectivity of the Council's internal auditors.
- Review internal audit progress reports.
- Monitor the implementation of internal audit recommendations by management (Audit Recommendations Actions Register).
- The Audit Committee's responsibilities do not extend to managing the day-to-day activities of the internal audit function. This is a function which is carried out by the Chief Executive Officer.

7.8 Compliance

- Determine whether management has considered legal and compliance risks as part of Council's risk assessment and management arrangements;
- Review the effectiveness of the system for monitoring Council's compliance with relevant laws, regulations and government policies;
- Review the findings of any examinations by regulatory agencies, and any auditor observations.

7.9. Cybersecurity

- Overseeing a successful cybersecurity programme
- frequent and proactive engagement coordinating cyber risk initiatives and policies and confirming their efficacy.
- setting expectations and accountability for management, as well as assessing the adequacy of resources, funding and focus for cybersecurity activities.

8. Other Matters

Review the effectiveness, reliability and timeliness of management information being provided to Council.

8.1 Members are required to declare any interests that could constitute a real, potential or apparent conflict of interest with respect to participation on the Committee. The declaration must be made on appointment to

the Committee and in relation to specific agenda items at the outset of each committee meeting, and be updated as necessary.

8.2 Review policies and procedures relating to conflict of interest, misconduct, fraud and other related sensitive issues.

8.3 Review steps taken by management to embed a culture which is committed to ethical and lawful behaviour.

8.4 Recommend special projects or investigations on any matter within its terms of reference.

9. Meetings, Records and Reporting Structure

- The Committee shall meet at least four times each financial year. The Chief Executive Officer will set the date, time and place for the meetings. Before setting the date, time and place for a Committee meeting, the Chief Executive Officer must, if practicable, consult with the Chairperson of the Committee. In addition, the Chief Executive Officer may call a meeting if requested to do so by any Committee member, or the internal or external auditors.
- A quorum shall consist of two members, one of whom must be an independent member.
- The external auditors shall be given notice of all meetings and sent an agenda. The external auditors shall have the right to attend and speak.
- The Governance section of Corporate Services will provide secretarial functions to the meetings.
- The Committee Chair has the right to meet with internal and/or external auditors without management being involved.
- The Committee's Reports shall be presented at the next available Council General Meeting.
- All meetings of the Audit Committee are deemed to be meetings to which the provisions of Section 275(1) Local Government Regulation 2012 applies and accordingly will be closed to the public.
- Ethical practices Members are required to declare any interests that could constitute a real, potential or apparent conflict of interest with respect to participation on the committee. The declaration must be made on appointment to the committee and in relation to specific agenda items at the outset of each committee meeting, and be updated as necessary.

10. TELECONFERENCE ATTENDANCE

The Chairperson may allow independent members or auditors to take part in a meeting by teleconferencing. Where the Chairperson has approved the teleconferencing arrangement, the attendee must be able to hear and be heard by each other person at the same time throughout the meeting.

The circumstances in which teleconferencing in a meeting would be allowed include where a natural disaster or severe weather prevents them from attending the place of the meeting.

In considering a request for attendance at a committee meeting by teleconferencing, confidentiality and privacy matters need to be considered as this may pose a risk to Council due to the nature of discussions. Teleconferencing technologies are not, and cannot be guaranteed 100% secure from interception.

Specified attendees (documented in 8.1) may participate in all aspects of a Committee meeting via teleconference (e.g. by phone or computer) provided a quorum is present, and the attendee can be heard by all persons attending the meeting. It is the responsibility of the caller to be on the line in advance of the time of the meeting; calls received after the meeting has begun may not be accepted at the discretion of the Chair. Any member participating in such fashion shall identify any and all persons present in the location from which the member is participating.

Should the Chairperson attend by teleconferencing, he/she shall appoint another member to conduct the meeting or postpone the meeting to another date. (If the latter situation is known more than twenty-four (24) hours in advance, the meeting should be postponed).

11. TRAINING

New members of the Committee will be provided with induction material to allow the members to familiarise themselves with the environment and to facilitate their understanding of its principal operations and activities, corporate practices and culture.

Members are to attend training and professional development opportunities as they consider are appropriate to their needs or are offered by Council. External members are expected to undergo and maintain the necessary professional expertise to fulfil their role on the Committee.

If a member attends training which is required to update their knowledge in their capacity as a Committee member, the member's attendance at training should be recorded in the Committee's meeting minutes.

12. SELF EVALUATION

At least once every two (2) years, the Audit Committee should assess the performance and achievements of the Committee for the previous period and ensure that it is meeting its objectives efficiently and effectively. Where this evaluation highlights a need for enhancements to the role, operational processes or membership of the Committee, the Chairperson should take action to ensure such enhancements are implemented.

- At least once every four years the committee will arrange for an external peer review of its operations and activities. The results of this review are to be provided directly to Council;
- The Chair will provide each individual member with feedback on that person's contribution to the committee's activities at least once during each member's term of office. This assessment will include a review of any training needs of the member.

13 REVIEW OF THE CHARTER

- The charter will be reviewed biennially (once every 2 years) by the committee to ensure it remains consistent with the committee's authority, objectives and responsibilities;
- All amendments to the charter will be discussed and approved by the audit committee.

Audit Committee Annual Assessment

Questionnaire of the Internal Audit Activity

Covering the fiscal year:

Background

Under its charter, the Audit Committee is required to assess the performance of internal audit. The collated results of this questionnaire will aid that process.

Instructions

Please tick each of the boxes that best represent your assessment.

➔ Return the completed questionnaires to the Audit Committee Chairperson.

Your Name:

Your Role on (or with) the Audit Committee:

Your Signature:.....

Date Completed: / /

Assessment of the Internal Audit Activity	NO	NO	UNSURE	YES	YES
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5
Do you consider that the internal audit mandate is appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you consider that the internal audit activity covers key priorities, risks and areas of concern?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you consider the information and reports of internal audit meet the needs of the Audit and Risk Committee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you consider internal audit's assessment of risks and controls is reliable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Audit and Risk Committee Annual Assessment Questionnaire of the Internal Audit Activity

What is your perception of the internal audit activity compared to last year?	Deteriorated		Same		Better	
	1		3		5	
	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
How would you rate the internal audit activity overall?	Unsatisfactory		Fair		Satisfactory	
	1	2	3	4	5	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Comments/Suggestions for improvement:

Note: In particular please provide comments on any ratings of 'no', 'deteriorated', or 'unsatisfactory'.

13. Corporate Services

13.2 TRUSTEE LEASE - PROSERPINE RUGBY LEAGUE CLUB - AREA F LOT 158 ON HR1652

AUTHOR: Billie Davis – Senior Commercial Officer

Peter Shuttlewood – Executive Manager Procurement, Property & Fleet

RESPONSIBLE OFFICER: Jason Bradshaw – Director Corporate Services

OFFICER'S RECOMMENDATION

That Council authorise the Chief Executive Officer to enter into negotiations and execute a trustee lease with the Proserpine Rugby League Club Inc. for part of land known as Area F at Lot 158 on HR1652 in accordance with Section 236(b) and (c)(iii) of the Local Government Regulation 2012.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council is trustee of the land at Lot 158 on HR1652, 6 Les Stagg Drive, Proserpine.

Proserpine Rugby League Club 'the Club' held a trustee lease with Council over part of the land (clubhouse only) at Lot 158 on HR 1652 that expired 30 June 2018.

PURPOSE

The Club have advised Council that they wish to renew their trustee lease and continue their operations from this site.

BACKGROUND

The Club has held a trustee lease with Council for a term of 20 years which only included their clubhouse area.

Council has held discussions with the Club, and it has been agreed that their leased area will now include Les Stagg Oval to ensure their operations and activities conducted on the land are covered under the lease. Council will continue the maintenance of the public amenities that are on site with the Club taking over the maintenance of the Oval.

The Club's trustee lease expired on 30 June 2018 and as this was a trustee lease, there are no available options to renew therefore a new lease agreement is required to be entered into to allow them to continue having tenure of the land.

STATUTORY/COMPLIANCE MATTERS

Local Government Regulation 2012
Land Act 1994

ANALYSIS

It is recommended to enter into a new trustee lease with the Club in line with Council's other community organisation leases for a term of 20 years and at a peppercorn rate.

Section 236(b) and (c)(iii) of the Local Government Regulation 2012 allows Council to enter into a leasing agreement with a community organisation and to an existing tenant without the requirement of going to a public tender.

STRATEGIC IMPACTS

Strategic – ensuring that Council controlled land is being managed in accordance with the permitted use and Council's obligations are being satisfied.

Financial – the trustee lease will be at a peppercorn rate, therefore will not be providing Council with revenue. Taking this cost away from the community organisations allow them to invest it back into the Club and benefit their members.

CONSULTATION

Jason Bradshaw – Director Corporate Services

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the *Local Government Act 2009* or the Staff Code of Conduct.

CONCLUSION

Entering into a new trustee lease agreement with the Proserpine Rugby League Club Inc. will ensure that the Club can continue its operations and provide a sporting facility to the Community.

ATTACHMENTS

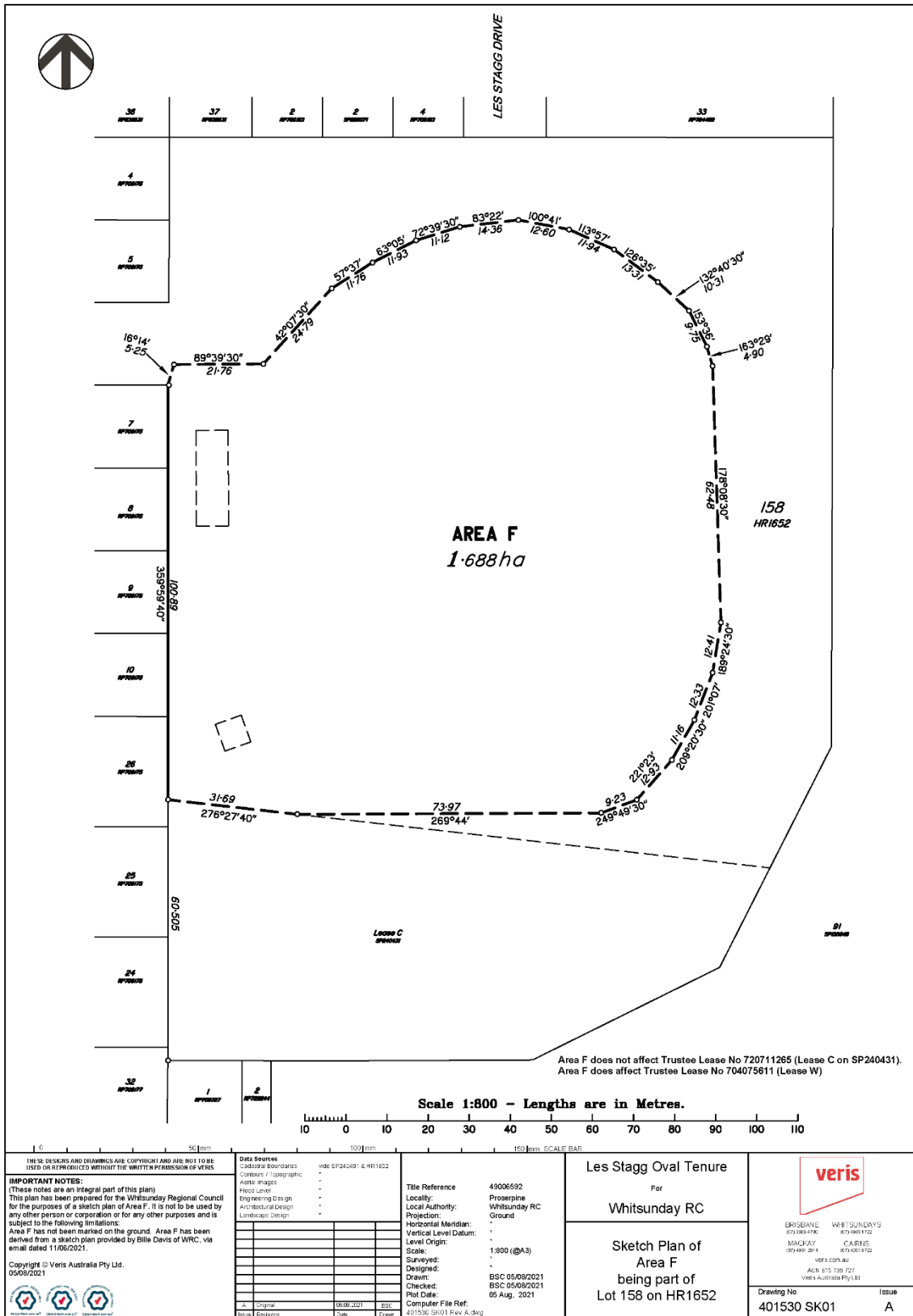
Attachment 1 – Site Map – 6 Les Stagg Drive, Proserpine

Attachment 2 – Leased Area

Attachment 1 – Site Map – 6 Les Stagg Drive, Proserpine



Attachment 2 – Leased Area



13. Corporate Services

13.3 LEASE FOR AGISTMENT – COLLINSVILLE AERODROME

AUTHOR: Billie Davis – Senior Commercial Officer

RESPONSIBLE OFFICER: Peter Shuttlewood – Executive Manager Procurement, Property & Fleet

OFFICER'S RECOMMENDATION

That Council resolves to award the contract 500.2021.0080 Lease for Agistment – Collinsville Aerodrome, authorising the Chief Executive Officer to negotiate and execute a lease agreement to Mr R Plate.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council resolved at the 15 July 2021 Ordinary Council Meeting to invite public tenders offering a lease over part of the land at the Collinsville Aerodrome at 8570 Bowen Development Road, Collinsville for agistment purposes.

PURPOSE

To present to Council a recommendation following the invitation to tender for an agistment lease over part of the land at the Collinsville Aerodrome.

BACKGROUND

Council has become aware of a rise in community need for more land within Collinsville for agistment. Due to the dry conditions that are experienced out in this area of the region, livestock are requiring more/new areas for grazing.

Council holds various pieces of land in Collinsville that are not currently being occupied/leased or utilised for operational purposes.

Land is defined as a valuable non-current asset. Section 227 of the Local Government Regulation 2012 prescribes that the disposal of valuable non-current assets must be undertaken:

- through the invitation of public tenders; or
- offers the non-current asset for sale by auction,

STATUTORY/COMPLIANCE MATTERS

Local Government Regulation 2012

Land Title Act 1994

Land Act 1994

ANALYSIS

The Request for Tender (RFT) was released on 25th August 2021 and advertised as follows:

- a) eTenderBox;

- b) Newspapers:
- i. Whitsunday News; and
 - ii. Townsville Bulletin.

Council's Website

There was one submission received by the closing date of 2.00 pm on Wednesday 15th September 2021:

- R Plate

The offer provided was for a term of ten years for an annual lease fee of \$600.00 per annum. It is recommended to accept the tender submission and enter into an appropriate lease agreement, and, that Council must satisfy the Sound Contracting Principles in the disposal of the asset.

STRATEGIC IMPACTS

Financial Implications – lease fees will be received by Council.

Risk Management Implications – the lease of the land will be in accordance with Council's commercial lease terms. Terms will be incorporated into the leases that have infrastructure on Site to ensure that risk of damage/disruption is mitigated and that appropriate pest and weed management practices be undertaken.

Corporate Implications – the identification of a surplus asset that is not required by Council for operational purposes is ensuring the organisation is innovative, efficient and financially sustainable.

Reputational Implications - it is supporting the residents as it is providing more land to allow their livestock to have access to more area to graze and keep healthy.

Legal Implications – terms within the lease will be incorporated to ensure that any risks are mitigated to Council and ensure that the Lessee is responsible for the operations and land management occurring within their leased area. Terms that are included are pest management and animal management.

CONSULTATION

Jason Bradshaw – Director Corporate Services
Craig Turner – COO Aviation and Tourism

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the *Local Government Act 2009* or the Staff Code of Conduct.

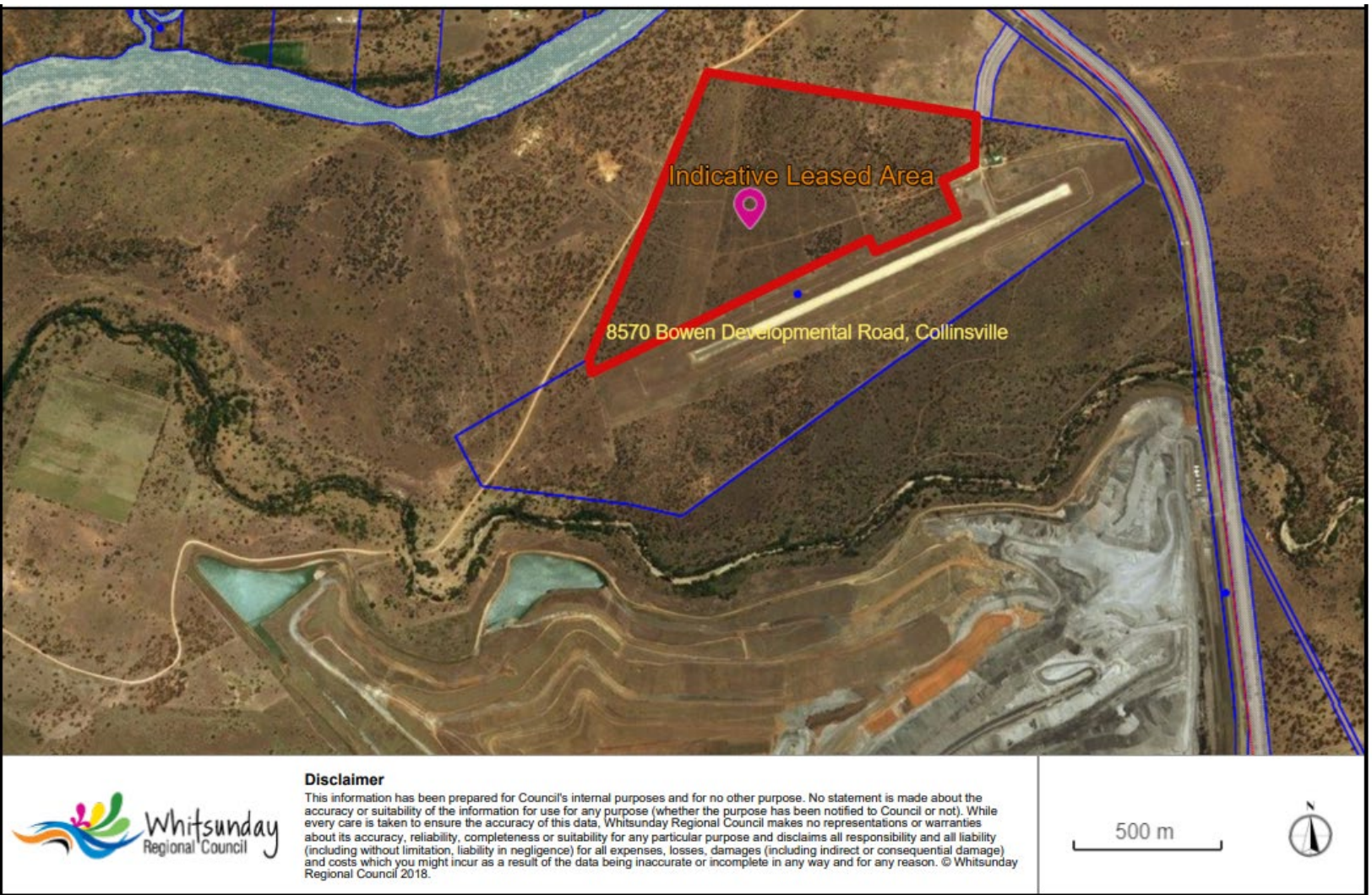
CONCLUSION

That the tender submitted by R Plate be accepted for the lease of part of the land at the Collinsville Aerodrome for agistment purposes.

ATTACHMENTS

Attachment 1 – Site Map

Attachment 1 – Site Map
8570 Bowen Developmental Road, Collinsville



Disclaimer

This information has been prepared for Council's internal purposes and for no other purpose. No statement is made about the accuracy or suitability of the information for use for any purpose (whether the purpose has been notified to Council or not). While every care is taken to ensure the accuracy of this data, Whitsunday Regional Council makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the data being inaccurate or incomplete in any way and for any reason. © Whitsunday Regional Council 2018.

14. Development Services

14.1 20210294 - DEVELOPMENT APPLICATION FOR MATERIAL CHANGE OF USE - SHORT-TERM ACCOMMODATION - 13 WOODWARK CRESCENT CANNONVALE - G & F TURNER C/- WHITSUNDAY HOLIDAY RENTALS

AUTHOR: James McEvoy-Bowe - Planner

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER’S RECOMMENDATION

That Council approve the application 20210294 for Development Application for Material Change of Use - Short-term Accommodation, made by G J Turner & F R Turner C/- Whitsunday Holiday Rentals, on L: 13 RP: 734591 and located at 13 Woodwark Crescent CANNONVALE, subject to the conditions outlined in Attachment 1.

The following report has been submitted for inclusion into Council’s Ordinary Council Meeting to be held on 13 October 2021.

SUMMARY

The proposal is for Short-term Accommodation of an existing dwelling house located at 13 Woodwark Crescent, Cannonvale. This report was submitted to the Ordinary Meeting on 11 August 2021 and 22 September 2021 and was tabled pending further discussion. On 29 September 2021, Council received correspondence from Macrossan & Amiet Solicitors on behalf of the applicants notifying no agreement to any further extension of time beyond 8 October for the development application to be determined (**Attachment 8**).

The premises is zoned Low Density Residential triggering an impact assessable development application. The applicant has provided all necessary information required by the Short-term Accommodation Guideline.

The development application attracted a total of four (4) submissions during the Public Notification period.

All necessary information has been provided for assessment, which has demonstrated compliance with the relevant planning provisions. It is recommended the development application is given approval subject to reasonable and relevant conditions.

PURPOSE

Development Applications requiring decisions which are outside the Council officer delegated authority require Council consideration. In this instance submissions have been received.

BACKGROUND

There is no previous Council decision relating to this matter.

STATUTORY/COMPLIANCE MATTERS

Planning Act 2016

Planning Regulation 2017

ANALYSIS

Council has received the following Development Application, which has been assessed against the provisions of the relevant legislation as reported below.

1. Application Summary

Proposal:	Development Application for Short-term Accommodation
Landowner	G J Turner & F R Turner
Property Address:	13 Woodwark Crescent, Cannonvale
Property Description:	L: 13 RP: 734591
Area of Site:	874
Planning Scheme Zone:	Low Density Residential
Level of assessment	Impact
Overlays:	Landslide Hazard
Existing Use:	Dwelling House
Existing Approvals:	Nil.
Public Notification:	09/06/2021 / 01/07/2021
Submissions received:	Four (4)
State referrals:	Nil.
Infrastructure charges:	Nil.

2. Site Details

2.1. Location

13 Woodwark Crescent, Cannonvale / L: 13 RP: 734591

2.2. Zoning

Low Density Residential

2.3. Site description – topography, vegetation, drainage

Very steep site with dwelling house located at the front of the lot which sharply steepens to the rear. Steep landscaped areas at the rear of the premises.

2.4. Access

Access is gained via a fully constructed concrete driveway from Woodwark Crescent. Driveway is narrow and at an incline with a covered area adjoining the house.

2.5. Surrounding uses

- To the North – Residential dwellings
- to the East – Whitsunday Harbour Apartments / Whitsunday Shopping Centre

- to the South – Residential dwellings
- to the West – Residential dwellings

3. Proposal Details

The proposal is for Short-term Accommodation of an existing dwelling house that contains five (5) bedrooms, an entertainment deck and swimming pool. Although the dwelling has five (5) bedrooms, a maximum short-term letting capability of four (4) bedrooms with a maximum of eight (8) persons, is recommended for condition as per the current policy.

The site is connected to Council reticulated services. Access is currently gained via a concrete driveway from Woodwark Crescent.

The applicant has provided documentation demonstrating compliance with the Short-term Accommodation Guideline, being a Code of Conduct, Property Management Plan, Statutory Declaration and Fire and Evacuation Plan for the proposed use. A statement has been provided by the applicant detailing management measures that have been and will be undertaken to minimise amenity effects on neighbours (**Attachment 5**).

On 29 September 2021, Council received correspondence from Macrossan & Amiet Solicitors on behalf of the applicants notifying no agreement to any further extension of time beyond 8 October for the development application to be determined (**Attachment 8**).

4. Planning Assessment

The application has been assessed against the relevant provisions of the *Planning Act, 2016* and the *Whitsunday Regional Council Planning Scheme, 2017*.

The proposal is generally in accordance with the Planning Scheme and is recommended for approval in accordance with the drawings and documents submitted, subject to reasonable and relevant conditions (**Attachment 1**).

4.1. State Assessment and Referral Agency (SARA)

The application did not require referral to any State Agencies.

4.2. State Planning Policy - July 2017

The Whitsunday Regional Council Planning Scheme, 2017 has been assessed by the State government to adequately reflect state interests included in the State Planning Policy 2017.

4.3. Mackay Isaac and Whitsunday Regional Plan - February 2012

The proposal is generally consistent with the provisions of the plan.

4.4. Whitsunday Regional Council Planning Scheme, 2017

4.4.1. Strategic Framework

The proposal complies with the relevant items of the Strategic Framework.

4.4.2. Strategic Intent

The proposal complies with the relevant items of the Strategic Intent.

4.4.3. Overlay Codes

4.4.3.1. No overlay codes affect the proposed development.

4.4.4. Low Density Residential Zone Code

- 4.4.4.1. The proposal is an Impact Assessable use in the Low Density Residential Zone. The proposal generally complies with the relevant Overall Outcomes of the Low Density Residential Zone Code and can be conditioned appropriately to be compatible with the prevailing residential character and amenity of the locality.

4.4.5. Development Codes

4.4.5.1. Short-term Accommodation

- Site plan provided;
- Property Management Plan provided;
- Code of Conduct provided;
- Fire and emergency plan provided;
- Statutory declaration has been provided;
- Garage and driveway capable of containing three (3) parking spaces.

5. Public Submissions

The development application was placed on public notification between 09/06/2021 and 01/07/2021 in accordance with the relevant provisions of the Planning Act 2016.

The Notice of Compliance was received on 06/07/2021.

Four (4) submissions were received during this period of Public Notification.

Submissions have been received and summarised in the below table:

Issue	Comment/Condition Number
1. Large Group occupied the premises prior to Approval	The development will be conditioned to have a maximum of eight (8) persons.
2. Parking availability limited on Woodwark Crescent	The double garage and one additional parking space on the driveway will be sufficient for the number of persons permitted within the dwelling. The property management plan will ensure that guests are advised where to park.
3. Excessive Noise, intoxicated guests and profanities	If approved, the applicant will be conditioned to have a Code of Conduct for the operational use of the development that includes the prevention of excessive noise after 9pm, in accordance with Schedule 1 or Environment Protection (noise) Policy 2019. Compliance actions will be taken against the premises if found to have breached any conditions of the development permit. Guests will not be given the password to the outdoor inbuilt speakers on the balcony.
4. Visual Pollution due to proximity to adjoining premises.	The applicant has commissioned a local company to make and fit a privacy screen on the northern boundary to assist in reducing the 'visual pollution.'

	The owners have employed a permanent gardener to manage the garden on a fortnightly basis to ensure that the aesthetics of the gardens are maintained to a high standard. Additional plants have been purchased to thicken the adjoining boundary to increase privacy in both directions.
5. Uncontrolled B&Bs are not suitable in a residential area	The applicant is undertaking a development application, and if approved will be controlled.
6. Excess rubbish in bins on the street	Applicant refutes that the bins are left out. Cleaners are instructed to always bring them back in.
7. No sign on the verge for Property Management details	The development will be conditioned to ensure a sign is on the street frontage. The applicant advised the sign is already installed.
8. Property manager not available 24/7 and police should not have to be called to the premises.	The application will be conditioned to have a site manager who will be the first responder.

6. Infrastructure Charges

6.1. Adopted Infrastructure Charges Resolution

The development does not attract an infrastructure charge.

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 3.1: Our built environment is well planned, effectively managed and protects our region's heritage and character

Outcome 3.2: Our Natural environment is valued and sustainable

Outcome 3.3: Our infrastructure supports our region's current and future needs

Alignment to Operational Plan

KPI: Development Applications are decided within statutory timeframes

Financial Implications - N/A

Risk Management Implications - N/A

Strategic Impacts - N/A

CONSULTATION

Doug Mackay – Manager Development Assessment

Public Notification 15 business days per Planning Act 2016 requirements

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

The application has been assessed against the relevant provisions of the *Planning Act, 2016* and the *Whitsunday Regional Council Planning Scheme, 2017*.

The proposal is generally in accordance with the Planning Scheme and is recommended for approval in accordance with the drawings and documents submitted, subject to reasonable and relevant conditions (**Attachment 1**).

ATTACHMENTS

Attachment 1 – Conditions of Approval

Attachment 2 – Locality Plan

Attachment 3 – Zoning Plan

Attachment 4 – Submission Map

Attachment 5 – Opposing Submissions in Full

Attachment 6 – Owner's Statement

Attachment 7 – Applicant's Response to Submissions

Attachment 8 – Correspondence from Macrossan & Amiet Solicitors dated 29.09.21

Attachment 1 - Conditions of Approval

1.0 ADMINISTRATION

- 1.1 The approved development must be completed and maintained generally in accordance with the approved drawings and documents:

Plan/Document Name	Prepared By	Plan Number	Dated
Code of Conduct	Applicant	N/A	N/A
Property Management Plan	Applicant	N/A	N/A
Fire and Emergency Plan	Applicant	N/A	N/A

- 1.2 Where a discrepancy or conflict exists between the written conditions of this approval and the approved plans, the requirements of the written condition(s) will prevail.
- 1.3 All conditions of this approval must be complied with in full to Council's satisfaction prior to the commencement of the use.
- 1.4 The applicant shall demonstrate and provide evidence that compliance with all conditions of this development approval and any other subsequent development approvals as a result of this development approval have been complied with at the time of commencement of the use.

2.0 ACCESS AND PARKING

- 2.1 A minimum of two car parking spaces must be provided on site prior to commencement of the use, with the ability to park a third car off the street.
- 2.2 On-site parking spaces must be located entirely on the site, be safe and practical to use, and enable cars to enter and exit the site without endangering pedestrians or vehicles.

3.0 OPERATING PROCEDURES

- 3.1 Prior to commencement of the use, the applicant must advise Council of the name and contact details of the appointed local property manager who will manage the operations of the development.
- 3.2 The nominated property manager must sign and provide to Council, a Statutory Declaration affirming that at all times during the operation of the Short-term accommodation, the property manager will undertake the following actions:
- Display a sign including the name of the property manager and their all-hours contact phone number. The sign is to be no larger than 0.3 square meter in sign face area, professionally made and weather-proof. For a unit, this sign can be displayed on the door of the unit. For a dwelling house, the sign must be displayed where it can be clearly read by the public.
 - Prior to the commencement of the use, inform in writing, the occupants of every neighbouring dwelling that the property has been approved for short-term accommodation and provide contact details including a 24-hour contact number.
 - Establish and maintain an accommodation register, recording names and contact details of all guests and duration of stay. The register must also include details of any complaints received and a copy of the signed acceptance of the Code of Conduct document. This register is to be provided to Council on request.
 - Prepare a Code of Conduct which must be provided to and agreed-to in writing by all adult guests prior to occupation. The Code of Conduct must include as a minimum:
 - The maximum permitted number of overnight guests on any one day;
 - A set of 'good neighbour' rules, to prevent anti-social behaviour and excessive noise after 9pm, in accordance with Schedule 1 of Environmental Protection (Noise) Policy 2019;

- iii. Information for guests, including the 24-hour contact details of the nominated property manager, on-site carparking and waste bin arrangements;
 - iv. Rules requiring eviction or forfeiture of money in the event of a significant breach of the Code of Conduct;
 - e) To meet and greet every guest prior to occupation (in person or electronically) to explain the Code of Conduct and other applicable rules.
 - f) To have a 24-hour contact number that must be answered, not with a recorded message;
 - g) To attend to any complaint about anti-social guest behaviour reported to the contact number, within 20 minutes. Agent response may include attendance by a private security firm;
 - h) To immediately evict any guests whose behaviour significantly breaches the Code of Conduct.
- 3.3 A maximum of eight (8) overnight guests (two guests per bedroom) will be permitted to stay in short-term accommodation at any one time.
- 3.4 A permanent screen shall be installed on the western end of the upper balcony to protect the privacy of the adjoining neighbour.

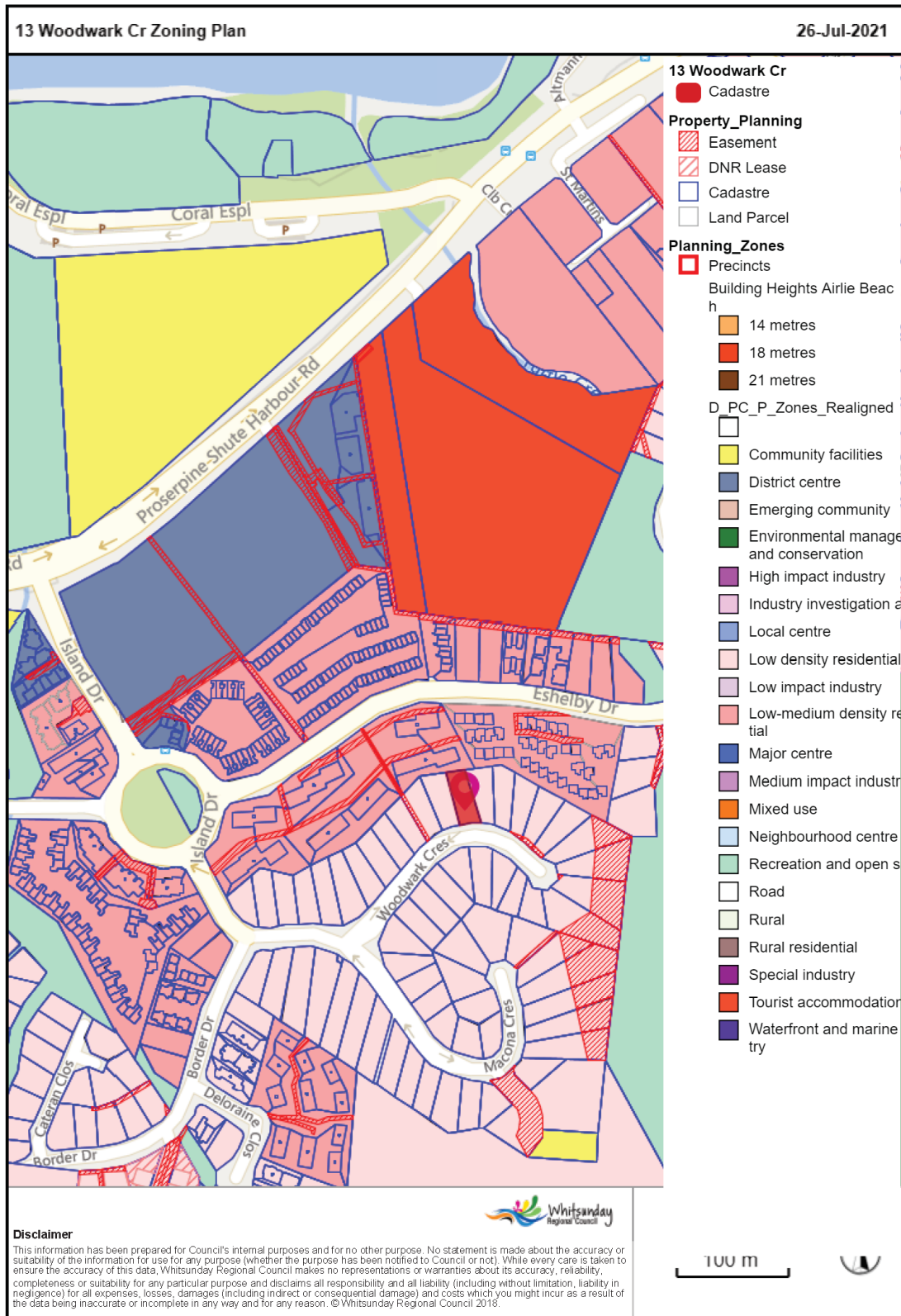
4.0 ADVICE NOTES

- 4.1 This Development Permit does not provide any explicit or implied confirmation that the premises meets the requirements of relevant fire safety legislation, building classification, body corporate rules or insurance policies. The applicant and/or operator of the Short-term Accommodation business is to conduct their own investigations and make the necessary applications and undertake required building modifications to meet their obligations under all relevant legislation
- 4.2 The applicant will lose any Owner/Occupier rating concession attached to a dwelling house or unit approved.

Attachment 2 – Locality Plan



Attachment 3 – Zoning Plan



Attachment 4 – Submission Map



Attachment 5 – Opposing Submissions in Full

Dear Sir,

RE- Material Change of Use, 13 Woodwark Cres. Cannonvale, Application 20210294

I have just received by mail a copy of the above application as is required by the Planning laws. I am objecting to this application on the following grounds:-

1. Inconvenience and disruption caused to the full time residents of this Crescent due to increased vehicular traffic and lack of a safe parking area for the extra vehicles.
2. Noise pollution caused by excessive drinking, foul language, and loud music by the temporary residents who do not have a concern for the full time residents.
3. Visual pollution caused by the temporary residents having no regard for the full time residents and relieving themselves over the handrails, jumping into the small pool provided from the upper balcony which is approx. 3.5metres above the pool and the associated noise that this creates.

This residence opened illegally on the 06.03 2021 as a B&B with these first guests. It has had at least 14 groups of people since then creating havoc and disturbance within the neighbourhood.

I have been informed that the maximum number of people is 8. On at least 7 occasions, the number of people has been in excess of this figure, up to 12 on a couple of occasions.

I have also been informed that the noise is to be kept to a minimum, with no noise after 10pm. This ruling has been broken on many occasions.

On two occasions I have submitted a letter to the Council advising that this premise is operating illegally and also complaining of the noise and excessive numbers. Has the Council prosecuted the owners who live in Melbourne and don't care about the pollution? Obviously not.

The question I ask the Council is what has been done to control these disturbances? Obviously nothing has been done.

Operating illegally? The residence is still operating without the required permits.

Excessive numbers? The residence is still operating above the required numbers on occasion.

Excessive noise? It's still happening.

The attitude of the Management company is that if there is excessive noise, then it is ok that I ring them(The Management Company), and ask that the guests quieten down. May I remind the Council that this is after 10.00pm at night. I am trying to sleep at this time and do not appreciate having to make phone calls at this hour. I have had to do this on one occasion, mostly I turn on the airconditioner, close windows etc. and put up with the noise. I do go to work at 6.00am, and I appreciate my sleep.

The loud, foul and alcohol fuelled language around the pool at all hours, day and night, is not appreciated. There is nothing worse than squealing females, testosterone enhanced male voices to disturb the neighbourhood.

May I remind the Council that this is a residential area with mothers, children, grandparents and visitors continually using the area. Uncontrolled B&Bs are not suitable in a residential area. If Managers were living on site, then the situation would not get out of control.

I notice that the majority of Resorts have Managers on site to control this type of behaviour.

B&Bs should be kept to the Commercial area of our town.

DO NOT APPROVE THIS APPLICATION.

Regards,

Allan Robinson

Resident Owner & Ratepayer

11 Woodwark Crescent
Cannonvale

Hello Council,

I have read the submission from the owners for 13 Woodwark Crescent, Cannonvale to be turned into short term accommodation. Application reference: 20210294

I MUST protest in the strongest form.

The house is a 5 bedroom home. It does not have sufficient parking onsite for the amount of bedrooms.

Since the purchase of this house at Christmas 2020 the owners have rented the home out to whoever and have had no respect to other residents in the street.

Recently they had a 22 seater bus rented from Avis. The bus was so big it could not get down the driveway and sat on the road outside. The male occupants were obviously here for a bucks night and every person in the street listened to their music and loud voices all into the early hours of the morning. Their empty and left over stubbies were abandoned in the street and left for the immediate neighbours to collect and put into their bins as the bin provided was overflowing. They stacked all their rubbish ever so neatly right next to the bin with the scrub turkeys to sift through and for the rubbish to be left on the street prior to the collection.

Our road in the Woodwark Crescent is too narrow to excess vehicles to be parked on and no consideration was given from the guests to the others in the street.

Just overnight (last night 29.6.2021) there was four cars at the residence and then a large 4wd with a boat attached on the street parked. I could not pass with my people mover van. I had to park down the street and walk home. This situation is not isolated and has occurred previously as a result of too many cars from this house. To top it off the boat and 4wd continued down to the end of the culdesac where they drove into my driveway and gouged the driveway with their bull bar and then reversed over the edge of the road on the opposite side and fell down the slope. Locals in the street know not to drive down with a trailer on the back as there is not enough room to turn around.

I own a motel in Airlie Beach. I don't live there because of the noise of the main street. Woodwark Crescent is a residential street with many business owners who want sleep.

The managing agent does not have a notice containing their contact details on the council verge. Perhaps it is displayed on the wall of the house but who will go down the driveway to the home to read a notice if there are numerous people there all fuelled up with booze onboard.

The owners have operated this house as an Air BNB since it was purchased with no permits in place and no respect was made to the bi laws of the Whitsunday Regional Council.

My ambient living in Woodwark Crescent has been totally ruined by this house being run as a short term accommodation house. We dread weekends and live with anxiousness thinking are we going to be bombarded with drunks again this weekend. A number of times we have seen spare mattresses being dragged into the premises. How can this be allowed to occur. I bet the managing agent has no idea how many people are really bunking in at this residence.

This managing agent has no control whatsoever over this property. Perhaps if they were to shift in next door or a couple of houses away they may appreciate what we are complaining about.

I chose to live in Woodwark Crescent as there were no Air BnB or holiday let homes. We are a peaceful street and this house is causing a lot of commotion to our quiet living space. Short term accommodation should NOT be allowed in quiet residential streets.

We live at 18 Woodwark Crescent, Cannonvale. I can not see the house from my home yet some nights the noise emanating from this residence caused me to have to close all my front and side windows. How the closer neighbours go I have no idea. Some nights I wish I knew where their power box was so I could turn the power off. I can not stress enough to you, this managing agent company has not idea, no interest in what is happening at this house.

I don't feel that it is up to neighbours to be the policing agent on this commercial run business. This should be controlled by council. Perhaps they should be employing a static security guard to monitor the ongoings at the residence. This is what I have to do and I run a commercial business.

Feel free to contact me or visit my residence during the weekends when this house is occupied. I also read the managing agents submission for the application, when you have the property available through all the booking agents you don't know who you are getting ie are they a large extended family or a large group of people here for fun. There is no control. And yes you can write on the description of your property that there is no parties allowed or groups but once the people are in and the party starts the damage is done for the street. And the story goes on and on.

We DO NOT WANT this property approved as a short term accommodation outlet.

Sandy & Richard Mathison
18 Woodwark Crescent

Objection to Material Change of Use – Short Term Accommodation - 13 Woodwark Crescent, Cannonvale Qld 4802

Hello,

My name is Jackie Bluck and I am the owner/resident at 12 Woodwark Crescent.

I am writing to object to 13 Woodwark Crescent, Cannonvale being used for Short Term Accommodation. During the past few months there have been multiple guests staying at the house. Most guests arrive in 2 to 3 cars, sometimes even more and lately we have seen boats and a bus and all of these are being parked on the street, which is quite narrow.

The current street parking is quite restricted therefore adding more cars due to the short term accommodation is causing a dangerous and hazardous situation.

We have even had a large bus park on the street to accommodate the 10 men for their buck's weekend. The music was extremely loud and ongoing all weekend.

Our street is very quiet and neighbour friendly and we believe that short term accommodation, is not the right location for this sort of accommodation. Both wheelie bins for number 13, are now permanently located on the street, 7 days a week, and often overflowing with waste.

