

NOTICE OF MEETING

Dear Committee Members

You are requested to attend the following meeting of Council.

**PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
STANDING COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL**

TO BE HELD ON
TUESDAY, 11 FEBRUARY 2025
COMMENCING AT 9.30AM

**ISAAC REGIONAL COUNCIL
MORANBAH COUNCIL CHAMBERS**

CALE DENDLE
Chief Executive Officer

DAN WAGNER
Committee Officer
Director Planning, Environment and
Community Services

Committee Members:
Cr Viv Coleman (Chair)
Mayor Kelly Veve
Cr Melissa Westcott
Cr Alaina Earl
Cr Terry O'Neill

LOCAL GOVERNMENT ACT 2009

Local Government Regulation 2012

Chapter 8, Part 2 Local Government Meetings and Committees

Division 1A, Requirements for Local Government Meetings Generally

Section 254J Closed meetings

- (1) A local government may resolve that all or part of a meeting of the local government be closed to the public.
- (2) A committee of a local government may resolve that all or part of a meeting of the committee be closed to the public.
- (3) However, a local government or a committee of a local government may make a resolution about a local government meeting under subsection (1) or (2) only if its councillors or members consider it necessary to close the meeting to discuss one or more of the following matters—
 - (a) the appointment, discipline or dismissal of the chief executive officer;
 - (b) industrial matters affecting employees;
 - (c) the local government's budget;
 - (d) rating concessions;
 - (e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government;
 - (f) matters that may directly affect the health and safety of an individual or a group of individuals;
 - (g) negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government;
 - (h) negotiations relating to the taking of land by the local government under the [Acquisition of Land Act 1967](#);
 - (i) a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State.
- (4) However, a local government or a committee of a local government must not resolve that a part of a local government meeting at which a decision mentioned in [section 150ER\(2\)](#), [150ES\(3\)](#) or [150EU\(2\)](#) of the [Act](#) will be considered, discussed, voted on or made be closed.
- (5) A resolution that a local government meeting be closed must—
 - (a) state the matter mentioned in subsection (3) that is to be discussed; and
 - (b) include an overview of what is to be discussed while the meeting is closed.
- (6) A local government or a committee of a local government must not make a resolution (other than a procedural resolution) in a local government meeting, or a part of a local government meeting, that is closed.

Section 254K Participating in meetings by audio link or audio visual link

- (1) A local government may allow a person to take part in a meeting of the local government by audio link or audio visual link.
- (2) A committee of a local government may allow a person to take part in a meeting of the committee by audio link or audio visual link.
- (3) A councillor or committee member who takes part in a local government meeting under subsection (1) or (2) is taken to be present at the meeting if the councillor or member was simultaneously in audio contact with each other person at the meeting.
- (4) In this section—
audio link see the [Evidence Act 1977, section 39C](#).
audio visual link see the [Evidence Act 1977, schedule 3](#).

Conflict of Interest Obligations

Reference is made to Section 150EL of the Local Government Act 2009. Specifically, the obligation of Councillors when they first become aware they have a conflict of interest to make the Chief Executive Officer aware in writing or if in a meeting, ensure they declare immediately.

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

STANDING COMMITTEE MEETING

OF ISAAC REGIONAL COUNCIL

TO BE HELD ON

TUESDAY 11 FEBRUARY 2025

COUNCIL CHAMBERS, MORANBAH

1. OPENING OF THE MEETING
2. APOLOGIES
3. DECLARATION OF CONFLICTS OF INTEREST
4. CONFIRMATION OF MINUTES
5. OFFICER REPORTS
6. GENERAL BUSINESS
7. CONCLUSION

UNCONFIRMED MINUTES

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
STANDING COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL

HELD ON
WEDNESDAY, 20 NOVEMBER 2024

COMMENCING AT 9.00AM

ISAAC REGIONAL COUNCIL
UNCONFIRMED MINUTES OF THE
PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
STANDING COMMITTEE MEETING
HELD IN COUNCIL CHAMBERS, MORANBAH
ON WEDNESDAY 20 NOVEMBER 2024

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ISAAC REGIONAL COUNCIL
UNCONFIRMED MINUTES OF THE
PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
STANDING COMMITTEE MEETING
HELD IN COUNCIL CHAMBERS, MORANBAH

ON WEDNESDAY 20 NOVEMBER 2024 COMMENCING AT 9.00AM

ATTENDEES

Cr Viv Coleman, Division Eight (*Chair*)
Cr Terry O'Neill, Division One
Cr Melissa Westcott, Division Three
Cr Alaina Earl, Division Five

**COMMITTEE
APOLOGIES**

Mayor Kelly Vea Vea

OBSERVERS

Cr Vern Russell, Division Two
Cr Jane Pickels, Deputy Mayor, Division Six
Cr Rachel Anderson, Division Seven

OFFICERS PRESENT

Mr Dan Wagner, Director Planning, Environment and Community Services
Mr Mick St Clair, Manager Liveability and Sustainability
Mr Shane Brandenburg, Manager Economy and Prosperity (*Video Conference*)
Mr Mark Davey, Program Manager – Capital Delivery
Mrs Emily Kennedy, Acting Manager Community Engagement, Programs and Events
Ms Barb Franklin, Acting Manager Community Engagement, Community Hubs
Ms Nishu Ellawala, Manager Community Education and Compliance
Mr Ken Tucker, Manager Community Facilities (*Video Conference*)
Mrs Tricia Hughes, Coordinator Executive Support, Office of the Mayor and Chief Executive Officer
Ms Claire Griffiths, Frontline Coordinator - Museums
Mr Kent Worsley, Program Leader - Environment and Sustainability
Ms Karina Stennett, Program Leader - Community Compliance
Mrs Katie Marsham, Executive Assistant

1. OPENING

The Chair welcomed all in attendance and declared the meeting open at 10.52am and acknowledged the traditional custodians of the land on which we meet today and paid her respects to their Elders past, present and emerging.

2. APOLOGIES AND LEAVE OF ABSENCES

A request for a leave of absence has been received for Mayor Kelly Veve as she is attending deputations in Canberra with the Greater Whitsunday Alliance on behalf of Council.

Resolution No.: PECS1212

Moved: Cr Melissa Westcott

Seconded: Cr Terry O'Neill

That the Corporate, Governance and Financial Services Standing Committee grants a leave of absence for Mayor Kelly Veve.

Carried

3. DECLARATION OF CONFLICTS OF INTEREST

DECLARABLE CONFLICT OF INTEREST

Cr Alaina Earl declared a declarable conflict of interest Report 5.1 Minor Community Grants Summary October 2024 for the Rock FM Association Incorporated (4RFM) Application as she is employed by 4RFM and for the Reece Lahiff as he is a relative of her husband. As this report was a noting only report and no decision was to be made by Council, Cr Earl remained in the meeting room for the discussions.

DECLARABLE CONFLICT OF INTEREST

Cr Vern Russell declared a declarable conflict of interest for Report 5.6 Request for Waiver of Development Application Fees and Infrastructure Charges for an Other Change Application (MCU24/0014) - Material Change of Use – Community Facility (Office) – 12 Murphy Street, Dysart Qld 4745 – Lot 31 on D111246 as she is a Board Member for the applicant Hinterland Community Care.

NOTE:

Council acknowledges that Chapter 5B Councillors' Conflicts of Interest of the Local Government Act 2009 does not apply to a Councillor if the matter to be resolved relates to a corporation or association that arises solely because of a nomination or appointment of the councillor by the local government to be a member of the board of the corporation or association.

4. CONFIRMATION OF MINUTES

Confirmation of minutes from Planning, Environment and Community Services Standing Committee Meeting of Isaac Regional Council held in Council Chambers, Moranbah, at 9.00am on Wednesday 16 October 2024.

Resolution No.: PECS1213

Moved: Cr Melissa Westcott

Seconded: Cr Alaina Earl

That the Minutes of the Planning, Environment and Community Services Standing Committee Meeting held at Council Chambers, Moranbah commencing at 9.00am on Wednesday 16 October 2024 are confirmed.

Carried

5. OFFICERS REPORTS

DECLARABLE CONFLICT OF INTEREST

Cr Alaina Earl declared a declarable conflict of interest Report 5.1 Minor Community Grants Summary October 2024 for the Rock FM Association Incorporated (4RFM) Application as she is employed by 4RFM and for the Reece Lahiff as he is a relative of her husband. As this report was a noting only report and no decision was to be made by Council, Cr Earl remained in the meeting room for the discussions.

5.1 Minor Community Grants Summary October 2024

EXECUTIVE SUMMARY

This report summarises the minor community grants approved under delegation for the period 1 October to 31 October 2024.

OFFICER'S RECOMMENDATION

That the Committee recommend that Council:

- 1. Notes the minor community grants approved under delegation for the period 1 October to 31 October 2024.*

Resolution No.: PECS1214

Moved: Cr Terry O'Neill

Seconded: Cr Melissa Westcott

That the Committee recommends that Council:

- 1. Notes the minor community grants approved under delegation for the period 1 October to 31 October 2024.**

Carried

5.2

Isaac Museums Operational Adjustments - Phase One

EXECUTIVE SUMMARY

This report seeks Council's approval for amendments to the operational activities at the Isaac Museums sites in alignment with recommendations provided by Queensland Museum via the Isaac Museums Collection Management Plan 2024.