I object to any licensing of this property as an Air BnB or short term accommodation. We want to know our neighbours as we all look out for each other, and we don't need random strangers staying for a few nights at a time, all year round. There are many hotels and motels that are struggling, who pay for short term accommodation licences, therefore it would make more sense to fill these first before allowing for residential houses to become short term accommodation. There is also very limited residential rental properties available in the Whitsundays, therefore it would make more sense for the owners to list this property as a permanent long term rental.

Your careful consideration in this matter is much appreciated.

Kind Regards

Jackie Bluck
12 Woodward Crescent
Cannonvale

Good morning Neil,

I know there is an address on the board outside 13 Woodward Cres, Cannonvale for us to voice any concerns but I could not read or get near the sign this morning to grab the address (see photos), there was also another ute parked opposite so getting through wasn't easy. The residents of Woodward Crescent who have boats ALWAYS ensure they are not disrupting the traffic and I am sure the Agents responsible for this home really don't care as long as they get bookings.

I just want to reiterate my concerns from my previous email.

Please forward this onto the relative department and I look forward to a positive outcome for the neighbours of Woodward Crescent.

Kind regards,
Trisha Jandt

Attachment 6 – Owner’s Statement

Change of use planning application number 20210294. 13 Woodwark Crescent, Cannonvale, Statement from owners Graham and Fiona Turner

Thank you for considering our application for a change of use for our property in Woodwark Crescent. We note the 3 submitted objections to this application and would like to respond to these.

When we purchased the property we purchased it as a long-term investment, somewhere to move to permanently within the next 5-10 years. In the short term, we plan to use the property as a holiday destination for family and hoped to run it as a short-term holiday let through a local managing agent.

Michelle Lange of Whitsunday Holiday Rentals was recommended to us, and we chose her to manage our property as we could see that she has a well-established business managing executive properties like ours. Michelle and her team demonstrated a commitment to looking after our property as if it were their own and for having a strong focus on the type of guest that they allow to stay.

We have put in place the following measures to ensure that our property is booked by clientele suitable for the location and to afford our neighbours as much privacy as possible from our guests.

- Advertising the property as suitable for 8 even though the property comfortably accommodates 12
- Placed an age restriction to group bookings
- Encouraged family bookings in the property description
- Vetted and cancelled bookings of guests who we feel are not appropriate
- Booked Airlie Sail and Shade to make and fit a privacy screen to the left of our balcony deck, to increase the privacy of our neighbour at no 11
- Retained the services of WhitPro Gardening to manage our garden on a fortnightly basis to ensure that the aesthetics of our garden (which our neighbours can see) are maintained
- Purchased additional plants to thicken the border between us and our neighbour at no 11 to increase privacy
- Refrained from giving the password to inbuilt speakers on the balcony deck to our guests

We take our responsibilities as owners very seriously and have immediately responded to any concerns that have been raised by our neighbours and any recommendations that have been made by Michelle. We are committed to ensuring that our house can be enjoyed by visitors to the Whitsundays and that our neighbours can live in a normal residential environment and would be happy to receive any additional recommendations that the Council may have to help us achieve this.

Thank you for considering our response.

Dr Graham and Mrs Fiona Turner

Attachment 7 – Applicant’s Response to Submissions

Whitsunday Holiday Rentals – Response to Submissions – 13 Woodward Crescent, Cannonvale

Parking: *Extra cars at the property.*

At Meet & Greets conducted by Whitsunday Holiday Rentals (WHR) there have never been extra cars parked on the street. If it has happened, it is without our knowledge nor has it been brought to our attention by any residence in the area. This property has clear instructions around parking. 2 only car spaces are available, an additional car can only be parked in the driveway and NOT on the street. See Clause 5 of our Code of Conduct attached.

In one complaint sent to council from T Jandt Thursday 1st July 2021 it included a photo of a boat parked outside 13 Woodward Cres. A copy was emailed to WHR and as it turned out this boat was not associated with the current guests as they had no form of transport during their stay choosing to rely on taxis. This street is full of off-street parking by owner-occupiers and visitors who sometimes park where they can, including boats, large work vehicles and a food van.

Noise: *Loud music etc*

WHR has been notified ONE time only of a noise complaint by Alan Robinson on 17th May 2021. (see attached complaints register) WHR called the guests immediately and they turned it down. I contacted Mr Robinson at 10:14pm and advised him they had turned the music down. Mr Robinson’s response was that it is not his responsibility to contact us and Holiday Let properties should not be allowed in a residential area. I have not been contacted by Mr Robinson since nor any other neighbour regarding any concerns they have. If I was contacted, I would have done 1 of 2 things. 1. Shut it down or 2. Issued a 20min vacate instruction. See Clause 2,3 & 4 of our Code of Conduct attached.

The deck area has installed Bluetooth ceiling speakers on the deck area which we have disconnected so guests cannot use them.

A guest is entitled to reasonable peace, comfort and privacy, and must be able to make full use of their property; this is called quiet enjoyment. It does not necessarily mean 'no noise'.

It is an offence for a property manager/owner to interfere with a guests reasonable peace, comfort and privacy.

However, the guest is required to respect their neighbours' right to peace, comfort and privacy.

If a neighbour believes the guest is interfering with their quiet enjoyment of their home we request they contact Whitsunday Holiday Rentals. Our Property Managers will attend the property immediately no matter what time of the day or night it is.

WHR encourages Neighbours to contact them should they be disturbed during the guests stay especially during the “quiet hours” of 9pm 8am” This procedure when used works perfectly and quickly as sometimes guests just need a gentle reminder. We cannot stress enough how important it is to contact us immediately as we can shut this down and everyone gets a good nights sleep. If we are not contacted we are unable to address any issues.

“See attached Whitsunday Holiday Rentals Code of Conduct”

Wheelie Bins: *Left on kerbside*

Cleaners are instructed to put bins out and bring them back in. I do not agree that they are left out for 7 days. One of the cleaners lives in the same street and attends to the bins as they do their own.

Drive-by Surveillance Procedures

Drive-by after 6pm & 10pm of all properties on Fri, Sat & Sun nights

Surveillance Camera

WHR encourages all Owners to install surveillance cameras at the driveway of properties. Guests are advised of cameras that are onsite at time of booking and that they are monitoring the driveways ONLY and NOT recording any area that would be considered "private" Whitsunday Holiday Rentals have reached out to Whitsunday Police in relation to the laws around surveillance cameras

WHR contact - Phone

WHR phone is available 24/7 should any of these issues/concerns in this submission had been brought to our attention we would have immediately investigated, shut it down, moved cars, evicted guests or done whatever was needed to ensure a quiet peaceful environment. Our goal at WHR is to have everyone enjoy and feel comfortable where they live.

At no time were police called to 13 Woodwark Cres Airlie Beach to address excessive noise.

At WHR we take our role as Property Managers for Short Term Holiday Let very seriously and have continued to worked closely with Whitsunday Regional Council to ensure best practice when it comes to Short Term Accommodation. Over the last 3 years we have continued to improve our procedures and implemented strategies that have kept complaints to a minimum and strengthen our reputation with Owners and the community. We understand that sometimes we are working in a sensitive space and as such will put measures in place that, at the end of the day works for everyone. An example of this is a property we have at Botanica Estate which we consider a sensitive space and as such has it's own set of procedures and body corporate rules that we follow to ensure the quiet enjoyment of the neighbours within the estate. Should 13 Woodwark Cres come under sensitive space or have special conditions attached to this MCU application we will work within these conditions.

Our objective is to nurture and preserve tourism while ensuring everyone enjoys and feels comfortable where they live. This is clearly been demonstrated through our cancellations list (see attached) showing bookings that we believe have not been a good fit, totalling 11 cancelled bookings valued at \$32,461.17. This is hardly an agency that is just putting in any groups without regard to Council Rules or respecting the Neighbours peaceful environment. I am happy to discuss or expand on any of above should Whitsunday Regional Council require further information or clarification.

Kind Regards
Michelle Lange
Owner/Manger
Whitsunday Holiday Rentals

Attachment 8 – Correspondence from Macrossan & Amiet Solicitors dated 29.09.21

MACROSSAN & AMIET
S O L I C I T O R S

Address: 55 Gordon Street, Mackay QLD 4740
Postal: PO Box 76, Mackay QLD 4740

Director: Stuart Naylor
Phone No: 07 4944 2000
Email: snaylor@macamiet.com.au
Facsimile No: 07 4957 3346
Our Ref: SGN:DJB:2214019

29 September 2021

By Email: James.McEvoy-Bowe@whitsundayrc.qld.gov.au

Attention: James McEvoy-Bowe
Planning Department
Whitsunday Regional Council
PO Box 104
PROSERPINE QLD 4800

Dear Sir,

RE: F & G TURNER – DA APPLICATION 2021/0294

We act on behalf of Graham and Fiona Turner in this matter.

We are instructed to advise that our client's will not agree to any further extension of time for their development application to be determined beyond the current extension until the 8th of October 2021.

Our clients consider that their application should be determined in accordance with the Planning scheme and not placed on hold indefinitely in case Council decides to implement some policy change. Our clients are entitled to have their application assessed against the current planning scheme.

It is unclear exactly what Council intends to reconsider but if it relates to the documents you provided to our clients in your email of 22 September 2021 then any changes would be entirely irrelevant to the assessment of our clients' application.

For the reasons already accepted by Councils planning department in support of the recommendation for approval with conditions, the application should be approved.

Further, the application should be approved because it aligns with the *Mackay, Isaac and Whitsunday Regional Plan 2012* ("Regional Plan").

Part B of the regional plan recognises the town of Airlie Beach as a 'tourism-focused centre', a 'significant tourist destination', a 'popular tourist destination' and a 'gateway to the Whitsunday Islands and parts of the Great Barrier Reef'.



Directors
JJ Formosa, LLB
DI Bekac, BCom, LLB Acc. Spec (Pens It)
AJ Telford, LLB
SG Naylor, BCom, LLB
SM Sticklein, LLB Acc. Spec (Pens. Law)
PA Formosa, LLB
CE Roberts, LLB (Hons), BBus (Accy)

Consultants
GC Paterson, LLB
PJ Carroll, LLB

Mackay | Whitsunday | Proserpine

www.macamiet.com.au

Liability limited by a scheme approved under professional standards legislation

The proposed development is an urban use which is included in the defined activity group of 'Accommodation activities' under the planning scheme. The proposed development is for a tourism purpose which in turn supports Airlie Beach, a town focused on tourism as described above.

Further, the proposed development is consistent with the following assessment benchmarks under the Whitsunday Planning Scheme 2019 ("Planning Scheme").

The proposed development:

- (a) Meets the Strategic Framework Strategic Intent 3.2(2) in that it supports the major township of Airlie Beach and contributes to housing diversity;
- (b) Meets the Strategic Framework Strategic Intent 3.2(3) in that it supports development of a key economic sector, being tourism;
- (c) Meets the Strategic Framework Strategic Outcome 3.2.1.1 in that it supports the resilience of Airlie Beach as a tourism destination by building capacity in the provision of short-term holiday housing;
- (d) Meets the Strategic Framework Land Use Strategy 3.2.1.2(1) in that it is an urban use located in the established urban area of Airlie Beach;
- (e) Meets the Strategic Framework Strategic Outcome 3.2.2.1(1) in that it enhances the wealth creating potential and use of residential accommodation in the key sector of tourism and positively contributes to the economic resilience of that sector;
- (f) Meets the Strategic Framework Land Use Strategy 3.2.2.2(7) in that it is a low intensity and small-scale tourist accommodation use located at Airlie Beach;
- (g) Meets the overall outcome 6.2.8.2(3)(a) of the Low density residential zone code in that it provides for a greater variety and choice in accommodation for holidaymakers;
- (h) Meets the overall outcome 6.2.8.2(3)(b) of the Low density residential zone code in that it is a form of 'Accommodation activity' that is not specifically excluded from occurring in the zone and is compatible with the prevailing scale and residential character of surrounding development;
- (i) Meets the overall outcome 6.2.8.2(3)(e) of the Low density residential zone code in that it will utilise an existing dwelling house;
- (j) Meets the overall outcome 6.2.8.2(3)(f) of the Low density residential zone code in that it will present as an attractive, open and low density form of urban residential living for holidaymakers;
- (k) Meets the overall outcome 6.2.8.2(3)(j) of the Low density residential zone code in that it will present as a dwelling house and will not change the residential character of Woodward Crescent.

There are no issues of non-compliance with the planning scheme. There is ample planning need for this type of use. Council has already effectively set a precedent with approval of

numerous similar applications and has published guidelines to assist in making short term accommodation use development applications.

Our client's look forward to Councils favourable determination of their application.

Yours faithfully,
MACROSSAN & AMIET



14. Development Services

14.2 20200299 - REQUEST FOR NEGOTIATED DECISION NOTICE - DEVELOPMENT PERMIT 20200299 FOR RECONFIGURATION OF A LOT - ONE (1) INTO FOUR (4) LOTS - 1-21 CENTRAL AVENUE CANNONVALE - WHITSUNDAY COMMERCIAL CENTRE C/- VISION SURVEYS

AUTHOR: Neil McGaffin – Director Development Services

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council resolve to approve the Request for a Negotiated Decision Notice for the Development Permit for Reconfiguration of a Lot - One (1) Lot into Four (4) Lots (20200299) lodged by Whitsunday Commercial Investments Pty Ltd As TTE & Whitsunday Commercial Centre Pty Ltd As TTE C/- Vision Surveys (QLD) on land described as L: 2 SP: 310407, 1-21 Central Avenue Cannonvale with the following conditions:

- a) **Condition 1.1:** The approved development can be undertaken in stages to facilitate the creation of one (1) or more lots at a time and must be completed and maintained generally in accordance with the approved drawings and documents;
- b) **Condition 1.6:** The thin strip of land at the end of Central Avenue shall be created as road reserve and transferred to Council with the creation of the first stage.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

BACKGROUND

Council approved a development application for a Development Permit for Reconfiguration of a Lot - One (1) Lot into Four (4) Lots, located at 1-21 Central Avenue Cannonvale, subject to conditions on 25 August 2021. The approval required the dedication of a strip of land (part of Lot 4) as road reserve at the end of the cul-de-sac in Central Avenue.

REQUEST

This Negotiated Decision Notice request seeks to stage the development so that allotments can be released one lot at a time and tie the dedication of road reserve to the creation of Lot 4. A development application is currently being processed for retail showrooms on Lot 1.

The requested condition changes are as followed:

Condition 1.1: The approved development can be undertaken in stages to facilitate the creation of one (1) or more lots at a time and must be completed and maintained generally in accordance with the approved drawings and documents.

Condition 1.6: The thin strip of land at the end of Central Avenue shall be created as road reserve and transferred to Council with the creation of proposed Lot 4.

REPORT

Whilst Council officers support the staging of the development, the dedication of the strip of land to commensurate with the creation of Lot 4 is not. Development Assessment would support the conversion to road reserve with the creation of Lot 1, however this may remove some of the applicant's benefit and purpose for staging the development permit.

It is recommended that condition 1.1 amendment request be supported, and condition 1.6 be revised to include 'with the creation of the first stage' and not 'with the creation of proposed lot 4'.

The applicant does not agree with the recommended variation to condition 1.6

STATUTORY/COMPLIANCE MATTERS

Planning Act 2016

STRATEGIC IMPACTS

Alignment to Corporate Plan

Objective 4: Process all statutory applications within statutory timeframes.

Alignment to Operational Plan

Outcome 3.1.1.3: Development Applications are decided within statutory timeframes.

Financial Implications – N/A

Risk Management Implications – N/A

Strategic Impacts – N/A

CONSULTATION

Doug Mackay – Manager Development Assessment

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

That Council resolve to approve the Request for a Negotiated Decision Notice for the Development Permit for Reconfiguration of a Lot - One (1) Lot into Four (4) Lots lodged by Vision Surveys (QLD) on behalf of Whitsunday Commercial Investments Pty Ltd As TTE & Whitsunday Commercial Centre Pty Ltd As TTE with condition 1.1 amendment as requested and condition 1.6 revised to include 'with the creation of the first stage'.

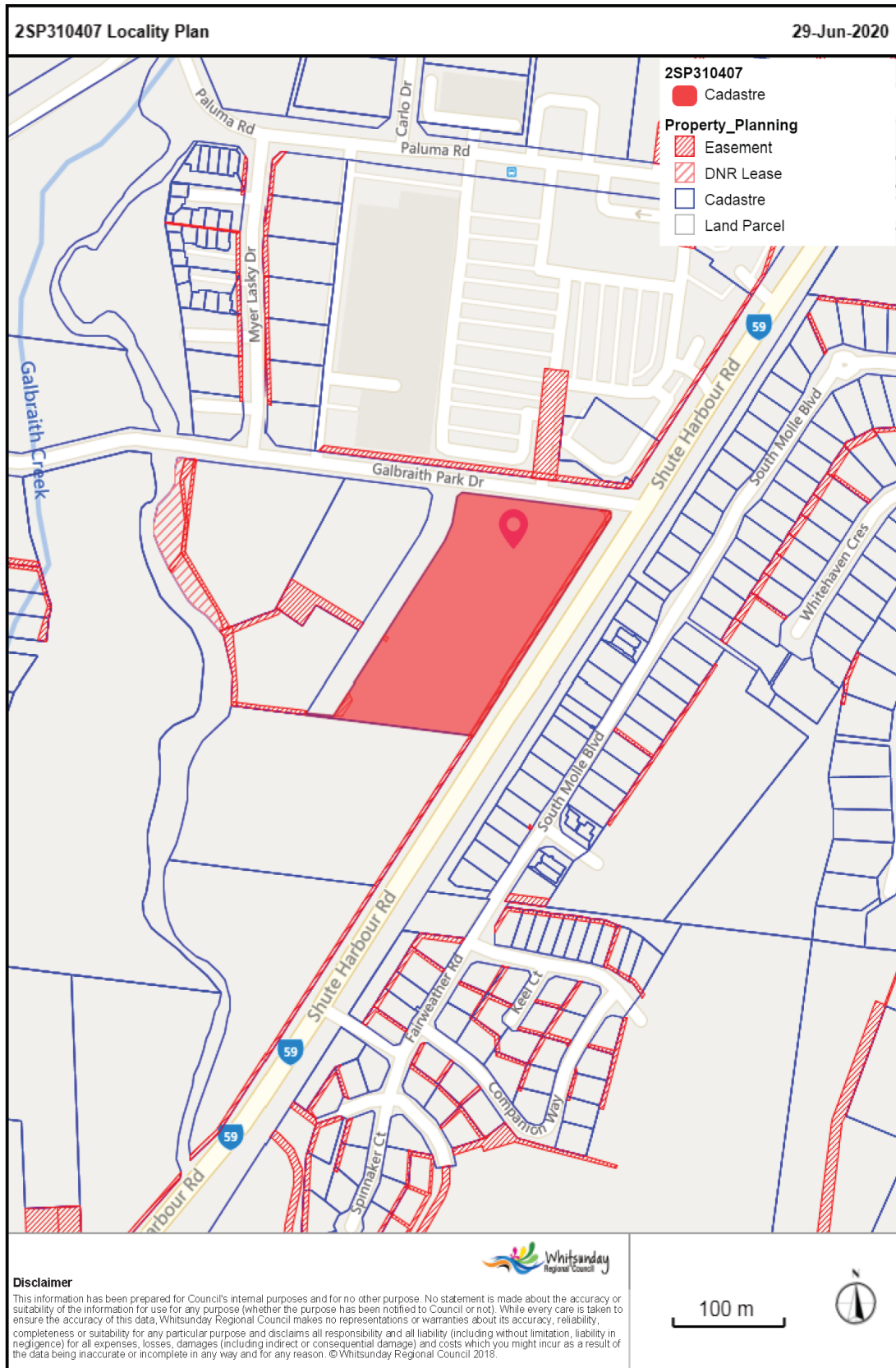
ATTACHMENTS

Attachment 1 – Locality Plan

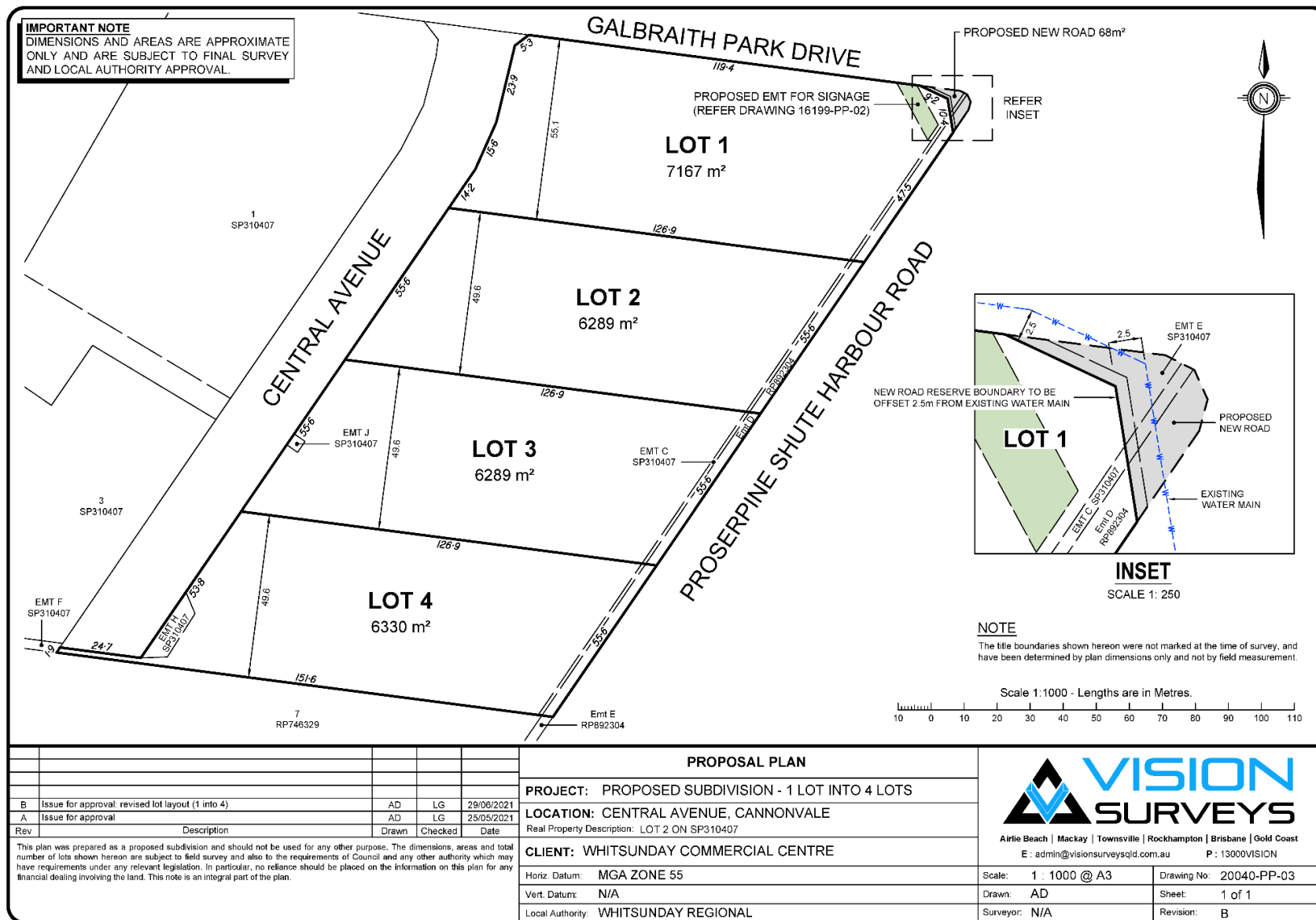
Attachment 2 – Proposal Plan

Attachment 3 – Slither of Land

Attachment 1 – Locality Plan



Attachment 2 – Proposal Plan



Attachment 3 – Slither of Land



14. Development Services

14.3 20210518 - DEVELOPMENT PERMIT FOR RECONFIGURATION OF A LOT (BOUNDARY REALIGNMENT) THREE (3) LOTS INTO THREE (3) LOTS L: 1 RP: 715187, L: 1 RP: 714524, L: 5 RP: 838625 - G J BENNETT & M W BENNETT C/- WYNNE PLANNING AND DEVELOPMENT PTY LTD

AUTHOR: Artiqua Harrison – Planner

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council refuse the application for Development Permit for Reconfiguration of a Lot (Boundary Realignment) Three (3) Lots into Three (3) Lots, made by G J Bennett & M W Bennett C/- Wynne Planning and Development, on L: 1 RP: 715187, L: 1 RP: 714524, L: 5 RP: 838625 and located at Wrights Road and Bennett Road Strathdickie, on the following grounds:

- a) **The proposal is not consistent with the State Planning Policy in respect of fragmentation of Agricultural Land Classification (ALC) Class A and Class B land;**
- b) **The proposal is not consistent with the Mackay, Isaac and Whitsunday Regional Plan in respect of rural residential development in an area which is not identified as a rural living area, compromising the intent of the regional plan to protect productive agricultural land;**
- c) **The proposal conflicts with the Whitsunday Regional Council Planning Scheme 2017 and cannot be conditioned to comply. Specifically:**
 - i. **The Rural zone is the correct zone for this site, being the default zone for the majority of the planning scheme area which is not included in an urban zone;**
 - ii. **The predicted demand and supply of rural residential land within the planning scheme area was modelled by the WRC Urban Growth Study and adequate land is zoned to accommodate predicted demand;**
 - iii. **The proposal is not consistent with the Rural Zone code, which specifies a minimum lot size of 100 hectares;**
 - iv. **The proposal is not consistent with the agricultural land overlay, which does not support fragmentation of land.**

The following report has been submitted for inclusion into Council's Ordinary Council Meeting to be held on 13 October 2021.

SUMMARY

This is an Impact Assessable application to reconfigure three (3) rural allotments into three (3) allotments at Wrights Road and Bennett Road, Strathdickie. All three of the lots are currently used collectively for agricultural purposes (cropping). In the Rural Zone the minimum lot size is 100 hectares. The current lot sizes are:

L: 1 RP: 714524 – 8.157 Ha

L: 1 RP: 715187 – 1.851 Ha

L: 5 RP: 838625 – 14.78 Ha

The proposed lot sizes are:

Lot 1 – 12.37 hectares

Lot 2 – 6.21 hectares

Lot 3 – 6.21 hectares

Although no additional lots are being created, the proposed configuration of boundaries splits the existing large southern lot of 14.78 hectares to include parts of all three proposed lots. The application material states that the cropping purposes will cease in time as a result of the reconfiguration. The impact of such a proposal is likely to fragment rural land and/or disable the future use of the land for agricultural purposes. The lot is included in the Agricultural Land Overlay and is surrounded predominantly by other rural allotments, and therefore is not considered orderly development. The application attracted one submission from a neighbouring resident. The proposal is recommended for refusal due to non-compliance with the benchmarks set by the Planning Scheme and State Planning Policy.

PURPOSE

Development Applications requiring decisions which are outside the Council officer delegated authority require Council consideration.

BACKGROUND

There is no previous Council decision relating to this matter.

STATUTORY/COMPLIANCE MATTERS

Planning Act 2016

ANALYSIS

Council has received the following Development Application, which has been assessed against the provisions of the relevant legislation as reported below.

1. Application Summary

Proposal:	Development Application for Reconfiguring a Lot (Boundary Realignment) – Three (3) lots into Three (3) lots
Landowner	G J Bennett & M W Bennett
Property Address:	Wrights Road & Bennett Road Strathdickie
Property Description:	L: 1 RP: 714524 L: 1 RP: 715187 L: 5 RP: 838625
Area of Site:	L: 1 RP: 714524 – 8.157 Ha L: 1 RP: 715187 – 1.851 Ha L: 5 RP: 838625 – 14.78 Ha
Planning Scheme Zone:	Rural
Level of assessment	Impact Assessable
Overlays:	Acid Sulfate Soils; Agriculture Land; Environmental Significance (Lot 5 only); Infrastructure; and Flood Hazard.
Existing Use:	Rural use (cropping)

Existing Approvals:	Nil
Public Notification:	26/08/2021 / 20/09/2021
Submissions received:	One (1) not properly made submission
State referrals:	Nil
Infrastructure charges:	Nil

2. Site Details

2.1. Location

The reconfiguration of a lot is located on L: 1 RP: 714524 , L: 1 RP: 715187 and L: 5 RP: 838625

2.2. Zoning

Under the Whitsunday Regional Council Planning Scheme 2017 the three sites are zoned Rural.

2.3. Site description – topography, vegetation, drainage

All three of the sites are currently used for cropping purposes and are largely within the predicted AEP1% (Q100) flooding area.

2.4. Access

Driveway access for proposed Lots 2 and 3 are designed to be located off Bennett Road. Driveway access for proposed Lot 1 is designed to be located off Wrights Road. All driveways will be required to be designed and constructed as to comply with Council standards.

2.5. Surrounding uses

North – Rural land and rural residential land

East – Rural land

South – Rural land

West – Rural land and rural residential land

3. Proposal Details

This development application aims to facilitate the rearrangement of three (3) rural allotment boundaries, all proposed lots are beneath the minimum lot size of the Rural Zone which is 100ha.

The proposed lot sizes are:

Lot 1 – 12.37 hectares

Lot 2 – 6.21 hectares

Lot 3 – 6.21 hectares

Although no additional lots are being created, the proposed configuration of boundaries will reduce the area of land for agricultural purposes and result in three large house lots.

As the subject allotments are currently used for cropping, there are no existing access points to the properties. The three proposed access driveways will be required to be designed and constructed to comply with Council's standard.

4. Planning Assessment

The application has been assessed against the relevant provisions of the *Planning Act, 2016* and the *Whitsunday Regional Council Planning Scheme, 2017*.

The proposal is recommended for refusal due to the following inconsistencies with the Planning Scheme, which cannot be satisfactorily conditioned to comply:

- a) The proposal is not consistent with the State Planning Policy in respect of fragmentation of Agricultural Land classification (ALC) Class A and Class B land;
- b) The proposal is not consistent with the Mackay, Isaac and Whitsunday Regional Plan in respect of facilitating rural residential development in an area which is not identified as rural living area, compromising the intent of the regional plan to protect agricultural land;
- c) The proposal conflicts with the Whitsunday Regional Council Planning Scheme 2017 and cannot be conditioned to comply. Specifically:
 - i. The Rural zone is the correct zone for this site, being the default zone for the majority of planning scheme area which is not included in an urban zone;
 - ii. The predicted demand and supply of rural residential land within the planning scheme area was modelled by the WRC Urban Growth Study and adequate land is zoned to accommodate predicted demand;
 - iii. The proposal is not consistent with the Rural Zone Code, which specifies a minimum lot size of 100 hectares;
 - iv. The proposal is not consistent with the agricultural land overlay, which does not support fragmentation of land.

4.1. State Assessment and Referral Agency (SARA)

The application was not referable.

4.2. State Planning Policy – July 2017

The Whitsunday Regional Council Planning Scheme, 2017 has been assessed by the State government to adequately reflect State interests included in the State Planning Policy 2017. As this development application proposes development not in accordance with the Scheme, the following State interest is applicable.

State Interest – Economic Growth – Agriculture

The subject allotment is identified on the Scheme's Agricultural Land Overlay Map (AL-08), having Class A and Class B classification.

The State Planning Policy identifies that "Agricultural Land Classification (ALC) Class A and Class B land is protected for sustainable agricultural use by:

- a) *Avoiding fragmentation of ALC Class A or Class B land into lot sizes inconsistent with the current or potential use of the land for agriculture;*

- b) *Avoiding development that will have irreversible impact on, adjacent to, ALC Class A or Class B land; and*
- c) *Maintaining or enhancing land conditions and the biophysical resources underpinning ALC Class A or Class B land.”*

The proposed development conflicts with this State Interest. The creation of permanent infrastructure, associated with reconfiguration of a lot, will likely result in the fragmentation of agricultural land and impede using the land for future rural uses.

The applicant states that the land is not located in a suitable area to continue the current agricultural use. This is not supported, as the land has been and is currently farmed.

Mackay Isaac and Whitsunday Regional Plan – February 2012

The proposal will allow for further residential development in an area which is not identified as a Rural Living Area in the MIW Regional Plan. The purpose of the Rural Living Area in the regional plan is to prevent further fragmentation of productive agricultural land, by concentrating rural residential development in the identified areas within the plan. The continued loss of good quality agricultural land and strategic cropping land has the potential to reduce the future capacity and viability of the agricultural industry and associated rural support industries. The proposal does not demonstrate a need to compromise the intent of the regional plan to protect productive agricultural land.

4.3. Whitsunday Regional Council Planning Scheme, 2017

4.3.1. Strategic Framework

The proposed development does not align with the Strategic Frameworks for the reasons identified in the Strategic Intent assessment.

4.3.2. Strategic Intent

Liveable communities and housing

(7) Rural residential areas will continue to occur on the fringes of urban areas and will generally not expand into adjacent rural areas

The proposal will effectively create three large rural residential lots in the rural area. realignment of boundaries to this extent is not considered orderly development.

Economic Growth

(1) Agricultural land (including stock routes) and existing Rural activities are protected and diversified with Rural activities being intensified in areas to the west of Collinsville, along the Bowen River, west and south-west of Proserpine and between Gumlu and Bowen. The long-term viability of this agricultural land is enhanced through sustainable land management practices, the use of new technology and the improvement and expansion of supporting infrastructure, such as water storage and irrigation infrastructure.

The proposed realignment allows for the fragmentation of rural land. The application states that the land is apparently not suitable to continue and sustain the current agricultural use (cropping). The collective land could be investigated for other rural sustainable uses, other than cropping. The requirement of the Council through the Mackay Whitsunday Regional Plan 2012 and Whitsunday Planning Scheme is to protect and retain agricultural land for current and future uses. The proposed realignment will

likely result in the individual sale of each of the proposed lots, diminishing the overall area in production.

4.3.3. Overlay Codes

4.3.3.1. Agricultural Land Overlay

The proposed development conflicts with the Agricultural Land Overlay. The application states that the premises is unsuitable to sustain the current agricultural use and is more suitable for smaller scaled hobby farming but does not provide an investigation into what is considered 'viable agriculture'. Regardless, the consequences of allowing rural residential development on rural land is that it introduces permanent infrastructure that fragments rural land, permanently making future agricultural uses not possible.

4.3.3.2. Flood Hazard Overlay

All three of the proposed lots are significantly constrained by AEP1% (Q100) Flood levels. The application states that the resulting configuration provides drainage easements in favour of Council, capturing discharged and excess runoff. The current configuration allows for clear flow through of flood paths, being a large Rural farm. An easement could be conditioned to ensure any dwellings and associated ancillary future uses are not developed within the floodplain extent.

4.3.3.3. Environmental Significance Overlay

The site is included within the Environmental Significance Overlay. There is Category R (reef/regrowth) corridor on the land associated with the watercourse. As the site is currently productive agricultural land, the waterway functions more as an irrigation channel which was cleared for agricultural purposes. Clearing in these circumstances needs to be in accordance with the *Vegetation Management Act 1999* which has a number of exemptions for agricultural uses.

4.3.3.4. Infrastructure Overlay Code

Lot 1 RP: 715187 is subject to the Infrastructure Overlay along the Wrights Road frontage for a major electricity buffer. Any further operational works or material change of use applications that may arise will determine that development is compatible with and does not adversely affect any electricity infrastructure.

4.3.4. Rural Zone Code

4.3.4.1. Overall outcomes

The purpose of the Rural Zone is to provide for a wide range of Rural activities and limited range of non-rural activities which complement or provide a service to rural areas. The proposal will potentially remove the site's capability of providing future rural activities.

4.3.5. Development Codes

4.3.5.1. Reconfiguring a Lot Code

The proposed development is inconsistent with the Reconfiguring a Lot Code. The proposal is unable to meet the Performance Outcomes of the code whereby it does not meet the minimum lot size of the 100ha listed within the code, it is unable to maintain the productive use and amenity of rural land and is not compatible with the preferred character of the zone.

4.3.5.2. Infrastructure Code

A supplementary effluent report has demonstrated that on-site effluent can be accommodated. In addition, there is space for the appropriate number of water tanks which is to be resolved at future building works stage. The land is capable of connection to electricity and mobile phone coverage exists in the locality.

4.3.5.3. Landscaping Code

Landscaping does not form part of this Development Application.

4.3.5.4. Excavation and Filing Code

All driveways will be required to be designed and constructed as to comply with Council standards. A Development Permit for Operational Works (External Access and Erosion Prevention and Sediment Control) will be required prior to commencement of work on site.

4.3.5.5. Transport and Parking Code

Driveway access for proposed Lots 2 and 3 are designed to be located off Bennett Road. Driveway access for proposed Lot 1 is designed to be located off Wrights Road. All driveways will be required to be designed and constructed as to comply with Council standards.

5. Public Submissions

The development application was placed on public notification between 26/08/2021 and 20/09/2021 in accordance with the relevant provisions of the Planning Act 2016. The Notice of Compliance was received on 23/09/2021. One (1) Not Properly Made submission was received during this period of Public Notification.

The submission has been received and summarised in the below table:

Issue	Comment/Condition Number
1. The proposed configuration may result in an intensification of the land compromising native wildlife and habitats, in particular the endangered Proserpine Rock Wallaby. The introduction of domestic animals may harm endangered species.	The proposed configuration of boundaries will allow for easier sale of each block and residential development on each of the lots, potentially intensifying a non-conforming use. The application has been assessed on its merits and has been recommended for refusal for the reasons identified in the report.

6. Infrastructure Charges

6.1. Adopted Infrastructure Charges Resolution

The following is a breakdown on the Infrastructure Charges for the development:

Adopted Charge				
Type of Development	Development Category	Demand Unit & Qty	Charge Rate*	Adopted Charge
ROL	Residential	3	\$30,226.70	\$90,680.10
<i>Total Adopted Charge</i>				\$90,680.10
Credit				

Type of Development	Development Category	Demand Unit & Qty	Charge Rate*	Discount	Total Credit
Existing	Residential	3	\$30,226.70	100%	\$90,680.10
<i>Total Credit</i>					\$90,680.10
Total Levied Charge					\$NIL

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 3.1: Our built environment is well planned, effectively managed and protects our region's heritage and character.

Response: The proposal does not constitute sound town planning and contravenes this objective.

Outcome 3.2: Our Natural environment is valued and sustainable

Outcome 3.3: Our infrastructure supports our region's current and future needs.

Alignment to Operational Plan

Outcome 3.1.1.3: Development Applications are decided within statutory timeframes

Financial Implications – N/A

Risk Management Implications – May set a precedence for rural boundary realignments that have potential to result in rural residential development without any sustainable planning reasons.

Strategic Impacts – N/A

CONSULTATION

- Doug Mackay – Manager Development Assessment
- Adam Robins – Technical Officer Engineering Assessment
- Leonie Meurant – Strategic Planner

Public notification for 15 business days per Planning Act 2016 requirements for Impact Assessment.

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

The application has been assessed against the relevant provisions of the *Planning Act, 2016* and the *Whitsunday Regional Council Planning Scheme, 2017*.

The proposal is recommended for refused due to the following inconsistencies with the Planning Scheme, which cannot be satisfactorily conditioned to comply:

- a) The proposal is not consistent with the State Planning Policy in respect of fragmentation of Agricultural Land Classification (ALC) Class A and Class B land;

- b) The proposal is not consistent with the Mackay, Isaac and Whitsunday Regional Plan in respect of rural residential development in an area which is not identified as a rural living area, compromising the intent of the regional plan to protect productive agricultural land;
- c) The proposal conflicts with the Whitsunday Regional Council Planning Scheme 2017 and cannot be conditioned to comply. Specifically:
 - I. The Rural zone is the correct zone for this site, being the default zone for the majority of the planning scheme area which is not included in an urban zone;
 - II. The predicted demand and supply of rural residential land within the planning scheme area was modelled by the WRC Urban Growth Study and adequate land is zoned to accommodate predicted demand;
 - III. The proposal is not consistent with the Rural Zone code, which specifies a minimum lot size of 100 hectares;
 - IV. The proposal is not consistent with the agricultural land overlay, which does not support fragmentation of land.