OFFICER'S RECOMMENDATION

That the Committee recommend that Council:

- 1. Approves the name change of Clermont Historical Centre to Clermont Museum.*
- 2. Approves free entry for the public at Isaac Museums.*
- 3. Approves ceasing shop operations at Isaac Museums.*
- 4. Approves the adjustment of opening hours at Historic Nebo Museum to Tuesday-Thursday 9am-1pm and 1:30pm-3pm, April-November inclusive, and cease the practice of non-museum staff opening the museum on request.*
- 5. Approves ceasing the annual exhibition model whilst continuing with annual review of all displays.*
- 6. Approves a review of museum documentation and a moratorium on donations to Isaac Museums collections until the existing collection has been catalogued, and the moratorium reviewed.*

7. *Approves the disposal of the obsolete Suprascan digitiser.*
8. *Approves transitioning to outsourced digitisation for museum collections.*
9. *Directs the Chief Executive Officer or delegate to submit a report to Council after twelve months, outlining the impact of the changes made and providing any further recommendations.*

Resolution No.: PECS1215

Moved: Cr Alaina Earl

Seconded: Cr Melissa Westcott

That the Committee recommends that Council:

1. Approves the name change of Clermont Historical Centre to Clermont Museum.
2. Approves free entry for the public at Isaac Museums.
3. Approves ceasing shop operations at Isaac Museums.
4. Approves the adjustment of opening hours at Historic Nebo Museum to Tuesday to Thursday 9am to 1pm and 1:30pm to 3pm, April to November inclusive, and cease the practice of non-museum staff opening the museum on request.
5. Approves ceasing the annual exhibition model whilst continuing with annual review of all displays.
6. Approves a review of museum documentation and a moratorium on donations to Isaac Museums collections until the existing collection has been catalogued, and the moratorium reviewed
7. Approves the disposal of the obsolete Suprascan digitiser.
8. Approves transitioning to outsourced digitisation for museum collections.
9. Directs the Chief Executive Officer or delegate to submit a report to Council after twelve months, outlining the impact of the changes made and providing any further recommendations.
10. Notes that Cr Jane Pickels as Chair of the Isaac Arts and Cultural Advisory Committee was consulted during the preparation of this report.

Carried

5.3 Aveling & Porter Showcase at National Historical Machinery Association Rally

EXECUTIVE SUMMARY

This report seeks Council's approval to send representatives from Isaac Regional Council, along with the historic Aveling & Porter steam traction engine from the Clermont Historical Centre, to participate in the 19 National Historical Machinery Association (NHMA) Rally at the Jondaryan Woolshed in August 2025. The event presents a unique opportunity to showcase Isaac's significant history on a national platform, explore tourism and promotional opportunities, and network with experts to support the long-term care of this key heritage asset.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Approves in-principle support for the loan of the historic Aveling & Porter traction engine to the National Historical Machinery Association to be showcased at Jondaryan Woolshed as part of the 19 NHMA National Rally in August 2025, subject to financial, insurance, and other considerations.*
- 2. Approves in-principle support Isaac Regional Council representatives to participate in the event, subject to financial and other implications, including insurance.*
- 3. Notes that due to the National Historical Machinery Association (NHMA) National Rally in Jondaryan in August 2025, steam operators will not be available to operate the Aveling & Porter Traction Engine in Clermont during this time. As a result, the Clermont Historical Centre Open Day will not coincide with Artslink's Gold and Coal Festival, scheduled for the third Saturday of August.*

Resolution No.: PECS1216

Moved: Cr Terry O'Neill

Seconded: Cr Melissa Westcott

That the Committee recommends that Council:

- 1. Approves in-principle support for the loan of the historic Aveling & Porter traction engine to the National Historical Machinery Association to be showcased at Jondaryan Woolshed as part of the 19 NHMA National Rally in August 2025, subject to financial, insurance, and other considerations.**
- 2. Approves in-principle support Isaac Regional Council representatives to participate in the event, subject to financial and other implications, including insurance.**
- 3. Notes that due to the National Historical Machinery Association (NHMA) National Rally in Jondaryan in August 2025, steam operators will not be available to operate the Aveling &**

Porter Traction Engine in Clermont during this time. As a result, the Clermont Historical Centre Open Day will not coincide with Artslink's Gold and Coal Festival, scheduled for the third Saturday of August.

Carried

5.4 Exception Based Contractual Arrangements – Local Government Regulations 2012 – Libero Extension

EXECUTIVE SUMMARY

The purpose of this report is to seek endorsement via Council Resolution to grant a 12-month extension of contract with Libero Systems Pty Ltd.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Retrospectively resolves it is satisfied that there is only one supplier who is reasonably available for the provision of a Library Management System for the Isaac Regional Library Service through to 31 October 2025.***

Resolution No.: PECS1217

Moved: Cr Alaina Earl

Seconded: Cr Melissa Westcott

That the Committee recommends that Council:

- Retrospectively resolves it is satisfied that there is only one supplier who is reasonably available for the provision of a Library Management System for the Isaac Regional Library Service through to 31 October 2025.**

Carried

5.5 Isaac Regional Council Flying Fox Roost Management Statement of Management Intent Review

EXECUTIVE SUMMARY

The purpose of this report is for Council to adopt a revised Flying Fox Roost Management Statement of Management Intent.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Adopts the revised Flying Fox Roost Management Statement of Management Intent, version 2, dated 30 October 2024.**

Resolution No.:	PECS1218		
Moved:	Cr Melissa Westcott	Seconded:	Cr Terry O'Neill
That the Committee recommends that Council:			
1. Adopts the revised Flying Fox Roost Management Statement of Management Intent, version 2, dated 30 October 2024.			
Carried			

ATTENDANCE

Mr Kent Worsley ended his video conference with the meeting at 11.15am.

DECLARABLE CONFLICT OF INTEREST

Cr Vern Russell declared a declarable conflict of interest for Report 5.6 Request for Waiver of Development Application Fees and Infrastructure Charges for an Other Change Application (MCU24/0014) - Material Change of Use – Community Facility (Office) – 12 Murphy Street, Dysart Qld 4745 – Lot 31 on D111246 as she is a Board Member for the applicant Hinterland Community Care. Cr Russell left the meeting room at 11.11am and did not participate in the discussion or vote for Report 5.6.

5.6 Request for Waiver of Development Application Fees and Infrastructure Charges for an Other Change Application (MCU24/0014) - Material Change of Use – Community Facility (Office) – 12 Murphy Street, Dysart Qld 4745 – Lot 31 on D111246

EXECUTIVE SUMMARY

Council has received a request from Planning Approval Group on behalf of Hinterland Community Care to waive development application fees and infrastructure charges for their development application (MCU24/0014) for an Other Change to an existing Development Permit for a Material Change of Use for Community Facility (Office) at 12 Murphy Street, Dysart QLD 4745, legally described as Lot 31 on D111246.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Approves a 100% (\$5,292.00) discount of the infrastructure charges associated with development application (MCU24/0014) for an Other Change to an existing Development Permit for a Material Change of Use for Community Facility (Office) at 12 Murphy Street (MCU24/0014), Dysart QLD 4745 described as Lot 31 on D111246.*

Resolution No.: PECS1219

Moved: Cr Alaina Earl

Seconded: Cr Terry O'Neill

That the Committee recommends that Council:

- Approves a 100% (\$5,292.00) discount of the infrastructure charges associated with development application (MCU24/0014) for an Other Change to an existing Development Permit for a Material Change of Use for Community Facility (Office) at 12 Murphy Street (MCU24/0014), Dysart QLD 4745 described as Lot 31 on D111246.
- Declines the request to refund the Development Application Fee for development application (MCU24/0014) for an Other Change to an existing Development Permit for a Material Change of Use for Community Facility (Office) at 12 Murphy Street (MCU24/0014), Dysart QLD 4745 described as Lot 31 on D111246.

Carried

ATTENDANCE

Cr Vern Russell returned to the meeting room at 11.20am.

ATTENDANCE

Cr Rachel Anderson left the meeting room at 11.25am.

5.7 Results of the Approved Selective Inspection Program

EXECUTIVE SUMMARY

The purpose of this report is to present to Council the results of the Approved Selective Inspection Program undertaken throughout the region between 6 February 2024 and 30 April 2024.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes the Results of the Approved Selective Inspection Program report.***

Resolution No.: PECS1220

Moved: Cr Melissa Westcott

Seconded: Cr Alaina Earl

That the Committee recommends that Council:

- 1. Receives and notes the Results of the Approved Selective Inspection Program report.**

Carried

5.8 Proposed Animal Inspection Program – Selective Inspection Program

EXECUTIVE SUMMARY

This report presents the proposed Selective Inspection Program for consideration. The purpose of the proposed inspection program is to monitor compliance with the *Animal Management Act (Cats and Dogs) 2008*, Isaac Regional Council Local Law (Administration) 2011 and Isaac Regional Council Local Law 2 (Animal Management) 2011.

OFFICER'S RECOMMENDATION

- Resolve to approve, a Selective Inspection Program of all properties within the Isaac Regional Council area where a dog had been registered up until 31 August 2024 and Council has not received a renewal for that registration to be undertaken between 3 February 2025 and 2 May 2025.***

Resolution No.: PECS1221

Moved: Cr Melissa Westcott

Seconded: Cr Terry O'Neill

That the Committee recommends that Council:

- Resolves to approve, a Selective Inspection Program of all properties within the Isaac Regional Council area where a dog had been registered up until 31 August 2024 and Council has not received a renewal for that registration to be undertaken between 3 February 2025 and 2 May 2025.**

Carried

5.9 Proposed Systematic Inspection Program – Locality of Dysart

EXECUTIVE SUMMARY

This report presents the proposed Selective Inspection Program for consideration. The purpose of the proposed inspection program is to monitor compliance with the *Animal Management Act (Cats and Dogs) Act 2008*, *Isaac Regional Council Local Law (Administration) 2011* and *Isaac Regional Council Local Law 2 (Animal Management) 2011*.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Resolve to approve, the Systematic Inspection Program, for the locality of Dysart between 3 February 2025 to 2 May 2025 in accordance with the Animal Management (Cats and Dogs) Act 2008 and the Local Government Act 2009.***

Resolution No.: PECS1222

Moved: Cr Alaina Earl

Seconded: Cr Melissa Westcott

That the Committee recommends that Council:

1. Resolves to approve, the Systematic Inspection Program, for the locality of Dysart between 3 February 2025 to 2 May 2025 in accordance with the *Animal Management (Cats and Dogs) Act 2008* and the *Local Government Act 2009*.

Carried

5.10

Planning, Environment and Community Services FY2024/2025 Capital Projects Progress Report as at 31 October 2024

EXECUTIVE SUMMARY

This report is to provide an update to Council on the progress in the delivery of the Planning, Environment and Community Services 2024/2025 Capital Works Program.

OFFICER'S RECOMMENDATION

That the Committee recommend that Council:

1. *Receives and notes the monthly Planning, Environment and Community Services 2024/2025 Capital Progress Summary Report as at 31 October 2024.*

Resolution No.: PECS1223

Moved: Cr Terry O'Neill

Seconded: Cr Melissa Westcott

That the Committee recommends that Council:

1. Receives and notes the monthly Planning, Environment and Community Services 2024/2025 Capital Progress Summary Report as at 31 October 2024.

Carried

5.11

Planning, Environment and Community SERVICES Directorate Monthly Update - November 2024

EXECUTIVE SUMMARY

The Planning, Environment and Community Services Directorate Monthly Report for November 2024 is provided for Committee review.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Notes the contents of the Planning, Environment and Community Services Directorate Monthly Report for November 2024.**

Resolution No.: PECS1224

Moved: Cr Melissa Westcott

Seconded: Cr Terry O'Neill

That the Committee recommends that Council:

- Notes the contents of the Planning, Environment and Community Services Directorate Monthly Report for November 2024.**

Carried

PROCEDURAL RESOLUTION

Resolution No.: PECS1225

Moved: Cr Terry O'Neill

Seconded: Cr Melissa Westcott

That the Committee closes the meeting under Section 254J(3)(g) at 11.46am to deliberate on Confidential Report 5.12 Infrastructure Agreement for Intersection Upgrade at Goonyella Road, Moranbah and to discuss information contained in the Confidential attachment for Report 5.13 Service Level Review – Development Assessment Liveability and Sustainability Department.

Carried

ATTENDANCE

Ms Karina Stennett, Mrs Emily Kennedy and Ms Claire Griffiths left the meeting room at 11.46am.

Resolution No.: PECS1226

Moved: Cr Terry O'Neill

Seconded: Cr Melissa Westcott

That the Committee open the meeting to the public the time being 12.30pm.

Carried

CONFIDENTIAL REPORT

Closed under 254J(3)(g) negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government

5.12 Infrastructure Agreement for Intersection Upgrade at Goonyella Road, Moranbah

EXECUTIVE SUMMARY

This report seeks Council's resolution to execute an Infrastructure Agreement between Council, Moranbah Discount Tyres and Mechanical Pty Ltd and Economic Development Queensland to ascertain financial and work contributions for the roadworks.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Authorises the Chief Executive Officer to execute the Infrastructure Agreement on behalf of Council and Economic Development Queensland (as delegated), titled 166 Goonyella Road Infrastructure Agreement, version 2 (contained in Attachment A), between the Isaac Regional Council, Minister for Economic Development Queensland and Moranbah Discount Tyres & Mechanical Pty Ltd.***
- 2. Authorises Council's increased financial contribution to the works to exceed the previously endorsed maximum value of \$650,000 (as per Council Resolution No. 8058).***
- 3. Authorise the Chief Executive Officer (or delegate) to make minor changes to the Infrastructure Agreement prior to its execution, provided that these changes are administrative only and do not change the intent and/or contributions of the agreement.***

Resolution No.: PECS1227

Moved: Cr Alaina Earl

Seconded: Cr Melissa Westcott

That the Committee recommends that Council:

1. Authorises the Chief Executive Officer to execute the Infrastructure Agreement on behalf of Council and Economic Development Queensland (as delegated), titled 166 Goonyella Road Infrastructure Agreement, version 2 (contained in Attachment 1), between the Isaac Regional Council, Minister for Economic Development Queensland and Moranbah Discount Tyres & Mechanical Pty Ltd.
2. Authorises Council's increased financial contribution to the works to exceed the previously endorsed maximum value of \$650,000 (as per Council Resolution No. 8058) subject to identification of appropriate budgets, noting the traffic safety improvements and economic development benefits achieved from required works including improving access to Council facilities and infrastructure along with unlocking further industrial development in Moranbah.
3. Authorise the Chief Executive Officer (or delegate) to make minor changes to the Infrastructure Agreement prior to its execution, provided that these changes are administrative only and do not change the intent and/or contributions of the agreement.

Carried

5.13

Service Level Review – Development Assessment Liveability and Sustainability Department

EXECUTIVE SUMMARY

This report seeks to provide an overview of the Liveability and Sustainability Department's budget (Cost Centre 1099) provided for the delivery of Council's development assessment services.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. *Notes the overview of Council's budget for the delivery of development assessment services (cost centre 1099).*

Resolution No.: PECS1228

Moved: Cr Terry O'Neill

Seconded: Cr Alaina Earl

That the Committee recommends that Council:

1. Notes the overview of Council's budget for the delivery of development assessment services (cost centre 1099).

Carried

6. GENERAL BUSINESS

6.1 Leasing Concessions/Assistance for Community Groups

Cr Alaina Earl asked about any leasing concessions/assistance for Community groups to assist them in ensuring community facilities are brought up to the required standards.

ACTION: MANAGER COMMUNITY FACILITIES/MANAGER PARKS AND RECREATION

8. CONCLUSION

There being no further business, the Chair declared the meeting closed at 12.37pm.

These minutes will be confirmed by the Committee at the Planning, Environment and Community Services Standing Committee Meeting to be held in February 2025 in Moranbah.

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CHAIR

..... / /
DATE

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1. OPENING OF MEETING

2. APOLOGIES

3. DECLARATION OF CONFLICTS OF INTEREST

4. CONFIRMATION OF MINUTES

Planning, Environment and Community Services Standing Committee Meeting of Isaac Regional Council held in Council Chambers, Moranbah, commencing 9.00am on Wednesday 20 November 2024.

5. OFFICER REPORTS

5.1 MINOR COMMUNITY GRANTS SUMMARY JANUARY 2025

EXECUTIVE SUMMARY

This report summarises the minor community grants approved under delegation for the period 1 January to 31 January 2025.

5.2 OUT-OF-ROUND MAJOR GRANT APPLICATION FY2024-2025 – CLERMONT COMMUNITY BUSINESS GROUP

EXECUTIVE SUMMARY

The purpose of this report is to consider the Community Grants Evaluation Panel's recommendation on an out-of-round application for the Major Community Grants Program for FY2024-2025 from the Clermont Community Business Group.

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5.3	REQUEST FOR WAIVER OF DEVELOPMENT APPLICATION FEES AND INFRASTRUCTURE CHARGES FOR DEVELOPMENT APPLICATION MCU24/0020 - MATERIAL CHANGE OF USE – OUTDOOR SPORT AND RECREATION AND FUNCTION FACILITY AT DYSART GOLF CLUB – 180 FISHER STREET, DYSART QLD 4745 – LOT 16 ON CP847447
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EXECUTIVE SUMMARY

Council has received a request from Planning Approval Group on behalf of Dysart Golf Club to waive development application fees and infrastructure charges for their development application (MCU24/0020) for a Development Permit for a Material Change of Use for Outdoor Sport and Recreation and Function Facility at Dysart Golf Club, 180 Fisher Street, Dysart QLD 4745, legally described as Lot 16 on CP847447.

5.4	EXPRESSION OF INTEREST – GSP214728 BEING PART OF LOT 3 ON M973107, OLD ROTARY BUILDING, 38 BACON STREET, MORANBAH
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EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement of the Expression of Interest lodged by Moranbah Martial Arts Inc. for the use of GSP214728 being part of Lot 3 on M973107, Old Rotary Building, 38 Bacon Street, Moranbah.