ATTACHMENTS

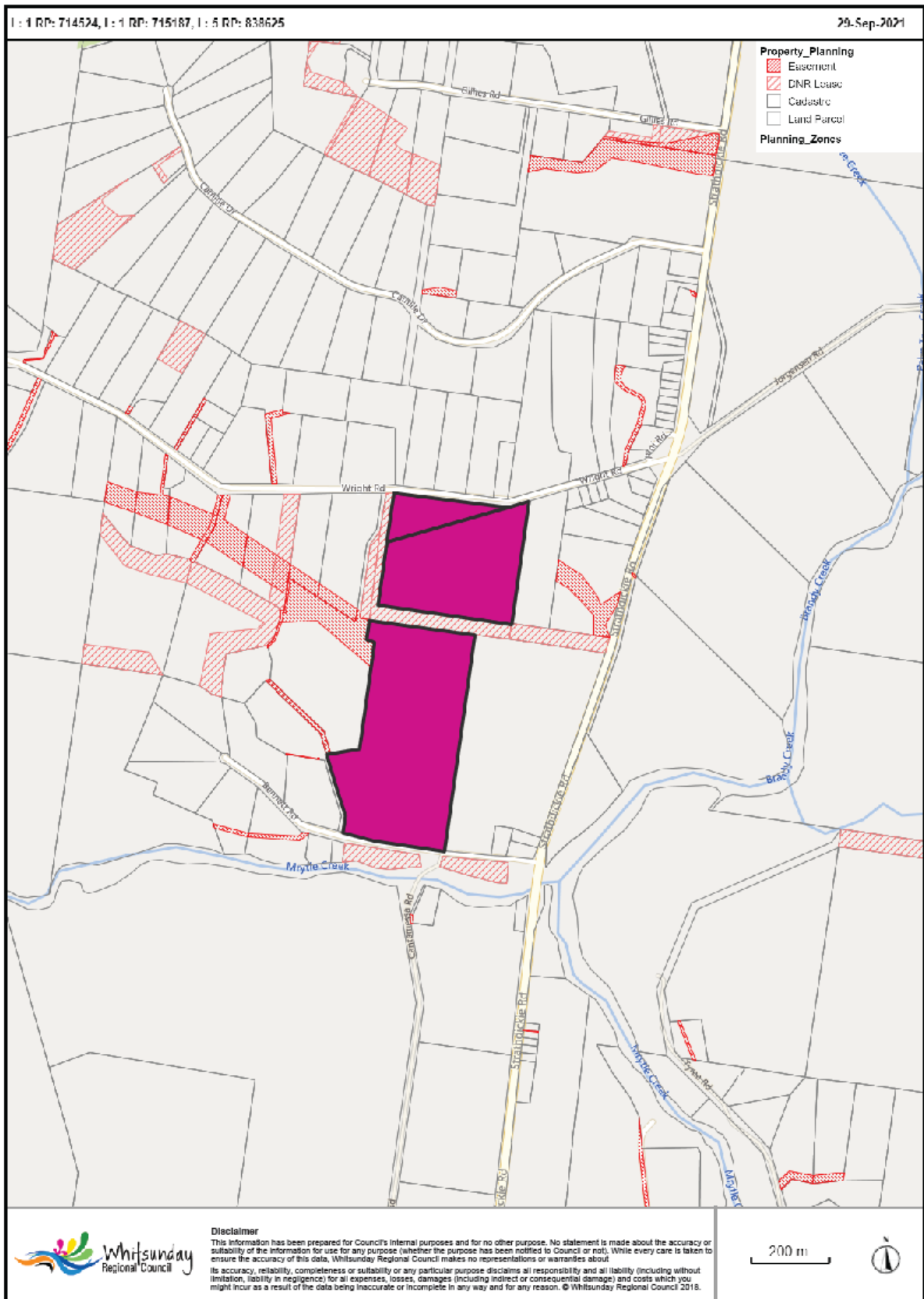
Attachment 1 – Locality Plan

Attachment 2 – Zoning Plan

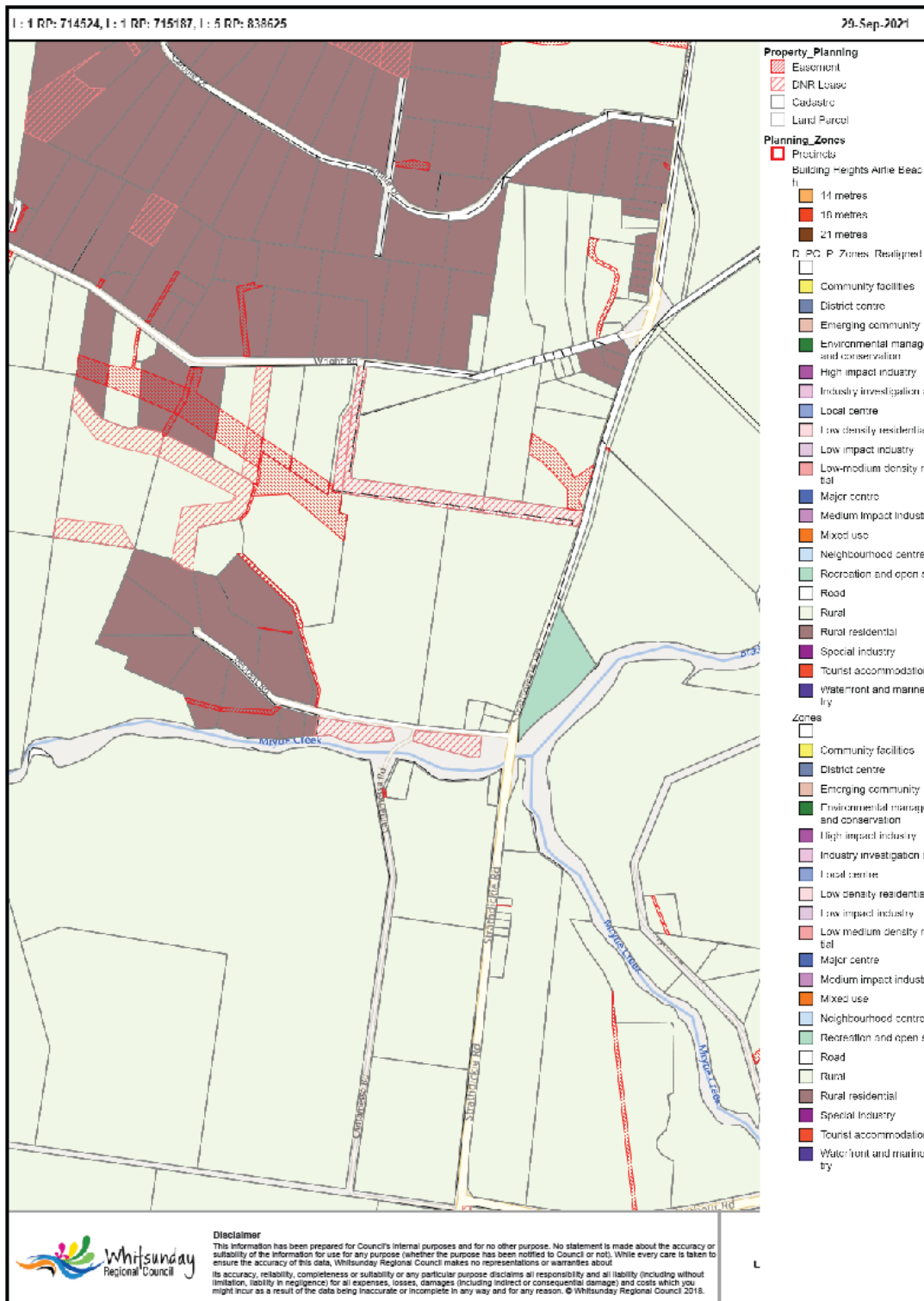
Attachment 3 – Aerial Plan (3 Lots shown in Blue)

Attachment 4 – Proposal Plan

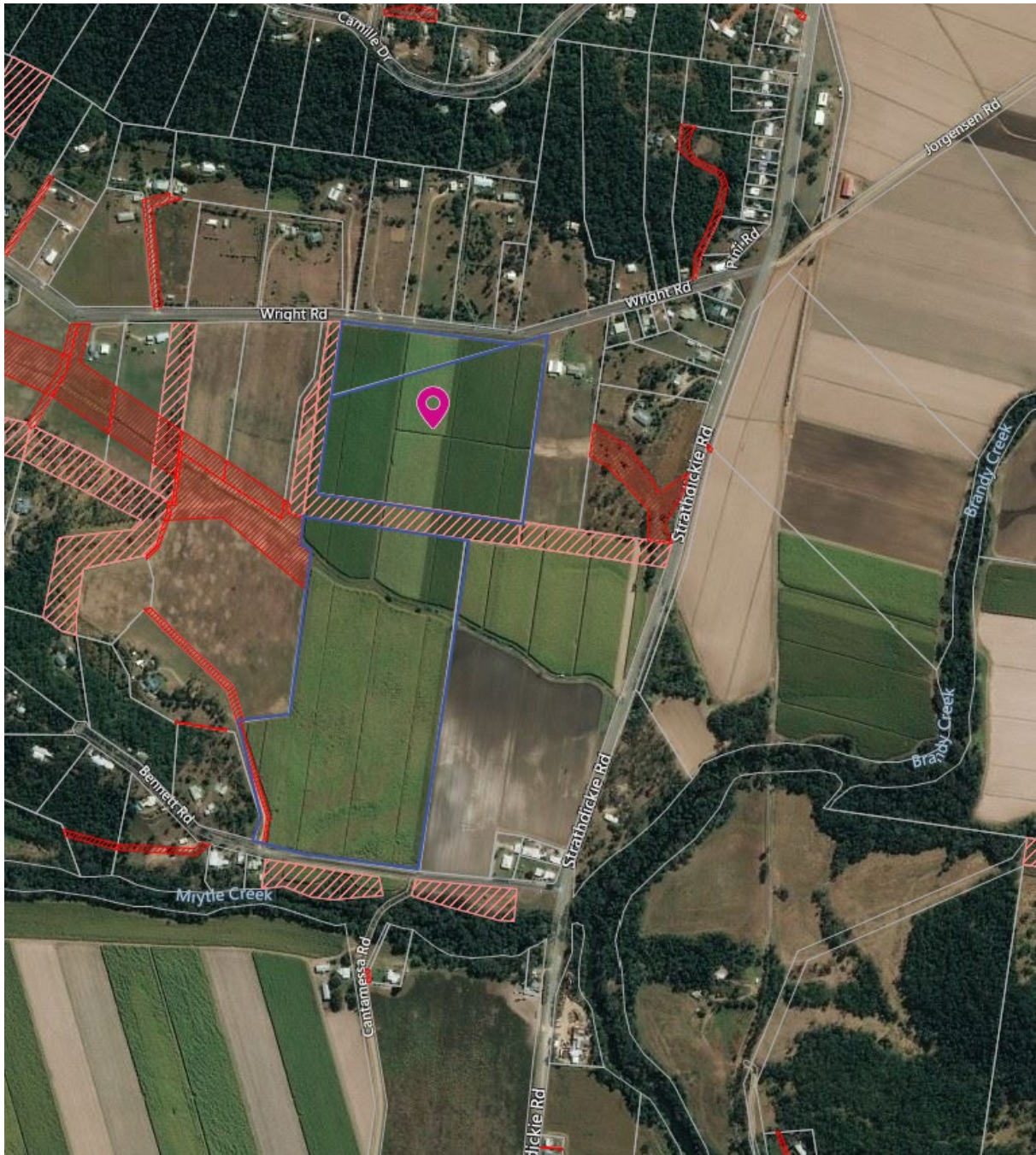
Attachment 1 – Locality Plan

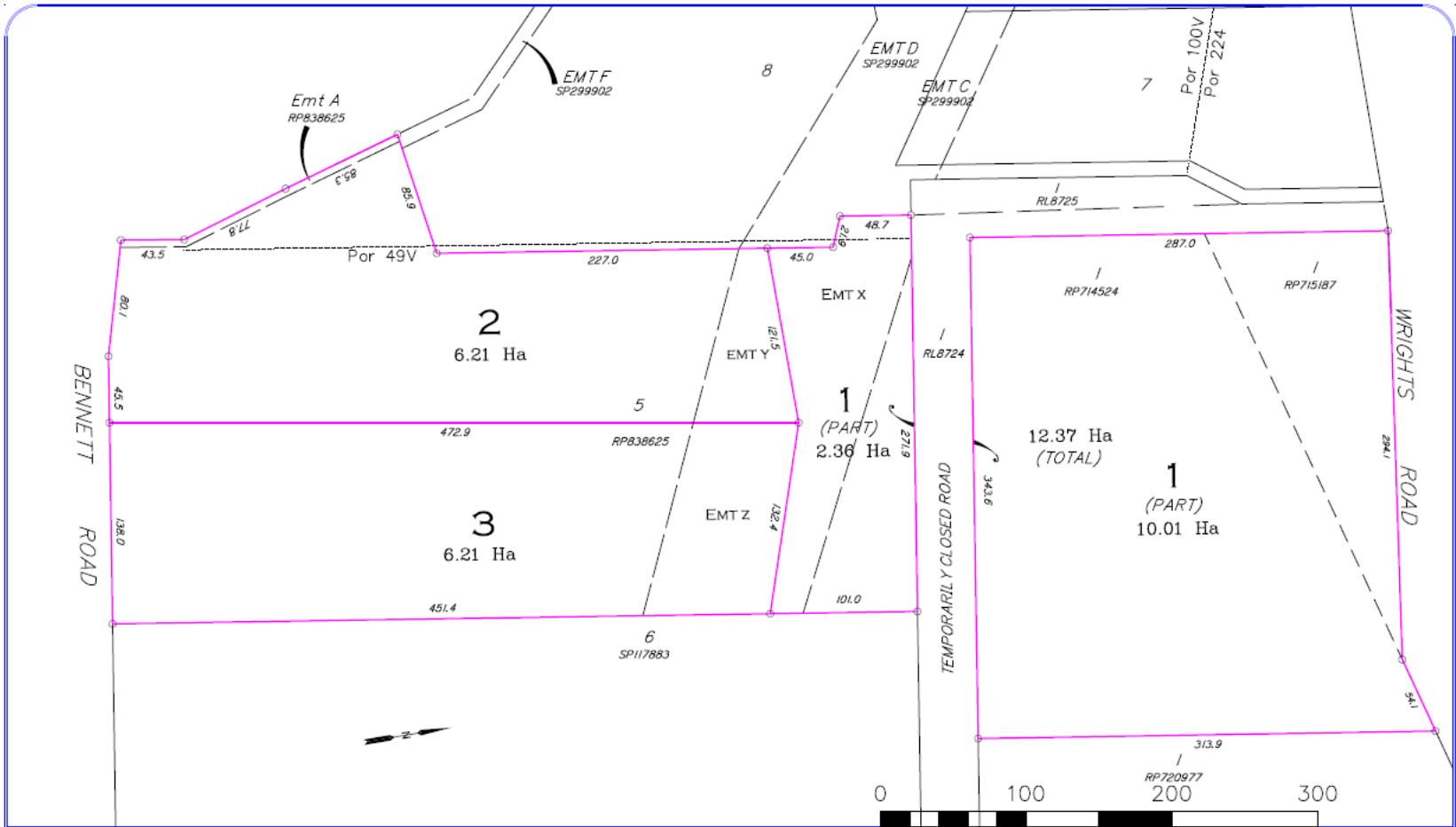



Attachment 2 – Zoning Plan



Attachment 3 – Aerial Plan (3 Lots shown in blue)





AVERY SURVEYS  Thomas L. Avery B.Surv (Melb.Univ.) CONSULTING SURVEYOR 19 Manooka Drive, Cannonvale Qld 4802 Ph/Fax: (07) 49465217 Mob: 0417714278 Email: avery.surveys @ bigpond.com	Level Datum: AHD	NOTES: THIS IS PURELY A CONCEPT PLAN AND SHOULD NOT BE USED FOR ANY PURPOSE, OTHER THAN GENERAL PLANNING.	CLIENT: M & G BENNETT	SCALE: 1 : 2500	Revision No. B A	
	B.M. Used:		Project: Plan of Lots 1, 2, 3 and Easements X,Y,Z cancelling Lot 1 on RP715187, Lot 1 on RP714524 & Lot 5 on RP838625	Job No: 1174-01		
	Comp. File:		Parish of: County of:	Date: 21-4-21		Sheet 1 of 1 Sheets
	Surveyed by:		Local Authority:	Orig		Search Packet:
Drawn:						

14. Development Services
14.4 GREATER AIRLIE BEACH MASTERPLAN

AUTHOR: Jonathan Cutting – Strategic Planner

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council endorse the draft Greater Airlie Beach Masterplan and resolve to commence public consultation of the Plan.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

To endorse the draft Greater Airlie Beach Masterplan (GAB Masterplan) for public consultation.

PURPOSE

The draft Greater Airlie Beach Masterplan is ready for public consultation.

BACKGROUND

Since 2017, Council has been creating Masterplans for each regional town of the Whitsundays. The draft GAB Masterplan is the next to be put to public consultation for public review. It focuses on the area of Airlie Beach and surrounds.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

The Greater Airlie Beach (GAB) Masterplan has been developed to orchestrate a common vision through focused projects for Airlie Beach and surrounds. Project champions identified within Economic Development, Infrastructure Services and Whitsunday Water have refined project scopes, fine tuned costings and informed workforce planning. As many projects are at inception stage the Masterplan generally identifies a staged approach with initial 'investigations' to refine concept plans, costings and consult the community as necessary.

These investigations, alongside other Town Masterplan projects, will increase workloads for project champions. Workloads involve developing the necessary detail that will inform Council if the project should proceed to detailed design stage and apply for grant funding. Almost all projects will require grant funding to be delivered and this is specified within the Masterplan for community transparency.

Key objectives of the GAB Masterplan include:

- Enhance the tourism experience in GAB to promote it as an internationally recognised premier tourism destination;

- Promote art and culture; and
- Support open space investments to benefit visitors and liveability of the local community.

In order to achieve these objectives, the following projects are proposed.

1. Lighting and Placemaking	(Investigation + Action)
2. Shute Harbour Stage 2	(Investigation)
3. Mountain Bike Tracks	(Advocacy)
4. Façade Improvement Policy	(Program)
5. Tourism Signage	(Investigation + Action)
6. Cannonvale Lakes Park	(Action)
7. Shared Pathways and Crossings	(Investigation + Action)
8. Cannonvale Fishing Jetty	(Action)
9. Green Entrance Gateway	(Investigation + Action)
10. Community Cultural and Civic Hub	(Investigation + Action)
11. Event Spaces and Outdoor Cinema	(Investigation + Action)
12. Informal Sport Facilities	(Investigation + Action)

Community consultation is proposed to occur for a period of 30 business days in November - December. This consultation will occur in coordination with the *Draft Airlie Beach Foreshore Land Management Plan 2021*, to streamline consultation events for the community and mitigate engagement fatigue. The Community Engagement Plan guides consultation and identifies key messaging, consultation activities and engagement risks.

STRATEGIC IMPACTS

The Masterplan clearly defines that project budgets are subject to Council endorsement or future grants and does not specify timeframes. Nonetheless, the Masterplan may create an expectation for Council to deliver all projects over the coming years. The community expectation from this aspirational document may carry reputational impacts if the community perceives that Council has failed to deliver in the long-term.

The majority of projects in the Masterplan will require time and cost from Council Officers to undertake Stage 1 investigations in-house. These investigations aim to refine concepts and develop project plans fit for Council and grant applications. Project plans will also outline construction and ongoing asset management costs for Council to be more informed about next stages prior to seeking grant funding or Council approval.

CONSULTATION

Shane Neville – Manager Strategic Planning
 Mark Callaghan – Manager Parks & Gardens
 Jessica Cristaudo – Coordinator Transport Planning & Assets
 Yestin Hughes – Principal Engineer Whitsunday Water
 Elouise Lamb – Economic Development and Major Grants Officer
 Jannah Baker – Economic Development Research Officer
 Jo Vlismas – Engagement and Marketing Coordinator

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

The draft Masterplan outlines projects for the community that support tourism and investment, and the next step is to allow the public review and comment through public consultation.

ATTACHMENTS

Attachment 1 – GAB Masterplan

Attachment 2 – Community Engagement Plan

GREATER AIRLIE BEACH

MASTERPLAN 2021





INTRODUCTION

The Greater Airlie Beach Masterplan aims to enhance liveability, health, wellbeing, town beautification and small business success in Airlie Beach and surrounds. The following strategic objectives highlight our vision for the Masterplan:

- To enhance the tourism experience and promote the area as an internationally recognised tourism destination;
- To promote art and culture; and
- To support open community space investment, which benefit visitors and the local community.

Many of the projects and timings within this Masterplan are subject to more detailed investigations. If the investigation does not identify a positive and cost-effective way forward, Council will receive a recommendation to cease further action on the project.

Cost effectiveness will include consideration of community benefits weighed alongside establishment and long-term maintenance, capital and operational costs.

We invite you to read on and discover the projects that will be investigated or delivered in the coming years, to enhance community wellbeing and create new opportunities for Airlie Beach and surrounds.

1	LIGHTING AND PLACEMAKING Page 4
2	SHUTE HARBOUR STAGE 2 Page 5
3	MOUNTAIN BIKE TRACKS Page 6
4	FACADE IMPROVEMENT POLICY Page 7
5	TOURISM SIGNAGE Page 8
6	CANNONVALE LAKES PARK Page 10
7	SHARED PATHWAYS AND CROSSINGS Page 12
8	CANNONVALE FISHING JETTY Page 13
9	GREEN ENTRANCE GATEWAY Page 14
10	COMMUNITY CULTURAL AND CIVIC HUB Page 15
11	EVENT SPACES AND OUTDOOR CINEMA Page 16
12	INFORMAL SPORT FACILITIES Page 18

A MESSAGE FROM YOUR MAYOR



To support our residents we are investing in improving our pedestrian connections, main street façades, parks and sporting facilities. We are proposing a new fishing jetty at Cannonvale and new civic infrastructure, which will promote community connection.

To support our tourism industry, which employs many of our residents, we are investing in new tourism signage, advocating for mountain bike trails, attracting events to our Airlie Beach foreshore and defining our character through public art and placemaking.

I welcome your comments and feedback on these exciting projects and our vision for Greater Airlie Beach.

Regards,
Andrew Willcox
Mayor Whitsunday Regional Council

Airlie Beach is the heart of adventure and nature discovery in the Whitsunday Region, as the gateway to the Whitsunday Islands.

Vibrant town centres in Airlie Beach and Cannonvale celebrate our art and culture, and support our diverse communities. Recently, Whitsunday Regional Council have invested in significant improvements to our public spaces, foreshores and parklands. With the iconic Heart Reef and Whitehaven Beach on our doorstep, opportunities are endless to continue growing as a key small-town destination on the Queensland coast.

This Masterplan will guide a wholistic direction for Greater Airlie Beach, with several key projects to boost liveability for our residents and enhance the experiences of our visitors. It outlines a framework and vision for the area over the next few years, while also protecting our core values.





LIGHTING AND PLACEMAKING

SHUTE HARBOUR STAGE 2

Overview

Lighting and placemaking are key elements that contribute to a vibrant town centre and nightlife. These initiatives would consider the unique character of the town's history, cultural heritage, wildlife, tropical climate and visitor experience. Initiatives such as atmospheric lighting of picnic areas, public art and creative seating in foreshore areas will increase foot traffic in the evenings, encouraging vibrant night dining precincts and public spaces for visitors and residents.

Timing: 2022 (Stage 1)

EST. COST (GRANT \$):	\$20,000 (Stage 1)
STATUS:	Planning
PROJECT CHAMPION:	Development Services

Implementation

Proposed actions will be conceptually designed in Stage 1 in collaboration with local artists, community groups and Traditional Owners, before undergoing detailed design and costing in Stage 2. Each action will be implemented in stages over the next 5 years.

Table 1: Lighting and placemaking strategy costings

STAGE	DESCRIPTION	COST	TIMING
Stage 1	Lighting and Placemaking Strategy Concept design and consultation	\$20,000	2022
Stage 2	Detailed design & grant applications	TBD	2023
Stage 3	Construction	Subject to Stage 2 and grant funding.	

Overview

The Whitsunday Region has one of the highest rates of boat registrations in Queensland, as a result of access to pristine islands, resorts, fringing reef, fishing grounds and the world-renowned Great Barrier Reef.

The project will deliver additional port based facilities required to service the Whitsunday marine and tourism industries. The proposed Stage 2 redevelopment is to fill and reclaim the embayment west of Shute Harbour to develop additional marine and industrial opportunities. The proposal will support the region's growing population and lifestyle into the future.

EST. COST (COUNCIL \$):	\$100,000 (Investigation)
STATUS:	Planning
PROJECT CHAMPION:	Infrastructure Services

Implementation

Council will liase with the Queensland Department of Transport & Main Roads, boating groups, environmental groups and the community to investigate potential for expanded opportunities at Shute Harbour.

Investigations will identify costs, planning, environmental and engineering requirements to support the options at Shute Harbour.

Timing: 2022 - 2024 (Investigation)

The restored Shute Harbour Marine Terminal will reopen by the end of 2021 after a complete rebuild of the seawall, terminal, pontoons and carpark, under the Natural Disaster Relief and Recovery Arrangements (NDRRA).

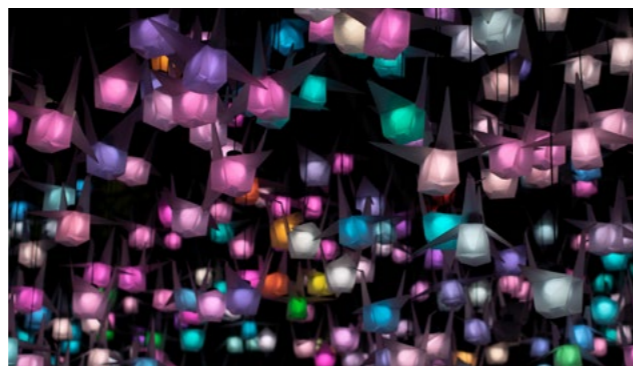


Figure 1: Examples of placemaking and lighting initiatives.



Figure 2: Concept design of boat trailer parking at Shute Harbour.

MOUNTAIN BIKE TRAILS

Overview

Mountain bike trails are growing in popularity around the world, with other tourism destinations in Australia receiving tens of thousands of visitors, and millions of dollars, every year from visiting bike riders. Mountain bike trails are also a key land-based tourism activity, providing tourists an option for non-water based activities. Airlie Beach is a prime location to take the opportunity to create world class trails, with its proximity to major airports, favourable climate, coastal location and views, excellent topography, suitable soil type and excellent proximity to urban infrastructure.

Implementation

Council will act as facilitators in the development of the proposed trails, working in conjunction with Department of Environment and Science, local mountain bike enthusiasts and prospective investors to determine suitable management models that cater for anticipated operational costs. Proposed trails may involve a staged development, pending funding from State Government grants and investment from private enterprise.

EST. COST (GRANT \$):	N/A
STATUS:	Advocating
PROJECT CHAMPION:	Economic Development

Stage 1 of the project includes around 50km of new mountain bike trails located in the Conway National Park near Airlie Beach, which may benefit local mountain bike focused eco-tourism businesses, local riders, attract visitors and attract major events which will have flow on benefits to the town. During the Airlie Beach Mountain Bike Trails consultation occurring in February 2021, Council received 335 submissions in support of the proposal.

Timing: Ongoing advocacy

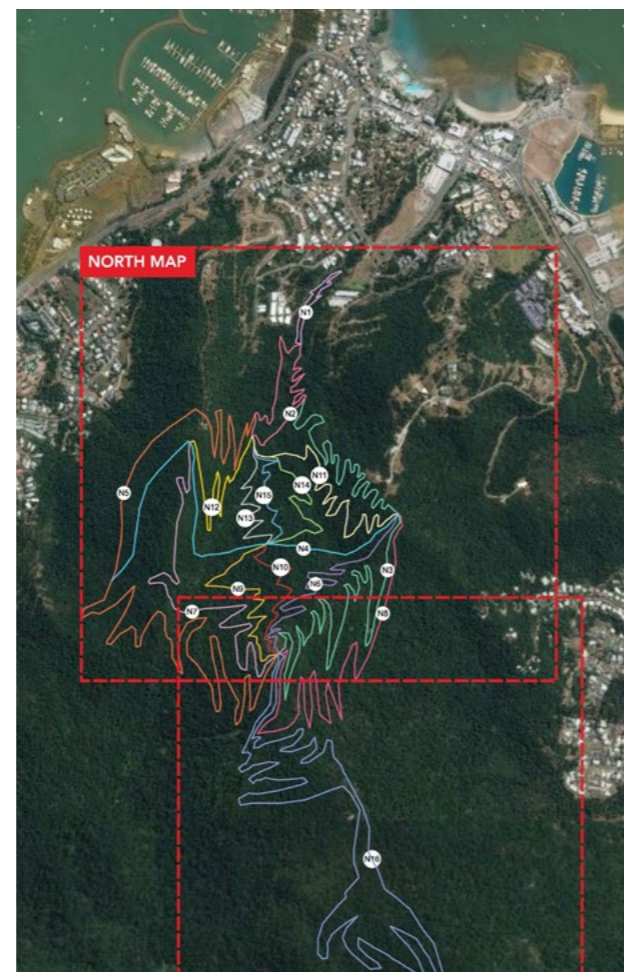


Figure 3: Mountain Bike Trails concept design.

FACADE IMPROVEMENT POLICY

Overview

The Façade Improvement Policy offers property owners in the Airlie Beach Main Street an economic incentive to improve the aesthetics of their shop front. The Program requires an investment from the shop owner which may be matched by Council and involves anything from a new coat of paint, murals, lighting or façade improvements.

Timing: Ongoing

EST. COST (Council \$):	\$50,000
STATUS:	Ongoing
PROJECT CHAMPION:	Development Services

Implementation

The Façade Improvement Policy was implemented by Council in 2019 to build upon recent investments in town centres across the Region. Improvements to building façades help reinvigorate the town and provides an incentive to fill empty shop fronts in the main street.

Subject to available budget, Council will contribute up to 50% of the works for each shop front to a maximum value, depending on the length of the shopfront:

- 12m long or less, a maximum of \$3,000 is to be contributed; or
- Over 12m long, a maximum of \$5,000 is to be contributed.



Figure 4 : Façade improvement strategy on offer in Airlie Beach.

TOURISM SIGNAGE

Overview

The proposed signs will include both 'wayfinding' and 'interpretive' signage, which adds to the enjoyment of a place. Wayfinding signs directs and guides users to their needs, and interpretive signage connects them to the area's local culture. Interpretive signage themes will reflect heritage or environmental trails between the Airlie Beach Foreshore and the Cannonvale Foreshore, as shown in Figure 6.

Consistently themed wayfinding signs are required throughout Airlie Beach at key points, to assist visitors not familiar to the town to find attractions, amenities and transport. Wayfinding signs often include central information maps, detailing key attractions, universal symbols, amenities and plazas, as shown in Figure 5.

Implementation

Signage themes and design will be consistent with signs created in the Airlie Foreshore Revitalisation in 2019. Stage 1 of this project that will also identify old signage for renewal. Some signage may be further enhanced via the creation of interpretive videos, connections to public consultation or Council news update videos, to provide residents and visitors with the latest news.

This video content could be accessed via QR codes located on the signage, which can connect users to further information and video content via their personal devices.

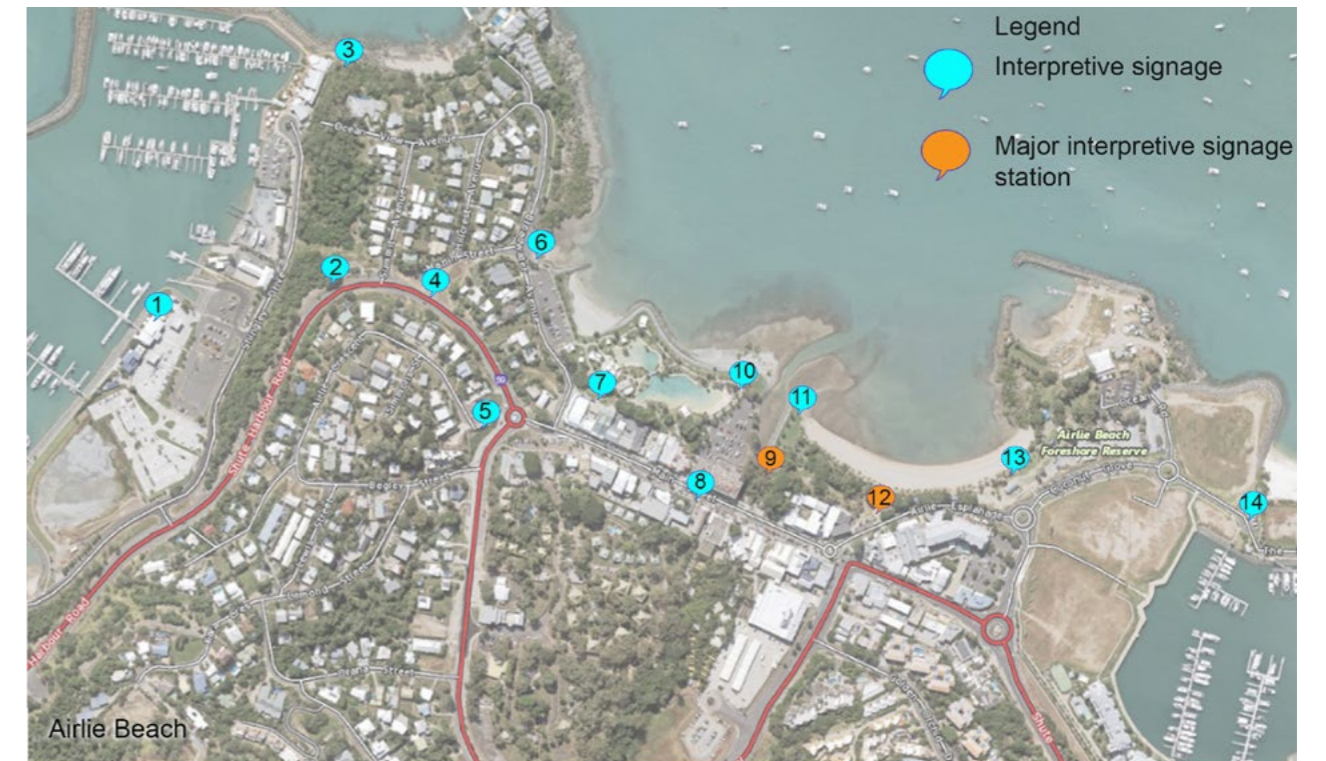
Detailed Design can be completed inhouse with implementation of the project through State Government Grants or Council funding in future annual budgets.

EST. COST (Grant/Council \$):	\$20,000 (Stage 1)
STATUS:	Planning
PROJECT CHAMPION:	Various

Timing: 2021 - 2022 (Stage 1)

Table 2: Description of works, costings and timings for signage upgrades.

STAGE	DESCRIPTION	COST	TIMING
Stage 1 (Project champion - Strategic Planning & Communications and Marketing)	- Audit existing signage; - Define interpretive signage locations and themes; - Define wayfinding signage; and - Concept design and public consultation.	\$20,000	2021 - 2022
Stage 2 (Project champion - Strategic Planning & Infrastructure Services)	- Detailed design and costing, including updating existing or aged signage themes.	TBD	2022 (Subject to Stage 1)
Stage 3 (Project champion - Infrastructure Services)	Grant applications and construction	Subject to Stage 2 and grant funding.	



Major interpretive signage station examples

Interpretive signage example



Figure 5: Examples of locations and themes of interpretive signage in Airlie Beach.

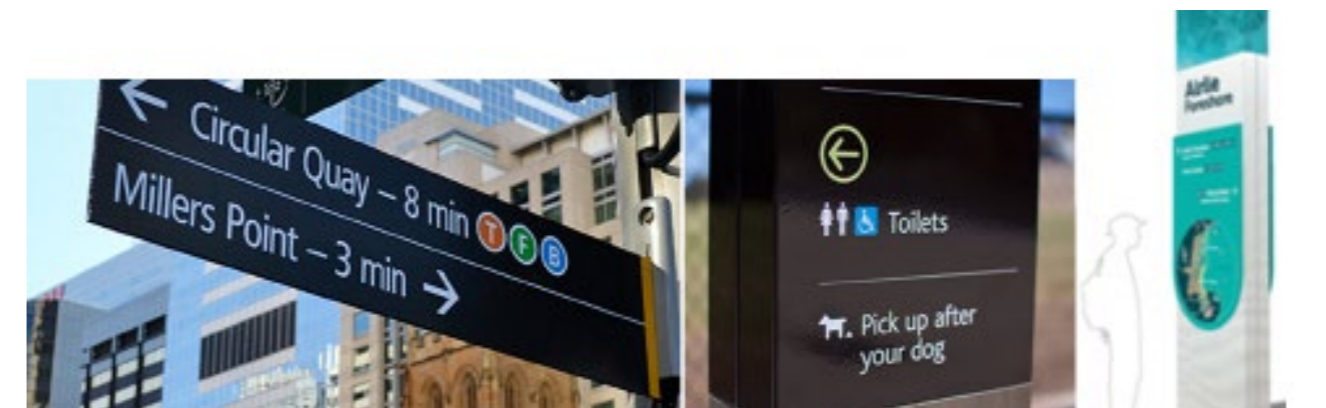


Figure 6: Examples of wayfinding signs and central information maps to aid wayfinding.

CANNONVALE LAKES PARK

Overview

The Cannonvale Lakes Park on Parker Road is undergoing significant upgrades. Since 2017, Council have installed new playgrounds, shade sails, BBQs, seating, footpaths, a carpark, toilet block, half-basketball court and an upgraded timber boardwalk.

Current and future works include extra footpaths, solar lighting, more seating, shelters and drinking fountains, revegetation and bridges that connect eastern residential areas.

Implementation

The Cannonvale Lakes Park upgrades will be completed under Works for Queensland funding. Revegetation projects in collaboration with Landcare will be conducted in stages with funding sourced from Government grants.

The Great Barrier Reef Foundation, Local Marine Advisory Committee, Whitsunday Landcare, Traditional Owner Reference Group, Reef Catchments and Whitsunday Regional Council recently collaborated to revegetate at nearby Twin Creek.

Council will continue to improve the connections between Cannonvale Lakes Park and surrounding parkland areas, as shown on Figure 7. Additional revegetation projects will be staged over the coming years in the nearby drainage paths, to reduce maintenance, keep urban areas cooler and encourage greater biodiversity. Fire breaks will remain to protect private properties.

Timing: 2021 - Cannonvale Lakes Park
2021 to 2025 - Surrounding Parks

EST. COST (Grant \$):	\$3,200,000 (Lakes Park)
EST. COST (Grant \$):	\$295,825 (Surrounding parks)
MAINTENANCE \$:	\$101,700 (Re-vegetation)
STATUS:	Commenced
PROJECT CHAMPION:	Infrastructure Services

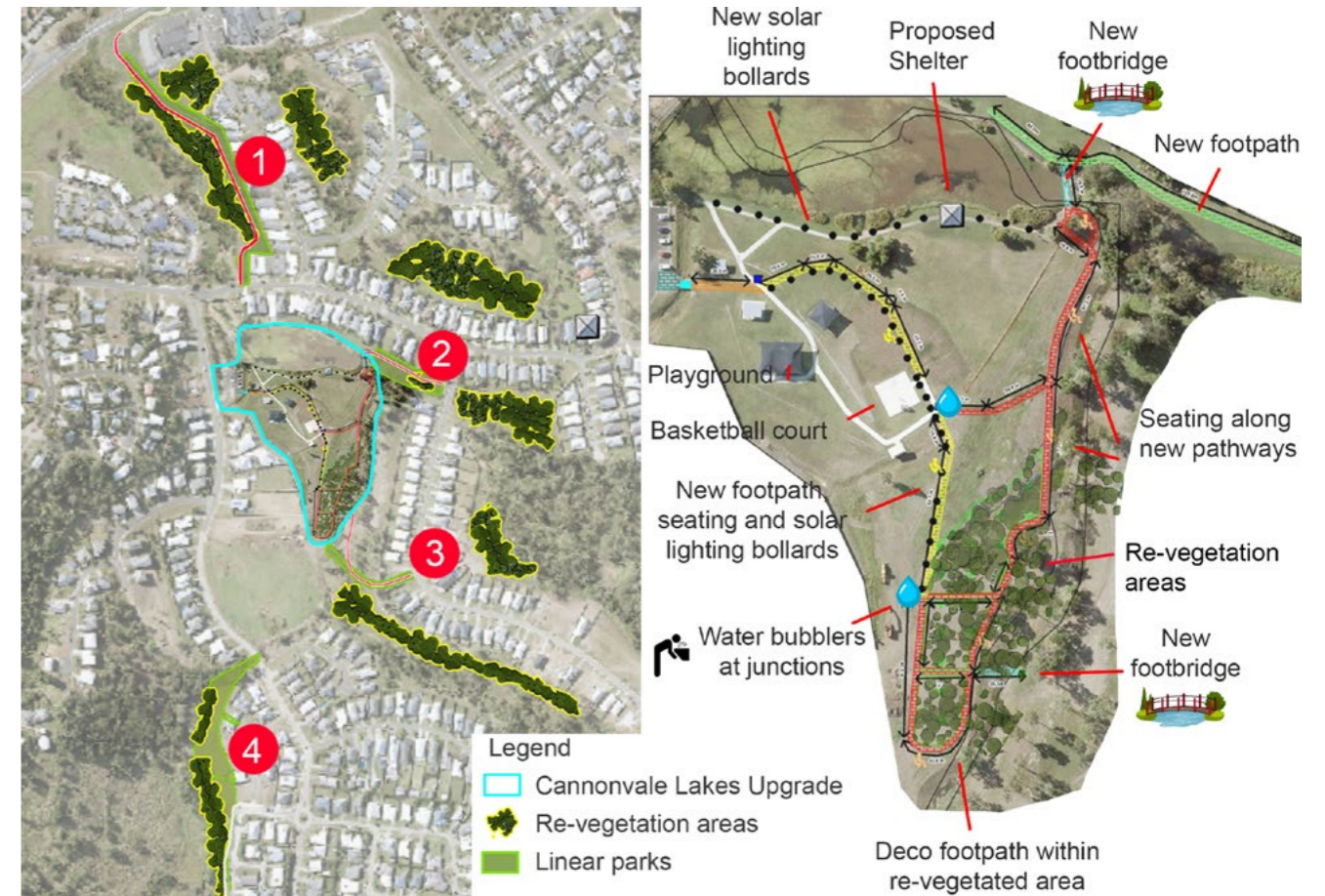


Figure 7: Examples of signage and central information maps to aid wayfinding.

Table 3: Description of works, costings and timing at Cannonvale Lakes parks.

ITEM	DESCRIPTION	COST	TIMING
Cannonvale Lakes	<ul style="list-style-type: none"> Upgrade park with new playground equipment, re-vegetation, decking, ampitheatre and pathways. Includes new footpaths in linear park 2 and 3. 	\$3,200,000	2021
Park 1	<ul style="list-style-type: none"> Complete final 50m of footpath to Reef Gateway complex and enhance lighting along entire Waite Creek linear pak foopath; and Revegetate behind Waite Creek Court (2.03ha) and Abell Road (1.21ha); and Installation of recycled water pipe. 	\$22,500 for pathway \$37,500 for lighting \$117,500 Re-veg establishment cost \$50,900 1 year maintenance cost	2023 (Subject to grant funding)
Park 2	<ul style="list-style-type: none"> Revegetate creek line behind Twin Creek Court and Trader Crescent (7,000m²); and Twin Creek Court revegetation is complete. 	\$25,460 Re-veg establishment cost \$11,030 1 year maintenance cost	2021 - 2023 (Subject to grant funding)
Park 3	<ul style="list-style-type: none"> Revegetate (1.78ha) and create new pedestrian connection and creek bridge connecting to park. 	\$64,515 Re-veg establishment cost \$27,940 1 year maintenance cost	2022 - 2024 (Subject to grant funding)
Park 4	Remove weed infestation from creek line and re-vegetate (7,822m ²) to reduce area to be slashed.	\$28,350 Re-veg establishment cost \$12,280 1 year maintenance cost	2023 - 2025 (Subject to grant funding)



SHARED PATHWAYS & CROSSINGS

Overview

There is a need to improve pedestrian crossing and connections throughout Airlie Beach, and to surrounding destinations such as Coral Sea Marina and Whitsunday Sportspark. This project seeks to investigate pedestrian priority in the Main Street, safe crossings, support of cycle/e-scooter transit and improved connections along Shute Harbour Road.

Implementation

Council will liaise with the Queensland Department of Transport & Main Roads and the community, during the development of concept designs for crossings and shared pedestrian/cycle movement in Airlie Beach. Grant assistance may also be sought.

EST. COST (COUNCIL \$): \$25,000 (Stage 1)
 STATUS: Planning
 PROJECT CHAMPION: Various

Timing: 2022 (Stage 1)

Table 4: Proposed staged delivery, costing and timing of actions.

STAGE	DESCRIPTION	COST	TIMING
Stage 1 - Investigation	1. Investigate Main Street pedestrian movement and signage to encourage through-traffic to utilise Waterson Way; 2. Investigate alignment and line marking of shared path through the Foreshore to reduce pedestrian and cycle conflicts; 3. Investigate access to Coral Sea Marina and Mazlin Street, from Airlie Beach entrance statement; and 4. Investigate boardwalk or improved pathway safety to Whitsunday Sportspark.	\$25,000	2022
Stage 2 - Design	1. Assess suitable solutions, consult stakeholders and undertake detailed design.	TBD	2022 - 2023
Stage 3 - Construct	1. Acquire grant funding as necessary and construct proposals.	Subject to Stage 2 and grant funding.	

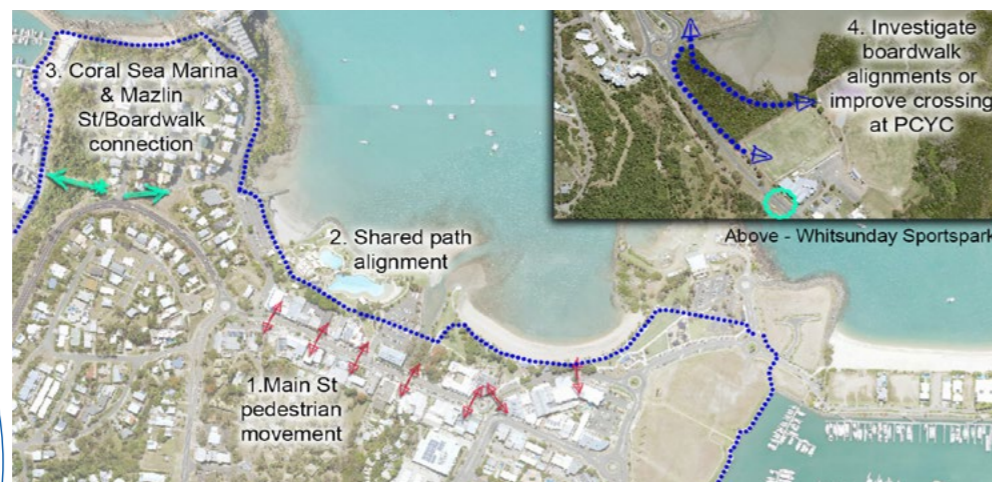


Figure 8: Areas for investigation within Stage 1 of action.

CANNONVALE FISHING JETTY

Overview

The existing fishing jetty at Shute Harbour is popular with locals and tourists as it provides excellent opportunity to fish for a variety of species, without needing a boat. However, it is not easily accessible from Airlie Beach without a vehicle. The proposed Cannonvale fishing jetty would provide a strong benefit to tourism as it is easily accessible via the existing pedestrian and cycle network from Cannonvale and Airlie Beach, and has sufficient parking nearby. The depth of water at the end of the proposed jetty will be approximately 0.5m at Lowest Astronomical Tide (-2.4m AHD), allowing for fishing opportunity at all times and tides. The jetty would be designed to be approximately 45m long and 3m wide.