5.5	TENURE ARRANGEMENTS – CARMILA SPORTS RESERVE ASSOCIATION INC.
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EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement of an exception under the provisions of Section 236 (2) and 236 (1)(b)(ii) of the Local Government Regulations 2012 to dispose of the whole of Lot 1 on RP609332, located at 2 Carmila Beach Road, Carmila by way of a Management Agreement to Carmila Sports Reserve Association Inc.

5.6	REALLOCATION OF BUDGET FOR DYSART KINDERGARTEN.
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EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement to surrender budget item CW253328 from the 2024/2025 budget for the amount of \$175,000 to ISAAC capital fund for Council assets.

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5.7 REQUEST FOR ALLOCATION OF BUDGET FOR SEWERAGE WORKS ON COUNCIL ASSETS – SIMPLY SUNSHINE AND C & K MORANBAH COMMUNITY KINDERGARTEN

EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement to utilise a portion of the surrendered budget from CW253328 – 2024 /2025 budget to undertake sewerage line replacement to Isaac Regional Council leased facilities, Simply Sunshine Daycare and C & K Moranbah Community Kindergarten.

5.8 ISAAC EVENTS CENTRE – NAMING CONVENTIONS, REMOBILISATION STATUS AND FEES AND CHARGES

EXECUTIVE SUMMARY

The purpose of this report is to confirm naming conventions for the Isaac Events Centre, update Council on the current status of efforts for recommencement of operations at the centre, and adopt a schedule of fees and charges, including discount arrangements for small businesses undertaking community focused activities.

5.9 PLANNING, ENVIRONMENT AND COMMUNITY SERVICES FY2024_2025 CAPITAL PROJECTS PROGRESS REPORT AS AT 04 FEBRUARY 2025

EXECUTIVE SUMMARY

This report is to provide an update to Council on the progress in the delivery of the Planning, Environment and Community Services 2024-2025 Capital Works Program

5.10 QUARTERLY DEPARTMENTAL REPORT – COMMUNITY EDUCATION AND COMPLIANCE

EXECUTIVE SUMMARY

The Purpose of this report is to provide an overview and status update of the Community Education and Compliance Department's operational commitments.

6. GENERAL BUSINESS

7. CONCLUSION

MEETING DETAILS	Planning Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Megan Scott
AUTHOR POSITION	Acting Departmental Administration Officer, Engaged Communities

5.1 MINOR COMMUNITY GRANTS SUMMARY JANUARY 2025

EXECUTIVE SUMMARY

This report summarises the minor community grants approved under delegation for the period 1 January to 31 January 2025.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Notes the minor community grants approved under delegation for the period 1 January to 31 January 2025.**

BACKGROUND

As per Council's Community Grants Policy, as adopted on 25 August 2021, a monthly report is to be prepared for Council regarding the administrative approval of minor grants, up to the value of \$1,000 (excluding GST), under delegation to the Manager Engaged Communities. Seventeen (17) minor grant applications (inclusive of individual, School Bursaries and team development grants, Australia day grants and Glenden activation) were received and approved for the period 1 January to 31 January 2025., summarised in the following table.

2024/25 Divisional Budgets

The divisional budgets were consolidated by Council at its January 2025 Ordinary Meeting.

DIVISION	ALLOCATION	TOTAL ACTUAL SPEND	REMAINING ALLOCATION
1	\$42,000.00	\$24,309.00	\$17,191.00
2	\$42,000.00	\$9,857.00	\$31,143.00
3	\$42,000.00	\$27,146.00	\$14,854.00
4	\$42,000.00	\$27,146.00	\$14,854.00
5	\$42,000.00	\$27,146.00	\$14,854.00
6	\$42,000.00	\$31,279.00	\$10,721.00
7	\$42,000.00	\$43,022.00	-\$1,022.00
8	\$42,000.00	\$26,750.00	\$15,250.00

Total	\$336,000.00	\$217,156.00	\$118,844.00
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IMPLICATIONS

The table below outlines minor grants approved and funded from Community Grants operational budget/s for the applicable division/s for the period 1 January to 31 January 2025.

2024/25 MINOR GRANTS

DIVISION	APPLICANT	VALUE	PURPOSE	BREAKDOWN
2	Dysart Golf Club 5305277	\$1,000.00	Dysart Golf Club are seeking council's support for their charity golf day on the 1/2/2025	Funds will contribute to the cost children's entertainment, Slushie machine and cinema hire

CONSULTATION

Divisional Councillors

Director Planning, Environment and Community Services

Manager Engaged Communities

Engaged Communities Grants Officer

Engaged Communities Departmental Administration Officer

BASIS FOR RECOMMENDATION

To update Council on the approval of minor community grants as per the Community Grants Policy.

ACTION ACCOUNTABILITY

Manager Engaged Communities is responsible for the administration of the Isaac Regional Council Community Grants Program.

KEY MESSAGES

Isaac Regional Council's Community Grants budget funds local projects and activities which help develop resilient, adaptive and vibrant communities while contributing to the social wellbeing of its residents, workers and visitors.

<p>Report prepared by: MEGAN SCOTT Acting Departmental Administration Assistant Engaged Communities Date: 27 January 2025</p>	<p>Report authorised by: DANIEL WAGNER Director Planning, Environment and Community Services Date: 27 January 2025</p>
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ATTACHMENTS

- NIL

REFERENCE DOCUMENT

- Isaac Regional Council Community Grant Guidelines

MEETING DETAILS	Planning, Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Megan Scott
AUTHOR POSITION	Acting Departmental Administration Officer, Engaged Communities

5.2 OUT-OF-ROUND MAJOR GRANT APPLICATION FY2024-2025 – CLERMONT COMMUNITY BUSINESS GROUP

EXECUTIVE SUMMARY

The purpose of this report is to consider the Community Grants Evaluation Panel’s recommendation on an out-of-round application for the Major Community Grants Program for FY2024-2025 from the Clermont Community Business Group.

OFFICER RECOMMENDATION

That the Committee recommends that Council:

- Approves the following application for an out-of-round FY2024-2025 Major Grant as follows:**

Application 1	CLERMONT COMMUNITY BUSINESS GROUP
Project	Clermont Community Business Group is seeking funding to support the build of a new website. The overall cost for the project is \$8,800.00 This meets the co contribution requirements.
<u>Officer Recommendation</u>	
Details	Approve \$5,000.00 (excluding GST)
Proposed Budget Source	Divisional split between 1 and 6

- Advises the applicant the grant constitutes sponsorship of the project and Isaac Regional Council is to be recognised in the same manner as equivalent corporate sponsors in addition to any acknowledgement requirements within the Community Grants Guidelines.**

BACKGROUND

Isaac Regional Council’s Community Grants budget funds local projects and activities which help develop resilient, adaptive and vibrant communities while contributing to the social wellbeing of its residents, workers and visitors.

Council considered 11 applications in Round Two of the Major Community Grants Program at its Ordinary Meeting in January 2025. The application from the Clermont Community Business Group was not able to be processed in time for the agenda to be prepared for this meeting, and is presented to the Planning, Environment and Community Services Standing Committee for recommendation to Council.

The application has been assessed by a Panel chaired by the Acting Manager Engaged Communities against the Community Grants Guidelines and the assessment criteria of;

- Organisational Capacity and alignment with Council's priorities;
- Alignment with Council's 2035 Community Strategic Plan;
- Demonstrated need, benefit to the broader Isaac community and demonstrated community support;
- Alignment with relevant approvals and permits to conduct event/project; and
- Financial management/accountability.

LEVEL OF FINANCIAL ASSISTANCE AVAILABLE

Officer recommendations for Major Grants will align with the Isaac Community Grants Guidelines and not exceed \$5,000.00 (excluding GST). Applications requesting funding over \$5,000.00 must be approved by Council resolution.

GRANT TYPE	AMOUNT
MINOR GRANT	Up to \$1,000 (excluding GST)
MAJOR GRANT	Up to \$5,000 (excluding GST) Unless otherwise approved by Council resolution

CO-FUNDING

Council cannot be the sole funder for every project, event or activity. Depending on the amount requested, funds from other sources may be required. Co-funding is required for requests over \$1,000.00. The table below outlines co-funding requirements.

AMOUNT REQUESTED FROM COUNCIL	MINIMUM CO-FUNDING REQUIREMENT
UP TO \$1,000	N/A
BETWEEN \$1,001 TO \$2,500	20% of total project costs
BETWEEN \$2,501 TO \$5,000	30% of total project costs
\$5,001+	40% of total project costs

The following table summarises the applications received in Round Two FY2024-25, and further details are provided in Attachment 1

Community Group/Organisation	Amount Applied (excluding GST)	Amount Recommended (excluding GST)	Breakdown
Clermont Community Business Group	\$5,000.00	\$5,000.00	Quote for website building total cost of \$8,800.00

IMPLICATIONS

The table below outlines the total expenditure per division year to date for all grants including those recommended for Round Two FY2024-25. Further details are provided in Attachment 1.

Division	Grant Commitments (Approved and Paid)	Proposed Round Spend (Recommended)	Remaining Funds
Division 1	\$13,471.28	\$2,500.00	\$14,691.00
Division 2	\$5,714.28	\$0.00	\$32,143.00
Division 3	\$12,961.59	\$6,666.00	\$8,188.00
Division 4	\$12,961.59	\$6,666.00	\$8,188.00
Division 5	\$12,961.66	\$6,666.00	\$8,188.00
Division 6	\$13,417.28	\$6,186.00	\$4,535.00
Division 7	\$32,504.32	\$3430.45	\$-4,453.00
Division 8	\$21,250.00	\$15,000.00	\$250.00
TOTAL	\$125,188.00	\$47,114.00	\$70,730.00

Note – Figures in the above table have been rounded

This table outlines the remaining funds if all grants are approved as recommended.

CONSULTATION

Internal

Divisional Councillors relevant to each application
 Director Planning, Environment and Community Services
 Manager Engaged Communities
 Engaged Communities Grants Officer
 Engaged Communities Departmental Administration Officer
 Manager Budgets and Statutory Reporting

BASIS FOR RECOMMENDATION

Application aligns with the goals of Isaac Regional Council's Community Grants Program.

ACTION ACCOUNTABILITY

Manager Engaged Communities is responsible for the administration of the Isaac Regional Council Community Grants Program.

KEY MESSAGES

Isaac Regional Council's Community Grants budget funds local projects and activities which help develop resilient, adaptive and vibrant communities while contributing to the social wellbeing of its residents, workers and visitors.

Report prepared by: MEGAN SCOTT Acting Departmental Administration Officer, Engaged Communities Date:4 February 2025	Report authorised by: DANIEL WAGNER Director Planning, Environment and Community Services Date: 4 February 2025
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ATTACHMENTS

- Attachment 1 - Major Grants Summary Assessment

REFERENCE DOCUMENT

- Isaac Regional Council Community Grant Guidelines

IRC Major Grants Evaluation Summary

Application #	Community Group/Auspice	Project Description	Division/Town	Past funding	Acquittal- Previous	Eligible project	Score	Amount requested (ex GST)	Amount Recommended (Ex GST)	Officers Recommendation	Comments	Further action
1	Clermont Community Business Group	Clermont Community Business Group to update their website to incorporate elements that were identified as important in the JCU health workshops and the Community Opportunity Workshops. The website will be the portal for the Capella Street walking tour and all editions of the Clermont Telegraph and the booking space for the driving school. Quotes are as follows: \$8,800	Division 3,4,5	2018- Minor Grant- \$1,000- Aircon 2024- Minor Grant- \$1,000- Builders Program Clermont Community Business Group have auspiced the following applications: 2023- Major Grant- \$5,000-Lily's Mission 2023- Major Grant- \$5,000- Outback Sailing Regatta 2024- Minor Grant- \$1,000- Pink My Town	Yes	Yes	90/100	\$5,000	\$5,000.00	To approve	Complete application	

MEETING DETAILS	Planning Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Donna Skinner
AUTHOR POSITION	Technical Officer

5.3 REQUEST FOR WAIVER OF DEVELOPMENT APPLICATION FEES AND INFRASTRUCTURE CHARGES FOR DEVELOPMENT APPLICATION MCU24/0020 - MATERIAL CHANGE OF USE – OUTDOOR SPORT AND RECREATION AND FUNCTION FACILITY AT DYSART GOLF CLUB – 180 FISHER STREET, DYSART QLD 4745 – LOT 16 ON CP847447

EXECUTIVE SUMMARY

Council has received a request from Planning Approval Group on behalf of Dysart Golf Club to waive development application fees and infrastructure charges for their development application (MCU24/0020) for a Development Permit for a Material Change of Use for Outdoor Sport and Recreation and Function Facility at Dysart Golf Club, 180 Fisher Street, Dysart QLD 4745, legally described as Lot 16 on CP847447.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Approves a 100% discount of the infrastructure charges (\$16,876.00) associated with development application MCU24/0020 for a Material Change of Use for Outdoor Sport and Recreation and Function Facility at Dysart Golf Club, 180 Fisher Street, Dysart QLD 4745, legally described as Lot 16 on CP847447.***
- Approves a partial refund of the development application fee to an amount of \$9,660.00 for the above referenced development application to align with the anticipated internal and external costs realised by Council to assess the development application.***

BACKGROUND

On 20 October 2024 Dysart Golf Club C/- Planning Approval Group lodged a development application (reference MCU24/0020) for a Development Permit for a Material Change of Use - Outdoor Sport and Recreation and Function Facility at the Dysart Golf Club on land located at 180 Fisher Street, Dysart QLD 4745, legally described as Lot 16 on CP847447. The proposed application involves the development of an outdoor putt-putt facility and a function facility.

At the time of lodgement, the applicant also formally requested waiver of the development application fee and infrastructure charges citing the following grounds:

- The Dysart Golf Club has been offering recreational services since the construction of Dysart.*

-
- *The proposed expansion of the Dysart Golf Club will facilitate additional economic and social activities in the heart of Dysart. It will provide a family-friendly attraction that supports local jobs and services.*
 - *A fee refund will enable the funds to be redistributed to better service the community of the Isaac Region.*

REQUEST

Development Application Fee

- The *Local Government Act 2009* and *Planning Act 2016* allow Council to set fees and charges for development assessment activities. Fees are set on a cost-recovery basis.
- The applicable fee paid for the development application was \$20,160.00. The fee comprises of the following charges for the two proposed uses:

Outdoor sport and recreation - \$8,640.00

Function facility - \$11,520.00

- The application fee was paid at the time of lodgement to allow the assessment of the development application to progress. The applicant is requesting a retrospective approval to waive 100% of the fee being \$20,160.00.
- In accordance with section 109 of the *Planning Act 2016*, an assessment manager (Council in this instance) may refund all of part of a required fee.
- In consideration of the request, the costs to Council of assessing the application have been estimated at \$10,500

External consultancy costs of approximately \$5,500

Internal costs attributed to Council's delivery of assessment manager function, including administration – approximately \$5,000

Infrastructure Charges

- Infrastructure charges are a one-off charge levied by Council when a development application places extra demand on the trunk infrastructure network.
- Infrastructure charges are levied at the time a development application is decided and are payable for a material change of use application, prior to the change in use commencing.
- As per the Isaac Regional Council Charges Resolution (No.3) 2021, the applicable infrastructure charge for the development is \$16,876.00.
- The applicant is requesting a 100% waiver of the infrastructure charges which is \$16,876.00.

ASSESSMENT CONSIDERATIONS

- Dysart Golf Club is a not-for-profit association which provides a community benefit to club and non-club members. The Club has attracted state government grant funding to undertake an upgrade to their current facilities. The development application is proposed to support an expansion to the existing recreational services currently available to residents and visitors to the region. Reduction in the development costs

incurred by the applicant will enable redistribution of the waived charges to provide improved recreational facilities to the community.

- Council's development application fees are adopted on a cost-recovery basis. The cost of assessing the application to Council has been estimated at \$10,500.00. It is considered reasonable to refund the application fees paid above this amount, which equate to \$9,660.00 based on the application fee of \$20,160.00. The proposed partial refund will support Council to achieve cost recovery whilst also supporting the applicant to deliver improved recreational services in the community.

It is highlighted that the application fees exceed the cost of council's assessment due to the development application incurring a combined fee for the two proposed uses (outdoor sport and recreation and function facility). Whilst multiple proposed uses often increase the scope of the assessment and subsequent costs to Council, this was not the case for this application.

- With regards to the waiving of infrastructure charges, the proposed development is accommodated by existing infrastructure servicing the site, with no upgrades to trunk infrastructure required to service the development. Council has historically provided discounts for infrastructure charges for community organisation applicants. It is considered reasonable to waive the infrastructure charge to support the upgrade of the recreational services by a not-for-profit community association.

RECOMMENDATION

It is the officer's recommendation that the following discounts be supported:

- A partial refund of the development application fee to an amount of \$9,660.00.
- 100% discount to infrastructure charges

A comparison of the discounts and costs incurred in the various scenarios is provided below:

Options	Development Application Fee	Infrastructure Charges Payable	Total Payable by Applicant
Current situation with no discount	\$20,160.00	\$16,876.00	\$37,036
As per applicant's request	\$0.00	\$0.00	\$0.00
As per officer's recommendation	\$10,500.00	\$0.00	\$10,500.00

The above recommendation reflects a discount of over 60% of the total costs incurred by the applicant.

IMPLICATIONS

- The partial waiving of application fees will ensure that Council maintains the ability to recover costs associated with the internal and external costs to assess the application.
- The waiving of infrastructure charges will not have any immediate impact on Council. Existing infrastructure is in place and no upgrades are required to service the development. While the discount will result in a

small reduction in infrastructure charge revenue, it will not impact Council's ability to deliver on its trunk infrastructure commitments as identified in the Local Government Infrastructure Plan.

- The discount will reduce the development costs incurred by the applicant enabling redistribution of the waived charges to provide better recreational facilities to the community.
- The waiving of infrastructure charges may set a further precedent, however Council has historically supported waiving and/or discounting infrastructure charges for not-for-profit or community organisations. Any future requests will be considered on a case-by-case basis.