Implementation

The new jetty will be placed next to the footings of the old Cannonvale jetty which was damaged by cyclones in the late 1950's. The concept image below shows how interpretive signs with historic images of the old structure could be incorporated, further adding to the tourist appeal. With current technologies and design standards it is possible to construct a jetty that can withstand cyclonic events and provide an easy to maintain asset for Council. Council would require grant funding to complete this project.

EST. COST (GRANT \$): \$2,000,000
 STATUS: Planning
 PROJECT CHAMPION: Infrastructure Services

Timing: 2022 - 2023 (subject to funding)



Figure 9: Proposed Cannonvale jetty design and location.



GREEN ENTRANCE GATEWAY

Overview

Cannon Valley is expected to have the most residential growth in the Whitsunday Region in the future. This project proposes to plant significant long-living trees along Shute Harbour Road at the entrance to the town, creating an 'Avenue of Honour' boulevard.

Presently, 597 Avenues of Honour have been created throughout Australia, as living memorials to those who lost their lives during wars. These boulevards serve as important reminders of the sacrifice made by Australians, and the importance of peace.

Timing: 2022 - 2023 (Stage 1)

Implementation

Stage 1 of the project will involve the development of a recycled water network in Cannonvale to maintain the green boulevard.

Stage 2 will involve developing a detailed design and staged delivery plan over the next decade.

Council would seek to collaborate with the local RSL for the Avenue of Honour, the Queensland Department of Transport & Main Roads and Ergon Electricity to develop the design.

EST. COST (COUNCIL \$):	\$10,000 (Stage 1)
STATUS:	Planning
PROJECT CHAMPION:	Various

Table 5: Proposed delivery of recycled water and green boulevard, Shute Harbour Road.



Figure 10: Boulevard at Kings Park, Perth.

STAGE	DESCRIPTION	COST	TIMING
Stage 1 Project Champion: Development Services & Whitsunday Water	<ul style="list-style-type: none"> Liase with Department of Transport and Main Roads and Ergon to identify constraints and tree planting locations; Investigate partnership with 'Avenue of Honour', in collaboration with local RSL; Develop concept plan to inform whole of life landscaping costs and recycled water infrastructure costs alongside Shute Harbour Road. 		2022 - 2023
Stage 2 Project Champion: Development Services & Whitsunday Water	<ul style="list-style-type: none"> Undertake detailed design and develop staging plan for incrementally developing green entrance gateway. 	TBD	2023 - 2025
Stage 2 Project Champion: Infrastructure Services & Whitsunday Water	<ul style="list-style-type: none"> Install recycled water network; Select signature trees and landscaping to form the basis of the boulevard and infill landscaped gardens between existing gardens on Shute Harbour Road. 	Subject to Stage 1 and grant funding.	

CULTURAL & CIVIC HUB

Overview

As the area is the fastest growing township in the Whitsunday Region, it is proposed to investigate a future Cultural and Civic Hub in Cannonvale. The facility would accommodate an art gallery, library, customer service centre and include facilities to function as a local disaster resilience centre, as required.

The art gallery, library and customer service centre will most likely be located in the same place, albeit the local disaster resilience centre and associated place of refuge or shelter may not be in the same location. Stage 1 of the project will investigate locations and desired function to service the community during a disaster event.

Table 6: Proposed stages to deliver the Cultural and

STAGE	DESCRIPTION	COST	TIMING
Stage 1 - Land suitability assessment Project Champion: Development Services	<ul style="list-style-type: none"> Identify suitable available land to accommodate the proposed uses; Commence preliminary discussions with land holders to short-list preferred site. 	Nil	2022
Stage 2 - Land acquisition and concept design Project Champion: Community Services	<ul style="list-style-type: none"> Acquire land; and Create a concept design to inform costings and future grant applications. 	TBD	2022 - 2024 (Subject to Stage 1)
Stage 3 - Construct Project Champion: Infrastructure Services	<ul style="list-style-type: none"> Acquire grant funding to undertake detailed design and construct proposal. 	Subject to Stage 2 and grant funding.	

Implementation

Council will investigate suitable land to accommodate the proposed hub, in an area central to existing and future residential growth.

Following this investigation, Council will seek to secure land and develop concept designs for the vision and function of the community hub. Council will seek grant funding to undertake detailed design and construct the hub.

Timing: 2022 - 2024 (Stage 1 & 2)

EST. COST (GRANT \$):	Nil (Stage 1)
STATUS:	Commenced
PROJECT CHAMPION:	Various

EVENT SPACES & OUTDOOR CINEMA

Overview

Events are part of Airlie Beach's culture, and providing suitable spaces to attract and operate high quality events is a priority. Currently, Airlie Beach hosts regular markets on the foreshore and a wide range of events.

The recent Airlie Beach Foreshore Revitalisation Project significantly enhanced the Foreshore parkland, created an amphitheatre and enhanced sound stage for day and night events. To build upon this investment, several target areas are proposed to be investigated to cater for new and existing events.

Proposed upgrades include enhancements to the Central Lagoon Car Park, installation of the new foreshore outdoor cinema screen and creation of hardstand area for food vans to complement existing or future events.

Implementation

The new outdoor cinema screen will be completed under Works for Queensland Funding in 2021. The proposed hardstand area in the Foreshore for food vans is subject to detailed design, costing and funding.

Investigations into enhancements of the Central Lagoon Carpark event space will occur over two stages as shown by Table 7 below. Proposed actions and investigations will be subject to grant funding.

Timing: 2021 (Foreshore Cinema Screen)

EST. COST (COUNCIL \$):	\$5,000 (Stage 1)
STATUS:	Planning
PROJECT CHAMPION:	Infrastructure Services

Table 7: Proposed staged delivery of enhancements to the Central Lagoon Carpark event space.

STAGE	DESCRIPTION	COST	TIMING
Stage 1 - Central Lagoon carpark investigation	<ul style="list-style-type: none"> Investigate Central Lagoon car park upgrades, to remove unnecessary fencing, improve line marking, formalise a stage, enhance landscaping and create vibrant lighting (see Figure 11) 	\$5,000	2021 - 2022
Stage 2 - Detailed design	<ul style="list-style-type: none"> Assess suitable solutions, consult stakeholders and undertake detailed design for Central Lagoon car park event space. 	TBD	2022 - 2023
Stage 3 - Construct	<ul style="list-style-type: none"> Acquire grant funding as necessary and construct proposals. 	Subject to Stage 2 and grant funding.	

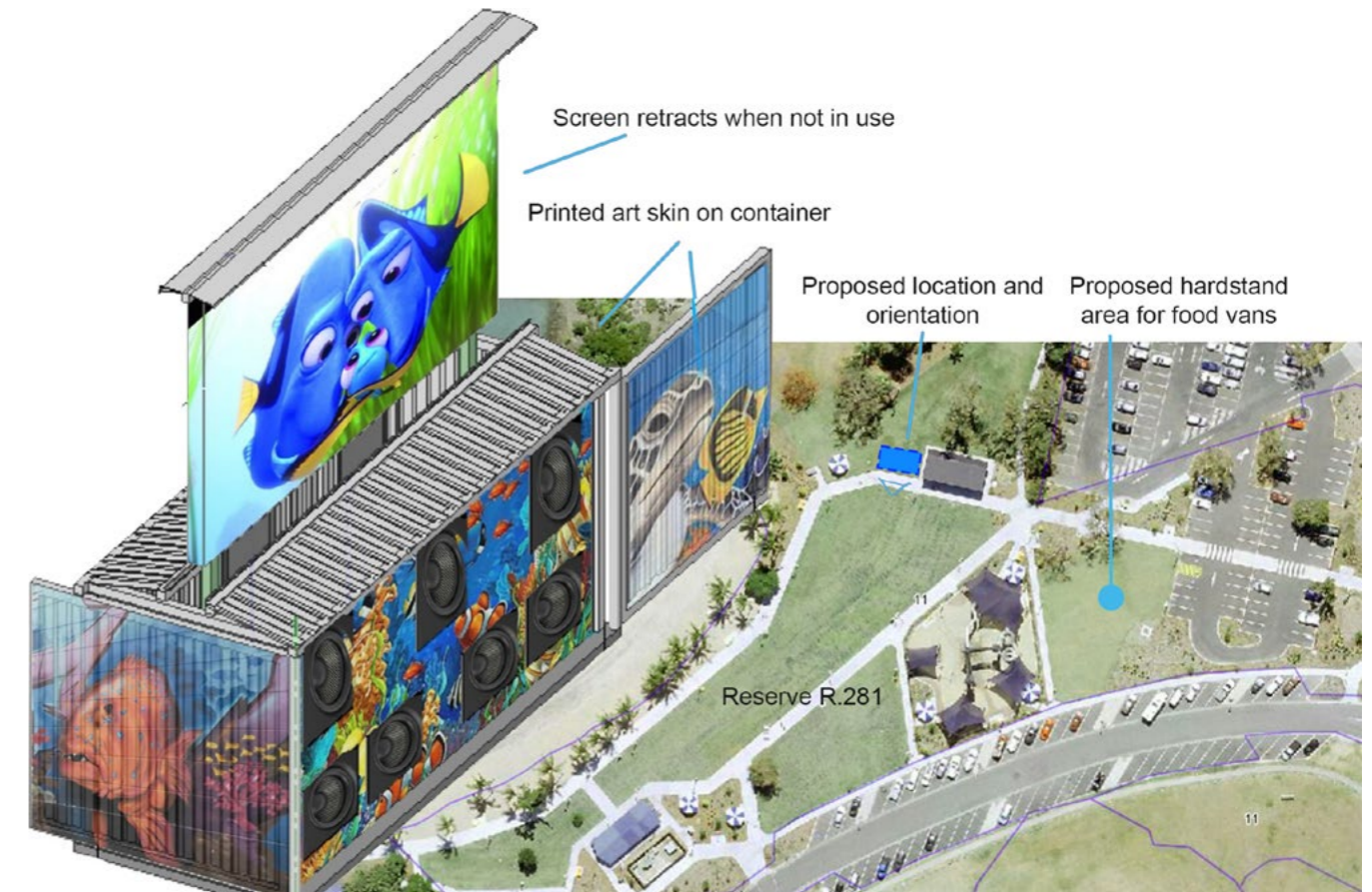


Figure 11: Proposed outdoor cinema screen to be located within the Airlie Beach Foreshore, near the Sailing Club.

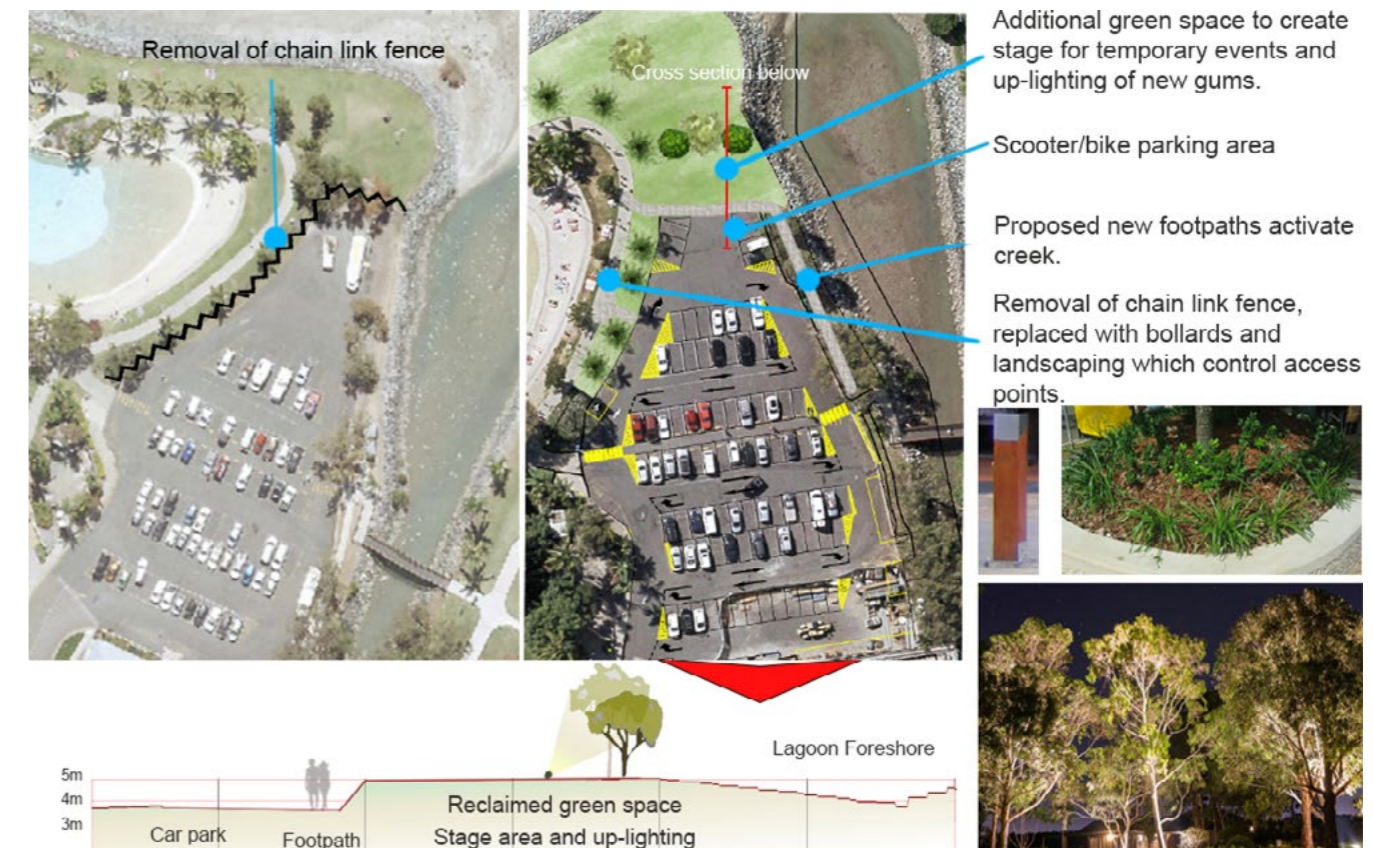


Figure 12: Proposed landscaping, lighting and stage upgrades within the Central Lagoon car park.



INFORMAL SPORT FACILITIES

Overview

Sport and recreation brings communities together and provides a way for visitors to connect, making their stay more enjoyable.

The Airlie Beach population is predominately young (42% aged 18-34) and the town attracts young visitors from all over the world. This project will help develop social connections and improve the destination experience for visitors, by identifying a suitable space for recreational sporting infrastructure, such as a skatepark, basketball court or volleyball nets.

The nearest infrastructure at the Cannonvale Botanic Gardens or the Whitsunday Sportpark is over 1.5km from the tourist hub, which doesn't cater for visitors or the informal sporting needs of young people who live in Airlie Beach.

Implementation

Council will investigate potential locations for a variety of sporting infrastructure, ranging from volleyball net supports to hard infrastructure, such as basketball courts or a skatepark. In shortlisting potential locations and costs, Council will work with the community, prior to seeking grant approval to undertake the works.

Timing: 2022 - 2025 (subject to funding)

EST. COST (Council \$):	\$5,000 (Stage 1)
STATUS:	Planning
PROJECT CHAMPION:	Various

Table 8: Staged investigation into sport and recreation infrastructure in Airlie Beach.

STAGE	DESCRIPTION	COST	TIMING
Stage 1 Project Champion: Infrastructure Services	Identify suitable sites for sporting infrastructure within Airlie Beach and develop concept design to inform costings.	\$5,000	2022
Stage 2 Project Champion: Communications & Marketing	Undertake community consultation on proposal.	Nil	2023
Stage 3 Project Champion: Infrastructure Services	Acquire grant funding to construct.	Subject to Stage 2 and grant funding.	



Figure 13: Examples of other sporting infrastructure that may support events and informal recreation in Airlie Beach.

OVERVIEW

This Masterplan establishes a strong vision for Airlie Beach and surrounds, to enhance destination appeal, art, culture, economic opportunity and liveability into the future.

Each of these actions aims to build upon recent investments in the town, such as the Airlie Beach Foreshore Revitalisation, to

attract events and business investment, while enhancing the amenity of the Town.

Council aims to investigate and deliver these actions over the next decade, by allocating in annual budgets, applying for grants and advocating for funding from State and Federal Governments.

Table 9: Summary of Masterplan Actions.

	PROJECT	COST	ESTIMATED TIMING
1	Lighting and Placemaking	\$10,000	2022 (Stage 1)
2	Shute Harbour Stage 2	\$100,000	2022 - 2024 (Investigation)
3	Mountain Bike Tracks	\$0	Ongoing
4	Façade Improvement Policy	\$50,000	Ongoing
5	Tourism Signage	\$20,000	2022 (Stage 1)
6	Cannonvale Lakes Park	\$3,200,000** \$295,825* \$101,700* (1 year re-veg maintenance)	2022 (Stage 1) 2023 - 2025 (Stage 2)
7	Shared Pathways and Crossings	\$25,000	2022 (Stage 1)
8	Cannonvale Fishing Jetty	\$2,000,000	2022 - 2023
9	Green Entrance Gateway	\$20,000	2022 - 2023 (Stage 1)
10	Cultural and Civic Hub	\$0	2022 (Stage 1)
11	Event Spaces and Outdoor Cinema	\$5,000	2021 2021/2022 (Stage 1)
12	Informal Sport Facilities	\$5,000	2022 (Stage 1)
TOTAL		\$5,832,525	
DELIVERED FUNDING ALLOCATED		\$50,000 \$3,200,000	

* Subject to grant funding
** Grant funding allocated





Greater Airlie Beach Masterplan

Community Engagement Plan

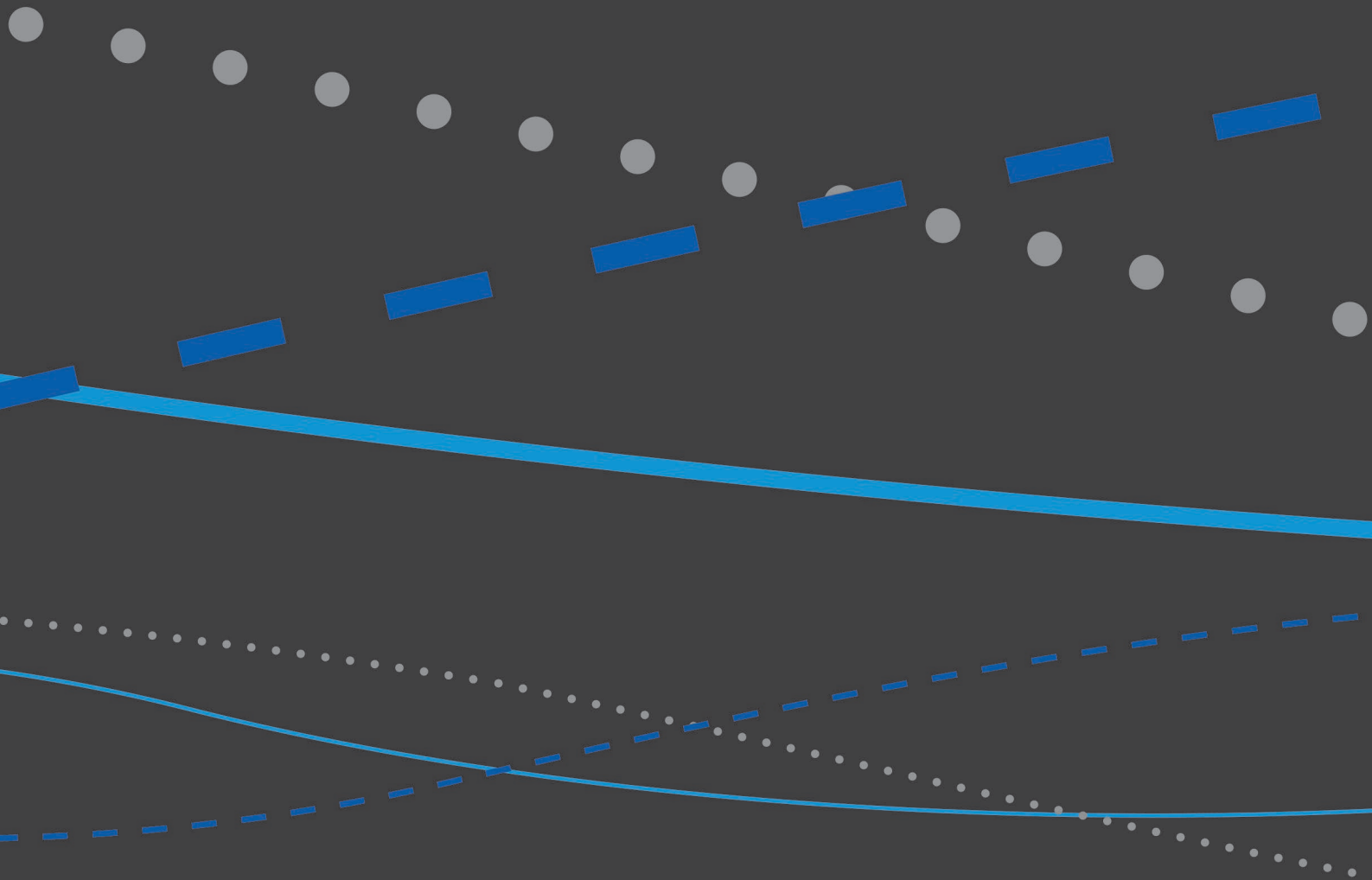


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Document History

Title	Version No.	Date	Author	Reviewer	Approved by
Report	1.0	06/10/2021	Jonathan Cutting	Shane Neville; Joanne Vlismas; & Greg Martin.	Shane Neville

1. Introduction

1.1 Background

Whitsunday Regional Council (WRC) has prepared an aspirational document, the Greater Airlie Beach Masterplan (Masterplan), to inform the community of future projects within Airlie Beach and surrounding suburbs. Consultation for the Masterplan aims to seek comment on potential project themes and gather information from the community on key priorities for public investment.

This consultation will occur concurrently with the Airlie Beach Foreshore Land Management Plan project consultation, which outlines key projects proposed in the foreshore, including some that overlap with the Greater Airlie Beach Masterplan.

This Communication Plan outlines the communication processes, methods and action plan to engage with the community during the 30-business day consultation period in November – December.

1.2 Purpose and Aim of the Communication Plan

This Communication Plan (The Plan) will support the project to ensure all communication activities are appropriate, consistent and delivered in a timely manner. It outlines key messages, objectives and aims to increase participation by the community during the engagement process. This Plan identifies and defines the roles of persons involved in this project, formally defining who should be given specific information, when information will be delivered and what communication channels will be used to deliver the information.

This Plan sets the communications framework for this project and will serve as a guide for internal and external communications throughout the life of the project. This will be a live document and will be reviewed and updated as required.

1.3 Communication Objectives

Open and transparent communication and stakeholder management plays a key role in enabling effective engagement. The key objectives of this Plan are to:

- Ensure a transparent and open process where all affected residents and key stakeholders are provided with information in a consistent and timely manner;
- Identify and manage communication issues and risks throughout the project; and
- Enhance stakeholder and community awareness, understanding and confidence by following best-practice communication and engagement principles.

1.4 Communication Objectives by Project Phase

The LMP consultation will have several clear phases and communication objectives, outlined in Table 1.

Table 1 Communication Objectives

Project Milestones	Indicative Timing	Level of Engagement	Communication Objectives
1. Community Engagement Plan developed	September	Involve	To engage with internal stakeholders during the planning process and develop a communications and engagement strategy.

2. Prepare Consultation materials	October	Involve	To prepare materials for the consultation and/or engagement process, and gain approvals from the Project Manager and relevant Director.
3. Launch Community Consultation	November	Consult	To inform and engage with all directly affected residents and key stakeholders and undertake engagement activities.
4. Close Community Consultation and prepare Consultation Report	December	Inform	To inform the community that consultation has closed and prepare the Consultation Report and Summary.
5. Close the Loop – Report back to the community	February	Inform	To provide all participants with a copy of the Consultation Summary and publish this document on the website.

1.5 Communication Principles

Several key consultation principles have been developed, summarised in Table 2 below:

Table 2 - Summary of Consultation Principles

Principles
1. Integrity and transparency – Engagement involves trust and transparency. Council will carefully consider and accurately portray the community’s role in decision-making and will ensure staff are aware of the scope of their influence on the decisions made.
2. Respect – Council will facilitate a safe and respectful consultation environment that values individual opinions and input. Council values the contributions made and time given and will facilitate consultation processes that respects all participants and their contributions.
3. Inclusive – Council will use a range of opportunities and techniques to encourage the participation and awareness of all people who may be affected by the outcome of this process.
4. Informative – Effective engagement will ensure all parties understand the relevant legal, statutory, strategic and local context of this project and the process being undertaken.
5. Well planned – Engagement requires informed judgement and planning in its approach and implementation in order to be effective, practical and suitably resourced.
6. Meaningful – The community will have opportunities to participate in engagement processes in relation to project constraints, the scope of influence, and Council’s decision-making process.
7. Closing the loop – Providing feedback is important in maintaining an open and transparent process. Council needs to ensure the community understand the reasons for the final decision.

2. Stakeholder Identification

A stakeholder is defined as any individual, group of individuals, organisation or political entity with an interest in the outcome of a decision. They may be, or perceive that they may be, affected directly or indirectly by the outcome of a decision. To ensure the best outcome when communicating, stakeholders must be identified, and level of engagement determined.

2.1 Level of Stakeholder Participation

To ensure the best results from this engagement process, a series of participation levels has been determined, based on the International Association of Public Participation (IAP2) guidelines. Based on the levels of engagement, outlined below in Table 3, Council will:

- **Inform** the wider community throughout every phase of the project; and
- **Consult** key stakeholders.

Table 3 – IAP2 Public Participation Spectrum

IAP2'S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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2.2 Stakeholder Analysis

A summary list of potential stakeholders has been developed below, demonstrating the level of consultation and communication methods best suited to each stakeholder group.

Table 4 - Project stakeholders and level of consultation

Stakeholder Category	Representative/Member	Level of consultation
Local Government		
Whitsunday Regional Council executive leadership	Mayor, CEO & Councillors Major Projects Customer Experience Roads & Drainage Branch Economic Development Branch Development Assessment Branch Water and Waste Corporate Services Communications & Marketing	Consult
Government Representatives and Bodies		
Department of Resources	Wedeen Smith	Collaborate
Affected Organisations		

Whitsunday Coast Chamber of Commerce	Allan Milostic	Consult
Ergon Energy	Greg Canavan	Collaborate
Traditional Owner Reference Group	Katrina Dent Felicity Chapman	Consult
Whitsunday Sailing Club	Manager	Consult
Airlie Beach Lions Club Market Stall Committee	Allan Gravelle	Consult
Whitsunday Lions Club	Heather Toy	Consult
Cruise Ship Ambassadors	Brian Richardson	Consult
Port of Airlie	Wayne Hann / Neil De Bruyn	Consult
Tourism Whitsundays	Nattassia Wheeler	Consult
General Community		
Existing lease/permit holders within the Reserves		Consult
Affected Tourism operators		Consult
Affected Business Owners		Consult
Whitsunday Ratepayers Association	Anthony Moscato	Consult
Whitsunday Region Ratepayers Association (WRRRA)	Shauna O'Shannessy	Consult
Save Our Foreshore	Suzette Pelt	Consult
Wider public		Consult

3. Roles and Responsibilities

The project team's roles and responsibilities have been outlined below in Table 5:

Table 5 – Roles and Responsibilities

Project Team Roles	Responsibilities
Project Manager (Shane Neville)	Manage and coordinate the project's deliverables, keep project phases on track and budget, and approve all communications materials.
Project Support Officer (Jonathan Cutting)	Support Project Team with administration tasks and assist Project Manager in reporting.
Executive Project Director (Neil McGaffin)	Approve all major planning and communications strategies prior to implementation. Act as media spokesperson when the Mayor is unavailable.
Communications & Marketing Support (Joanne Vlismas)	Assist Project Team by preparing strategy to communicate with key stakeholders and residents, draft and review communications and marketing materials, coordinate engagement activities, prepare reporting.
Communications & Marketing Manager (Greg Martin)	Manage all media enquiries and issues which may arise during the project, act as liaison between Councillors and the Project Team, approve all media communications and external communications.

4. Identify Risks of Poor Communication

A communication risk or issue is any aspect, impact or result of a project that has potential to raise concerns or objections from stakeholders and adversely affect the progress and effectiveness of the project. Several potential risks may be associated with this project due

to existing community concerns. These potential risks will require management throughout the communication process, and have been identified below in a risk assessment table:

Table 6 – Risk Assessment

Identified Risk	Level of Impact (High, Medium, Low)	Mitigation Method
Uncertain timeline for projects delivery, as a result of many projects reliance on suitable grants for construction.	High – Could result in negative backlash from the community if the projects are not delivered in the timeline expected.	<ul style="list-style-type: none"> Provide key messaging and consultation collateral to the community outlining projects reliant on grant funding and subsequent uncertainties around exact timing of delivery.
Desire for Council to prioritise and deliver all projects, rather than await suitable grant funding.	High - Could result in negative backlash from the community if the projects are not delivered in the timeline expected.	<ul style="list-style-type: none"> Identify that Council are working on Masterplans for each Township to boost the Region as a whole, albeit will be heavily reliant on grant funding across the board as a result of recent initiatives and investments to support the community post Cyclone Debbie and COVID.
Concern over limited 'shovel ready' projects to commence.	Medium – Community wants to see projects constructed	<ul style="list-style-type: none"> Projects are subject to planning to ensure the best value for money and most suitable outcomes are created that avoid legacy issues that can arise from rushing a project; Identify that a number of projects will undergo further consultation to refine in collaboration with the community.
Uncertain timeline for projects delivery, as a result of many projects reliance on suitable grants for construction.	High – Could result in negative backlash from the community if the projects are not delivered in the timeline expected.	<ul style="list-style-type: none"> Provide key messaging and consultation collateral to the community outlining projects reliant on grant funding and subsequent uncertainties around exact timing of delivery.
Confusion over the relationship of the two projects, the Land Management Plan and the Greater Airlie Beach Masterplan, being consulted on together.	Medium – Confusion regarding the intent and process for each project.	<ul style="list-style-type: none"> Clearly define the purposes of each project and notify the community that submissions can be lodged on either, within the same document.

5. Communication Strategy

The Plan has been broken down into several different elements, enabling Council to appropriately inform and engage with the Regional community during the 30-business day consultation period. The key elements of this section include communication management, communication tools and an Action Plan.

5.1 Communication Management

5.1.1 Communication Protocol and Media Spokesperson

The following protocols will be followed throughout the consultation process:

- All media enquiries will be directed through Council's Communications & Marketing Manager and the Project Director.
- The Whitsunday Regional Council Mayor will be the key spokesperson for any media statements or releases; if the Mayor is not available, the Project Director will be media spokesperson for the project.
- All other enquiries will be directed to the Project Manager who will notify the Communications & Marketing Manager, if necessary.
- All formal external communication materials will be reviewed and approved by the Project Manager, Project Director, and the Communications & Marketing Manager.
- All incoming communication to Council from external stakeholders and the responses to these enquiries will be recorded and tracked using Enterprise Content Management (ECM) and Customer Request Management (CRM). Key information to be recorded will include name of person, contact details, query, action required, response and any other comments required.

5.2 Internal Communication Tools

The following tools will be used to facilitate effective communication within the project team to respond to and manage potential issues with the community:

- Email/phone;
- Meetings/briefings;
- Progress reports; and
- Project meetings.

5.3 External Communication Tools

The following engagement tools may be used during the consultation process:

- Newspaper public notice;
- Public display;
- Website;
- Media releases and Facebook Postings;
- Key messages;
- Online submissions to Yoursay.whitsunday.qld.gov.au; and
- Fact sheets.

5.3.1 Newspaper Public Notice

A Public notice will be placed in local newspapers to notify of the proposed consultation at consultation start and one week prior to consultation end. The Public notice may be viewed in **Appendix 1**.

5.3.2 Public display at Council offices

The Greater Airlie Beach Masterplan, fact sheets and submission templates will be available at each Council office in Cannonvale and Proserpine.

5.3.3 Whitsunday Regional Council websites

A dedicated page will be available on Your Say Whitsunday with project updates, links to public notices and fact sheets.

5.3.4 Meetings with key stakeholders

Council will offer meetings with key stakeholders to answer any queries on the Greater Airlie Beach Masterplan and Airlie Beach Foreshore Land Management Plan.

5.3.5 Media Releases

Media releases may be used at strategic points throughout the project stages, announcing important milestones and information. Any media releases to be newsworthy and relevant.

5.3.6 Social Media

Council's social media platforms, Facebook, Twitter and YouTube, may be used to distribute information to the public throughout the duration of the project. Each of these platforms requires a different approach to content, so all content will be drafted and released strategically to ensure it is relevant to each platform's audience. Social media can be a great tool for engaging with the wider community and encourages sharing of information.

5.3.7 Fact sheets

Fact sheets and explanatory information will be made available on Yoursay consultation website and offered to customers making inquiries about the Greater Airlie Beach Masterplan. Proposed fact sheets will include an overview of the Masterplan and Land Management Plan and How to make a 'properly made' submission template, within

Appendix 2.

5.3.8 Key Messages

The following key messages have been drafted to communicate about the project and mitigate communication risks. Key messages will be updated regularly with new information, as required:

1. The Greater Airlie Beach Masterplan is the fourth Town Masterplan delivered by Council;
2. Masterplans highlight priority projects for public space investments in Townships, which promote economic development, culture and liveability objectives;
3. Council is excited by the delivery of the proposed Masterplans which provide direction for future investments and business confidence to invest in the Region;
4. Actions within the Masterplan are guided by three key strategic themes that seek to address underlying challenges and promote emerging opportunities for the Town. The strategic themes include:
 - enhancing the tourism experience and promote the area as an internationally recognised tourism destination;
 - promoting art and culture; and
 - supporting open community space investment,
5. A number of projects are at planning stage and will likely undergo further public consultation in the future as they are refined and costed for future grant applications.
6. Within the Greater Airlie Beach Masterplan \$5.8M of projects have been identified for completion over the next 6 years, of which \$3.2M are under construction;
7. Council is reliant on grant funding to deliver major projects within Airlie Beach and surrounds as a result of recent high expenditure to support initiatives and investments to boost the Region post Cyclone Debbie and during the current COVID pandemic. The Masterplan is an essential tool to secure State and Federal Government funding for the Region;
8. Council encourages the community to make a submission on the Masterplan. Submissions should include content which assists in the prioritisation of projects, recognises support for favoured projects, suggests project improvement ideas or recommends new actions that promote the Masterplan's objectives.

6. Action Plan

An Action Plan has been developed to provide a consistent structure to developing and implementing the communication strategy (**Table 7** below). This Action Plan will continue to be reviewed and updated as the project progresses.

Table 7 – Communications Action Plan

Step		Timing	Aim	Objective	How
1	Community Engagement Plan developed	September	Develop a Community Engagement plan	To engage with internal stakeholders during the planning process	<ul style="list-style-type: none"> ▪ Direct contact by email and phone with key stakeholders ▪ Face-to-face meetings with project team
2	Prepare Communications / Consultation Materials	October	Prepare engaging, easy-to-understand key messages and materials for distribution	To provide clear, consistent and engaging communications	<ul style="list-style-type: none"> ▪ Council websites updates ▪ Media materials ▪ Newspaper Public notice ▪ 'Properly made' Submission templates ▪ Foreshore decking design fact sheet
4	Launch Community Consultation (30 B.D)	November - December	Engage and inform the community	To provide opportunities for affected stakeholders and residents to get involved and give feedback	<ul style="list-style-type: none"> ▪ Media release ▪ Social Media ▪ Website updates ▪ Newspaper public notice ▪ Display LMP in Council offices
5	Close Consultation and prepare Consultation Report	December	Analyse feedback results and prepare the Consultation Report and one-page Summary	To advise affected stakeholders and residents that consultation has closed, and reporting is underway	<ul style="list-style-type: none"> ▪ Website updates ▪ Media Release ▪ Social media
6	Close the Loop – report back to the community	February	Report back to the community by publishing the Consultation Summary	To inform participants and key stakeholders about the key results and outcomes of the consultation process	<ul style="list-style-type: none"> ▪ Website updates ▪ Social media update ▪ Direct emails to Participants

7. Feedback and Integration

7.1 Next steps

Community Engagement materials will now be developed in preparation for the consultation activities to commence in November, for a period of 30 business days.

At each phase of community engagement, the public will be advised of the project milestones and next steps by web update, media release and newspaper ad.

It is recommended that stakeholder and community engagement continue throughout each project phase. This Plan will continue to be updated to reflect ongoing community engagement.

7.2 Feedback

Key Stakeholders and consultation participants will be contacted after the project is completed to advise them of the outcome and confirm their feedback, by distributing a copy of the Consultation Summary by email. The Consultation Summary is a one-page document, which outlines the key results of the engagement process and indicates the next steps for the project.

Closing the loop with participants is one of the most important steps of an effective community engagement process. Once the community sees an outcome from the engagement process, they become more engaged and involved in future decision-making.

Airlie Beach Foreshore Land Management Plan and Greater Airlie Beach Masterplan Newspaper advertisement mandatory information

The information provided in the box below is the mandatory information for advertising in the Region's local newspapers in accordance with *Land Management Information Kit*.

Whitsunday Regional Council

Public Consultation for the Airlie Beach Foreshore Land Management Plan 2021 (LMP) and Greater Airlie Beach Masterplan will occur between 8am 1 November 2021 – 5pm 14 December 2021. The purpose of the LMP is to outline how Council intends to manage Foreshore Reserves and identify proposed future uses within the Foreshore. Future uses subject to public comment include the proposed Lagoon Deck, Foreshore Decking Strategy, renting the Airlie Beach cinema screen, Reserve R.281 amalgamation to Whitsunday Sailing Club and Reserve R.281 re-alignment to enable safe vehicle movements within Coconut Grove and the Port of Airlie. The purpose of the Greater Airlie Beach Masterplan is to identify priority grant funded projects that Council seeks to develop in the future.

The proposed LMP, Greater Airlie Beach Masterplan and supporting information are available for inspection at <http://yoursay.whitsundayrc.qld.gov.au/> and at Council's Customer Centres:

- Cannonvale** Shop 23, Whitsunday Plaza
- Bowen** 67 Herbert Street
- Collinsville** Corner of Stanley & Conway Streets
- Proserpine** 83 Main Street

Written submissions about any aspect of the proposed LMP or Greater Airlie Beach Masterplan may be made to the Whitsunday Regional Council by any person. A properly made submission must include your name, address, signature and be received in the public consultation period. For further information on making submissions please refer to the Project Page at <http://yoursay.whitsundayrc.qld.gov.au/> for a submission template.

If you have any enquiries about the proposed LMP or Greater Airlie Beach Masterplan, please contact Council's Strategic Planning Branch on (07) 4945 0263 or email us at submissions@whitsundayrc.qld.gov.au

Appendix 2 – Submission template

HAVE YOUR SAY ON THE AIRLIE BEACH FORESHORE LAND MANAGEMENT PLAN & GREATER AIRLIE BEACH MASTERPLAN

Whitsunday Regional Council is undertaking public consultation on the Airlie Beach Foreshore Land Management Plan (LMP) and Greater Airlie Beach Masterplan. Public consultation begins on **1 November 2021** and will close at **5pm on 13 December 2021**. On completion of the consultation period Council will consider and respond to all submissions. Submissions and submission responses will be placed online and submitters will be notified by mail in the beginning of 2022.

Council encourages your review and submission on the LMP and Greater Airlie Beach Masterplan by mail, online or in person to a Council Customer Centre. Please lodge your submission by **5pm, 13 December 2021**. The attached template has been prepared for your convenience.

Making a Submission – Hints and Tips

- Properly made submissions must include your name, address, signature and be received in the Consultation period closing at **5pm, 13 December 2021**.
- A submission may be in regard to the proposed Greater Airlie Beach Masterplan, Airlie Beach Foreshore Land Management Plan or be about the general management of Foreshore Reserves.
- If the submission is regarding a specific component of the Greater Airlie Beach Masterplan or Airlie Beach Foreshore Land Management Plan, outline which part, your grounds for concern/support, examples grounding that concern/support and any alternate outcome you are seeking.
- If the submission is more generally about the Greater Airlie Beach Masterplan, Airlie Beach Foreshore Land Management Plan or how Council manages Reserves, consider using the headings in the document then your grounds for concern/support, the information and examples grounding that concern/support and any alternate outcomes you are seeking.
- To assist Council in understanding your views include evidence, documentation, photographs and maps to assist in justifying specific points in the submission.
- The submission should be easy to read, using dot points, short sentences and plain English.

Submitter Details

Your details (Required)	Title:	First name:	Last name:
	Postal address:		
	Suburb:	State:	Postcode:
	Email address:		
(Optional)	Are you completing this survey as a private individual or as a representative of an organisation? <input type="checkbox"/> Individual <input type="checkbox"/> Organisation – Please specify the name of the organisation below.		
	Organisation:		
(Required)	Submitting your comments Your completed submission must be received by 5pm, 13 December 2021 via: Mail: Whitsunday Regional Council, PO Box 104, Proserpine, QLD, 4800; Email: submissons@whitsundayrc.qld.gov.au ; Online portal: yoursay.whitsundayrc.qld.gov.au ; or In person: to a Customer Centre: <div style="margin-left: 40px;"> Cannonvale Shop 23, Whitsunday Plaza Bowen 67 Herbert Street Collinsville Corner of Stanley & Conway Streets Proserpine 83 Main Street </div> If you require more space than this form provides, please attach additional pages. Thank you for your submission.		
	Signature: _____		Date: _____

14. Development Services

14.5 DEVELOPMENT SERVICES MONTHLY REPORT - SEPTEMBER 2021

AUTHOR: Neil McGaffin – Director Development Services

RESPONSIBLE OFFICER: Neil McGaffin – Director Development Services

OFFICER'S RECOMMENDATION

That Council receives the Development Services Monthly Report for September 2021.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Development Services Monthly Report – September 2021.

PURPOSE

To provide an overview of Whitsunday Regional Council's Development Services Directorate for the 2021/2022 Financial Year, with focus on the month of September 2021.

BACKGROUND

The Development Services Directorate has a departmental vision of a prosperous, liveable and sustainable Whitsundays.

The Directorates purpose is to lead the delivery of economic, social and environmental outcomes for the Whitsundays through services in partnership with stakeholders.

The Directorates vision is delivered by bringing together the functions of Economic Development, Strategic Land Use and Infrastructure Planning, Development Assessment, Building and Plumbing Assessment and Compliance.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

This report represents the activity within the Directorate for the month of September 2021.

STRATEGIC IMPACTS

Alignment to Corporate Plan

Outcome 1.1: Out leadership engages with the community and provides open, accountable and transparent local government.

Alignment to Operational Plan

Strategy 1.1.1: Provide sound, competent leadership as to maximise the organisation's operational performance, productivity and efficiency.

Financial Implications N/A

Risk Management Implications Regular reporting on the Directorate's progress and achievements ensures accountability and fosters a positive culture.

CONSULTATION

Doug Mackay – Manager Development Services
Shane Neville – Manager Strategic Planning
Elouise Lamb – A/ Economic Development Coordinator
Kelvin Stephens – Team Leader Plumbing

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

That Council receives the Development Services Monthly Report for September 2021.

ATTACHMENTS

Attachment 1 – Development Services Monthly Report – September 2021.