CONSULTATION

Internal

Manager Financial Services

Manager Liveability and Sustainability

Principal Planner

External

Not applicable

BASIS FOR RECOMMENDATION

Council's development application fees are set on a cost recovery basis and reflect the costs to Council to deliver development assessment services. The proposed partial refund will support Council to achieve cost recovery whilst also supporting the applicant to deliver improved recreational services in the community.

The waiving of infrastructure charges for not-for-profit associations and is consistent with previous resolutions of Council and support's these associations with ongoing service delivery and expansion.

ACTION ACCOUNTABILITY

Manager Liveability and Sustainability to provide written correspondence advising the applicant of Council's resolution.

KEY MESSAGES

Council recognises and supports the role that not-for-profit associations provide in delivering services and facilities across the region. Council is supportive of discounting infrastructure charges and fees for not-for-profit associations where there is no negative impact to rate payers.

Report prepared by:

DONNA SKINNER
Technical Officer - Planning

Date: 28 January 2025

Report authorised by:

DANIEL WAGNER
**Director Planning, Environment and
Community Services**

Date: 28 January 2025

ATTACHMENTS

- Attachment 1 – Fee Reduction Request

REFERENCE DOCUMENT

- Development application MCU24/0020
- Isaac Fees and Charges Register 2024/2025
- Isaac Regional Council Charges Resolution (No.3) 2021
- *Local Government Act 2009*
- *Planning Act 2016*

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PLANNING
APPROVAL
GROUP

20 October 2024

Isaac Regional Council
PO Box 97
Moranbah QLD 4744

[VIA EMAIL: liveability.sustainability@isaac.qld.gov.au]

To whom it may concern,

**RE: WAIVE OF APPLICATION FEE & INFRASTRUCTURE CHARGES – 0 FISHER STREET,
DYSART– LOT 16 ON CP847447**

On behalf of Rhiannon Rowe – Treasurer Dysart Golf Club, Planning Approval Group hereby request the Council consider waiving the Development Application Fee and Infrastructure Charges for the Development Permit Application – Material Change of Use Outdoor sport and recreation and function facility at the Dysart Golf Club. Council reference number is MCU24/0020.

The Development Application is required to support the proposed expansion of the Dysart Golf Club to include a semi-covered outdoor area that will lead into a mini putt-putt course and fenced playground area. The expansion will assist in servicing the increasing demand for community and recreational needs of the community in Dysart and surrounds.

Dysart Golf Club Incorporated are the Registered Lessee of the land described as Lot 16 on CP847447. The site contains the Dysart Golf Club which has been in use since the construction of Dysart. The site includes a golf-course, clubhouse, parking and associated infrastructure for the maintenance of the golf club. On average, the course attracts approximately 150 visitors per week, with peak visitors attending the site between 3 – 6pm. The site golf-course employs 3 casual staff.

The proposed expansion of the Dysart Golf Club will facilitate additional economic and social activities in the heart of Dysart. It will provide a family-friendly attraction that supports local jobs and services.

The Development Application seeks to facilitate additional services and structures in close proximity to the club house, including a covered outdoor area that will lead into a mini putt-putt course, function area, and fenced playground area. As a result of the expansions, the golf club expects to double employment opportunities onsite being approximately 6 casual staff.

BRISBANE - ROCKHAMPTON - CLERMONT

The proposed development will facilitate:

- A roof extension of 6m x 15m;
- A function area of 18m x 11m;
- An outdoor playground of approximately 18m x 11m; and
- An outdoor putt-putt which covers an area of approximately 975m².

Dysart Golf Club paid the Development Application fee of \$20,160.00 to Council on 15th of November 2024. It is requested that Council consider waiving the Development Application fee and providing a refund to the Club. This will enable the funds to be redistributed to better service the sporting and recreational needs of the community of the Isaac Region.

In addition, Dysart Golf Club request Council consider waiving the applicable Infrastructure Charges fee for the proposed development. It is requested that Council consider waiving the infrastructure charges to enable the funds to be used instead to service the community of the Isaac Region.

We look forward to Council's response. Please do not hesitate to contact Renee Wall on 0488 552 530 or via email at mail@planningapprovalgroup.com.au should you have any queries or wish to discuss.

Yours faithfully,

Renee Wall



Director



MEETING DETAILS	Planning Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Kelly Shepherd
AUTHOR POSITION	Senior Community Leasing Officer

5.4 EXPRESSION OF INTEREST – GSP214728 BEING PART OF LOT 3 ON M973107, OLD ROTARY BUILDING, 38 BACON STREET, MORANBAH

EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement of the Expression of Interest lodged by Moranbah Martial Arts Inc. for the use of GSP214728 being part of Lot 3 on M973107, Old Rotary Building, 38 Bacon Street, Moranbah.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Approve to enter into a ten (10) year trustee lease agreement with the Moranbah Martial Arts Inc. for the use of Lease G on SP214728 being part of Lot 3 on M973107, Old Rotary Building, 38 Bacon Street, Moranbah.**
 - a. Tenure fees to be charged in accordance with 2024-2025 Fees & Charges – annual rent/usage fee \$580.00 ex GST, matrix attached.**
 - b. All outgoings will be at the expense of the Trustee Lessee as detailed in the Standard Terms Documents.**
 - c. Acknowledging that the Moranbah Martial Arts Inc, plans to demolish the existing facility and construct a new fit-for-purpose facility the asset will be owned by Moranbah Martial Arts Inc therefore all repairs and maintenance responsibilities will be the remit of the club.**
- 2. Authorises the Chief Executive Officer to negotiate, vary and execute the legal instruments to action clause 2 above.**

BACKGROUND

Lot G on SP214728 located at 38 Bacon Street, Moranbah, was issued for Expressions of Interest for Community Tenure through the Speak Up Isaac platform. Council received one (1) submission from respondents, being the new Moranbah Martial Arts Inc.

- Local entity with strong membership
- Existing compliant lessee with Council
- Public Liability Insurance \$20M

-
- Intended usage – sport and recreation
 - Local community organisation – registered entity
 - Sufficient governance

BUILDING INSPECTION

A Building Compliance Inspection was conducted by an external contractor. The facility was advertised for Expression of Interest on an as and where is basis with the successful respondent being responsible for:

- a) Refurbishment of the facility; or
- b) Demolition of the structure, and construction of a new facility at their own cost.

IMPLICATIONS

Preparation of tenure to be completed internally by the Senior Community Leasing Officer.

Lease fees and conditions attached to the proposed tenure will be applied in accordance with the 2024-2025 Fees & Charges.

CONSULTATION

Internal

- Director Planning, Environment and Community Services – In principle support
- Manager Community Facilities – In principle support
- Manager Parks and Recreation - In principle support
- Senior Community Leasing Officer – In principle support

External

- Nil

BASIS FOR RECOMMENDATION

To enter into tenure with an existing compliant lease holder that provides valuable access to activities to Moranbah and the surrounding community; and at the same time provides Council with strong management capacity.

ACTION ACCOUNTABILITY

Manager Community Facilities to progress tenure documentation.

KEY MESSAGES

Council is committed to transparent decision making.

Council is committed to ensuring access to community facilities for clubs and groups to provide beneficial services to the region.

Council is taking a considered and logical approach to the long-term life cycle of the Region's Community Facilities.

Report prepared by: KEN TUCKER Manager Community Facilities Date: 15 January 2025	Report authorised by: DANIEL WAGNER Director Planning Environment and Community Services Date: 15 January 2025
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ATTACHMENTS

- Attachment 1 - Tenure Fees Matrix
- CONFIDENTIAL Attachment 2 - Evaluation Scorecards – M Buckley
- CONFIDENTIAL Attachment 3 - Evaluation Scorecard - K Tucker
- CONFIDENTIAL Attachment 4 - Evaluation Scorecard - K Shepherd

REFERENCE DOCUMENT

- PECS-POL-128 Community Tenures Policy for Council Owned and/or Controlled Facilities

TENURE FEE MATRIX

COMMUNITY GROUP: MORANBAH MARTIAL ARTS INC

LAND SIZE	POINTS	COMMENT	SCORE
Land < 500m2	1		-
Land 501m2 – 5,000m2	2	830m2	2
Land 5,0001m2 – 15,000m2	3		-
Land 15,001m2 – 50,000m2	4		-
Land > 50,001m2	5		-
Facility/building provided by Council	5		-
ON COSTS			
Council pays electricity	5		-
Council pays water	5		5
Council maintains field/courts	5		-
MEMBERSHIP			
20 or less	1		
21 – 50	2		
51 – 100	3		
101 – 200	4		4
201 or more	5		
COUNCIL CAPEX EXPENDITURE – NON BASE BUILDING			
In past 3 years \$0 - \$5,000	1		
In past 3 years \$5,001 - \$10,000	2		
In past 3 years \$10,001 - \$15,000	3		
In past 3 years \$15,001 - \$20,000	4		
In past 3 years > \$20,000	5		
RISK TO COUNCIL			
Low – Fully compliant tenure holder	1		1
Medium – Compliant with outstanding works under management	2		
High – Non-compliant, unmanaged outstanding works, operating issues, new Incorporated Association, new lessee	3		
TOTAL POINTS			12
Category Fee Points Score 5 – 10	\$300.00		
Category Fee Points Score 11 - 15	\$450.00		\$450.00
Category Fee Points Score 16 - 20	\$600.00		
Category Fee Points Score > 20	\$750.00		
Base Fee (State Rent as per Part1, Section 37A, 2(a))	\$130.00		\$130.00
Total Tenure Fee per annum excluding GST			\$580.00