Development Services

Strategic Planning
Development Assessment
Building, Plumbing & Compliance
Economic Development

Monthly Report – September 2021

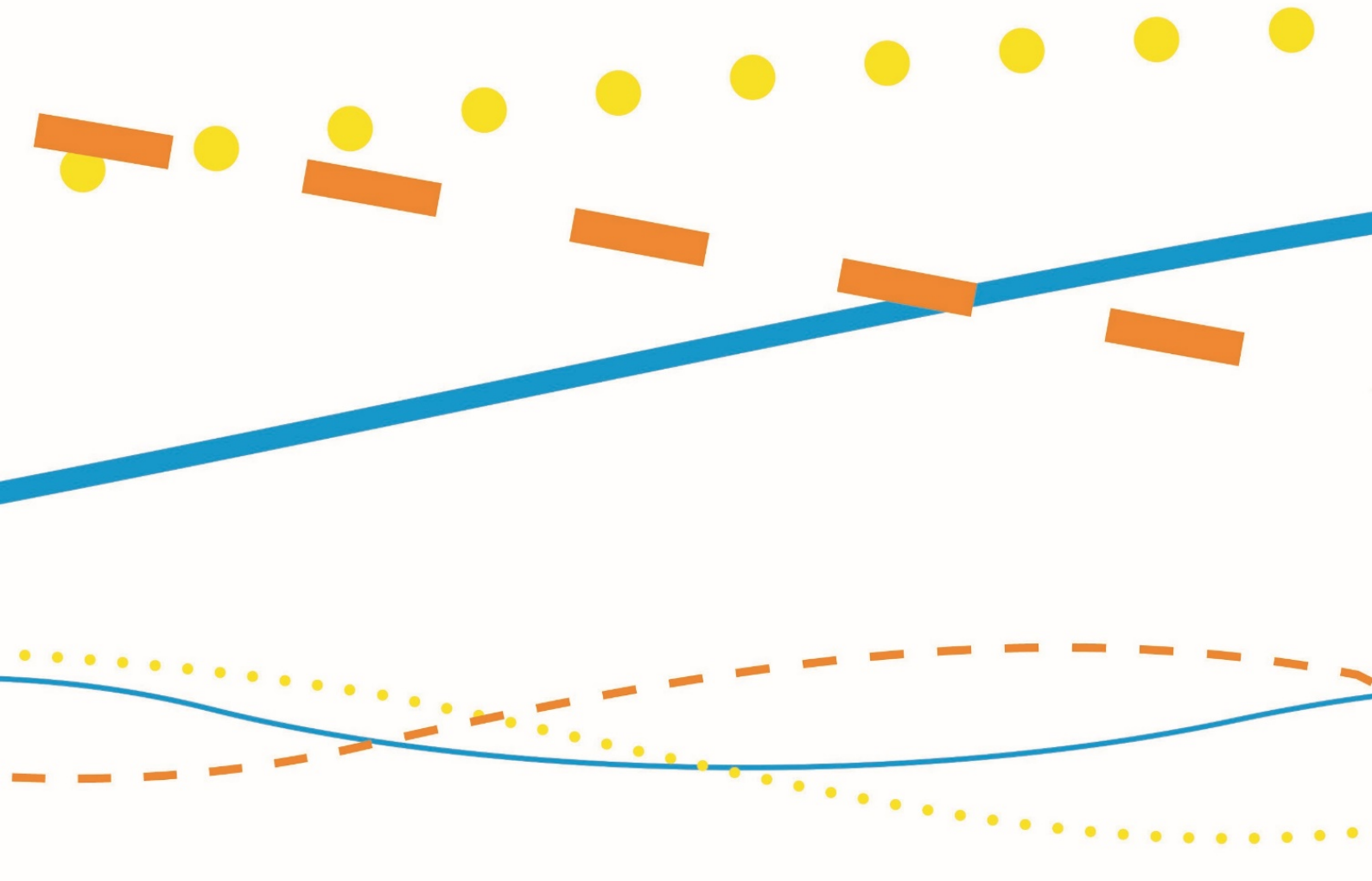


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Directors Report

STRATEGIC PLANNING

In September Council resolved to provide correspondence to the Department of Resources regarding the recreation reserve to road matter at the Port of Airlie. The Cannon Valley Growth Study has been renamed to the Greater Area Beach (GAB) Growth Study to more closely align with the naming of the Greater Airlie Beach Masterplan. These two documents have been drafted and will be making their way through the process for Council to consider the commencement of public consultation.

Strategic Planning has prepared and provided a response to Agencies on issues raised in the State Interest Review of the Planning Scheme Major Amendment, providing further information and justification of changes.

DEVELOPMENT ASSESSMENT

In response to Councillor concerns, research has been undertaken on short-term accommodation applications for houses and units. Since late 2018, just over 100 approvals have been granted; the majority in single dwelling houses. In 2018, the contribution of short-term letting to the local economy was estimated to be approximately \$70m.

Inevitably, a small minority of Airbnb guests create problems for neighbours from time to time and Council will be debating new ways to better manage these issues. Interestingly, the local real estate agents believed short-term letting has had a negligible impact on the current housing shortage. They estimate that 40% of the dwellings in their rental pool have disappeared in the last 2 years with due predominantly to owners returning to live in their properties, or houses being purchased by new owner-occupiers.

Receipt and processing of new development applications has continued at high levels for the fourth consecutive month, reflecting the buoyant property market. Phone enquiries have also been significantly higher in the last 6 months than at any time in the previous 3 years. Majority of new applications relate to dwellings within overlay areas, small subdivisions, short term accommodation and setback variations.

Larger developments include a new service station and KFC outlet in Leichardt Street, Bowen and 10 short-term accommodation units on Waterson Way, Airlie Beach. Negotiations are underway with the developer of One Whitsunday (Shingley Beach) to reduce the height of the building to better meet the visual impact requirements in the Planning Scheme.

BUILDING, PLUMBING & COMPLIANCE

Building

This month building applications followed the usual trend and continued to increase with one private certifier submitting 12 applications for the reroofing and alterations at an apartment complex on Manooka Drive, Cannonvale. Applications for new sheds and dwelling approvals continue to be submitted regularly.

Plumbing

There has been a major decline in plumbing applications being submitted for the month of September, but this hasn't slowed down the number of inspections required in the month with over 100 inspections carried out for this month.

Compliance

Compliance complaints have been received in relation to derelict buildings and people living in their class 10a approved sheds for the month of September. Lapsed building applications have also been an occurrence this month. As the building team continue to review historical building applications with lapsed applications continuing to be added to the compliance register for further investigation.

ECONOMIC DEVELOPMENT

Community consultation is about to commence on the new Economic Development Strategy for the Region. The Strategy has been in development for the past 3 months and has already involved engaging with a variety of stakeholders. The team is also preparing a range of grant submissions to attain funds to improve regional disaster and bushfire resilience, regional events and climate risk mitigation.

Mr Gary Warrener, the new Economic Development Manager commenced with the team on Monday 27th September – *Welcome Gary!*

Strategic Planning

The Strategic Planning Branch is responsible for developing and maintaining land use and infrastructure plans and policies, such as the Planning Scheme, as well as reviewing various planning related State planning instruments and legislation, including the Mackay, Isaac, Whitsunday Region Plan.

Operational Activities

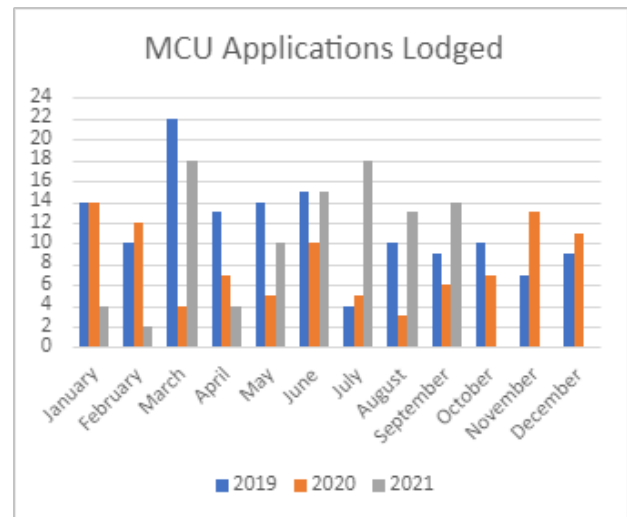
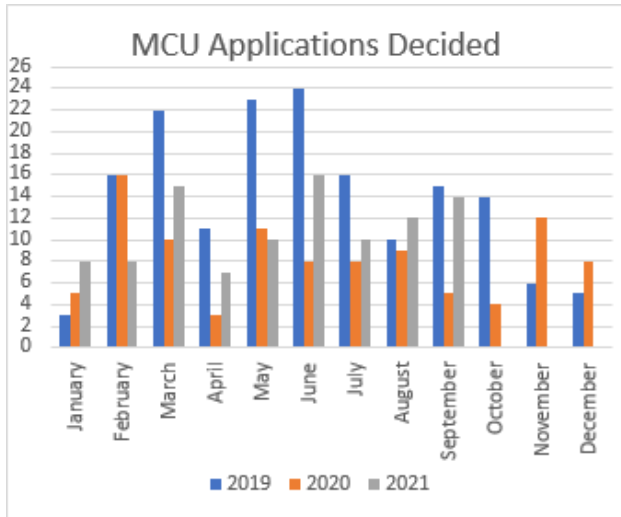
The Strategic Planning Branch is undertaking several projects, including;

- Completing State Interest Review of the Proposed Major Amendment of the Planning Scheme by the Department of State Development, Infrastructure, Local Government & Planning;
- Approval of the amended Airlie Beach Land Management Plan for Public Consultation;
- Approval of the Greater Airlie Beach Growth Study for Public Consultation;
- Approval of the Greater Airlie Beach Area Master Plan for Public Consultation;
- Review of the draft Proserpine Masterplan V2;
- Review of the Local Heritage Register;
- Review of the Open Space Standards (Development Manual) – Community and Stakeholder Surveys;
- Research Affordable Housing Strategy;
- Research Smart City Strategy; and
- Assessment of Façade Improvement Policy Applications.

Development Assessment

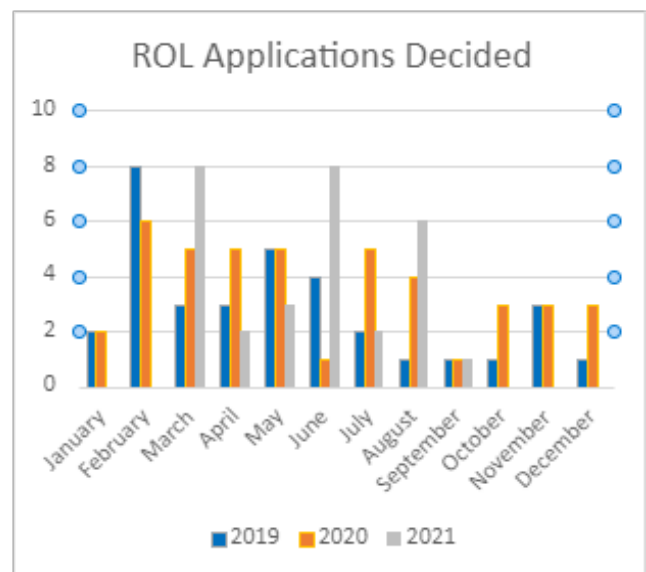
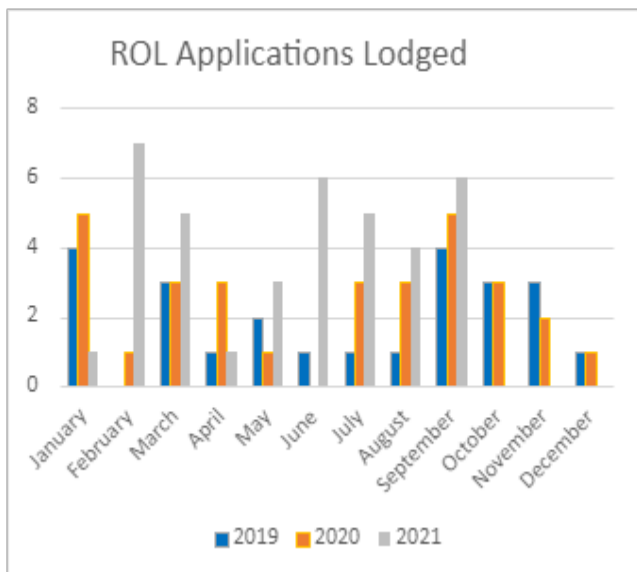
The Development Assessment Unit is responsible for assessing development applications, reviewing referrals for state land, environmental impact statements and other material for coordinated projects, activities, preparing planning and development certificates and inspecting developments for compliance with development approvals and other planning requirements.

Development Statistics

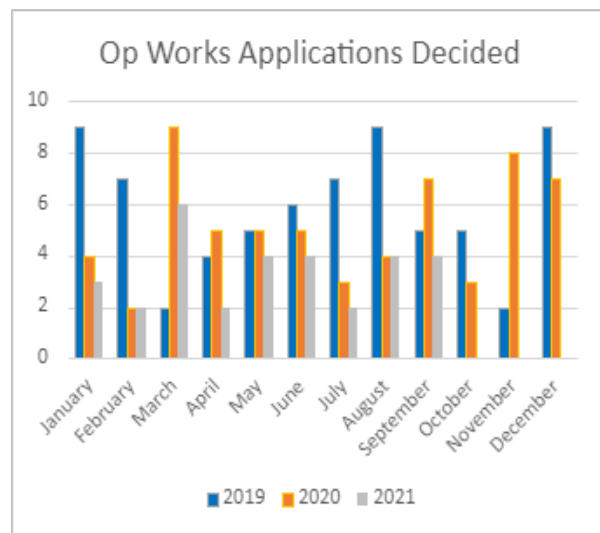
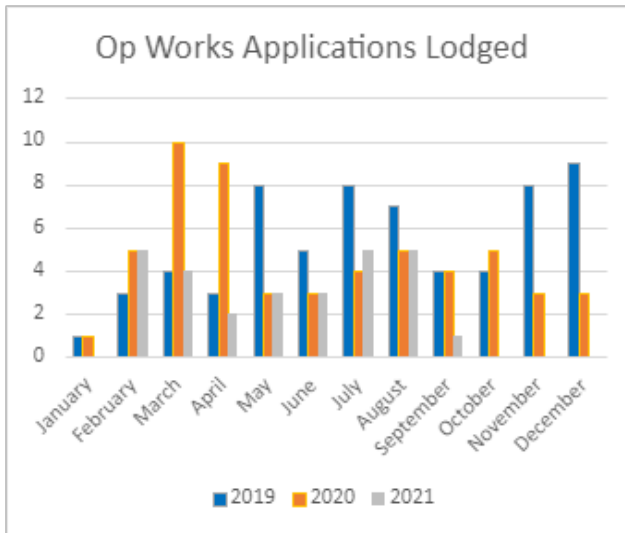


The lodgement of new MCU applications continued at record high numbers for the fourth continuous month. Majority of these applications have been for small-scale developments including siting variations, houses within overlays, above-height dwellings and short-term accommodation.

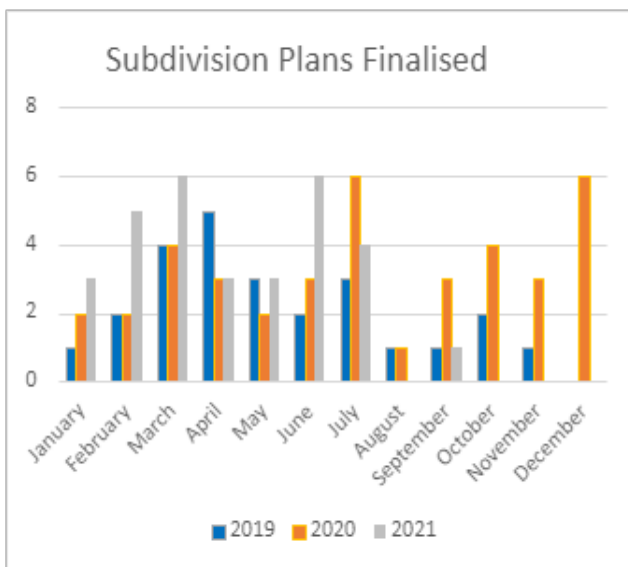
These applications reflect the general increased activity in the residential property market. The processing of these applications has largely mirrored the receipt of applications as they are managed in short timeframes.



Similarly, new subdivision applications have continued at record levels over 3 years for the fourth straight month. Processing has continued at a high level, despite only 50% staff compliment due to long service leave.



New Operational Works applications dropped in September, which may reflect the current workloads of engineering consultants in the private sector, who report 3 month waiting times. Processing has continued steadily despite 50% staff compliment due to long service leave.



Sealing of new subdivision plans reduced in August and September. These months saw a significant rise in applications for Planning Certificates which also reflects the buoyant property markets.

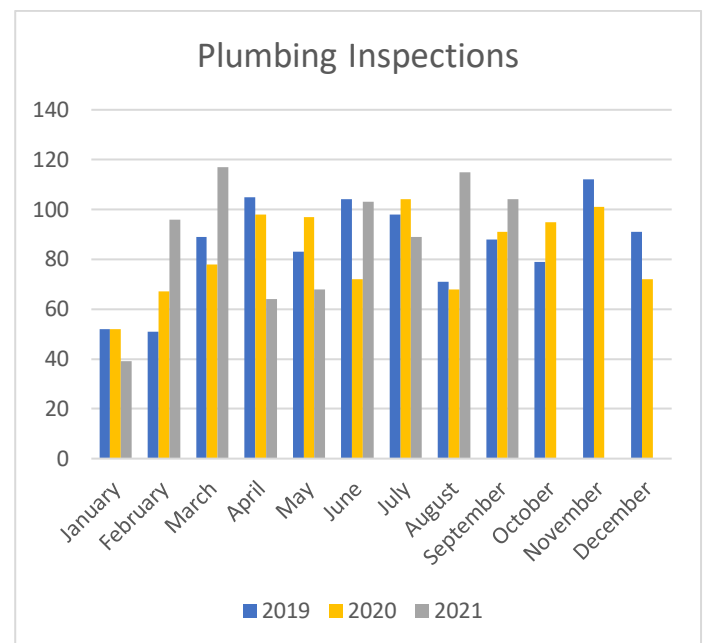
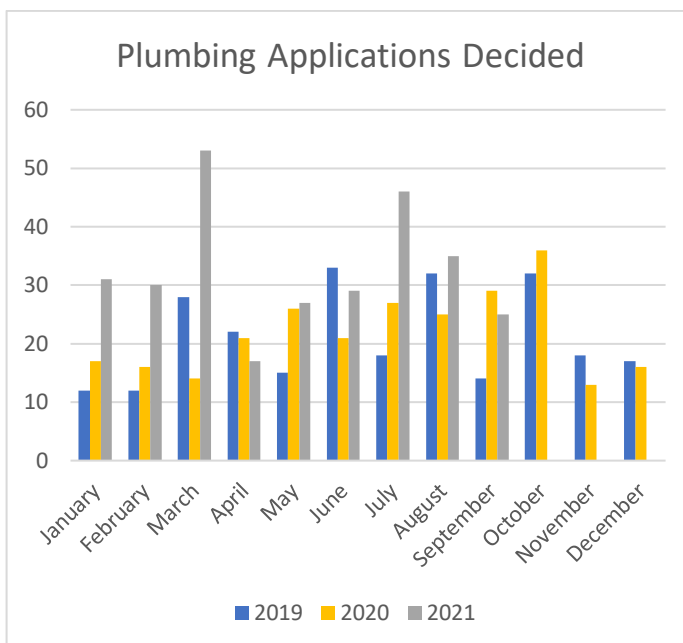
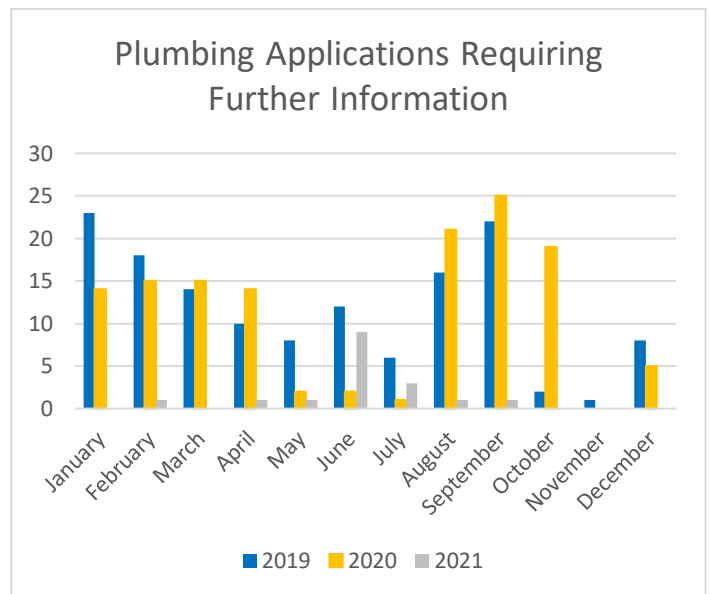
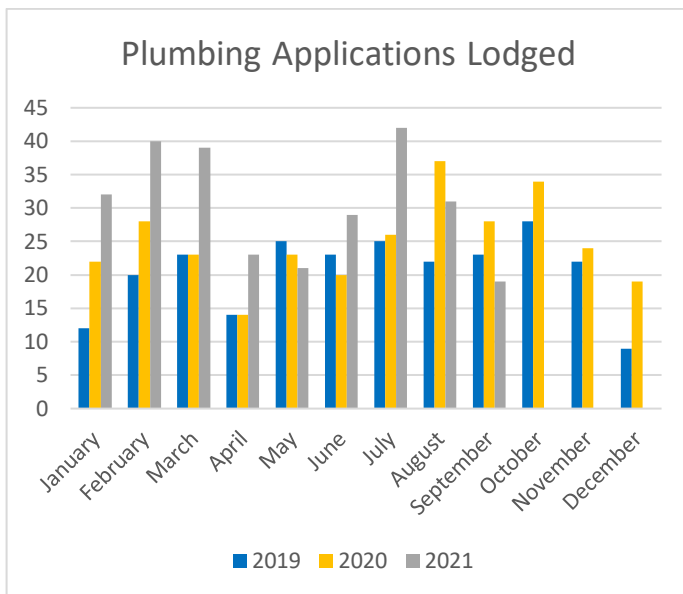
Summary of Applications Approved Under Delegated Authority

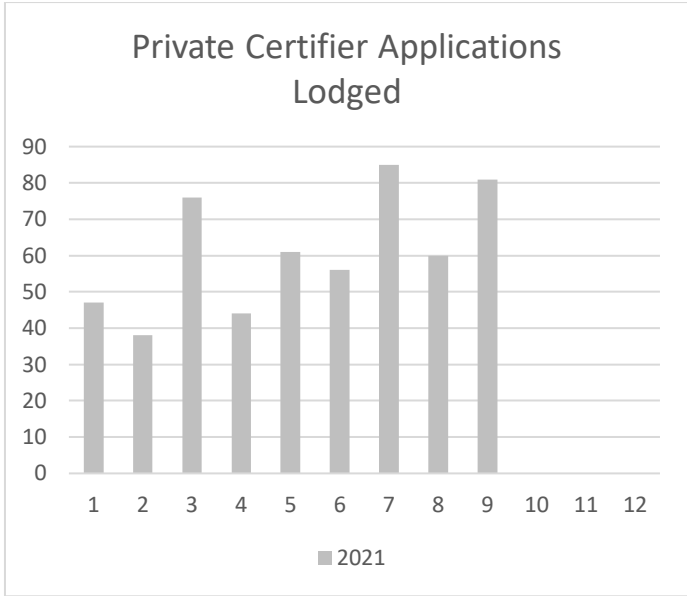
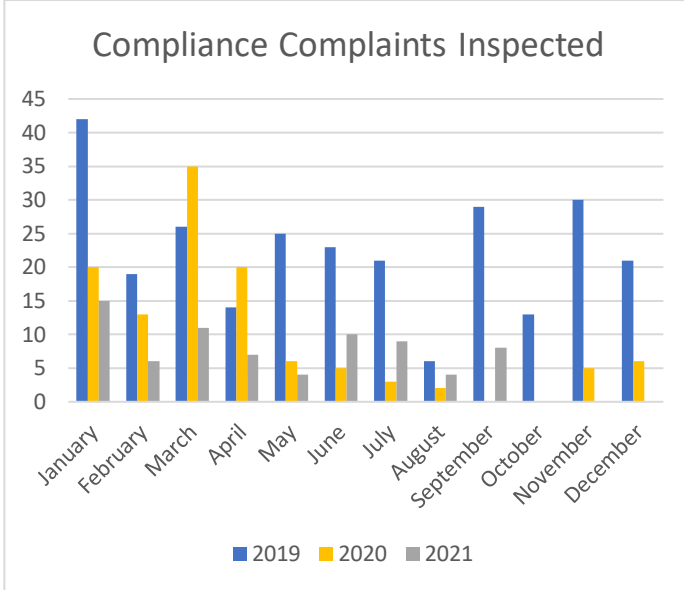
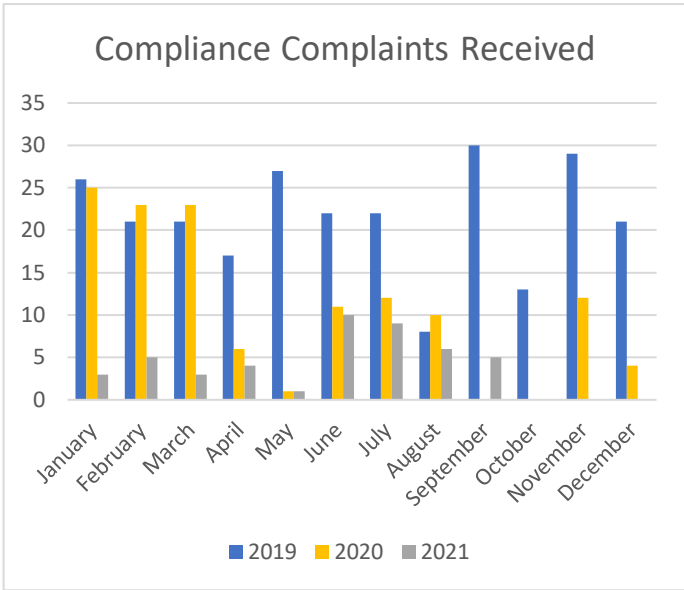
Application #	Applicant & Location	Approval Details
20181617	Shute Harbour Marina Development Pty Ltd Shute Harbour Road Shute Harbour	Development Permit for Material Change of Use and Operational Works (Marina Development)
20210381	Kissajukian Family Trust 15 William Murray Drive Cannonvale	Development Permit for Material Change of Use (Low Impact Industry - Industrial Shed)
20210462	Brisbane Prestige Property Developers 47 Leichardt Street Bowen	Development Permit for Material Change of Use (Service Station, Food & Drink Outlet & Advertising Devices)
20210481	A G Hemsley 138 Kookaburra Drive Cannon Valley	Development Permit for Material Change of Use (Secondary Dwelling)
20210498	Sanctuary Living Investments Pty Ltd 1 - 15 Regatta Boulevard-private Cannon Valley	Development Permit for Operational Works (Earthworks)
20210509	VU Hoang Long as TTE Hamilton Island Whitsundays	Preliminary Approval (Variation Request) to Vary the Table of Assessment for Building Works & Development Permit for a Material Change of Use for a Resort Complex (Dwelling House)
20210525	MJG 23 Pty Ltd as TTE 12 Waterson Way Airlie Beach	Development Permit for Material Change of Use (Short Term Accommodation – Ten (10) Units & One (1) Managers Residence)
20210527	G P Slater 104 Gloucester Avenue Hydeaway Bay	Development Permit for Material Change of Use (Short Term Accommodation)
20210582	D G Hampson 9 Gun-Ally Road Sugarloaf	Development Permit for Reconfiguration of a Lot (One (1) Lot into Two (2) Lots)
20210667	L K Stanley 63 Fuljames Street Proserpine	Development Permit for Material Change of Use (Home Based Business - Music Studio)
20210738	Queensland country Women's Association 33 Conway Street Collinsville	Development Permit for Operational Works (Road Work & Internal Car Park)
20210748	B Smith 17 Don Street Bowen	Development Permit for a Material Change of Use (Swim School)
20210757	A B Talbot Pringle Road Woodwark	Development Permit for Material Change of Use (Dwelling House)
20210779	S G Hoffmann 1 Harrison Court Bowen	Development Permit for Material Change of Use (Patio)
20210815	Hounsell Constructions Pty Ltd 2-8 Ocean Road Airlie Beach	Development Permit for Material Change of Use (Dwelling House)
20210819	J B Flowerday 159 Camille Drive Strathdickie	Development Permit for Operational Works (Driveway Access, Erosion & Sediment Control)
20210835	B D Harrison 119 Botanica Drive Woodwark	Development Permit for Material Change of Use - Dwelling (QDC Siting Variation & Overlays)
20210862	G Murell Captain Jack Drive-Private Cape Gloucester	Development Permit for Material Change of Use (Shed)

Building, Plumbing & Compliance

The Building, Plumbing & Compliance branch is responsible for assessing/reviewing building and plumbing applications, developing and maintaining various building and plumbing related policies and registers; carrying out Building regulatory functions; and manage and regulate enforcement and compliance procedures.

Building, Plumbing & Compliance Statistics





Economic Development

The Economic development branch undertakes actions that progress the growth and overall prosperity of the region. This includes the provision of support to local businesses, delivery of actions contained within the Economic Development Strategy, stakeholder engagement, facilitation and development of investment enquiries and business cases for targeted investment, advocacy towards issues of regional economic and social importance, and development of research and reports on the economy.

Current Projects

- Economic Development Plan development
- Marine Centre of Excellence
- Annual Investment Prospectus
- Affordable Housing

Stakeholder Meetings

- GW3
- MIW RDA – Economic Road Map
- AusIndustry
- Queensland Health
- QRA

Funding Submissions

Program	Project	Amount Requested
Queensland Multicultural Events	Whitsunday Multicultural Festival	\$10,000
TOTAL		\$10,000

Funding Attained

Project	Amount Granted
Nil	
TOTAL	\$0

Unsuccessful Applications

- Nil

15. Community Services

15.1 REQUEST FOR SPONSORSHIP - UNDER 12 NORTHERN QUEENSLAND CRICKET ALLIANCE CHAMPIONSHIPS - BOWEN CRICKET ASSOCIATION

AUTHOR: Elizabeth Youd – Events and Community Sponsorship Officer

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council approve a cash sponsorship of \$5,000.00 to the Bowen Cricket Association to assist with hosting the Under 12 Northern Zones Championships to be held from the 13-16 December 2021 in Bowen.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council is approached from time to time to support events or activities via sponsorship.

PURPOSE

Council to approve a request for sponsorship from the Bowen Cricket Association to host the Under 12 Division A & B Northern Zones Championships to be held in Bowen 13-16 December 2021.

BACKGROUND

The Bowen Cricket Association have been given the opportunity to host the A & B Divisional Under 12 Northern Zones Championships for the upcoming two seasons in cooperation with the North Queensland Cricket Alliance.

The organisers anticipate 120 junior players along with their families will visit Bowen and surrounding areas. It is proposed visitors from across far North Queensland, North Queensland, Central Queensland, Mackay and the Whitsundays will have a positive economic impact to the region.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009
Local Government Regulation 2012
LSP_C&ENV_11 - Sponsorship Policy

ANALYSIS

Council has received a request for sponsorship from the Bowen Cricket Association to support the Under 12 Division A & B Northern Zones Championships to be held in Bowen.

The sponsorship will go towards hire of equipment and provide first aid officers for each day of the carnival.

In return for the \$5,000.00 monetary sponsorship, Council will be recognised as follows:

- Council logo on all correspondence distributed to all zones

- Council logo placed on team photos which each participant receives
- Feature in event handbook and on any print/social media
- Invitation to welcome dinner and final event presentation
- Council's promotional banners exhibited around the field during the event

STRATEGIC IMPACTS

Corporate Plan

Outcome 1.2.2 – Our region is inclusive and motivated by range of social, cultural, and recreational opportunities.

Strategy 2.2.6 – Support community groups in facilitating a variety of cultural, community sporting and recreation activities, events and programs.

Operational Plan

Action 2.2.6.1 – Support the Whitsunday community through the facilitation of the community grants and donation programs.

Financial Implications – The funds were taken from JC: 2967.10249 – Community Donations (2967) / Sponsorship (10249).

Description	Amount
2021/22 Budget	\$150,000.00
Actual + Commitment Spend	\$12,590.90
YTD Remaining Budget	\$137,409.10

Risk Management Implications – Reputational Risk - Providing funding support to events post the COVID-19 events will provide an incentive that will increase tourism and assist local business.

CONSULTATION

Rod Cousins – Manager Community Development & Libraries

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council approve a cash sponsorship of \$5,000.00 to assist the Bowen Cricket Association to host the Under 12 Northern Zones Championships to be held in Bowen 13-16 December 2021.

ATTACHMENTS

- Attachment 1 – Sponsorship Request - North Queensland Cricket Alliance
- Attachment 2 – Letter of Support - North Queensland Cricket Alliance
- Attachment 3 – Letter of Support - Mackay/Whitsunday Cricket Incorporated

Attachment 1 – Sponsorship Request - North Queensland Cricket Association

From: [REDACTED]
Sent: Tuesday, 7 September 2021 8:59 AM
To: Whitsunday Regional Council
Subject: Sponsorship Request for U12 North Queensland Cricket Alliance State Championships in Bowen Dec13-16, 2021
Attachments: Letter to Bowen Cricket Assoc 6.9.21.doc; NQCA Letter of Support.doc

CAUTION: This email came from outside of WRC - only open links and attachments you're expecting.

Dear Mayor Andrew Wilcox and Council Members,

I am writing to request sponsorship from Whitsunday Regional Council to help Bowen Cricket Inc facilitate the U12 Div A & B Northern Zones State Titles to be held from the 13-16th of December 2021. Bowen Cricket have been awarded hosting rights for this event for the coming two seasons.

The event will see 120 players and their families come to town from across Far North Queensland, North Queensland, Central Queensland and Mackay/ Whitsundays. There will be 4 x 50over matches played on each of the 4 days. They will require accommodation and meals and will no doubt visit shops and tourist attractions within Bowen and the Whitsunday region and hopefully extend their stay bringing a huge economic boost to the Whitsunday community. All accommodation houses have already been notified of the upcoming event and some have offered special rates for participants.

To be able to successfully run an event of this size we will need to hire in a lot of equipment. We will need to provide lunches every day and accommodate some umpires who will need to be brought in from out of town to fill the local shortfall. We will also need to have a qualified 1st Aid officer at the grounds each day. We do not want the financial burden to fall back onto the Bowen Cricket Association and their band of volunteers who will be working tirelessly to make the event a huge success. Therefore we are reaching out to you for your assistance.

We are asking for \$5000 financial assistance from Whitsunday Regional Council to go towards these costs.

Your sponsorship money will include:-

- Exclusive sponsorship of the team photos-\$1500 for team photos for each participant. We have engaged the services of Tropix Photography to do these for us as they do most sporting carnivals around the region.

The remaining money will help cover some of the costs related to:-

- The purchasing of 4 drink coolers to provide cold water for teams on each field- \$228
- The hiring of 150 chairs (1 for each player and a few extras), trestle table for teams, scorers and our welcome dinner function, 5 portaloos (1 for each field so we don't overload the toilets at the sporting complex and cater for the large number of people), 1 x mid week clean of toilets, a coldroom to store lunches and extra food and beverages which will be sold through the canteen. and marquees to provide shade for teams, scorers and some extra for spectators, PA system. . Cost approx \$3000
- 1st Aid for the 4 days total cost between \$1500-\$2000 (currently in negotiations)

Some of the local businesses we will be engaging the services of include

- Bowen Hire
- Tropix Photography
- Intersport Mackay/Cannonvale
- Meraki Cafe
- Corrsafe

- Woolworths
- local schools who will donate some equipment

What's in it for you?

If you were willing to sponsor our event we would

- Put your logo on all communication that went out to the zones.
- Your logo would be placed on the team photos which every participant will receive.
- You would feature you in our event handbook and on any print/social media we produce.
- Your logo will be attached to any event correspondence with the 4 associations participating.
- You would be invited to both the welcome dinner and the final event presentation.
- You would be invited to put up council banners around the fields during the event.

To have an event like this in our region is a huge coup and we want to showcase what Bowen Cricket and the region has to offer. We are planning on supplying each team with a welcome pack which will include vouchers to businesses and brochures on things to do in the surrounding area.

We have also reached out to other businesses and mining company for sponsorship to help with these costs and also fund our welcome dinner for players at no extra cost to families to help bring the teams together to create friendships. Any costs that we cannot cover with sponsorship will be put back onto the players in their registration levy. We want to keep this as low as possible so then the families have more money to spend while they are here for the event. This creates a win-win situation for everyone. As this is their first taste of representative cricket we want to make it the best experience possible,

I have attached letters of support from Mackay/Whitsunday Cricket Inc and the North Queensland Cricket Alliance for your consideration.

As you can see with preparation well under way and final costs needing to be given to the NQCA so they can cost equalize player fees across all associations, time is of the essence. Teams will need to be notified of player fees mid Oct.

If possible we would love to have a reply by the end of the month but appreciate this may not be possible.

Please do not hesitate to contact me if you have any questions by return email or mobile 0424599722.

We thank you for your time in considering our application and look forward to hearing from you with a positive outcome at your earliest convenience.

Regards,

████████████████████
NQCA U12 Championships Co-ordinator
████████████████████

Attachment 2 – Letter of Support - North Queensland Cricket Alliance

North Queensland Cricket Alliance



All Correspondence:
C/- The Secretary
21 Silky Oak St
Kirwan, 4817, QLD

President: [REDACTED]

Vice President: [REDACTED]

Treasurer: [REDACTED]

All Email:
[REDACTED]

Secretary: [REDACTED]

To whom it may concern,

The year 2020 was a very difficult & challenging year for everyone in every situation, including community sport and in particular cricket. However, one positive aspect that came out of last year was the change with Junior cricket in Queensland, from the big traditional carnivals in the big cities (mostly in South East Queensland) to small carnivals in regional Queensland.

The North Queensland Cricket Alliance (NQCA) has taken on the responsibility of organising these carnivals, in conjunction with our four regional zones; Cricket Far North, North Queensland Cricket, Mackay Whitsunday Cricket & Central Queensland Cricket.

Our vision is to promote cricket on a diversified front with smaller towns and their associations hosting one of the six age groups (both Boys and Girls) for a two-year engagement. This will provide local cricket clubs with the opportunity to improve their facilities, to show case their clubs & grounds and also their region.

Local carnivals provide a great promotion of cricket in the local area. Providing children with an enjoyable healthy sporting activity can only have a positive effect on the community. Not only does cricket help children develop cricket skills, but as a team sport it promotes cooperation, communication, fellowship and sportsmanship (all important life skills).

There are many aspects to organising a cricket carnival; from providing grounds for the players, meals for the teams, and a venue for the supporters. Making this happen are the many volunteers who assist with preparing the grounds, running the canteen, organising the games etc.

However, these volunteers need financial support from local councils & local businesses to enable this to happen. There are a multitude of costs involved including; hire costs of equipment - chairs, tables, marquees & cool room etc., the purchase of water containers etc, the supply of ice, the provision of a first aid officer, the provision of a photographer for team photos & action photos. All these necessities contribute to a well organised carnival & ultimately a memorable time for players families & supporters.

Junior carnivals like these also provide an economic boost to the local region. The majority of the players will be accompanied by their families and will require accommodation & meals. Many families will extend their time to holiday in the region; exploring the local beaches, playgrounds, parks & gardens, enjoying a range of outdoor activities, shops & markets, restaurants & coffee shops.

We hope that you feel able to financially support our local Cricket Associations in their endeavours to host a Junior State Championship.

Yours in Cricket,

[REDACTED]

Attachment 3 – Letter of Support - Mackay/Whitsunday Cricket Incorporated



MACKAY/WHITSUNDAY CRICKET INCORPORATED

Post Office Box 8999 Mt Pleasant Qld 4740

A.B.N. 47 194 252 238

IA30567

E-mail: mackwhitcricket@gmail.com

President: Vice President: Secretary: Treasurer:

To whom it may concern,

Mackay Whitsunday Cricket Inc is very pleased to be supporting Bowen cricket in running the 2021 NQCA Northern Zone State Championships for both the U12 A and B divisions. In the past 5 years we have seen a lot of volunteer work being put into the clubs in Proserpine and Bowen to grow cricket from a grassroots level in your region and are excited that they are going to reap the rewards by showcasing these championships for the next two seasons.

Players from these regional towns have had to do a lot of travelling for rep training and weekly fixtures so it is nice for them to not have to travel and be able to showcase their facilities. Last season we had 18 players from Bowen and Proserpine representing Mackay/Whitsunday Cricket Inc (u11-U18) at various carnivals across the state which is an amazing achievement. We have seen girls cricket grow by nearly 400% last season in Proserpine alone.

The positives that come out of holding an event like this locally are enormous. Firstly, the players are out there being active, playing as part of a team and working together learning life skills while also meeting kids from different regions which over the years end up becoming lifelong friends. Secondly, the town and the community will benefit financially with an influx of 120 players and families to the region for a minimum of 4 days needing accommodation and meals and often partaking in tourist activities in their down time. Given the uncertain times at present due to COVID this will be a welcome boost both to the back pockets of businesses but also to the overall mental for the community.

Hosting a carnival such as this will come at a cost to Bowen Cricket Association as they will need to hire a lot of equipment, (cool rooms, chairs, tables, marquees, porta-loos etc) as they have never had to host an event of this size before, together with 1st Aid officers, umpires and lunches. Our aim is for the association to make some money out of hosting the carnival and not be left with a huge bill as they will be providing a huge volunteer workload to make sure everything runs smoothly. For this to happen they will need the support of Council and local businesses to help cover their costs.

We would appreciate your consideration in supporting the Bowen Cricket Association in their endeavours to give the U12s a positive experience for their first taste of representative cricket.

For and on behalf of Mackay/Whitsunday Cricket Incorporated

[Redacted signature]

[Redacted name]

President



15. Community Services

15.2 REQUEST FOR IN-KIND SUPPORT - 2021 AIRLIE BEACH FESTIVAL OF MUSIC

AUTHOR: Elizabeth Youd – Events and Community Sponsorship Officer

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council approve in-kind support up to the value of \$5,000.00 to assist the 2021 Airlie Beach Festival of Music to be held 5-7 November 2021.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council is approached from time to time to support events or activities via sponsorship.

PURPOSE

Council to approve a sponsorship request for in-kind support for the 2021 Airlie Beach Festival of Music to be held 5-7 November 2021. The in-kind support may consist of assistance of installation of promotional street pole banners, supply of wheelie bins and removal of rubbish from event site.

BACKGROUND

The Airlie Beach Festival of Music is a well-established major festival that has been held in the Whitsundays since 2013. Many well-known musicians travel from across the country to perform. The event is very well attended and has proven to have a very positive economic impact to the region.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

ANALYSIS

Council has received a request for in-kind support from the organisers of the Airlie Beach Festival of Music to assist with event preparation lead up. The in-kind support may consist of assistance of installation of promotional street pole banners, supply of wheelie bins and removal of rubbish from event site.

STRATEGIC IMPACTS

Corporate Plan

Outcome 1.2.2 – Our region is inclusive and motivated by range of social, cultural, and recreational opportunities.

Strategy 2.2.6 – Support community groups in facilitating a variety of cultural, community sporting and recreation activities, events, and programs.

Operational Plan

Action 2.2.6.1 – Support the Whitsunday community through the facilitation of the community grants and donation programs.

Financial Implications – The funds were taken from JC: 2967.10642 – Community Donations (2967) / Council In Kind Support (10642).

Description	Amount
2021/22 Budget	\$16,700.00
Actual + Commitment Spend	\$3,306.00
YTD Remaining Budget	\$13,393.00

CONSULTATION

Rod Cousins – Manager Community Development & Libraries

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council approve in-kind support up to the value of \$5,000.00 to assist the 2021 Airlie Beach Festival of Music to be held 5-7 November 2021.

ATTACHMENTS

Attachment 1 – Sponsorship Request - Airlie Beach Festival of Music

Attachment 1 – Sponsorship Request - Airlie Beach Festival of Music

Re: OUTWARDS - 2021 Airlie Beach Festival of Music - Council Support



To ✓ Elizabeth Youd
Cc ● airliebeachfestivalofmusic@gmail.com

Red Category

You forwarded this message on 06/10/2021 2:48 PM.