PAGES 44 TO 46 HAVE INTENTIONALLY BEEN REMOVED DUE TO CONFIDENTIAL REASONS

MEETING DETAILS	Planning Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Kelly Shepherd
AUTHOR POSITION	Senior Community Leasing Officer

5.5 TENURE ARRANGEMENTS – CARMILA SPORTS RESERVE ASSOCIATION INC.

EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement of an exception under the provisions of Section 236 (2) and 236 (1)(b)(ii) of the Local Government Regulations 2012 to dispose of the whole of Lot 1 on RP609332, located at 2 Carmila Beach Road, Carmila by way of a Management Agreement to Carmila Sports Reserve Association Inc.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Under the provisions of Section 236 (2) of the Local Government Regulations 2012 resolves that an exception from inviting written quotes or tenders is granted for tenure over Lot 1 on RP609332, 2 Carmila Beach Road, Carmila.***
- 2. Under the provisions of Section 236 (1)(b)(ii) of the Local Government Regulations resolves to approve to enter into a three-year Management Agreement with two x three-year options with the Carmila Sports Reserve Association Inc.***
 - a. Council will be responsible for a Management Fee of \$500.00 per month for the first term, reviewable on exercising of the option;***
 - b. Acknowledging that the Carmila Sports Reserve and structures are Council assets, all repairs and maintenance responsibilities will be in accordance with the Base Building Guidelines.***
- 3. Authorises the Chief Executive Officer to negotiate, vary and execute the legal instruments to action clause 2 above.***

BACKGROUND

The Carmila Sports Reserve Association Inc. has managed the facility without tenure for many years. The Association suffers from decreasing membership due to the aging of many Carmila residents and declining population. There are very few fundraising options for the Association in such a small community.

Due to the decreasing membership and limited fundraising opportunities the Association is unable to meet the requirements of a lease or licence to occupy. The Association provides a valuable service to the coastal community which cannot be met by Council officers.

Leasing Process Followed:

- Meeting with Association, asset custodian and leasing.
- Meeting of Internal Stakeholders including the Division Councillor
- Meeting of all Stakeholders
- Draft Management Agreement provided to the Association for review
- Report written for Standing Committee

BUILDING INSPECTION

A Building Inspection was conducted by the Manager Community Facilities and Manager Parks & Recreation with a third-party contractor.

The facility was assessed as safe and fit-for-use.

Capital Works on Council assets subject to budget bids:

- Repair/replace large, damaged roller doors of stadium building
- Repair/replace large entire side of stadium building including guttering
- Repair/replace roof of stadium building including lights

IMPLICATIONS

Preparation of tenure to be completed internally by the Senior Community Leasing Officer.

CONSULTATION

Internal

- Division 8 Councillor – In principle support
- Director Planning Environment and Community Services – In principle support
- Manager Community Facilities – In principle support
- Manager Parks and Recreation – In principle support
- Community Relations Officer – In principle support
- Senior Community Leasing Officer - In principle support

External

- Carmila Sports Reserve Association Inc

BASIS FOR RECOMMENDATION

To enter into tenure with a long-term tenant that provides valuable access to activities to Carmila and the surrounding community; and at the same time provides Council with strong management capacity.

ACTION ACCOUNTABILITY

Manager Community Facilities to progress tenure documentation.

KEY MESSAGES

Council is committed to transparent decision making.

Council is committed to ensuring access to community facilities for clubs and groups to provide beneficial services to the region.

Council is taking a considered and logical approach to the long-term life cycle of the Region's Community Facilities.

Report prepared by:	Report authorised by:
KEN TUCKER	DANIEL WAGNER
Manager Community Facilities	Director Planning Environment and Community Services
Date: 22 January 2025	Date: 22 January 2025

ATTACHMENTS

- Attachment 1 – Signed In-Principle Agreement - Redacted

REFERENCE DOCUMENT

- Nil

IN PRINCIPLE AGREEMENT

SUBJECT TO COUNCIL AND MINISTERIAL APPROVAL AND EXECUTION OF TENURE

Type of Tenure: Management Agreement

Address of Premises: 2 Carmila Beach Road, Carmila

Lot on Plan Description: Lot 1 on RP609332

Areas (Subject to Survey): Approximately 2.35 Ha

Lessor: Isaac Regional Council

Contact: Senior Community Leasing Officer

Telephone: 1300 ISAACS (472 227)

Facsimile: 07 4941 8666

Email: records@isaac.qld.gov.au

Manager: Carmila Sports Reserve Association Inc

Incorporation #: IA14201

ABN: 83 119 589 288

Contact for Lessee: Attention: Nikki Gayler

Telephone: 0400 076 265

Email: carmilasports@outlook.com

TENURE

Commencement Date: To be confirmed

Term: 3 years

Expiry Date: To be confirmed

Option/s 2 x 3 years

Terms and Conditions: In accordance with the Management Agreement.

Maintenance: The community group will remain responsible for all repairs and maintenance to their own assets and minor repairs to the facility, example:
Change light bulbs excluding ceiling mounted lights in the stadium, maintain fire equipment, annual pest control excluding termite treatment and/or rectification works

Outgoings: All outgoings to be at the expense of the Lessee including but not limited to the following:

- Electricity
- Internet service
- Water use

If premises are not currently metered separately Council will provide a minimum of three (3) months' notice prior to charging user groups for electricity and water consumption.

SPECIAL CONDITIONS

Tenure Documentation: Management Agreement

Legal Fees: Each party to pay their own

INSURANCE Refer Part 11: Manager Insurances within the Management Agreement.

Public Liability Insurance: \$20,000,000

Certificate of Currency: To be supplied by applicant with a copy of the receipt showing payment

Damage Policy: Insure under a Damage Policy all insurable items located upon the Premises, including plate glass, irrespective of who owns the items

Workers Compensation: Insure under the Workers Compensation Act, all persons it employs to work upon the Premises

Make Good Clause: The Manager agrees to submit to the Lessor for approval a complete scope of works prior to installation for any fit-out works.
Return the premises to the Council in the same or better condition as was at the lease commencement date. Make good works, as specified by the Council, may include but not be limited to:

- removal of any structures erected by the Manager;
- commercial cleaning of the premises;
- removal of any fittings and fixtures installed by the Manager;

- repair of any surface damaged or altered by the Manager; and
- any other rectification works as directed by the Manager.

Ensure the land and buildings are clear of all waste, etc and is clean, tidy and in a reputable state.

Information Update:

The Manager must complete a Community Group Annual Update each year and provide a copy of Annual General Meeting Minutes and Certificate of Currency for all policies held.

Additionally, if the Committee changes at a time other than at the Annual General Meeting this information must be provided to Council.

For & on behalf of:

Carmila Sports Reserve Association Inc

Name:

Nikki Gayler

Committee Position:

Treasurer

Signature:

[Redacted Signature]

Date:

14-01-2029

MEETING DETAILS	Planning Environment and Community Services Standing Committee Meeting 11 February 2025
AUTHOR	Kelly Shepherd
AUTHOR POSITION	Senior Community Leasing Officer

5.6 REALLOCATION OF BUDGET FOR DYSART KINDERGARTEN

EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement to surrender budget item CW253328 from the 2024/2025 budget for the amount of \$175,000 to ISAAC capital fund for Council assets.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Authorises the Chief Executive Officer (or delegate) to write to the Executive Committee of the Dysart Kindergarten Inc. to advise that Council holds no ownership interests in the building assets of the facility and considers that the Dysart Kindergarten Inc. is the lawful owner of the building assets..***
- 2. Endorses the return of \$175,000 of FY2024/25 capital budget funds from project number CW253328 back to ISAAC capital fund for redistribution to other Council capital projects.***
- 3. Endorses the amendment of the registered leasing documents to reflect that the buildings and structures are owned by the Dysart Kindergarten Inc.***
- 4. Authorises the Chief Executive Officer to negotiate, vary and execute the legal instruments to action clause 2 above.***

BACKGROUND

Council has previously planned works for the Dysart Kindergarten as part of its 2024/25 financial year capital budget.

Through investigations into the asset history, it was discovered that the land only had been leased to Alexander Ewan Campbell and Darryl Richard Crank (the Parties) for the purposes of constructing a kindergarten. The Parties vested the lease of the land and building assets to Dysart Kindergarten Incorporated in December 1982.

Despite this, Council have proceeded to enter into successive lease agreements for the facility in December 2010 and December 2020, erroneously assuming the buildings and structures were Council assets.

Since the discovery of the error, this has been corrected in Council's assets registers.

Expenditure of capital funds on a non-Council asset would only generally be recommended in exceptional circumstances, and where external funds had been secured. Expenditure of Council's own funds for capital works on a non-Council asset is not recommended, as this funding should be directed toward Council's own depreciating assets.