Hi Liz, thanks got this 1 😊 as per our phone call and meeting with the mayor and Jan Clifford, for the Festival of music we need help with the following Festival banners in the Main Street

Free dumping of sewerage from the portable toilets

Wheelie bins supplied & skip bins to remove rubbish from sailing club

Thanks Liz

Cheers

15. Community Services
15.3 DONATION AND IN-KIND REQUESTS UP TO \$2,000.00 - SEPTEMBER 2021

AUTHOR: Emily Hart – Community Development Officer

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council endorse the Donations and In-Kind support provided for the month of September 2021 to the following recipients:

- a) **Whitsunday Suicide Prevention Network – Bowen's Back to the 60's Fundraiser - \$750.00**
 - b) **QCWA Bowen Branch – 2021 Senior's Month Activities - \$1,040.00**
 - c) **St John Bosco Catholic School – 2021 Mock Melbourne Cup Event - \$1,000.00**
-

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council is approached by Community groups for donations and in-kind support. Assistance is provided where possible and given that funds are available.

PURPOSE

To advise Council of the Donations and In-Kind support up to \$2,000.00 provided for the month of September 2021.

BACKGROUND

As per resolution 2020/05/13.13, Council resolved to:

- a) Authorise the Chief Executive Officer to approve:
 - Request for Donation on Council Fee applications, and
 - Request for Donations, Sponsorships and In-Kind Support applications up to the value of \$2,000.00, and
- b) approve the submission of a monthly report listing the applications processed.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

ANALYSIS

Council receives requests for assistance from community and sporting groups with most requests for amounts not exceeding \$2,000.00. In the month of September 2021, the following donations were provided:

Organisation Name	Description	Donation Amount	In-Kind Support
Whitsunday Suicide Prevention Network	Bowen's Back to the 60's Fundraiser	\$750.00	N/A
QCWA Bowen Branch	2021 Senior's Month Activities	\$1,040.00	N/A
St John Bosco Catholic School	2021 Mock Melbourne Cup Event	\$1,000.00	N/A
Total for September 2021		\$2,790.00	\$0.00

STRATEGIC IMPACTS

Corporate Plan

Outcome 2.2 – Our region is inclusive and motivated by a range of social, cultural and recreation opportunities.

Strategy 2.2.6 – Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events, and programs.

Operational Plan

Action 2.2.6.1 – Support the Whitsunday community through the facilitation of the community grants and donations programs.

Risk Management Implications – There is a financial cost to Council, however the assistance provided will support the activities of community and sporting groups in the Whitsunday Region.

Financial Implications – The funds were taken from JC: 2967.11074 – Community Donations (2967) / Donations (11074).

Description	Amount
2021/22 Budget	\$100,000.00
Actual + Commitment Spend	\$20,701.00
YTD Remaining Budget	\$79,299.00

CONSULTATION

Rod Cousins – Manager Community Development & Libraries

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

That Council endorse the Donations and In-Kind support provided for the month of September 2021.

ATTACHMENTS

Attachment 1 – Donation Request - Whitsunday Suicide Prevention Network

Attachment 2 – Donation Request - QCWA Bowen Branch

Attachment 3 – Donation Request - St John Bosco Catholic School

Attachment 1 – Donation Request - Whitsunday Suicide Prevention Network

[REDACTED]
Bowen. 4805.

3rd August, 2021.

Attention: Community Department
Whitsunday Regional Council

Dear Sir

On 23rd October 2021 the Bowen sub-committee of the Whitsunday Suicide Prevention Network Inc will be running “**Bowen’s back to the 60’s**” fundraiser at the Merinda Village Hotel, Merinda.

This event is a fundraiser to raise awareness and funding for Suicide prevention within the Whitsunday area, in particular, Bowen and Collinsville.

Whitsunday Suicide Prevention Network Inc. (WSPN) is the incorporated body under which this event will be held. Whitsunday Prevention Network Inc is a registered charity under the Queensland Collections Act, 1996 (charity number. CH3248).

We are asking the Whitsunday Regional Council to fund the charter of 2 Coaches from Bowen Transit to transfer guests to and from the venue on Saturday 23rd October 2021. The event commences at 7.00 pm and will finish by 2.00 am.

Kind regards,

[REDACTED]
Sub-Committee member

Ph [REDACTED]



CHARTER SERVICE ENQUIRY

Customer: [REDACTED]
Quotation No: QU0533

Contact Person	[REDACTED]
Phone	[REDACTED]
Fax	
Email Address	[REDACTED]
Quote Date	25 th August 2021

Trip Date	23 rd October 2021					
Pick-up Time	6pm					
Pick-up Point	Various Locations Bowen					
Destination	Merinda Pub					
No of Persons in Group	Shuttles					
Trip Details	Collect passengers from various locations around Bowen, transfer to Merinda pub. Shuttle service from Merinda to Various Locations around Bowen					
Vehicle Requirements	No. of Buses	No. of Seats	Seat Belt Equipped	Climate Control	DVD Equipped	Luggage Requirements
	1	24	Yes	Yes		
Quote Price	\$750.00 for two vehicles. One vehicle has no driver wages.					

Depot Manager: [REDACTED]



Please sign and email confirmation to [REDACTED]

If you require any variations to this quote please list any new requirements:

Customer Signature _____ Date _____



Attachment 2 – Donation Request - QCWA Bowen Branch

Dear Andrew,

As the whole month of October this year will be Senior Citizens' Month, I am endeavoring to put together a group of people to co-ordinate the activities.

We would like to have the support of the Whitsunday Shire Council in any way that you and your Councillors see fit.

I am trying to organize a meeting in order to form a committee which will co-ordinate the activities for the Senior Citizens during the month of October. Your help and advice would be of great benefit in encouraging the Senior Citizens of Bowen to join in the activities we hope to plan.

Thanking you in anticipation,

Yours Sincerely

██████████

President
QCWA BOWEN BRANCH

RE: Emailing: Draft Ltr to WRC Seniors' Month 2021.docx



Elizabeth Youd

To Emily Hart

Cc Julie Wright; Rod Cousins

Reply

Reply All

Forward



Thu 16/09/2021 10:58 AM

CAUTION: This email came from outside of WRC - only open links and attachments you're expecting.

Hi Andrew and Emily,

Thank you for your response. The Branch has had a meeting with the relative community people yesterday pm and the plan for the month of October has been commenced. We are trying to have an event once a week for the Senior citizens to attend.

1. The official opening day will be Friday 1st October as it is International Elderly Day, with morning tea and singing and entertainment at the Anglican Hall at 10am. It would be wonderful if you or one of your councillors could cut the sponge cake. We will be inviting the community support groups to have tables to demonstrate their contribution to the senior citizens. Morning Tea will be organised by the QCWA, we will provide morning tea for about 100 at \$8.00 a head and \$90.00 rental cost of the hall a contribution from the Whitsunday Council would great.
2. The Burdekin Theatre is having a morning melodies on Wed 6th October where Senior Citizens can attend for free, Morning Tea will be at 10am and the show starts at 11am. I have organised a bus from the PCYC to take 11 people up to the theatre on the day, They will need to get away by 8.30am to arrive on time. The cost of the bus is \$150.00.
3. Wednesday 13th October will be Hoi at the QCWA Hall. Cost \$5.00 and \$1.00 for a batt. Per person.
4. Robyn Batman from the Library is organising a Sing-a-long with the senior citizens on Thursday 21st October and morning Tea which the QCWA will provide Pumpkin Scones.

Does the Branch need to send an official letter to the Whitsunday Regional Council requesting your financial help. Looking at the basic costs for the Month would be around \$950 00 to \$1040.00 . If the council could support us financially with this would be great.

Thank you for getting back to me, and looking forward to hearing from you.

Kind Regards,



President QCWA Bowen Branch.

Attachment 3 – Donation Request - St John Bosco Catholic School



ST JOHN BOSCO CATHOLIC SCHOOL
Established 1936
Whitsunday Regional Council
Cnr Stanley and Conway St
Collinsville QLD 4804

W HITSUNDAY REGIONAL COUNCIL
RECEIVED
08 SEP 2021
Doc # _____
COLLINSVILLE

Dear Sir/Madam,

I am writing on the behalf of the Parent & Friends Engagement Forum of St John Bosco Catholic School. As you can imagine, we are a small school, which relies heavily on fundraising. The efforts that our parents put into fundraising every year is enormously assisted by the generosity of donations made by companies and businesses like yours.

Each year our school holds its annual Mock Melbourne Cup event, which is our major fundraising event and is heavily supported by our school and wider community. To effectively host such an event, there are always plenty of costs involved. It is these costs that we would like to ask for your assistance with.

This year our theme for the Mock Melbourne Cup Dinner and Races is 'Tropical'. The evening will include a three course buffet style meal, novelty races with jockeys, raffles, best dressed prizes and much more.

We are seeking your assistance with a donation of the following item/s.

An item for a prize on the night

We realise that you can't always give, but if you are prepared to make a donation we will be happy to promote your kind donation in way of acknowledgement on the night and also in our school newsletter.

Please find attached a small flyer promoting our event. We have tickets on sale at the St John Bosco Catholic School office between 8.00am and 2.30pm. Tickets are \$40.00 per person. We would love to see you come along and enjoy the night with us.

Thank you for taking the time to consider our request and I look forward to your reply.

Yours Faithfully,



Principal

ST JOHN BOSCO CATHOLIC SCHOOL | PREP - YEAR 6
A 25 Blake Street Collinsville QLD 4804 | PO Box 130 Collinsville QLD 4804
P (07) 4785 5276 F (07) 4785 5783 E colinvle@tsv.catholic.edu.au
The Roman Catholic Trust Corporation for the Diocese of Townsville | ABN 16 567 140 132

www.sjbtsv.catholic.edu.au 

15. Community Services

15.4 DONATION ON COUNCIL FEES - SEPTEMBER 2021

AUTHOR: Meredith Davis – Administration Officer Community Development

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council approve a donation of \$536.00 to the Molongle Creek Boat Club Inc. for a Food Licence Renewal.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Community groups are invited to apply for a Donation on Council Fees when submitting applications to Council prior to the event or works commencing.

PURPOSE

Council to consider providing financial support for Not-for-Profit organisations to enable their events and facilities to continue to be an invaluable resource to our local communities.

BACKGROUND

Donations on Council Fees are only available for Not-for-Profit organisations and only apply to:

- Planning, Building and Event Applications,
- Local Law Licence Applications,
- Local Law Licence Annual Renewals, and
- Green Waste Disposal Fees.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

ANALYSIS

Organisation	Event/Description	Application Type	Amount
Molongle Creek Boat Club Inc.	Category 1 – High Risk Food Business Invoice due 24 September 2021	Food Licence Annual Renewal Fee	\$536.00
		Total	\$536.00

STRATEGIC IMPACTS

Corporate Plan

Outcome 2.2 – Our region is inclusive and motivated by a range of social, cultural and recreation opportunities.

Strategy 2.2.6 – Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events and programs.

Operational Plan

Action 2.2.6.1 – Support the Whitsunday community through the facilitation of the community grants and donations programs.

Financial Implications – The funds will be taken from JC: 2967.11074 – Community Donations (2967) / Donations (11074).

Description	Amount
2021/22 Budget	\$100,000.00
Actual + Commitment Spend	\$20,701.00
YTD Remaining Budget	\$79,299.00

Risk Management Implications – The donation of Council fees for activities undertaken by community groups shows Council is committed to investing in the community, while recognising the work done by our local, Not for Profit community groups.

CONSULTATION

Rod Cousins – Manager Community Development & Libraries

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.


CONCLUSION

It is recommended that Council approve a donation of \$536.00 to the Molongle Creek Boat Club Inc. for a Food Licence Renewal.

ATTACHMENTS

Attachment 1 – Donation on Council Fees Application - Molongle Creek Boat Club Inc.

Attachment 1 – Donation on Council Fees Application - Molongle Creek Boat Club Inc.



Donation on Council Fees Application Form

Community Development

Donation on Council Fees Application Form

Please complete this application in BLOCK LETTERS and tick or fill in boxes where applicable. If a question does not apply, please indicate 'n/a'.

Application Information

Community groups are required to complete this form to apply for a Donation on Council Fees prior to the event or application. Donations on Council Fees are only available for Not for Profit organisations and only apply for Application Fees, Licence Fees and Disposal of Green Waste Fees.

On receiving the completed form, it will be processed and presented to Council at the next available meeting for consideration. Once a decision has been made, formal notification will be made to the listed applicant.

Forms can be emailed to info@whitsundayrc.qld.gov.au or in person at any of Council's Customer Service Centres.

Section 1 – Applicant Details Save Print Clear

Applicant Name	MOLONGLE CREEK BOAT CLUB	Contact Person	[REDACTED]
Postal Address	573 MOLONGLE BEACH ROAD GUMLU QLD 4805		
Phone Number	[REDACTED]	Mobile Number	[REDACTED]
Email Address	[REDACTED]		

Section 2 – Details of Donation on Council Fees

<input type="checkbox"/> Class 1 Application Fee:	\$ 946.00	<input type="checkbox"/> Local Law Licence Fee:	\$
<input type="checkbox"/> Class 2 Application Fee:	\$ 677.00	<input type="checkbox"/> Building Application Fee:	\$
<input type="checkbox"/> Class 3 Application Fee:	\$ 407.00	<input type="checkbox"/> Planning Application Fee:	\$
<input checked="" type="checkbox"/> Category 1 Food Licence Fee:	\$ 536.00	<input type="checkbox"/> Greenwaste Fees:	\$

Section 3 – Linked Applications

Is this Donation on Council Fees linked to an Event Application? If yes, please complete below:

Event Name	Location
[REDACTED]	[REDACTED]

Please Note:
*If the fee has been paid, please complete Council's EFT Form for a refund.
*If you are in receipt of a receipt, please attach it to this application.

Signature	Date
[REDACTED]	28 August 2021

Privacy Statement: Your information is collected for the purpose of processing your application. Your information is handled in accordance with the Information Privacy Act 2009 and will be accessed by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have given Council permission to or the disclosure is required by law.

OFFICE USE ONLY:

Approved Declined Number: Date:

Correspondence: Chief Executive Officer, Whitsunday Regional Council, PO Box 104, Proserpine, QLD 4800
P: 1300 WRC QLD (1300 972 753) F: (07) 4945 0222 E: info@whitsundayrc.qld.gov.au www.whitsundayrc.qld.gov.au

Bowen Cnr Herbert & Powell Streets Bowen QLD 4805	Proserpine 83-85 Main Street Proserpine QLD 4800	Collinsville Cnr Stanley & Conroy Streets Collinsville QLD 4804	Cannonvale Shop 23, Whitsunday Plaza Shute Harbour Road, Cannonvale QLD 4804
---------------------------------------------------------	--------------------------------------------------------	-----------------------------------------------------------------------	------------------------------------------------------------------------------------

Application created 30/06/21

3

15. Community Services

15.5 FINANCIAL SUPPORT FOR A JUNIOR ELITE ATHLETE - OCTOBER

AUTHOR: Emily Hart – Community Development Officer

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council approve financial support for a Junior Elite Athlete to the following recipients:

- a) Grady Turner – Representing North Queensland in 13-15 years Boys Cricket – Toowoomba - \$250.00
- b) Jesse Frisch – Representing the Whitsunday Sailing Club at the Queensland Youth Championships – Yeppoon - \$250.00
- c) Zachary Sleight – Representing the Whitsunday Sailing Club at the Queensland Youth Championships – Yeppoon - \$250.00
- d) Eden Humphrey – Representing the Whitsunday Sailing Club at the Queensland Youth Championships – Yeppoon - \$250.00

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

In accordance with Council's Financial Support for a Junior Elite Athlete Policy, financial support is available for athletes aged 18 years or younger who are participating in a representative competition at regional, state or national level. The grant is provided by Council to assist in meeting the costs associated with participating in a representative sports program.

PURPOSE

For Council to consider the approval of the submitted applications for Financial Support for a Junior Elite Athlete.

BACKGROUND

At the Ordinary Council Meeting held on 28 July 2021, Council resolved to adopt a policy to provide Financial Support for a Junior Elite Athlete. The level of funding available to individual Junior Elite Athletes is calculated on a progressive scale, the higher the level of representation the greater the financial support, as outlined below:

Level of Representation	Allocation (\$)
Representing North Queensland in State level competition	\$250.00
Representing Queensland within Queensland	\$500.00
Representing Queensland Interstate	\$1,000.00
Representing Australia Overseas	up to \$2,000.00

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

LSP_COMM_05 – Financial Support for a Junior Elite Athlete Policy

ANALYSIS

Name	Age	Competition	Competition Level	Sport	Amount
Grady Turner	14	13-15 years State Championships	Representing North Queensland	Boys Cricket	\$250.00
Jesse Frisch	14	Queensland Youth Championships	Representing Whitsunday Sailing Club	Sailing	\$250.00
Zachary Sleight	15	Queensland Youth Championships	Representing Whitsunday Sailing Club	Sailing	\$250.00
Eden Humphrey	16	Queensland Youth Championships	Representing Whitsunday Sailing Club	Sailing	\$250.00
Total					\$1,000.00

- Grady Turner was selected by Northern Regional School Sport to represent North Queensland in the 13-15 years Boys Cricket State Championships to be held in Toowoomba on 27 November 2021.
Grady has not previously received funding through the Junior Elite Athlete Program.
- Jesse Frisch represented the Whitsunday Sailing Club (North Queensland) in the Queensland Youth Championships for Sailing in Yeppoon from 20-25 September 2021. Jesse has previously received funding through the Junior Elite Athlete Program in 2019 when he competed at the Australian Open Sailing Championships.
- Zachary Sleight represented the Whitsunday Sailing Club (North Queensland) in the Queensland Youth Championships for Sailing in Yeppoon from 20-25 September 2021. Zachary has previously received funding through the Junior Elite Athlete Program in 2019 when he competed at the Australian Open Sailing Championships.
- Eden Humphrey represented the Whitsunday Sailing Club (North Queensland) in the Queensland Youth Championships for Sailing in Yeppoon from 20-25 September 2021. Eden has not previously received funding through the Junior Elite Athlete Program.

STRATEGIC IMPACTS

Corporate Plan

Outcome 2.2 – Our region is inclusive and motivated by a range of social, cultural and recreation opportunities.

Strategy 2.2.6 – Support community groups in facilitating a variety of cultural, community, sporting and recreation activities, events, and programs.

Operational Plan

Action 2.2.6.1 – Support the Whitsunday community through the facilitation of the community grants and donations programs.

Risk Management Implications – The financial assistance given shows Council's commitment to providing support to local junior elite athletes chosen to compete in a regional, state or national level competition.

Financial Implications – The funds will be taken from JC: 2967.11074 – Community Donations (2967) / Donations (11074).

Description	Amount
2021/22 Budget	\$100,000.00
Actual + Commitment Spend	\$20,701.00
YTD Remaining Budget	\$79,299.00

CONSULTATION

Rod Cousins – Manager Community Development & Libraries

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council approve financial support of \$250.00 to each of the above recipients through the Junior Elite Athlete Program.

ATTACHMENTS

The application for the athlete is not included in this report as it contains personal information relating to a minor.

15. Community Services

15.6 POLICY REVIEW - DEVELOPMENT APPLICATION FEES REFUND POLICY

AUTHOR: Rod Cousins – Manager Community Development & Libraries

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council:

- a) revoke the Development Application Fees Refund Policy LSP_C&ENV_17 adopted 28 November 2018; and
 - b) adopt the Development Application Fees Refund Policy.
-

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council is required to review and update policies in order to meet the relevant obligations in accordance with State and Federal legislation and Whitsunday Regional Council Local Laws.

PURPOSE

Council to consider revoking and adopting policies, due for review, based on the recommendations of Council Officers.

BACKGROUND

The Development Application Fees Refund Policy was adopted as per resolution 2018/11/28.25 and is due for review.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

Local Government Regulation 2012

ANALYSIS

Under the *Local Government Act 2009*, Council is obliged to establish and facilitate policies relevant to the management of local government. As part of this process, Council reviews policies to meet its legislative requirements and to ensure the currency of policies. In November 2018, Council adopted the Development Application Fees Refund Policy.

There is only one proposed change, to align with the recently adopted Community Donations Policy, namely, to cap the maximum amount of a refund on Development Application Fees to \$3,000.00.

STRATEGIC IMPACTS

Corporate Plan

Outcome 1.1 – Our leadership engages with the community and provides open, accountable and transparent local government.

Outcome 1.1.2 – Maintain and enhance Council’s Governance Framework to ensure the provision of best practice, accountable and transparent decision making, which supports Council in meeting its legislative responsibilities.

Operational Plan

Action 1.1.2.1 – Ensure Council’s policy register is current and policy reviews are undertaken in accordance with required timeframes.

Financial Implications – There is a potential increase in the spend from budget code JC: Community Donations (2967) / Donations (11074).

Risk Management Implications – The attached Policy will enable Council to meet the relevant obligations in accordance with State and Federal legislation and Whitsunday Regional Council Local Laws.

CONSULTATION

Doug Mackay – Manager Development Assessment

DISCLOSURE OF OFFICER’S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council:

- a) revoke the Development Application Fees Refund Policy LSP_C&ENV_17 adopted 28 November 2018, and
- b) adopt the Development Application Fees Refund Policy.

ATTACHMENTS

Attachment 1 – Draft Development Application Fees Refund Policy

Attachment 1 – Draft Development Application Fees Refund Policy



Development Application Fees Refund Policy

Community Services

[Policy Number]

COUNCIL POLICY			
Date Adopted by Council		Council Resolution	
Effective Date	13 October 2021	Next Review Date	13 October 2024
Responsible Officer(s)	Manager Community Development & Libraries	Revokes	LSP_C&ENV_17

Purpose

In accordance with the *Planning Act 2016* Section 109, Council may choose to aid eligible community organisations based within the Whitsunday Region by fully or partially refunding Development Application Fees. Council's intent is to encourage eligible community organisations based within the Region to enhance the standard of their facilities (new or improved) thereby providing the best service for club members and the local community.

Scope

This policy is applicable to incorporated eligible community organisations, Councillors, employees and contractors of the Whitsunday Regional Council.

Applicable Legislation

Planning Act 2016 – Section 54 and Section 109
Building Act 1975
Plumbing and Drainage Act 2002
Local Government Act 2009

Policy Statement

1. Council may refund fees for relevant application types, up to a maximum of \$3,000.00, where the development is carried out by an eligible community organisation and the development is a bona fide activity that is for the benefit of their members and/or the community. Each application will be assessed on its individual merits having consideration for the funds available in Council's budget.
2. To ensure that the eligible community organisation meets Council's identified cultural, community, sporting or recreational expectations, applications for consideration under this Policy must also satisfy the following eligibility criteria:
 - 2.1 the application must not hold a liquor licence, other than a Community Liquor Permit, as issued by the Office of Liquor and Gaming Regulation.
 - 2.2 the applicant must not operate gaming machines.
 - 2.3 the applicant must be based in the Council region or be associated with a membership base in the region.
 - 2.4 the applicant must make available its membership to the general community.
 - 2.5 the applicant must provide copies of the organisation's audited financial statements for the past two (2) financial years if requested; and





Development Application Fees Refund Policy

Community Services

[Policy Number]

- 2.6 the applicant must provide a copy of their Certificate of Incorporation, demonstrating their status as an eligible community organisation.
3. In accordance with the *Planning Act 2016* and this Policy, an applicant **must** pay all relevant application fees **in full** and then request, in writing, reimbursement from Council.
4. An application for refund, in accordance with this Policy, must be received by Council, in writing, no later than six months after the date the fees were paid.
5. The procedure for the assessment, as contained within this Policy, ensures:
 - 5.1 transparency and accountability to the community.
 - 5.2 an effective reporting mechanism to Council regarding the total value of donations approved in any one financial year.
 - 5.3 an equitable assessment of each application or request received.
 - 5.4 a standard process for applicants to follow when requesting donations or refunds from the Council.
6. Development applications may include equipment sheds, additions and/or alterations to existing buildings that will enhance the services/facilities of the organisation, advertising devices and other similar developments.
7. Should an eligible community organisation **not fully comply** with the eligibility criteria, as per clauses 2. Council may resolve to partially refund the applicable application fees on a case-by-case basis. In these instances, Council may require the provision of additional information to assist with its determination.
8. A full or partial refund of development fees shall not apply to applications to vary an approval, unless the application is solely attributable to an administrative error made by Council, in which case a full refund will be granted.
9. The full or partial refund of development fees will not, unless exceptional circumstances can be proven, apply to applications where a use or development has commenced unlawfully, and the application is required to render that use or development lawful.
10. State and Federal Government fees and charges are to be paid at the time of the development application lodgement. These fees and charges **will not** be reimbursed by Council.
11. This Policy does not apply to the payment of Infrastructure Charges, as identified on an Infrastructure Charges Notice.
12. A report, detailing all fees fully or partially refunded, will be submitted to Council as required.
13. For any fully or partially refunded development fees, the applicant must recognise the Whitsunday Regional Council in publicity associated with the development.
14. Council will maintain a record of all revenue foregone by Council in accordance with this Policy.

Definitions

CEO refers to the Chief Executive Officer of the Whitsunday Regional Council appointed in accordance with the *Local Government Act 2009*.

Council refers to the Whitsunday Regional Council





Development Application Fees Refund Policy

Community Services

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Employee refers to any employee, contractor, volunteer etc. of the Council

Related Documents

Community Donations Policy

Human Rights Compatibility Statement

This Policy has been assessed as compatible with the Human Rights protected under the *Human Rights Act 2019*.

DRAFT



15. Community Services

15.7 URBAN WATER STEWARDSHIP FRAMEWORK

AUTHOR: Scott Hardy – Coordinator Natural Resource Management and Climate

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council:

- a) **support the Whitsunday Regional Council's involvement in the Urban Water Stewardship Framework, and**
 - b) **write to the Mackay-Whitsunday-Isaac Healthy Rivers Partnership Program outlining the Whitsunday Regional Council's support for the release of the combined Mackay-Whitsunday Urban Water Stewardship Framework report and scorecard for 2021.**
-

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

The Urban Water Stewardship Program is being managed across Queensland by the Office of the Great Barrier Reef and regionally coordinated by the Mackay-Whitsunday-Isaac Healthy Rivers Partnership Program. The purpose of the Urban Water Stewardship Program is to benchmark how urban waterways and urban water infrastructure is being managed to reduce impacts on the Great Barrier Reef. The Mackay-Whitsunday-Isaac Healthy Waterways partnership are seeking the Whitsunday Regional Council's endorsement of the proposed benchmarking report and scorecard.

PURPOSE

To provide a short overview of the Urban Water Stewardship Program and seek Council's endorsement of the proposed Mackay-Whitsunday-Isaac Urban Water Stewardship report card.

BACKGROUND

The Urban Water Stewardship Framework (Framework) is a method for grouping urban water management activities and assessing how well the activities are being undertaken against an agreed set of management objectives. The Framework is led by the Office of the Great Barrier Reef, Queensland Department of Environment and Science, with the goal of encouraging good urban water management practices and improving water quality outcomes.

The Framework is important as it allows us to assess the effectiveness of the management of land use and the treatment of sewage and stormwater in urban areas within the Great Barrier Reef catchments. It also identifies areas in which management practices can improve.

The Framework is part of the Reef 2050 Water Quality Improvement Plan and rates the effectiveness of urban water quality management practices. Stormwater, sewage treatment, development and community stewardship are graded on a scale from A to D, similar to that of the Report Card. The management practices associated with these are compiled into three major categories:

- **Point source** (A single localised point (such as a drain) where pollutants, such as litter and nutrients, are discharged)
- **Developing urban** (Pollutants from diffuse or widespread sources entering waterways when developing new urban areas. This typically includes excess sediment and nutrients)
- **Established urban** (Pollutants from diffuse or widespread sources entering waterways due to man-made changes to the environment and the removal of native vegetation).

The Framework has been developed and implemented over the length of the Queensland Coast.

The Framework has been developed with the Mackay, Whitsunday and Isaac Regional Council's over the last two years and has been coordinated regionally by Reef Catchments and the Mackay-Whitsunday Healthy Waterways Partnership team.

1. How are management practices assessed?
 - Experts from Council, the Department of Environmental Science, and the Urban Development Institute of Australia evaluate management practices.
 - Scores for each question are developed based on a group consensus.
 - The workshop will be conducted every two years.
 - Mackay, Whitsunday and Isaac is one of five regions in the Great Barrier Reef undergoing the same assessment process.

The assessment involved assessing 16 Management Activity Groups (MAG) which were then scored. Each assigned score was derived through a collaborative and transparent discussion. At the LGA scale, assessment involved determining a score for each MAG and averaging those scores to determine the score for each of the three primary groups. This value was then compared against the ABCD rating system score ranges shown in Table 1. At the regional scale, each Council's overall scores for each of the primary groups are averaged to get a regional urban water management score.

Table 1. Score and rating categories for the Urban Water Stewardship Framework

Rating	Category	Score	Water Quality Risk Level
A	Above best practice performance	> 17.5	Very low
B	Current best practice performance	12.5 – 17.4	Low
C	Current minimum standard	5.0 – 12.4	Moderate
D	Superseded or out of date standards	< 5.0	High

The Urban Water Stewardship Framework is now at a stage to produce the first Report Card for urban waterways in the region. The first Report Card will be a combined assessment of the Mackay, Whitsunday and Isaac Council's.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

The Urban Water Stewardship Program provides a useful bench marking tool for local governments to gauge how they are managing impacts on urban waterways. The framework rates each Council's actions against an approved set of criteria for 66 tasks across 16 management areas which relate to urban waterway management. The Urban Stewardship scorecard will show what tasks Council is progressing well on and what areas there could be improvements.

The proposed current Urban Water Stewardship Framework report and scorecard submitted to the Whitsunday Regional Council is a combined scorecard for the Mackay, Whitsunday and Isaac Council's.

STRATEGIC IMPACTS

Financial Implications – There is no cost for Council in participating in the Urban Water Stewardship Framework.

Risk Management Implications – Low scores may reflect poorly on Council and its influence on the management of urban waterways. There may be community interest in how well the Council is managing impacts on our waterways and the Great Barrier Reef.

CONSULTATION

Doug Mackay – Manager Development Assessment
Talen Rimmer – Healthy Rivers to Reef Partnership

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council:

- a) support the Whitsunday Regional Council's involvement in the Urban Water Stewardship Framework, and
- b) write to the Mackay-Whitsunday-Isaac Healthy Rivers Partnership Program outlining the Whitsunday Regional Council's support for the release of the combined Mackay-Whitsunday Urban Water Stewardship Framework report and scorecard for 2021.

ATTACHMENTS

Attachment 1 – Summary Report - Assessing Urban Water Stewardship

Attachment 1 – Summary Report - Assessing Urban Water Stewardship



Assessing urban water stewardship in the Mackay–Whitsunday–Isaac Region Summary Report November-December 2020

This report summarizes the assessment of urban water stewardship performance in the Mackay-Whitsunday-Isaac region using the Urban Water Stewardship Framework (UWSF). This was the first assessment of urban stewardship undertaken taken across the whole-of-region and relates to the 2019/20 reporting period.

What is the Urban Water Stewardship Framework (UWSF)?

The UWSF is a tool for classifying and assessing a council's urban water management activities against best practice and legislative standards. It covers urban water management activities relevant to local. The UWSF has been designed so that the level of urban water stewardship being applied across the Great Barrier Reef catchment can be reported in regional report cards and the Great Barrier Reef Water Quality report card, respectively.

How was the UWSF assessed?

Three separate workshops were held with each of the local government groups in late November and early December 2020. The workshops were attended by a diverse range of personnel from within each council, including land use planners, compliance, catchment management, development approvals, civil engineers, asset managers and WWTP operators.

Urban water management activities were assessed by the attendees across three primary groups:

1. Activities that may contribute to diffuse pollution associated with **Developing Urban** areas.
2. Activities that may contribute to diffuse pollution associated with **Established Urban** areas.
3. Activities that may contribute to **Point Source** pollution (associated with sewage treatment and management).

Across each of the primary groups, a total of 16 Management Activity Groups (MAG) were scored. Each assigned score was derived through a collaborative and transparent discussion. At the LGA scale, assessment involved determining a score for each MAG and averaging those scores to determine the score for each of the three primary groups. This value was then compared against the ABCD rating system score ranges shown in Table 1. At the regional scale, each Council's overall scores for each of the primary groups are averaged to get a regional urban water management score.

Table 1. Score and rating categories for the Urban Water Stewardship Framework

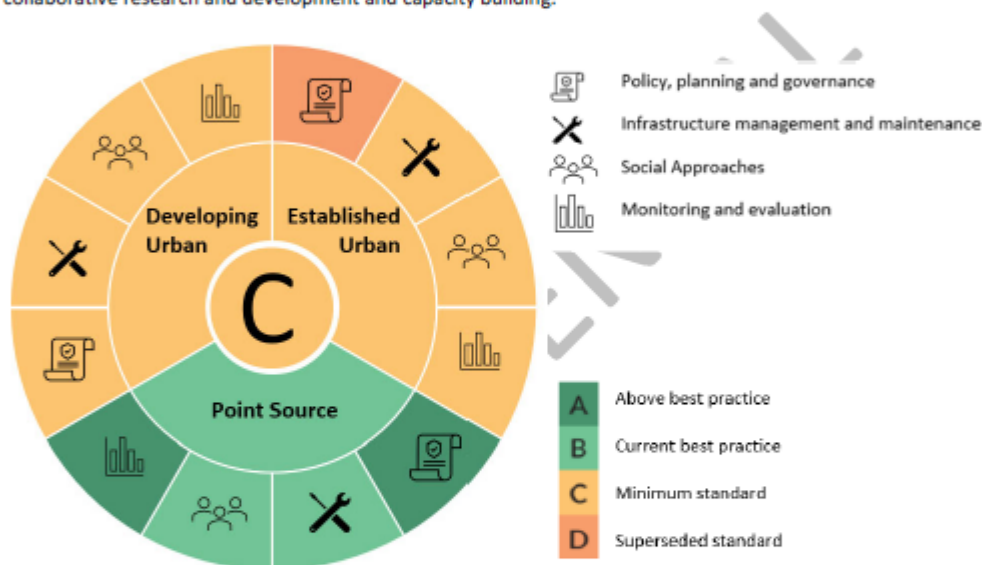
Rating	Category	Score	Water Quality Risk Level
A	Above best practice performance	> 17.5	Very low
B	Current best practice performance	12.5 – 17.4	Low
C	Current minimum standard	5.0 – 12.4	Moderate
D	Superseded or out of date standards	< 5.0	High

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What was the overall result?

Overall urban water stewardship for the Mackay-Whitsunday-Isaac region was assessed as equivalent to what is currently recognised as minimum industry standard and received an overall Urban Water Stewardship rating of C¹ (see Figure 1). Management practices associated with Developing Urban and Established Urban both received an overall rating of C representing the current minimum standard for management practices. Point Source received an overall rating of B representing management practices considered to be current industry best management.

For all three components, management activities have been assigned to four main categories (referred to as 'elements'). Three of these are part of the 'classic' planning and implementation cycle (i.e. Plan – Do – Review): planning, policy, and governance; infrastructure management and maintenance; and monitoring, evaluation, reporting and improvement. The fourth, social approaches, is an enabling element that is integrated within and supports the planning and implementation cycle. It incorporates many of the stewardship-related activities and includes community education and involvement programs, as well as collaborative research and development and capacity building.



Individual council level results have been summarised and provided to each individual organisation. It is hoped that the ability to benchmark and regularly measure performance against these results will provide councils with powerful information to report and communicate achievements, improve efficiency and effectiveness of existing activities, target and prioritise future investment, and support organisational and individual capacity building.

For more information contact:

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¹ In some cases, ratings for each group are in line with available resources and current priorities given to the activity within the organisation. Maintaining a minimum best practice standard may be the appropriate response for some management activities, and therefore aiming for an 'A' or 'B' grade in the UWSF framework may not always be the goal.

15. Community Services

15.8 AMENDMENT TO FEES & CHARGES - SWIMMING POOL HIRE FEES

AUTHOR: Erin Finau – Customer Service & Community Development Officer

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council resolve, in accordance with Section 97 of the Local Government Act 2009 (Qld), to amend the Cost Recovery Fees, and in accordance with Section 262(3)(c) of the Local Government Act (Qld) to amend the Other Charges, as outlined:

- 1) The hire fee of \$25.00/hour for up to 30 persons be changed to a refundable bond of \$150.00 per use; and
- 2) The hire fee of \$143.00/hour for 30 persons or more be changed to a refundable bond of \$300.00 per use.

for the Bowen, Collinsville and Proserpine Pools for the 2021/22 financial year, to be effective from the date of resolution.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council is approached by members, groups, and schools of the community to hire their local Swimming Pools.

PURPOSE

For Council to consider amending the 2021/22 Fees & Charges Schedule to reflect the charge of a bond, for larger groups to use of the Bowen, Collinsville, or Proserpine Swimming Pool.

BACKGROUND

The requirement of organisations, such as schools, to pay pool hire fees to utilise Council's pools for activities, such as swimming carnivals, has not been in practise for some time and is no longer relevant.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

ANALYSIS

The hire fee reference for use of Council pools in the 2021/22 Council Fees & Charges should have been removed as part of the budget review process. There is, however, a need to include a bond payment requirement to ensure some cost recovery should any damage occur at the facilities during these events.

Name	2021/2022 Fee (Exc. GST)	2021/2022 GST	2021/2022 Fee (incl. GST)
Pool Hire (Up to 30 persons) per hour	\$22.73	\$2.27	\$25.00
Pool Hire (Over 30 persons) per hour	\$130.00	\$13.00	\$143.00

STRATEGIC IMPACTS

Corporate Plan

Outcome 2.2 – Our region is inclusive and motivated by a range of social, cultural and recreation services.

Operational Plan

Strategy 2.2.2 – Effectively maintain and develop community hubs, libraries, and facilities across the Whitsunday region.

Financial Implications – The payment of a bond may offset the cost of some damages if they occur.

Risk Management Implications – The payment of a bond rather than a hire fee will be looked at more positively by the Community and will encourage the hirer to look after the facility.

CONSULTATION

Rod Cousins – Manager Community Development & Libraries

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council amend the 2021/22 Fees & Charges Schedule for the Bowen, Collinsville and Proserpine Pools as follows:

- a) The hire fee of \$25.00/hour for up to 30 persons be changed to a refundable bond of \$150.00 per use, and
- b) The hire fee of \$143.00/hour for 30 persons or more be changed to a refundable bond of \$300.00 per use.

ATTACHMENTS

N/A

15. Community Services

15.9 FEES & CHARGES - PROSERPINE ENTERTAINMENT CENTRE AND FLAGSTAFF HILL CONFERENCE & CULTURAL CENTRE

AUTHOR: Katie Boyd – Manager Proserpine Entertainment Centre

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council resolve, in accordance with Section 97 of the Local Government Act 2009 (Qld), to set the Cost Recovery Fees, and in accordance with Section 262(3)(c) of the Local Government Act (Qld) to set the Other Charges, as detailed in the Attachments, for the Proserpine Entertainment Centre and Flagstaff Hill Conference and Cultural Centre for the 2021/22 financial year, to be effective from the date of resolution.

Furthermore, that Council delegate the power to the Chief Executive Officer to vary the Other Charges, contained in Attachments, where it is beneficial to the interests of Council to do so.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

The Proserpine Entertainment Centre and Flagstaff Hill Conference and Cultural Centre proposed fees and charges are attached for approval. The ticketing and staffing fees will be consistent across the venues included in this document, though requirements for hirers will change between venues and will depend on events being staged.

This document will form part of the business plan currently under development and includes the Bowen Soundshell and the Collinsville Community Centre within it. These two venues have had their fees and charges confirmed for 2021/22.

PURPOSE

To consider the proposed fees and charges for Entertainment Venues and Facilities.

BACKGROUND

There is no previous Council decision relating to this matter.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

Staffing fees are indicative only as the final staffing charges will depend on HR considerations including industrial arrangements, and the ticketing fees will depend on the system procured and the costs incurred by Council. It is anticipated that additional services will be added in the marketing stream when that position is confirmed.

The Proserpine Entertainment Centre has three different pricing categories:

1. Community and Not For Profit

- Any non-profit, volunteer, charitable, community, sporting and religious organisation that do not manage or operate premises with poker machines and meets the following criteria:
 - is an incorporated not-for-profit organisation, or, a company limited by guarantee that has been endorsed by the Australian Taxation Office as a charity, tax exempt fund or deductible gift recipient; or
 - a religious body or religious organisation declared by the Governor-General by proclamation pursuant to the *Marriage Act 1961 (Cwth)* to be a recognised denomination for the purposes of the Commonwealth Act; or
 - Schools registered with the Queensland Department of Education

2. Commercial and Individual

3. Dance and Performance Schools/Studios

The purpose of the different categories is to make the venue attractive to community groups and performance schools, recognising that budgets and capacity to stage productions do not match that of commercial enterprises. Dance and Performance Schools/Studios cannot be considered not-for-profit, though the studio's monetary outcomes may result in this. Staff are charged at the same rate for each price category as they are a hard cost and will be recovered.

Benchmarking was undertaken against a number of venues to come to the figures indicated in the fees and charges. The venues come from a range of locations, mostly considered regional, with the exception of The QUT Gardens Theatre. Though Redland Performing Arts Centre sits within Greater Brisbane, it is often counted as a regional venue within the performing arts sector as it is not within the Brisbane City Council and is instead operated by Redland City Council.

Fees for the Proserpine Entertainment Centre (PEC) and Flagstaff Hill Conference and Cultural Centre will require staffing added as they are not a standalone hall for hire. They contain high-value assets and require specialist training to operate the buildings.

Packaging of venue and staffing was considered for both new venues, but this is not a practical option as every event will be different and difficult to package an average at this stage.

It is also proposed that an event estimate is developed upon request for hirers ahead of time to give an indication on a breakdown of costs to see if the event is viable and if it is possible for hirers to reduce costs in any particular area.

Fees and charges of Council assets can be contentious and can be difficult to navigate as a user. It can be a confusing process in budgeting for a performance, and there is a risk of a misinterpretation of requirements if these are published as-is.

The mitigation for this is to follow the following process:

1. Hirer/user to contact venue for availability
2. PEC Manager liaises with hirer/user to understand requirements such as time, equipment, staffing etc. If venue is available on requested date/s, PEC Manager will place a booking hold for up to 14 days.
3. PEC Manager develops event estimate (not quotation) for discussion with hirer/user
4. Hirer/user confirms or releases date hold and signs venue agreement and pays deposit.

It is proposed that these fees and charges be reviewed in Q3 after a period of operation.

STRATEGIC IMPACTS

Corporate Plan

Outcome 1.3 – Our organisation is innovative, efficient and financially sustainable.

Outcome 2.2 – Our region is inclusive and motivated by a range of social, cultural and recreation opportunities.

Operational Plan

Action 1.3.1 – Ensure Council's financial position is effectively managed and sustainable.

Action 2.2.1.4 – Annual operation plans established for function/entertainment centres.

Financial Implications – As the buildings are not yet operational it is not possible to understand the full financial position or utilisation rates encouraged by implementing these charges. This will be monitored, analysed and adapted where necessary in consultation with key stakeholders including strategic finance and Director Community Services.

CONSULTATION

Jason Bradshaw – Director Corporate Services
Strategic Finance
Performing Arts Connections Australia Benchmarking Study 2019

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

Benchmarking undertaken using the Performing Arts Connections Australia Benchmarking Report 2019 indicates that the fees and charges for the Proserpine Entertainment Centre are comparable to similar regional venues nationally, including many within Queensland. Flagstaff Hill's community rate is in line with the Bowen PCYC's commercial rate, and so eliminates competition with a community organisation.

It is recommended that Council include the attached fees and charges for the Proserpine Entertainment Centre and Flagstaff Hill Conference and Cultural Centre in the Register of Cost Recovery Fees and Other Charges 2021/2022.

ATTACHMENTS

Attachment 1 – Proposed Fees & Charges - Proserpine Entertainment Centre
Attachment 2 – Proposed Fees & Charges - Flagstaff Hill Conference & Cultural Centre
Attachment 3 – Proposed Fees & Charges - In-House Ticketing
Attachment 4 – Proposed Fees & Charges - Staffing
Attachment 5 – Benchmarking of Proserpine Entertainment Centre

Proposed Fees & Charges - Proserpine Entertainment Centre

Proserpine Entertainment Centre (ex GST)			Commercial & Individual				Community & Not For Profit				Dance/Performance Schools & Studios			
Area	Purpose	Inclusions	Up to 8hrs	Up to 4hrs	Additional hrs per hour	Bond factored into settlement	Up to 8hrs	Up to 4hrs	Additional hrs per hour	Bond factored into settlement	Up to 8hrs	Up to 4hrs	Additional hrs per hour	Bond factored into settlement
Auditorium <i>Please note: Staff charges are not included in venue hire rates</i>	Performance	Seating bank Air conditioning Electricity Standard Lighting Rig Standard Audio Foyer Hire Standard Cleaning <i>*glitter/confetti/body paint will attract additional cleaning fees</i>	\$750 or 10% of Gross Box Office, whichever is greater	N/A	\$100.00	\$750.00	\$450 or 5% of Gross Box Office, whichever is greater	N/A	\$60.00	\$450.00	\$650 or 5% of Gross Box Office, whichever is greater	N/A	\$80.00	\$650.00
	Technical Rehearsal	Seating bank Air conditioning Electricity Standard Lighting Rig Standard Audio Standard Cleaning <i>*glitter/confetti/body paint will attract additional cleaning fees</i>	\$750.00	N/A	\$100.00	\$750.00	\$450.00	N/A	\$60.00	\$450.00	\$650.00	N/A	\$80.00	\$650.00
	Event/Function/Conference	Flat Floor Air conditioning Electricity Standard Lighting Rig Standard Audio Foyer Hire Standard Cleaning <i>*food and beverage in venue may attract additional cleaning fees</i>	\$1,000.00	\$700.00	\$100.00	\$1,000.00	\$650.00	\$500.00	\$60.00	\$650.00	\$750.00	\$550.00	\$80.00	\$750.00
	Meeting	Seating bank Air conditioning Electricity Standard Lighting Rig Standard Audio Standard Cleaning	\$500.00	\$375.00	\$100.00	\$500.00	\$300.00	\$220.00	\$60.00	\$300.00	\$350.00	\$250.00	\$80.00	\$350.00
Stage <i>Please note: Staff charges are not included in venue hire rates</i>	Rehearsal Only	Seating bank Air conditioning Electricity Standard Lighting Rig Standard Audio Standard Cleaning <i>*no audience permitted</i>	\$300.00	\$150.00	\$100.00	\$300.00	\$200.00	\$120.00	\$60.00	\$200.00	\$250.00	\$150.00	\$80.00	\$250.00
Foyer <i>Please note: Staff charges are not included in venue hire rates</i> <i>*Subject to availability as a separate space</i>		Air conditioning Electricity Standard Foyer Furniture Standard Cleaning <i>*food and beverage in venue may attract additional cleaning fees</i>	\$200.00	\$150.00	\$100.00	\$200.00	\$110.00	\$85.00	\$60.00	\$110.00	\$180.00	\$100.00	\$80.00	\$180.00

Proposed Fees & Charges - Flagstaff Hill Conference & Cultural Centre

Flagstaff Hill Conference and Cultural Centre			Commercial & Individual				Community & Not For Profit			
Area	Purpose	Inclusions	Day Rate	Staffing per person per hour	Per hour (minimum 3hr)	Bond factored into settlement	Day Rate	Staffing per person per hour	Per hour (minimum 3hr)	Bond factored into settlement
Conference Centre <i>Please note:</i> <i>*Staff charges are not included in venue hire rates;</i> <i>*Staff are required on site at least 15mins before booking begins to ensure building is unlocked and disarmed and 15mins after to secure and arm.</i>	Conference / Meeting	Electricity Air Conditioning Standard Audio Tables Chairs Internet (Wi-Fi) Basic Cleaning	\$500.00	\$55.00	\$80.00	\$500.00	\$350.00	\$55.00	\$50.00	\$350.00
	Function / Event	Electricity Air Conditioning Standard Audio Tables Chairs Bar and fridges Internet (Wi-Fi) Basic Cleaning	\$600.00	\$55.00	N/A	\$600.00	\$450.00	\$55.00	N/A	\$450.00
Kitchen <i>Please note:</i> <i>*Staff charges are not included in venue hire rates;</i> <i>*Staff are required on site at least 15mins before booking begins to ensure building is unlocked and disarmed and 15mins after to secure and arm.</i>		Electricity Air Conditioning Basic Cleaning Kitchen Equipment	\$200.00	N/A	N/A	\$200.00	\$150.00	N/A	N/A	\$150.00

Proposed Fees & Charges - In-House Ticketing

Ticketing (ex GST)			
Item	Particular	Note	All customers
Event Creation Fee	First Performance	Additional performances attract additional fee	\$80.00
Event Creation Fee	Additional Performance/ Session	Per additional performance or session	\$20.00
Inside Charge	Inside charge per ticket sold		\$2.50
Event Alteration Fee	Per Hour Required to alter	Based on current staffing rates	\$50.00
Cancellation Fee	Per Ticket	When event is cancelled by hirer	\$5.00
Complimentary Ticket Fee	Per Ticket		\$1.00
Merchandise Commission	Per event	Doesn't include merchandise seller	10%

Proposed Fees & Charges - Staffing

Staffing (ex GST)

Position	Notes	Per Person, Per Hour
Duty Technician/ Venue Supervisor min 3hr call	"Normal time" - 0800 - 2330 Monday to Saturday, 10hrs max	\$55.00
	Sundays; between hours of 2330 - 0759; until a 10hr break between calls is achieved	\$90.00
	Public holiday per person, per hour	\$115.00
Technical Staff min 3hr call	"Normal time" - 0800 - 2330 Monday to Saturday, 10hrs max	\$55.00
	Sundays; between hours of 2330 - 0759; until a 10hr break between calls is achieved	\$90.00
	Public holiday per person, per hour	\$115.00
Front of House / Ticket Seller min 3hr call	"Normal time" - 0800 - 2330 Monday to Saturday, 10hrs max	\$55.00
	Sundays; between hours of 2330 - 0759; until a 10hr break between calls is achieved	\$90.00
	Public holiday per person, per hour	\$115.00
Security Staff min 3hr call	"Normal time" - 0800 - 2330 Monday to Saturday, 10hrs max	\$60.00
	Sundays; between hours of 2330 - 0759; until a 10hr break between calls is achieved	\$95.00
	Public holiday per person, per hour	\$120.00
Merchandise Seller min 3hr call	"Normal time" - 0800 - 2330 Monday to Saturday, 10hrs max	\$55.00
	Sundays; between hours of 2330 - 0759; until a 10hr break between calls is achieved	\$90.00
	Public holiday per person, per hour	\$115.00
	10% taken by the venue from all merchandise sold	
Cleaner, min 3hr call	Additional to the standard clean; per person, per hour	\$90.00

NOTE: Penalties apply to calls for all staff greater than 10 hours, missed meal breaks, all calls between the hours of midnight and 8:00am and less than 10 hours between the ending of one call and the start of the next.

NOTE: While events will differ in their staffing requirements, events require a minimum of a Venue Supervisor, an usher and a Technician. A meal break is required after 5 hours.

- 15. Community Services**
- 15.10 TENDER EVALUATION - 500.2021.0077, 500.2021.0078 & 500.2021.0079 - PROVISION OF LIFEGUARDING SERVICES AND WATER MAINTENANCE FOR AIRLIE BEACH LAGOON & MANAGEMENT SERVICES FOR PROSERPINE POOL (INCLUDING WATER PARK)**
-

AUTHOR: Rod Cousins – Manager Community Development & Libraries

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council award the following contracts to Lifeguarding Services Australia Pty Ltd:

- a) 500.2021.0077 – Provision of Lifeguarding Services for Airlie Beach Lagoon,**
- b) 500.2021.0078 – Provision of Water Maintenance for Airlie Beach Lagoon; and**
- c) 500.2021.0079 – Provision of Management Services for Proserpine Pool (including Water Park),**

for the amount of \$1,842,971.52 (excluding GST) for the contract period of two (2) years and \$1,842,971.52 (excluding GST) for two (2) x twelve (12) month extensions at Council's discretion.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

Council requires a Contractor for the Provision of the following at two of Council's Aquatic Facilities:

- a) Lifeguard Services for the Airlie Beach Lagoon,
- b) Water Maintenance for the Airlie Beach Lagoon, and
- c) Management Services for the Proserpine Pool (including the Water Park).

to ensure a safe, hygienic, enjoyable, family-friendly aquatic environment for the communities.

PURPOSE

To present to Council for consideration the Evaluation Panel's Recommendation to award the contracts for:

- a) 500.2021.0077 – Provision of Lifeguarding Services for Airlie Beach Lagoon,
- b) 500.2021.0078 – Provision of Water Maintenance Services for Airlie Beach Lagoon, and
- c) 500.2021.0079 – Provision of Management for Proserpine Pool (including Water Park).

BACKGROUND

The Airlie Beach Lagoon precinct is a popular water park with beach areas, lagoon bridge, children's playground, picnic shelters, barbecues and shady grassed areas. The precinct is extremely popular with all age groups and experiences particularly high visitation rates during the September to March period. The lagoon includes:

- a) a sheltered toddlers' wading pool,
- b) a shallow, 1.5 metre maximum depth children's pool,
- c) a larger pool which has a maximum depth of 2 metres, and,
- d) separate swimming lanes for fitness enthusiasts.

The precinct was opened in January 2001 and has been continuously improved since 2008, including major refurbishment of the plant room and lagoon storm water drainage.

The Proserpine Swimming Pool and Water Park is located on Lot 16 SP274032 at 55 Anzac Road, Proserpine.

The short-term contracts currently in place are due to expire on Sunday, 12 December 2021.

STATUTORY/COMPLIANCE MATTERS

Local Government Act 2009

S227 & S228 Local Government Regulation 2012

Work Health and Safety Act 2011

The procurement process has been conducted in accordance with Council's policy and legislative obligations.

ANALYSIS

The Request for Tender was released as three (3) separate Tenders as per the following:

- a) 500.2021.0077 – Provision of Lifeguarding Services for Airlie Beach Lagoon,
- b) 500.2021.0078 – Provision of Water Maintenance for Airlie Beach Lagoon, and
- c) 500.2021.0079 – Provision of Management Services for Proserpine Pool (including Water Park).

The Request for Tenders (RFT's) were released on Wednesday, 4 August 2021 and advertised as follows:

- a) eTenderBox,
- b) Newspapers:
 - i. Whitsunday News; and
 - ii. Townsville Bulletin,
- c) Council's Website.

The following submissions were received by the closing date of 2:00pm on Wednesday, 25 August 2021:

- a) 500.2021.0077 – Provision of Lifeguarding Services for Airlie Beach Lagoon – Four (4) Tenderers:
 - i. JadaKabe Pty Ltd T/As Category 5 Lifeguard Service,
 - ii. Lifeguarding Services Australia Pty Ltd,
 - iii. Royal Life Saving Society Queensland Inc, and
 - iv. The Pittard Rush Group Pty Ltd T/As Airlie Beach Lagoon.

- b) 500.2021.0078 – Provision of Water Maintenance for Airlie Beach Lagoon – Two (2) Tenderers:
- i. Grimsey's Aquatics Pty Ltd, and
 - ii. Lifeguarding Services Australia Pty Ltd.
- c) 500.2021.0079 – Provision of Management Services for Airlie Beach Lagoon – Four (4) Tenderers:
- i. B Rush & J Rush T/As Aquatic Rush,
 - ii. Grimsey's Aquatics Pty Ltd,
 - iii. Lifeguarding Services Australia Pty Ltd, and
 - iv. Splash-A-Bout Swim School Pty Ltd.

An initial compliance check was conducted on the tender submissions to identify if the responses were non-conforming with the requirements of the RFT. This included compliance with contractual requirements and provision of requested information.

All tenderers were marked as conforming and progressed to the qualitative criteria assessment on the basis that all the terms, conditions and mandatory requirements of the RFT had been met.

The Qualitative Criteria of each submission was assessed with the following weightings applied:

- | | |
|--------------------------------------------------|-----|
| a) Relevant Company and Key Personnel Experience | 20% |
| b) Pricing | 40% |
| c) Demonstrated Understanding | 20% |
| d) Suppliers Resources & Availability | 10% |
| e) Local Supplier | 10% |

Below is a summary of the final assessment for each of the Tenders:

- a) 500.2021.0077 – Provision of Lifeguarding Services for Airlie Beach Lagoon

Respondents	Evaluation panel averaged Score	Total rank
Jadakabe Pty Ltd T/As Category 5 Lifeguard Service	69.8%	2
Lifeguarding Services Australia Pty Ltd	73.3%	1
Royal Life Saving Society Queensland Inc	61.1%	3
The Pittard Rush Group Pty Ltd T/As Airlie Beach Lagoon	45.7%	4

Table 1 – Final Results – Provision of Lifeguarding Services for Airlie Beach Lagoon

- b) 500.2021.0078 – Provision of Water Maintenance for Airlie Beach Lagoon:

Respondents	Evaluation panel averaged Score	Total rank
Grimsey's Aquatics Pty Ltd	70.8%	2
Lifeguarding Services Australia Pty Ltd	79.2%	1

Table 2 – Final Results – Provision of Water Maintenance for Airlie Beach Lagoon

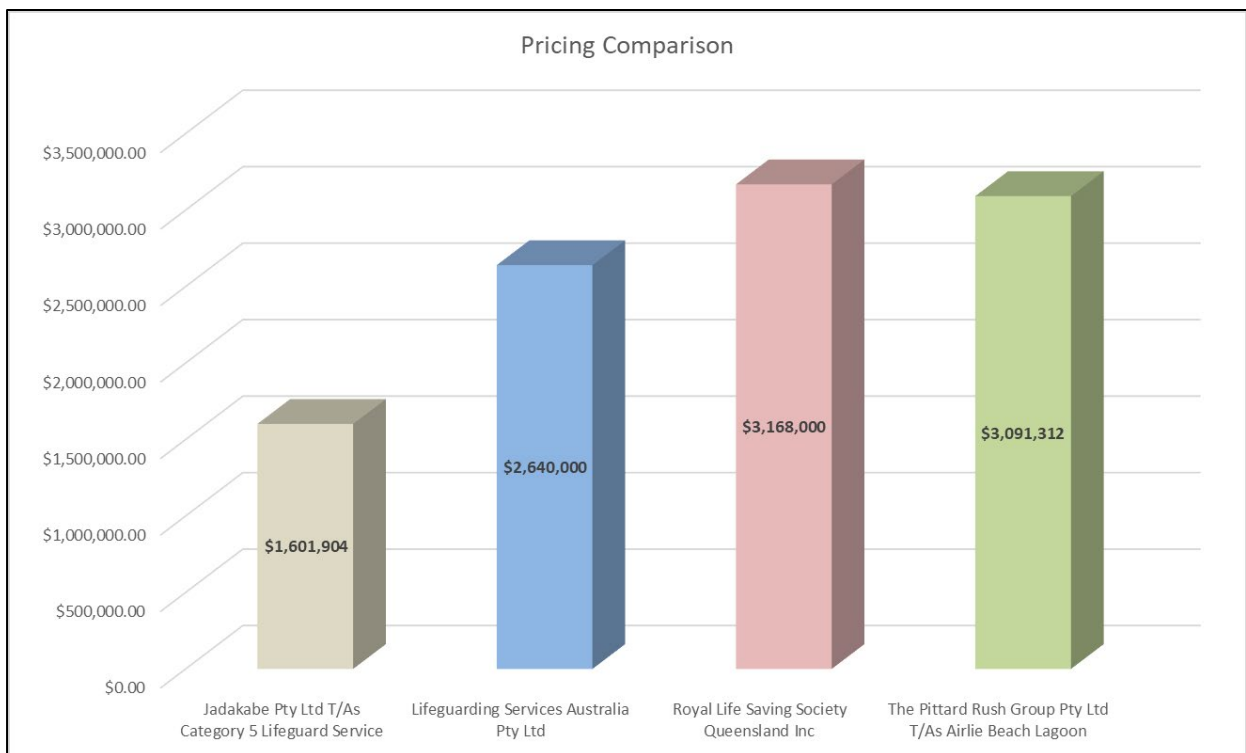
c) 500.2021.0079 – Provision of Management Services for Proserpine Pool (including Water Park):

Respondents	Evaluation panel averaged Score	Total rank
B Rush & J Rush T/As Aquatic Rush	47.9%	4
Grimsey's Aquatics Pty Ltd	49.8%	3
Lifeguarding Services Australia Pty Ltd	79.9%	1
Splash-A-Bout Swim School Pty Ltd	70.3%	2

Table 3 – Final Results – Provision of Management Services for Proserpine Pool (including Water Park)

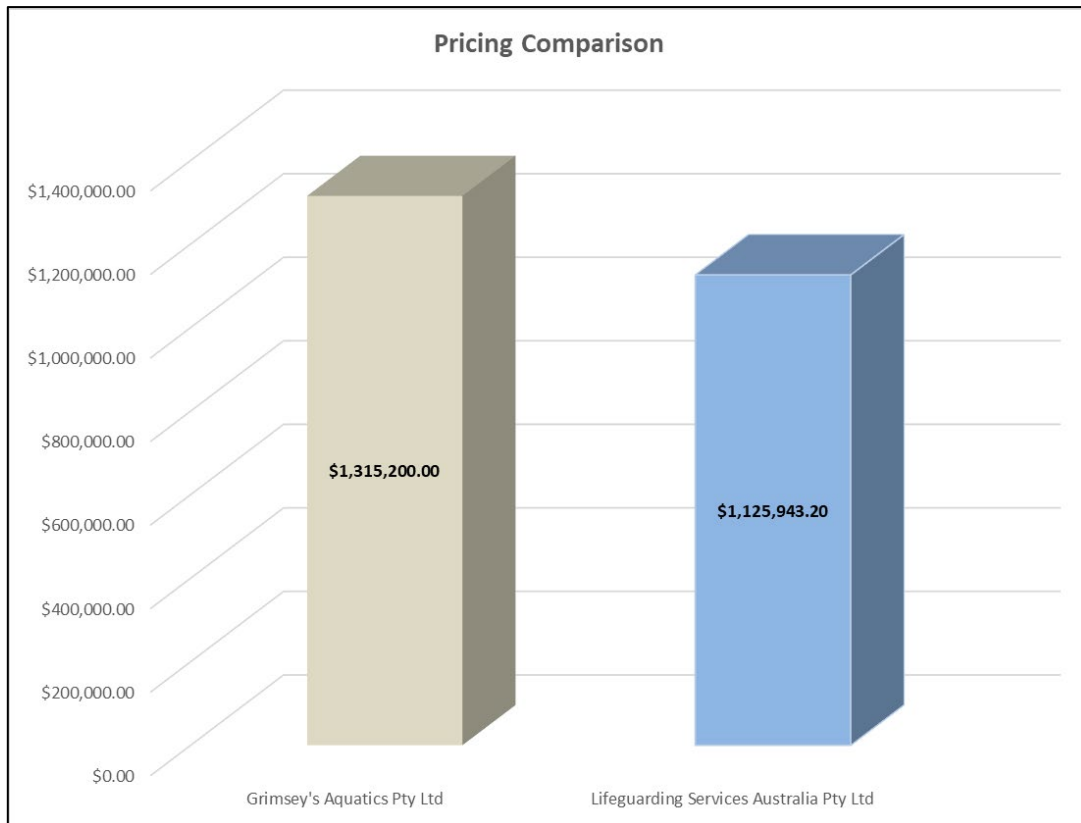
The below graphs display the pricing differences between the tender evaluations:

a) 500.2021.0077 – Provision of Lifeguarding Services for Airlie Beach Lagoon



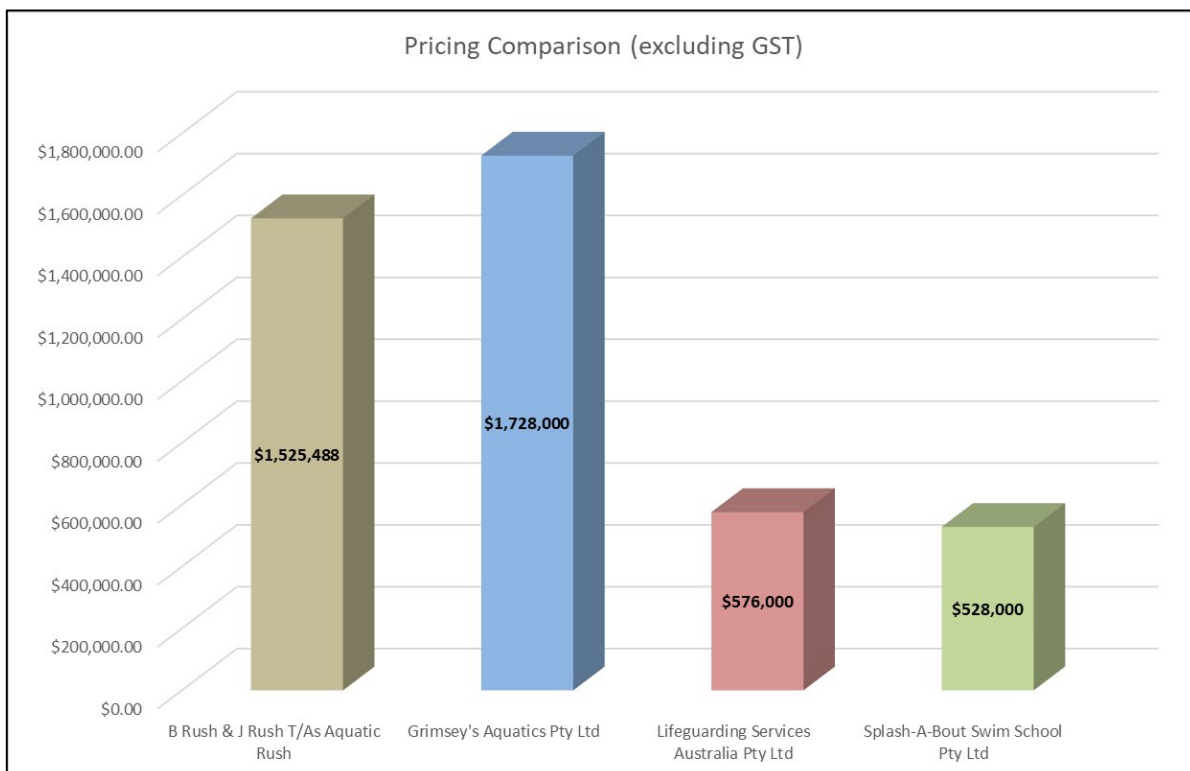
Graph 1 – Pricing Comparison – Provision of Water Maintenance for Airlie Beach Lagoon

b) 500.2021.0078 – Provision of Water Maintenance for Airlie Beach Lagoon:



Graph 2 – Pricing Comparison – Provision of Water Maintenance for Airlie Beach Lagoon

c) 500.2021.0079 – Provision of Management Services for Proserpine Pool (including Water Park):



Graph 3 – Pricing Comparison – Provision of Management Services for Proserpine Pool (including Water Park)

Although Lifeguarding Services Australia Pty Ltd were not the most competitive in two of the Tenders, they provided an alternative Tender to manage all three (3) of the contracts for a discounted all in one fixed monthly rate of \$76,790.48 (excluding GST), which is a saving of approximately \$656,000.00 (excluding GST) over the duration of the contract period (including the two (2) x twelve (12) month extensions at Council's discretion).

If Council were to accept this alternative and saving, this would be the most result in the most competitive rate overall for all three (3) of the Tenders.

STRATEGIC IMPACTS

Financial Implications – The funds have been budgeted for in the 2021/22 financial year and will be taken from GL: 3720.4008 (Beaches, Pools, Lagoon & Enclosures / Contractors).

Risk Management Implications / Reputational Risk – The implementation of these Contracts allows for increased supervision in line with the Guidelines for Safe Pool Operations National Policy requirements therefore, reducing the risk of incidents at Council's aquatic facilities.

CONSULTATION

Peter Swann – Contract Coordinator - Recreation Services
Brenda Tengbom – Contracts Coordinator
Peter Shuttlewood – Executive Manager Procurement, Property & Fleet

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

Based on the results from the evaluation Lifeguarding Services Pty Ltd (LSA) scored the highest percentage in all three (3) of the Tenders.

The Evaluation Panel recommends that Lifeguarding Services Pty Ltd be awarded all three of the following contracts:

- a) 500.2021.0077 – Provision of Lifeguarding Services for Airlie Beach Lagoon,
- b) 500.2021.0078 – Provision of Water Maintenance Services for Airlie Beach Lagoon, and
- c) 500.2021.0079 – Provision of Management for Proserpine Pool (including Water Park).

for the amount of \$1,842,971.52 (excluding GST) for the contract period of two (2) years and \$1,842,971.52 (excluding GST) for two (2) x twelve (12) month extensions at Council's discretion the as per their submissions, as it represents the most advantageous outcome to Whitsunday Regional Council.

ATTACHMENTS

N/A

15. Community Services

15.11 COMMUNITY SERVICES - MONTHLY REPORT - SEPTEMBER 2021

AUTHOR: Julie Wright – Director Community Services

RESPONSIBLE OFFICER: Julie Wright – Director Community Services

OFFICER'S RECOMMENDATION

That Council receive the Community Services Monthly Report for September 2021.

The following report has been submitted for inclusion into Council's Ordinary Meeting to be held on 13 October 2021.

SUMMARY

To provide an overview of the Community Services Directorate for the month of September 2021.

PURPOSE

The purpose of the report is to set out an account of statistics pertaining to the functions of each branch within Community Services.

BACKGROUND

The Community Services Directorate has a departmental vision of a prosperous, liveable, and sustainable Whitsundays. The directorate's purpose is to lead the delivery of economic, social, environmental, and recreational outcomes for the Whitsundays through services in partnership with stakeholders.

The directorate's vision is delivered by bringing together the functions of Community Development & Libraries, Aquatic Facilities & Caravan Parks, Environmental Health & Local Laws, Natural Resource Management & Climate, Customer Service, Cultural Heritage and Proserpine Entertainment Centre.

STATUTORY/COMPLIANCE MATTERS

N/A

ANALYSIS

This report provides an overview of Whitsunday Regional Council's Community Services Directorate for the 2021/2022 financial year with particular focus on the month of September 2021.

STRATEGIC IMPACTS

Corporate Plan

Outcome 1.1 – Our leadership engages with the community and provides open, accountable, and transparent local government.

Strategy 1.1.1 – Provide sound, competent leadership as to maximise the organisation's operational performance, productivity, and efficiency.

Operational Plan – N/A

Financial Implications – N/A

Risk Management Implications – Regular reporting on the Directorate's progress and achievements ensures accountability and fosters a positive culture.

CONSULTATION

Rod Cousins – Manager Community Development & Libraries
Shane Douglas – Manager Customer Service
Scott Hardy – Coordinator Natural Resource Management & Climate
Milton Morsch – Coordinator Environmental Health & Local Laws
Katie Boyd – Manager Proserpine Entertainment Centre
Monique Stevens – Administration Coordinator Community Services

DISCLOSURE OF OFFICER'S INTERESTS

No officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the Local Government Act 2009 or the Staff Code of Conduct.

CONCLUSION

It is recommended that Council receive the Community Services Monthly Report for September 2021.

ATTACHMENTS

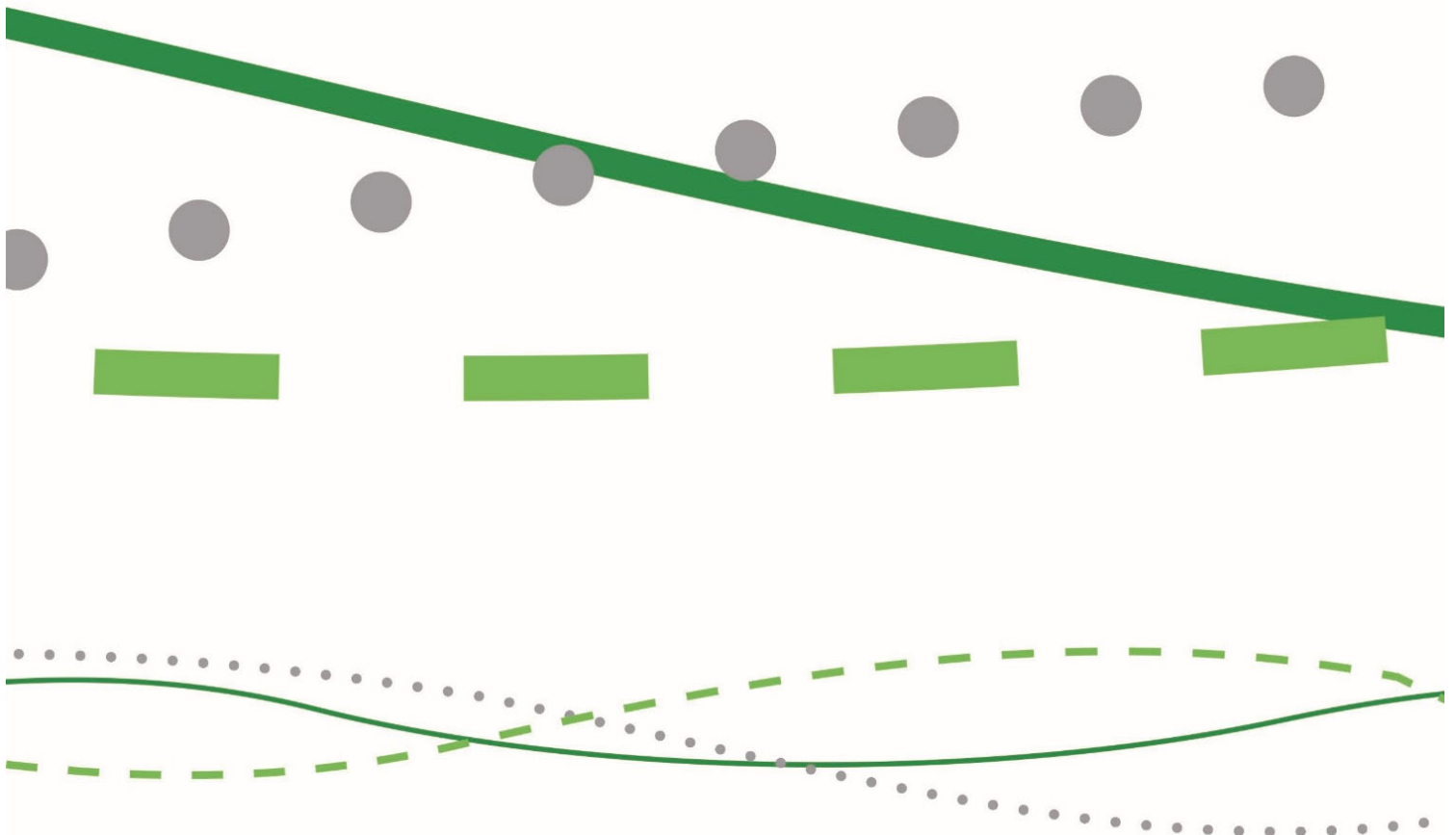
Attachment 1 – Community Services Monthly Report – September 2021



Community Services

Community Development & Libraries
Aquatic Facilities & Caravan Parks
Environmental Health & Local Laws
Natural Resource Management & Climate
Customer Service
Cultural Heritage

Monthly Report | September 2021



Director's Report

September 2021 saw the Community Services Team undertake several events, activities and projects.

The events team coordinated two Citizenship Ceremonies held at the Proserpine Administration Building on the 14 and 17 September which saw 70 Conferees consisting of 21 different nationalities undertake their pledge to become Australian Citizens.

Council supported the below events with sponsorship:

- Paul Bowman Challenge \$5,000 cash sponsorship and in-kind support
- Whitsundays Arts Festival \$3,500 cash sponsorship and in-kind support

Council Staff participated in the R U OK Day Campaign with several morning teas being held to start the conversation and by wearing the colour yellow to support this campaign.



Photo 1: R U OK Day - Proserpine Office

The following are the average monthly occupancy rates at each of Council's Caravan Parks:

- Proserpine Tourist Park – 64.98% a 11.78% increase from September 2020.
- Wangaratta Caravan Park – 87.8% a 26.7% increase from September 2020.

The Bowen Work Camp have contributed a total of 669 hours during August for mowing, landscaping and both Community and Council assistance.

The Community Services Team received 316 CRMs for September (255 completed) with the Environmental Health and Local Law units receiving 278 complaints / requests for the month.

Environmental Health Plan Approval Applications received continue to steadily increase during the Q1 period.

Council's Off-Street Carparks generated \$98,349 for the month with 13,227 transactions, an increase of 30% from the previous month.

The Community Services Administration Officers statistics for September 2021 include the following:

- Correspondence Generated – 1,701 items
- Civica & ECM Registrations – 4,613 tasks
- 1,722 Telephone Calls (internal and external).

Included in the above correspondence generated, the Administration Officers issued:

- 399 Food Licence Reminder Notices
- 317 Food Licences Issued
- 191 Local Law Renewal Notices

Council's After-Hours Contract was awarded to a new company – Well Done International. The supplier services approximately 80 Council's including Cairns Regional Council, Cassowary Coast plus Western and Southern Downs.

Customer Service saw 2,856 visitors through the Service Centres, an increase of 26.4% attendance to the previous month. The main enquiries were Rates Receiving & Water Charges.

Telephone calls received decreased by 2.5% from the previous month to 6,350 calls, with 85.81% resolved at the first point of contact. The After Hours Call Centre fielded 173 calls for the month of September, a decrease of 36.1% from the previous month.

Customer Requests submitted across the organisation for September 2021 was 1,107 an increase of 20.5% from September 2020 due to the number of CRM's created in the system from customers wishing to sign up for emailed Rates/Water notices.

BPay, Austpost, Direct Deposits & EServices payments equalled 70.71% of total payments for the month.



Photo 2: R U OK Day - Water & Waste

The Region's Libraries monthly attendance & e-services increased slightly however borrowings decreased from August 2021.

- Attendance 7,972 – 0.86% increase
- Borrowings 13,312 – 1.83% decrease
- e-Library 4,982 – 0.4% increase

Adult Learners Week and children's school holiday activities added to the usual mix of the region's library programs. The Bowen & Cannonvale Library teams introduced free One-on-One Tech Help sessions during Adult Learners Week for attendees requiring assistance in navigating the digital world, with weekly sessions continuing every Tuesday afternoon in Cannonvale.

School holiday activities included Pom Pom Animals, Sand Art, Decorative Cushions, Chess, String Art, Gnome Homes & Fairy Houses, Velvet Art, Wooden Birdhouses, Undersea Creatures and Pool Noodle Monsters. A total of 400 participants attended this month's programs including after school and Saturday morning sessions.



Photo 3: Pop-Up Library - Halpannel Park, Proserpine

Proserpine Library's click and collect had 117 visitors in September with an additional 57 home deliveries of 301 items this month. The Pop-Up library visited Halpannel Park on Saturday morning, 25 September where 10 children of various ages enjoyed reading, playing and painting.

Utilising unspent funds from the recent Tech Savvy Seniors Queensland program two additional courses were held at the Collinsville Connect Telecentre this month.



Photo 4: Tech Savvy Seniors Course - Collinsville

On-going W4Q projects continue at Proserpine, Bowen & Collinsville Swimming Pools however all pools were re-opened on 1 September 2021 with temporary amenities.

Aquatic Facility user statistics for September 2021 in comparison to September 2020 are listed below:

- Airlie Beach Lagoon increased by 29.7% to 14,774
- Bowen Pool decreased by 39.1% to 1,715
- Proserpine Pool decreased by 43% to 2,340
- Collinsville Pool decreased by 56.5% to 413

The Climate Hub Facebook Page reach decreased by 47.4% to 3,245 for September from the previous month with 485 Website Visitors (15.5% decrease).

There are a number of Climate Hub Projects underway including the Climate Hub Annual Survey + the engagement of a Masters Student for the Whitsunday Water Treatment & Pumping Optimisation Project.

The Coastal Council's Adaptation Taskforce (C-CAT) program is currently being reviewed by LGAQ in regard to continuing the project beyond March 2022.

Natural Resource Management's Pest Management Projects for September 2021 include:

- Four trees were trimmed during night work in Collinsville to reduce the flying fox numbers on private properties. Numbers have reduced slightly since the works from approx. 1,950 to 1,270 with a significant drop in tree roosts (from 44 to 11).
- Round 2 of the Feral Animal Aerial Control Program for 2021/2022 commenced with five flights resulting in 658 feral pigs destroyed.
- 12 properties were ground baited with 737kgs bait laid.
- The Marine Turtle Nest Program is now completed with 12 Marine Turtle nesting signs installed in nesting areas.
- Council has been awarded a grant to train 50 x Landholders in the Community Bushfire Plan areas in regard to basic bushfire management planning.

Julie Wright
Director Community Services

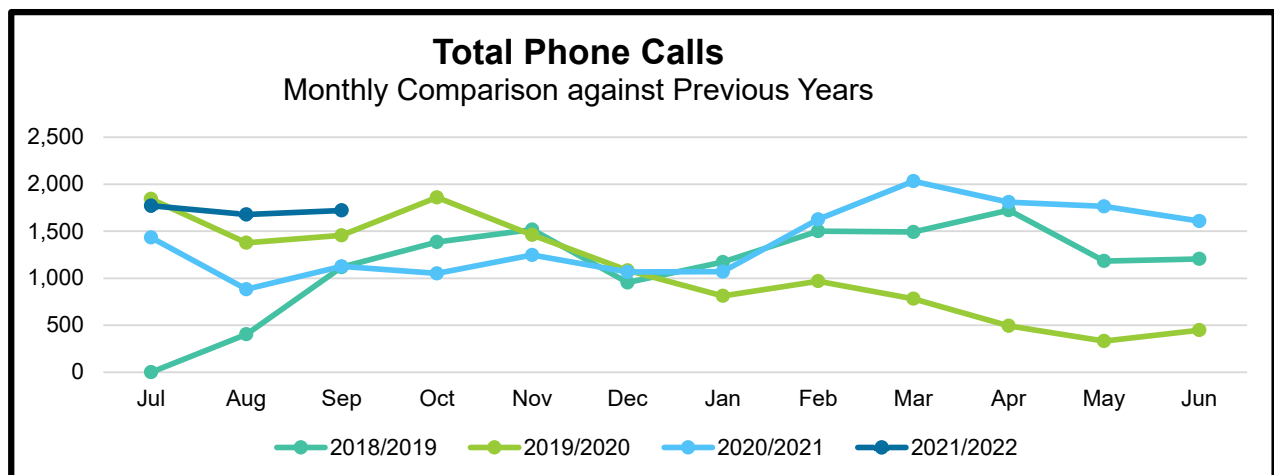
General

The Community Services Directorate has a departmental vision of a prosperous, liveable, and sustainable Whitsundays. The directorate’s purpose is to lead the delivery of economic, social, environmental, and recreational outcomes for the Whitsundays through services in partnership with stakeholders.

The directorate’s vision is delivered by bringing together the functions of Community Development & Libraries, Aquatic Facilities & Caravan Parks, Environmental Health & Local Laws, Natural Resource Management & Climate, Customer Service, Cultural Heritage & Collinsville Independent Living Facility.

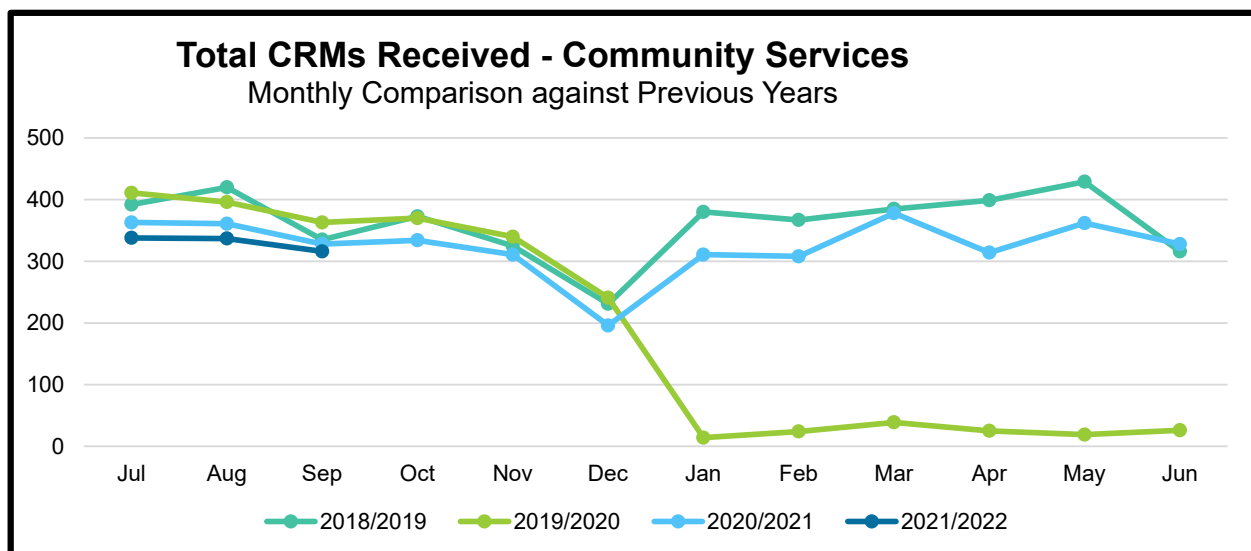
Administration Officers

Service	YTD	Jul	Aug	Sep	Monthly Trend
Correspondence Generated	4,944	2,093	1,150	1,701	↑
ECM Task List	2,593	693	964	936	↓
Civica Registers	3,865	879	1,179	1,807	↑
Data Input	2,534	786	1,036	712	↓
CRMs Generated	215	62	79	74	↓
CRMs Closed	340	201	66	73	↑
Phone Calls - Internal	3,257	1,138	1,063	1,056	↓
Phone Calls - External	1,916	634	616	666	↑
Phone Calls - Total	5,173	1,772	1,679	1,722	↑
ECM Registering	2,908	904	846	1,158	↑
Purchase Orders	254	86	69	99	↑
Receipt Invoices	299	89	101	109	↑
Reports	235	81	77	77	–



Customer Request Management (CRM)

Service	YTD	Jul	Aug	Sep	Monthly Trend
Community Development					
CRM Received	21	3	9	9	–
CRM Completed	16	3	6	7	↑
Library Services					
CRM Received	1	0	1	0	↓
CRM Completed	0	0	0	0	–
Aquatic Facilities					
CRM Received	6	0	2	4	↑
CRM Completed	3	0	2	1	↓
Caravan Parks					
CRM Received	4	2	2	0	↓
CRM Completed	3	1	2	0	↓
Environmental Health & Local Laws					
CRM Received	869	305	295	269	↓
CRM Completed	730	256	247	227	↓
Parking					
CRM Received	17	5	3	9	↑
CRM Completed	15	5	3	7	↑
NRM & Climate					
CRM Received	58	18	21	19	↓
CRM Completed	30	11	12	7	↓
Customer Service / E-Services					
CRM Received	15	5	4	6	↑
CRM Completed	13	4	3	6	↑
Total CRMs for Community Services					
CRM Received	991	338	337	316	↓
CRM Completed	810	280	275	255	↓



Community Development

The Community Development branch is responsible for assessing and acquitting community grants, developing and maintaining various community development related policies and registers, developing, and implementing various community programs such as cultural and recreational programs as well as maintaining various community facilities.

Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Grant Applications					
Facility Management - Approved	0	0	0	0	–
Facility Management - Approved (\$)	0	0	0	0	–
Junior Elite Athlete - Approved	8	5	2	1	↓
Junior Elite Athlete - Approved (\$)	1,350	600	500	250	↓
RADF - Received	1	1	0	0	–
RADF - Approved	1	1	0	0	–
RADF - Approved (\$)	2,920	2,920	0	0	–
RADF - Acquittals	4	0	0	4	↑
Special Projects - Received	4	0	1	3	↑
Special Projects - Approved	0	0	0	0	–
Special Projects - Approved (\$)	0	0	0	0	–
Special Projects - Acquittals	6	0	3	3	–
Sport & Rec Club - Received	15	7	6	2	↓
Sport & Rec Club - Approved	22	9	7	6	↓
Sport & Rec Club - Approved (\$)	41,000	15,000	11,500	14,500	↑
Donation & Sponsorship Requests					
Donation Requests - Received	24	1	4	19	↑
Donation Requests - Approved	31	7	5	19	↑
Donation Requests - Approved (\$)	24,140	11,500	7,550	5,090	↓
Fee Waivers - Approved	12	3	7	2	↓
Fee Waivers - Approved (\$)	8,318	1,725	5,521	1,072	↓
Sponsorships - Received	5	2	1	2	↑
Sponsorships - Approved	2	1	1	0	↓
Sponsorships - Approved (\$)	3,001	1	3,000	0	↓
Sponsorships - Approved (in kind)	0	0	0	0	–
Sponsorships - Acquittals	1	0	0	1	↑
Events					
Council Events - External - Completed	3	1	0	2	↑
Council Events - External - Participants	650	500	0	150	↑
Council Events - Internal - Completed	2	0	1	1	–
Council Events - Internal - Participants	110	0	50	60	↑

Junior Elite Athlete Recipients for September:

- Jarrad Skiba – Selected for North Queensland U11 Rugby League State Championships held in September 2021

Events:

External:

- Two Citizenship Ceremonies were conducted at the Proserpine Administration Building in September with 70 New Australian Citizens undertaking their pledge.

Internal:

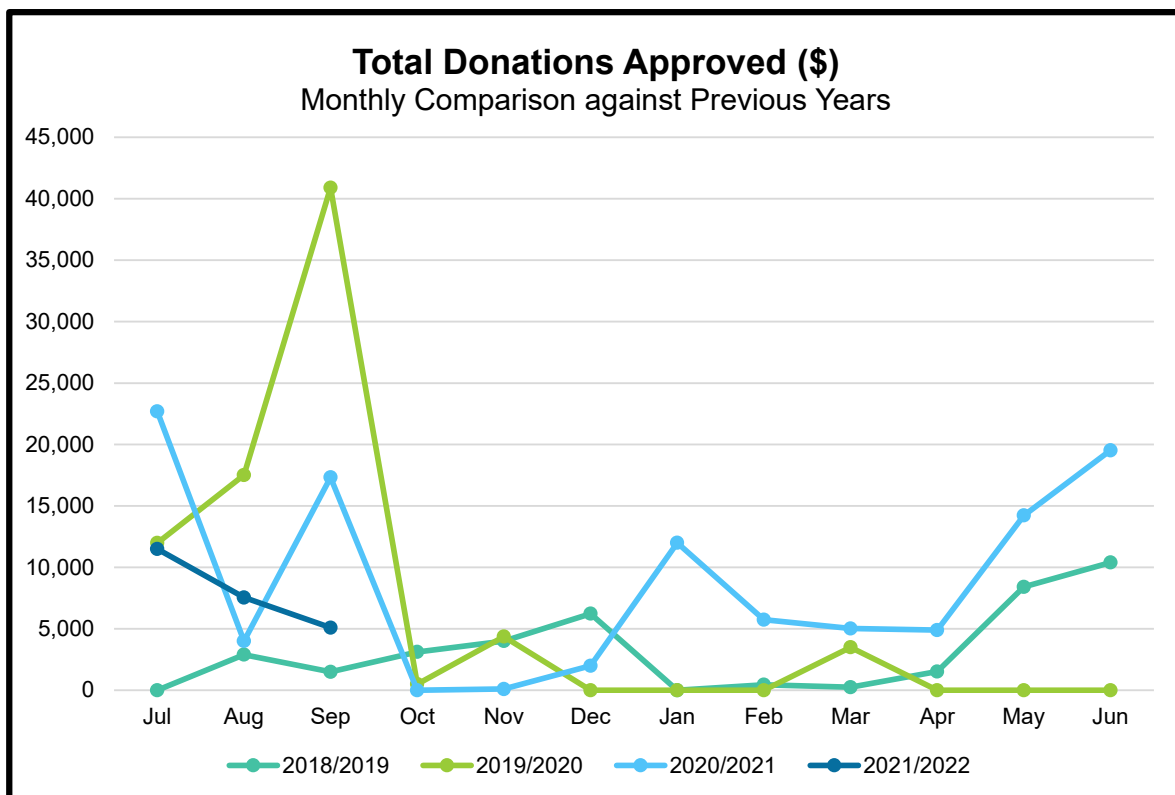
- Many staff participated in the R U OK Day campaign with several morning teas being held to start the conversation and by wearing the colour yellow to support this campaign.

Event Postponed due to COVID-19:

- Nil

Special Project Grants Successful Recipients:

- Round 1 opened 12 July 2021 – closes 15 October 2021

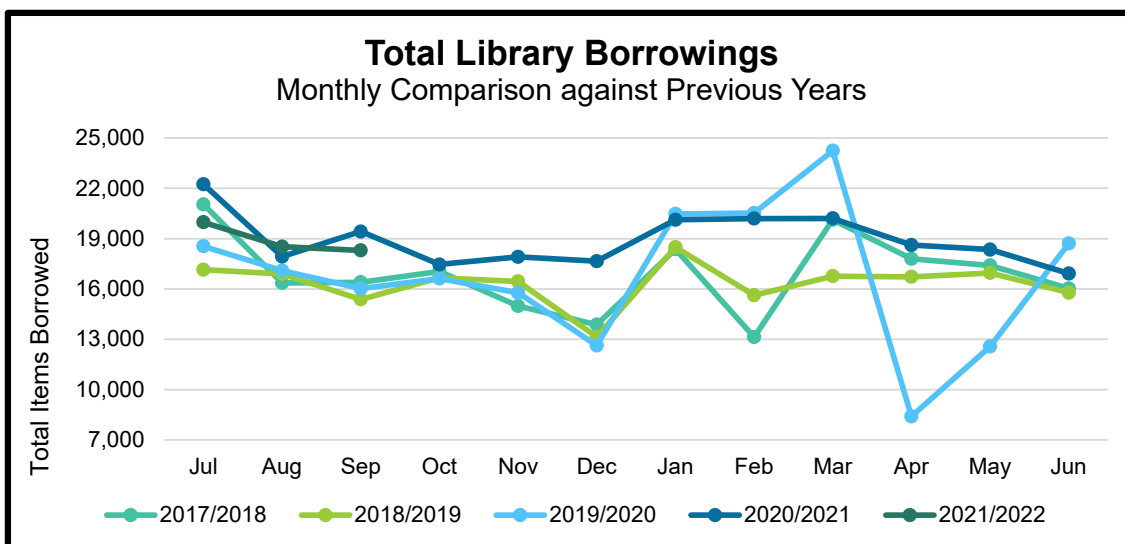


Library Services

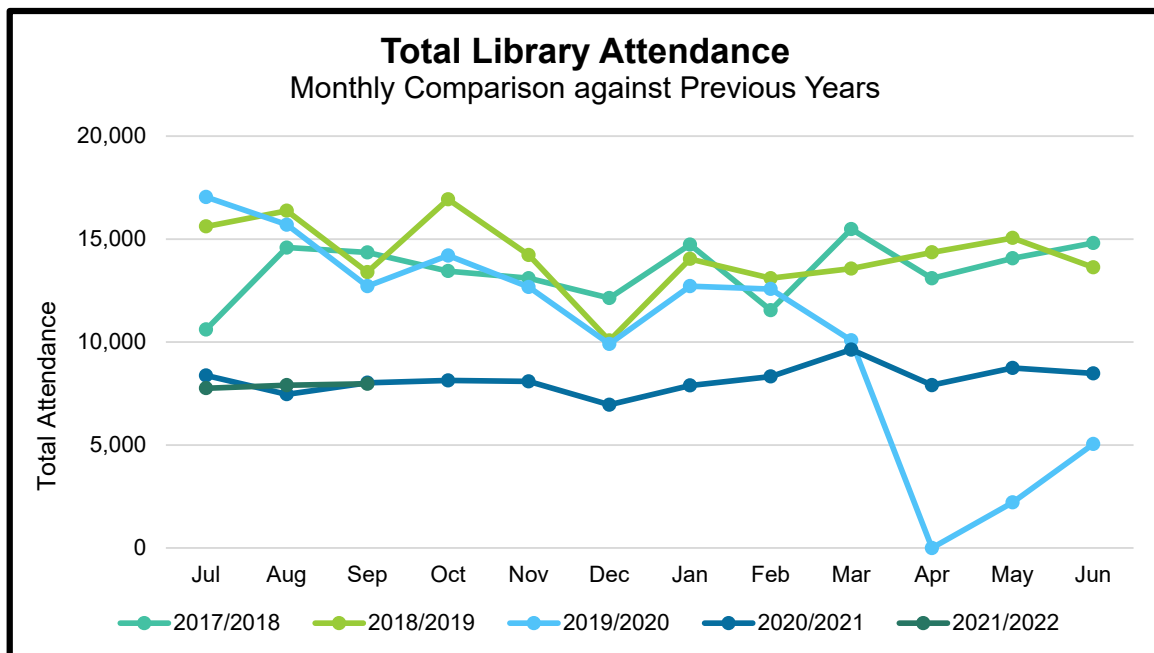
The Library Services branch is responsible for the provision of customer-centric services and resources to meet the information, recreation, cultural and lifelong learning needs of individuals and groups within the Whitsundays. The branch responsibilities include the design and delivery of library programs, promotion and marketing, collection development and maintenance, information/digital literacy opportunities, outreach, and service extension.

Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Library Resources Acquired					
Bowen & Collinsville Libraries	1,106	360	329	417	↑
Cannonvale Library	1,373	391	461	521	↑
Proserpine Library	409	59	155	195	↑
e-Library	259	50	32	177	↑
Library Resources Borrowed					
Bowen Library	11,109	3,851	3,624	3,634	↑
Cannonvale Library	22,928	7,477	7,677	7,774	↑
Collinsville Library	1,732	567	607	558	↓
Proserpine Library	4,907	1,905	1,653	1,349	↓
e-Library	16,119	6,175	4,962	4,982	↓
Mobile Library	1	0	0	1	↑
Library Attendance					
Bowen Library	9,149	2,987	3,116	3,046	↓
Cannonvale Library	12,737	4,205	4,173	4,359	↑
Collinsville Library	1,750	568	615	567	↓
Proserpine Library	0	0	0	0	-
Library Website					
Website Visits	7,315	2,497	2,396	2,422	↑



Service	YTD	Jul	Aug	Sep	Monthly Trend
First 5 Forever (F5F)					
Resources - Acquired	36	9	9	18	↑
Resources - Borrowed by Branches	122	24	67	31	↓
Community Partnership Interactions	80	22	30	28	↓
Toolkits Distributed	56	17	33	6	↓
F5F In Library - Activities Held					
Bowen Library	20	6	9	5	↓
Cannonvale Library	30	9	13	8	↓
Collinsville Library	10	3	4	3	↓
Proserpine Library	30	9	13	8	↓
F5F In Library - Activities Attendance					
Bowen Library	199	53	101	45	↓
Cannonvale Library	552	148	270	134	↓
Collinsville Library	89	9	35	45	↑
Proserpine Library	288	87	123	78	↓
F5F Community Outreach - Events Held					
Bowen Library	7	0	5	2	↓
Cannonvale Library	6	1	2	3	↑
Collinsville Library	2	0	1	1	-
Proserpine Library	3	1	0	2	↑
F5F Community Outreach - Events Attendance					
Bowen Library	138	0	95	43	↓
Cannonvale Library	1,743	775	809	159	↓
Collinsville Library	37	0	12	25	↑
Proserpine Library	88	28	0	60	↑



Service	YTD	Jul	Aug	Sep	Monthly Trend
In Library Programs - Events Held					
Bowen Library - Adults	16	0	3	13	↑
Bowen Library - Children	22	9	5	8	↑
Cannonvale Library - Adults	10	2	3	5	↑
Cannonvale Library - Children	43	15	12	16	↑
Collinsville Library - Adults	1	0	1	0	↓
Collinsville Library - Children	7	5	0	2	↑
Proserpine Library - Adults	1	0	1	0	↓
Proserpine Library - Children	1	1	0	0	–
In Library Programs - Events Attendance					
Bowen Library - Adults	63	0	40	23	↓
Bowen Library - Children	241	82	69	90	↑
Cannonvale Library - Adults	57	14	24	19	↓
Cannonvale Library - Children	665	169	208	288	↑
Collinsville Library - Adults	8	0	8	0	↓
Collinsville Library - Children	19	14	0	5	↑
Proserpine Library - Adults	4	0	4	0	↓
Proserpine Library - Children	14	14	0	0	–
Community Outreach - Events Held					
Bowen Library - Adults	14	5	5	4	↓
Bowen Library - Children	0	0	0	0	–
Cannonvale Library - Adults	14	4	6	4	↓
Cannonvale Library - Children	0	0	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	0	0	0	0	–
Proserpine Library - Adults	13	4	4	5	↑
Proserpine Library - Children	0	0	0	0	–
Community Outreach - Events Attendance					
Bowen Library - Adults	65	25	21	19	↓
Bowen Library - Children	0	0	0	0	–
Cannonvale Library - Adults	88	28	33	27	↓
Cannonvale Library - Children	0	0	0	0	–
Collinsville Library - Adults	0	0	0	0	–
Collinsville Library - Children	0	0	0	0	–
Proserpine Library - Adults	152	43	52	57	↑
Proserpine Library - Children	0	0	0	0	–
Public Computer Usage					
Bowen Library	1,404	515	439	450	↑
Cannonvale Library	2,196	814	747	635	↓
Collinsville Library	48	16	14	18	↑
Proserpine Library	0	0	0	0	–

Bowen Work Camp

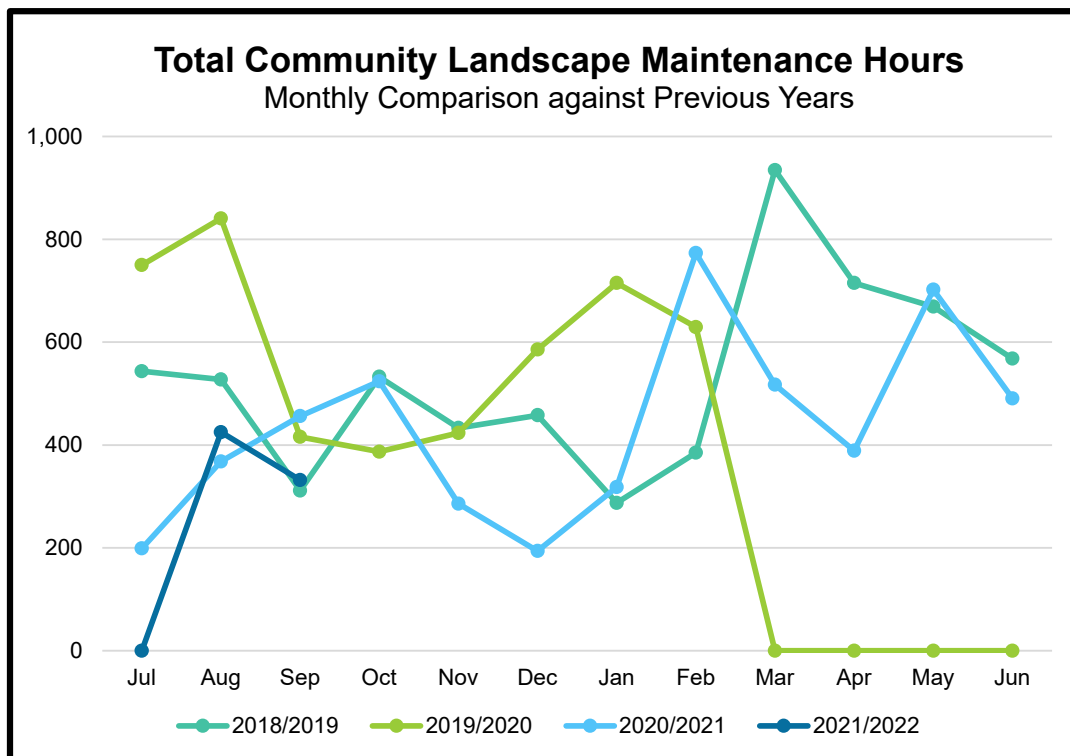
Council partners with Queensland Corrective Services to provide beneficial works projects for the community and rehabilitate offenders with their return to society. They perform a multitude of tasks including maintenance of fences, cemeteries, sportsgrounds and showgrounds, propagation of plants and they also participate in many restoration and general maintenance projects.

Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Community Landscape Maintenance Hours	757	0	425	332	↓
Community Indoor Tasks Hours	157	0	66	91	↑
New Project Assessment Hours	1	0	1	0	↓
WRC Landscape Maintenance Hours	338	0	139	199	↑
WRC Nursery Maintenance/Propagation Hours	4	0	0	4	↑
WRC Indoor Tasks Hours	83	0	40	43	↑
QCS Compound Duties Hours	262	0	135	127	↓

Projects

Project	Status	% Complete	Budget
Whitsunday Moto Sports Club	In Progress	75%	✓



Aquatic Facilities & Caravan Parks

The Recreation Services branch is responsible for delivering recreation and youth programs that activate our public and open spaces, supporting recreation groups to secure funding for projects, maintaining Council's caravan parks and aquatic facilities, and master planning for future sport and recreation assets.

Aquatic Facilities – Operations

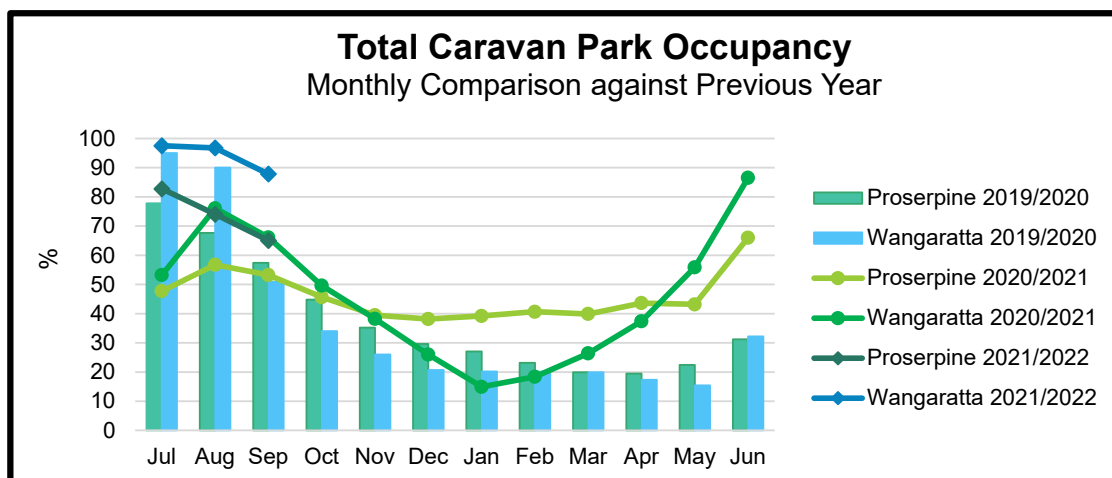
Service	YTD	Jul	Aug	Sep	Monthly Trend
Airlie Beach Lagoon – Total Users	34,094	11,907	7,413	14,774	↑
Airlie Beach Lagoon – Total Offences	2,371	757	703	911	↑
Pool Attendance – Bowen	1,715	0	0	1,715	↑
Pool Attendance – Collinsville	413	0	0	413	↑
Pool Attendance – Proserpine	2,340	0	0	2,340	↑

Caravan Parks – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Proserpine Tourist Park					
Occupancy (%)	73.9	82.8	74.1	65.0	↓
Revenue (\$)	126,690	44,396	43,396	38,898	↓
Accumulated Revenue - Laundry Service (\$)	2,327	1,254	391	682	↑
Wangaratta Caravan Park					
Occupancy (%)	94.0	97.5	96.8	87.8	↓
Revenue (\$)	276,302	115,382	85,265	75,655	↓
Accumulated Revenue - Laundry Service (\$)	2,931	901	1,015	1,015	–

Caravan Parks Occupancy – Yearly Comparison for September

Service	2018	2019	2020	2021	Yearly Trend
Occupancy (%)					
Proserpine Tourist Park	39.5	57.4	53.2	65.0	↑
Wangaratta Caravan Park	53.0	50.9	66.1	87.8	↑

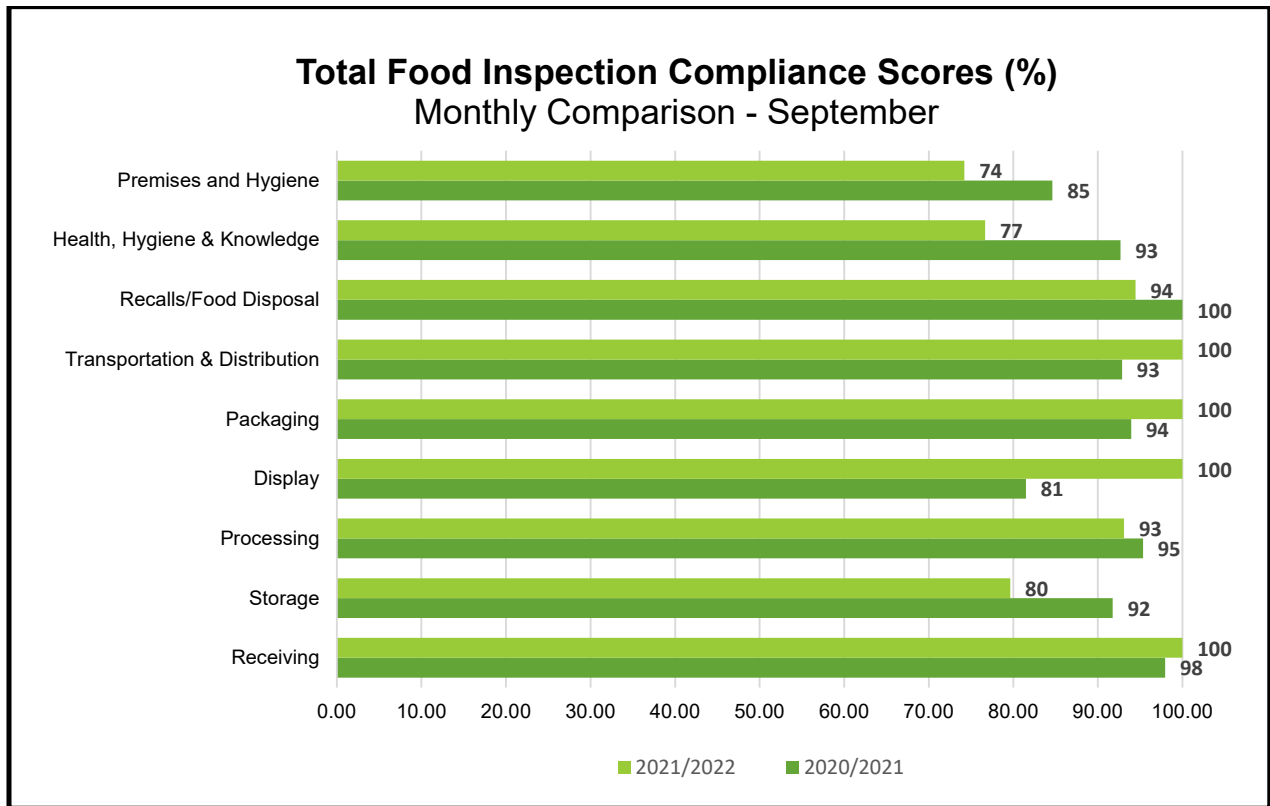


Environmental Health & Local Laws

The Environmental Health & Local Laws branch is responsible for regulation of all local laws and laws associated with Environmental Protection and Public Health. The Environmental Health Unit is responsible for licensing and inspection of food and accommodation premises, assessment of liquor licensing referrals, provides development conditions and the protection of the environment and public health. The Local Laws unit licenses prescribed activities and addresses all breaches of Local Laws including animal control and property compliance involving vegetation, accumulation and temporary homes. Local Laws is also responsible for maintaining the animal impoundment facility, on/off-street car parking compliance and commercial parking operations. The branch is active in development, review and maintenance of related policies and registers.

Environmental Health – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Environmental Health					
Environmental Health – Plan Approval Applications Received	40	10	12	18	↑
Environmental Health Applications Received	35	10	15	10	↓
Food Safety Programs Received	0	0	0	0	–
Liquor Licence Referrals Received	1	0	1	0	↓
Food Business - Inspections	67	31	23	13	↓
Food Business - Re-Inspections	35	17	11	7	↓
Food Safety Programs Audit Reports Reviewed	4	4	0	0	–
Personal Appearance Services - Inspections	4	2	1	1	–
ERAs - Inspections	0	0	0	0	–
Development Applications Referrals Received	2	1	1	0	↓
Accommodation - Inspections	18	7	9	2	↓
Accommodation - Re-inspections	5	1	1	3	↑
Erosion Sediment Control - Inspections	6	3	1	2	↑
Complaints Received - Asbestos	2	1	0	1	↓
Complaints Received - Litter & Dumping	1	0	0	1	↓
Complaints Received - EH General	41	14	16	11	↓
Event Application Assessment	6	4	1	1	–
Food Inspection Compliance Categories					
Receiving (%)	94.07	93.33	88.89	100.00	↑
Storage (%)	72.26	74.19	62.96	79.63	↑
Processing (%)	83.91	83.89	74.73	93.10	↑
Display (%)	87.23	75.34	86.36	100.00	↑
Packaging (%)	94.81	90.00	94.44	100.00	↑
Transportation & Distribution (%)	80.61	81.82	60.00	100.00	↑
Recalls/Food Disposal (%)	91.04	90.00	88.69	94.44	↑
Health, Hygiene & Knowledge (%)	78.76	81.82	77.78	76.67	↓
Premises and Hygiene (%)	71.87	77.61	63.79	74.21	↑

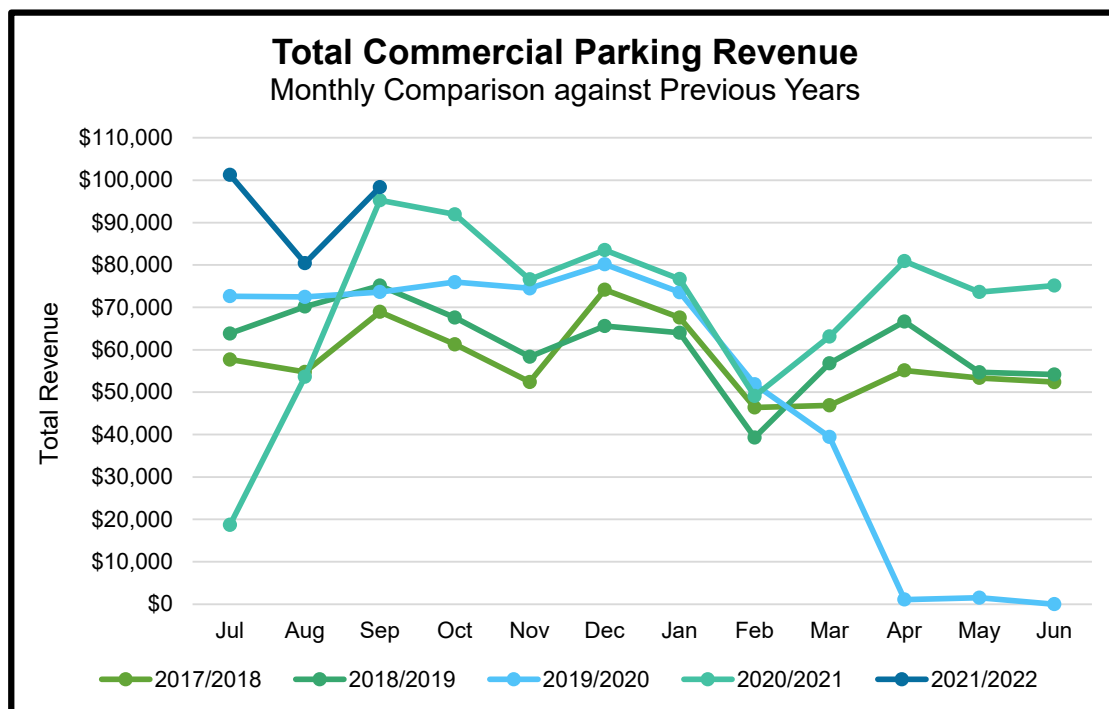


Local Laws – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Local Laws					
Local Law Applications Received	144	111	27	6	↓
Complaints Received - Animal Management	330	131	108	91	↓
Complaints Received - Other Local Law	456	125	124	207	↑
Compliance Notices Issued	73	33	15	25	↑
Renewal/Reminder/Final Notices	459	75	17	367	↑
Infringement Responses	598	131	236	231	↓
Dog Registrations	3,798	2,885	719	194	↓
Cat Registrations	489	387	67	35	↓
Parking Infringements - Issued	1,328	419	455	454	↓
Parking Infringements - Waived	174	62	58	54	↓
Other Infringements - Issued	267	156	61	50	↓
Other Infringements - Waived	64	42	15	7	↓
Infringement Reminder Notices Sent	622	231	198	193	↓
COVID-19 Inspections	1,421	478	441	502	↑
Lake Proserpine & RV Park Inspections	3,316	1,800	786	730	↓

Commercial Parking – Operations

Car Parks	YTD	Jul	Aug	Sep	Monthly Trend
Heart of the Reef Transit Facility					
Occupancy (no.)	1	0	1	0	↓
Revenue (\$)	28	0	28	0	↓
Port of Airlie					
Average Spend (\$)	12.81	11.49	13.05	13.89	↑
Tariff (most selected)	12-24hr	12-24hr	12-24hr	12-24hr	–
No. of tickets purchased	9,012	3,413	2,716	2,883	↑
Revenue (\$)	114,712	39,217	35,455	40,040	↑
Airlie Lagoon Precinct					
Average Spend (\$)	5.00	5.10	5.16	4.74	↓
Tariff (most selected)	4-12hr	4-12hr	4-12hr	2-4hr	↓
No. of tickets purchased	18,247	6,151	4,873	7,223	↑
Revenue (\$)	90,785	31,387	25,157	34,241	↑
Abell Point Marina					
Average Spend (\$)	8.49	8.04	8.42	9.01	↑
Tariff (most selected)	4-12hr	4-12hr	4-12hr	4-12hr	–
No. of tickets purchased	5,933	2,338	1,630	1,965	↑
Revenue (\$)	50,240	18,805	13,726	17,709	↑
Coconut Grove					
Average Spend (\$)	5.86	5.72	6.35	5.50	↓
Tariff (most selected)	4-12hr	4-12hr	4-12hr	4-12hr	–
No. of tickets purchased	4,188	2,072	960	1,156	↑
Revenue (\$)	24,316	11,859	6,098	6,359	↑



Natural Resource Management & Climate

The Natural Resource Management & Climate branch is responsible for developing and implementing various environmental and community health and safety programs such as pest, weed and water quality programs as well as maintaining stock routes and implementing the Biosecurity Plan.

Natural Resource Management – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Complaints Received - Pest & Weed	36	11	15	10	↓
Complaints Received - Environmental	23	7	6	10	↑
Property Pest Management Plan (PPMP) Implemented/Reviewed	12	2	2	8	↑
PPMP Annual Reviews Completed	15	5	3	7	↑
Notices Issued - Biosecurity	0	0	0	0	–
Notices Issued - Penalty Infringement	0	0	0	0	–
Landholder Access - Herbicide Rebate	8	2	3	3	–
Landholder Access - Mechanical Rebate	1	0	1	0	↓
Letters/Emails to Landholders - Weeds	125	72	21	32	↑
Property Visit/Inspections - Weeds	203	66	83	54	↓
Property Visit/Inspections - Feral Animals	11	7	4	0	↓
Feral Animals - Traps Set	7	2	5	0	↓
Feral Animals - Trapped	2	2	0	0	–
Aerial Shooting - Flights	9	4	0	5	↑
Aerial Shooting - Feral Animals Shot	1,226	568	0	658	↑
Properties Baited	14	0	2	12	↑
Baits Laid (kg)	1,187	0	450	737	↑
Length of Road Reserve Sprayed (km)	0.0	0	0	0	–
No. of Council Lots Sprayed/Inspected	5	3	2	0	↓
Mixed Chemicals Used (L)	800	600	200	0	↓
Pest Workshops	0	0	0	0	–
Field Days Run/Involved	1	0	1	0	↓
Landholder Contacts	0	0	0	0	–
Project Reports - not to Council	12	5	2	5	↑
Briefing / Council Reports	8	2	3	3	–
Bushfire Hazard Reduction Burns	0	0	0	0	–
Environmental Planning Projects Completed	0	0	0	0	–
DA's Assessed (including RFI & Conditions & Advice) Completed	37	9	14	14	–

Projects

Project	Status	% Complete	Budget	Time
Bushfire Management Program	In Progress	50%	✓	✓
Reef Guardian Council Action Plan	Complete	100%	✓	✓

Climate Hub – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Media Releases	0	0	0	0	–
Facebook Post Reach	11,418	2,003	6,170	3,245	↓
Facebook Followers	1,452	403	518	531	↑
Instagram Post Reach	1	0	1	0	↓
Instagram Followers	339	113	112	114	↑
Website Views	1,213	154	574	485	↓
Projects Underway	30	10	10	10	–
Projects in Developments	50	11	11	28	↑

Update

Pest Management Projects:

- Commenced Round 2 of the Feral Animal Aerial Control Program for 2021/2022.
- 1 new property added to the Birralelee Feral Animal Management Area in Round 2, where 30 pigs out of a total of 195 for the day were shot.
- Yellow Crazy Ant Aerial and Ground Baiting conducted at Shute Harbour and Funnel Bay.
- LPO Mel Hayes met with officers from Biosecurity Queensland and conducted inspection of local properties as part of the Chinee Apple Biocontrol Project.
- Commenced pest surveillance monitoring for this quarter.

Other Natural Resource Management Projects:

- Council has been allocated a grant to train 50 landholders in the Community Bushfire Plan areas on basic bushfire management and planning processes. This training has not yet started.
- There has been some initial discussions regarding the development of a “Go Slow” project plan to reduce impacts on Dugongs and Marine Turtles in Pioneer Bay.

Environment Projects:

- The development application for the Dingo Beach – Hydeaway Bay walking track has commenced.
- A contractor has been engaged to clear the 1ha of land at Cape Gloucester Sporting Complex.
- The LGAQ have a “Cleaner Rural Roads” project where a consultant has been engaged to work with Whitsunday and Gladstone Councils on gathering more information on sediment loss from rural roads and how to minimise loss and maximise longevity out of these roads.
- The Marine Turtle Nest Project has now finished. There are 12 Marine Turtle nesting signs now installed to alert people to nesting areas.
- The Frog Rock Foreshore Plan is starting to be implemented. Planning is underway to engage a contractor to move rocks to block vehicle access points to the beach and starting to develop site signage.
- The Mackay-Whitsunday Healthy Rivers Partnership Program will present to Council in the next few weeks. In addition, the program will also present on the Urban Stormwater Stewardship Program.

Climate Hub Projects – Underway/Completed:

- Final Report submitted for the “Enabling Mitigation to Reduce Loss from Disasters” project.
- Whitsunday Healthy Heart Project (GBRF) - underway
- Funding and Financing Adaptation – underway

- Proserpine Heat Reduction Plan – Implementation
- Whitsunday Water Treatment and Pumping Optimisation – Masters student started
- Whitsunday Industry Resilience Project – underway
- Regional Biodiversity assessment for prioritised conservation investment under climate change – underway
- Climate Hub Annual Survey – underway
- Hub Financial Sustainability Plan/Partnership Proposal and Hub Business Plan – underway
- Developing Local Carbon Offset Options Assessment – underway

CCAT Projects:

- The C-CAT Program is being reviewed. There are 8 options being considered to move the project forward.
- Completed Nature-based Solutions Literature Review
- Completed the Nbs Benchmark Assessment Report – Queensland
- Nature-based Solutions Benchmark Assessment Draft Report (EOM) – underway
- Peak Training Project – Climate Resilient Leaders in 6 of the Councils
- ICA and Actuaries Case Study Project Plan commenced (discussions)
- Earth Systems and Climate Change Hub, now the Climate Hub Systems Hub Nbs Nation-wide consolidation and dissemination in an APP
- Traditional Owners State-Wide Webinar
- Nature-based Solutions Pilot Project – site identification
- Nbs Pilot Projects - underway

Customer Service

The Customer Service branch is responsible for providing excellence to Council's customers and stakeholders in their interactions with Council.

Call Centre – Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Business Hours Call Centre					
Calls Received – Total	19,969	7,106	6,513	6,350	↓
Calls Received – 1300 WRC QLD	11,408	3,877	3,793	3,738	↓
Calls Answered	10,366	3,516	3,453	3,397	↓
Calls Overflowed	666	227	226	213	↓
Calls Abandoned	285	110	102	73	↓
Calls Abandoned (%)	2.50%	2.83%	2.68%	1.95%	↓
Untracked Calls	91	24	12	55	↑
*ASL - Average Service Level (%)	78.6%	78.9%	78.8%	78.2%	↓
*ASA - Average Speed of Answer	22	20	22	22	–
*AHT - Average Handle Time/Secs	195	198	198	190	↓
After Hours Call Centre					
Calls Received– Total	527	256	271	173	↓
Calls Answered– (Charged)	489(215)	239(99)	250(116)	160(52)	↓
Calls Abandoned (%)	7.21%	6.64%	7.75%	7.51%	↓
*ASL - Average Service Level (%)	80.08%	80.86%	79.34%	84.97%	↑
*ASA - Average Speed of Answer	20	19	20	13	↓
*AHT - Average Handle Time/Secs	87	87	87	78	↓

Customer Transactions

Service	YTD	Jul	Aug	Sep	Monthly Trend
Receipts	41,441	10,441	11,787	19,213	↑
eServices Receipts	1,167	211	322	634	↑
eServices Receipts (%)	2.82%	2.02%	2.73%	3.30%	↑
CRMs (within Timeframe)	3053(2818)	988	958	1,107	↑
eServices CRMs	13	4	3	6	↑
eServices CRMs (%)	0.43%	0.40%	0.31%	0.54%	↑

Payments:

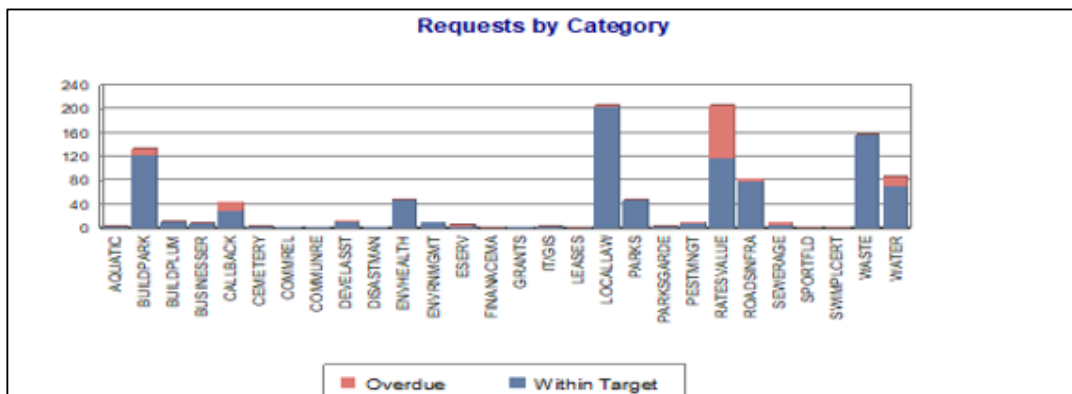
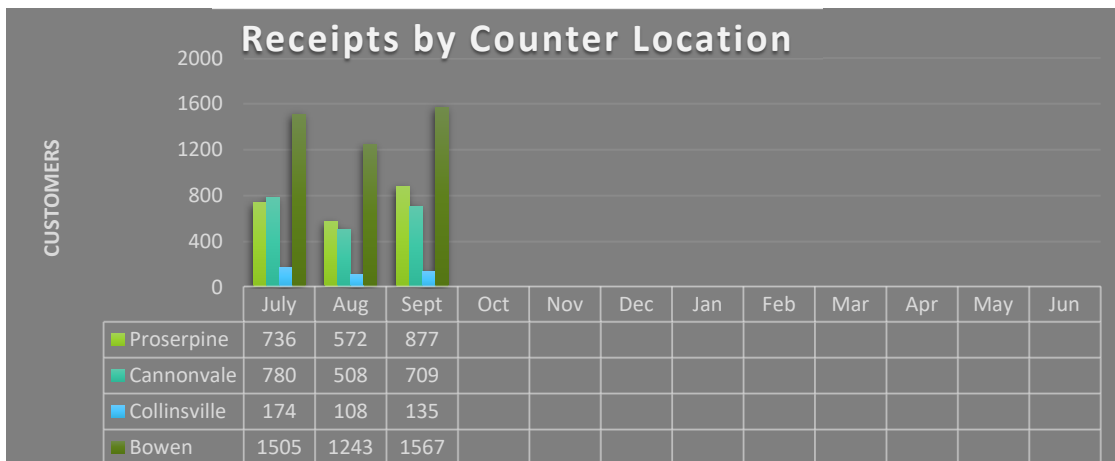
- Total BPay, Austpost, Direct Deposits & EServices payments at **70.71%** of total payments.

Incoming Calls & Requests:

- CRM completion was **87.5%** (**86.7%** including call backs).
- Total of **2,856** visitors through the service centres.
- WRC Call Statistics at **78.20%** of calls answered in 25 seconds.
- First Point of Contact (FPOC) resolution was at **85.81%** for **September**.

Top Issues

Service	YTD	Jul	Aug	Sep	Monthly Trend
Counter Receipts					
Rates Receipt	1,323	150	117	1,056	↑
Water Charges	1,104	27	554	523	↓
Rates Search	678	225	244	229	↓
Infringements	335	114	108	113	↑
Special Water Meter	278	97	105	76	↓
Telephone (First Point of Contact)					
Rates/Water Billing	1,165	233	431	501	↑
General Information	580	152	253	175	↓
Local Laws/Compliance and Environment	436	124	173	139	↓
Waste (Bins/Recycling/Refuse Centres)	213	69	80	64	↓
Building/Plumbing/Planning & Develop.	152	56	38	58	↑
After Hours					
Water Supply Issue	46	7	39	unavailable	–
General Information	22	7	15	unavailable	–
Wandering Animals	22	9	13	unavailable	–
Public Amenities/Pool	6	0	6	unavailable	–
Sewerage/Septic	9	4	5	unavailable	–



Cultural Heritage

Our Cultural Heritage includes all the elements of our cultural way of life which have gone before us, and which exist now. Cultural Heritage is an expression of the ways of living developed by a community and passed on from generation to generation, including customs, practices, places, objects, artistic expressions, and values.

Cultural Heritage includes the Reconciliation Act Plan (RAP) for increased recognition of the Indigenous People in the Whitsunday Region and the Indigenous Land Use Agreement (ILUA) sets out activities and communications with all Traditional Owners in the region. The ILUA will ensure Council is compliant and provide the community with knowledge on the Traditional Owners within our region.

Operations

Service	YTD	Jul	Aug	Sep	Monthly Trend
Meetings with Traditional Owners	1	1	0	0	-

Projects

Project	Status	% Complete	Budget	Time
Reconciliation Action Plan (RAP)	Complete	100%	✓	✓
Indigenous Land Use Agreements (ILUA)	In Progress	80%	✓	✓

16. Infrastructure Services

No agenda items for this section.

17. Matters of Importance

No agenda items for this section.