Building Inspection

During the negotiations for the lease agreement in December 2020, a building inspection was conducted to assess the condition of the facility. The inspection identified works that were required to bring the facility up to standard.

A further inspection by an engineering consultant was conducted in 2023 to reassess the condition of the facility. The findings of this inspection became the basis for a Capital Works budget bid.

- The inspection identified ongoing and new issues requiring capital investment for major repairs, upgrades, or improvements to the facility.
- The outcomes of this inspection and subsequent bid influenced the financial planning and budgeting for the facility's maintenance and enhancement in the coming years.
- It's proposed that this building inspection report be provided to Dysart Kindergarten for their records and to inform their future works.

IMPLICATIONS

The reallocation of the Capital Works budget from the Dysart Kindergarten provides opportunity for the funds and Council officers to be utilised on Council's own assets.

Clarification on the ownership of the facility will enable Dysart Kindergarten Inc. to pursue external grant funding opportunities to cover expenses for building and asset maintenance.

CONSULTATION

Internal

- Director PECS
- Manager Community Facilities
- Asset Coordinator

BASIS FOR RECOMMENDATION

Dysart Kindergarten is not a Council-owned asset; it is a land lease to Dysart Kindergarten Inc., and as such, the responsibility for its maintenance and compliance with Base Building guidelines lies with the lessee, not the Council. Therefore, the investment of the Capital Works budget into this facility is not warranted under the current lease terms, as the Council is not the owner of the asset.

Furthermore, there are numerous Council-owned assets that require urgent investment from the Capital Works budget to meet Base Building compliance. These assets take precedence in terms of funding allocation, as they directly fall under the Council's responsibility for maintenance, safety, and regulatory compliance. Given the limited resources available in the Capital Works budget, priority should be given to Council-owned assets to ensure they remain compliant with the necessary standards.

In good faith, Isaac Regional Council, in collaboration with the Dysart Kindergarten Inc., will engage the original engineering consultant to conduct a further investigation of the building's structure. This assessment will determine whether there has been any significant movement that could pose a safety risk to the children and staff occupying the premises.

ACTION ACCOUNTABILITY

Manager Budgets and Statutory Reporting to progress the surrender of funds.

KEY MESSAGES

Council is committed to transparent decision making.

Council is taking a considered and logical approach to the long-term life cycle of the Region's Community Facilities.

Report prepared by:	Report authorised by:
KEN TUCKER	DANIEL WAGNER
Manager Community Facilities	Director Planning Environment and Community Services
Date: 4 December 2024	Date: 4 December 2024

ATTACHMENTS

- Nil

MEETING DETAILS	Planning Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Ken Tucker
AUTHOR POSITION	Manager Community Leasing Officer

**5.7 REQUEST FOR ALLOCATION OF BUDGET FOR SEWERAGE
WORKS ON COUNCIL ASSETS – SIMPLY SUNSHINE AND C & K
MORANBAH COMMUNITY KINDERGARTEN**

EXECUTIVE SUMMARY

The purpose of this report is to seek Council endorsement to utilise a portion of the surrendered budget from CW253328 – 2024 /2025 budget to undertake sewerage line replacement to Isaac Regional Council leased facilities, Simply Sunshine Daycare and C & K Moranbah Community Kindergarten.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Endorses the utilisation of \$140,000 of the returned funds from CW253328 Dysart Kindergarten 2024/2025 to undertake sewerage works at Simply Sunshine Childcare and C & K Moranbah Community Kindergarten.***

BACKGROUND

The Isaac Regional Council oversees three (3) early learning facilities in Moranbah. Two (2) of these are currently leased to Moranbah Neighbourhood Centre Association Inc., trading as Simply Sunshine, and The Creche and Kindergarten Association Limited trading as C & K Moranbah Community Kindergarten

The Moranbah Community Kindergarten and infrastructure was built in the mid-1970s and has been utilised without ceasing operations since that time. A change of lessee occurred in 2012 with the active lease being transferred to The Creche and Kindergarten Association Limited. This organisation has a current lease which is scheduled to expire in 2029.

The facility currently leased to The Moranbah Neighbourhood Centre Association Inc. on Griffin Street, trading as Simply Sunshine was built in 1986 and has been operating under their management uninterrupted since establishment. Their current lease is also scheduled to expire in 2029.

These facilities are aging and require immediate capital investment, specifically to replace the existing sewer mains at both locations. The current sewer systems have been compromised due to the highly reactive soil profile, which has caused the joints of the original ceramic sewer pipes to fail. This failure has allowed tree roots to infiltrate the system, resulting in significant blockages.

At present, the sewer mains are cleared of roots every four months using a high-pressure sewer jet, with each event costing up to \$7,000. Despite this maintenance, the ongoing issues with the sewer system continue to disrupt operations.

Any blockage or maintenance issue at the facilities must be reported to the Department of Education and Training by the operators. The recurring nature of these issues has resulted in increased scrutiny from the department and growing concerns from parents regarding the reliability of the facilities. If the sewer problems persist, there is a risk of reduced student enrolment or even the potential closure of one or both centres. Such an outcome would have a far-reaching impact on both the children attending the centres and working parents, as well as the broader community.

Currently, C & K Moranbah Community Kindergarten serves 73 ACCP students annually, while Simply Sunshine serves 80 ACCP students annually.

C & K Moranbah Community Kindergarten has submitted an Application for Works on a Council Owned/Controlled site to invest in a significant upgrade to the Mills Avenue playground, which has been approved in principle. However, before granting final approval for the project, it is essential that the Council first upgrades the sewer mains. This approach would not only avoid costly reworks to the new playground but would also resolve the sewer issues for the long term, ensuring the facilities remain operational for many decades to come.

IMPLICATIONS

Future Capital Planning:

The allocation of these funds highlights the need for ongoing investment in Council-owned assets to maintain compliance with regulatory standards.

Operational Impact:

Any necessary capital works could temporarily disrupt the operations of the facilities, requiring careful planning to minimise disruption to services while maintaining compliance and safety standards.

CONSULTATION

Internal

- Director PECS
- Manager Community Facilities

External

- O'Keefe Plumbing

BASIS FOR RECOMMENDATION

These facilities are aging and require immediate capital investment, specifically to replace the existing sewer mains at both locations, highlighting the need for ongoing investment in Council-owned assets to maintain compliance with regulatory standards.

ACTION ACCOUNTABILITY

Manager Community Facilities to progress the procurement process to identify a preferred supplier and undertake the works as a priority.

KEY MESSAGES

Council is committed to transparent decision making.

Council is committed to supporting the critical service of daycare to the wider Moranbah residents and industries.

Council is taking a considered and logical approach to the long-term life cycle of the assets and ensuring that maximising the life span from these assets is a priority.

Report prepared by:	Report authorised by:
KEN TUCKER	DANIEL WAGNER
Manager Community Facilities	Director Planning Environment and Community Services
Date: 4 February 2025	Date: 4 February 2025

ATTACHMENTS

Nil

REFERENCE DOCUMENT

Nil

MEETING DETAILS	Planning, Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Dan Wagner
AUTHOR POSITION	Director Planning, Environment and Community Services

5.8 ISAAC EVENTS CENTRE – NAMING CONVENTIONS, REMOBILISATION STATUS AND FEES AND CHARGES

EXECUTIVE SUMMARY

The purpose of this report is to confirm naming conventions for the Isaac Events Centre, update Council on the current status of efforts for recommencement of operations at the centre, and adopt a schedule of fees and charges, including discount arrangements for small businesses undertaking community focused activities.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Endorse the new name of the former Moranbah Community Centre as the 'Isaac Events Centre';*
- 2. Note the current status of remobilisation efforts for operations at the Isaac Events Centre;*
- 3. Adopt the proposed fees and charges for the Isaac Events Centre, to replace the schedule of fees and charges for the Moranbah Community Centre in Council's adopted Fees and Charges Schedule 2024-2025;*
- 4. Approve a reduction of 35% in room/venue hire fees for small businesses undertaking community focused activities, to be included in the terms and conditions section of the adopted Fees and Charges Schedule 2024-2025 for all Isaac Regional Council Halls and Centres;*
- 5. Approve a 'Price on Application' approach for recurring bookings of a venue/room by small businesses undertaking community focussed activities that exceeds five (5) recurrences booked in advance, with pricing for such recurring bookings to be approved by the Manager Community Facilities, and not to be less than 50% of the regular hire rate.*

BACKGROUND

Centre naming conventions

Following Council's resolution in January 2025 to change the name of the Moranbah Community Centre to the Isaac Event Centre, further research has been undertaken about naming conventions for similar facilities. The majority of centres operated by local governments across Queensland with similar service offerings use the name 'Events Centre' in lieu of Event Centre. Accordingly for consistency, it is recommended that Council take the same approach and name the centre 'Isaac Events Centre'.

Remobilisation efforts

Staffing

Recruitment has commenced for the Centre Operations Leader, Team Leader - Catering and Hospitality Casual roles for the centre, with advertising across Seek and social media channels.

Commissioning of the new facility

Commissioning of new kitchen equipment and staff training is occurring during February 2025 as construction is finalised. It is anticipated that Council's internal catering bookings will commence being prepared in the new facility in early March 2025, along with potential for internal hire of rooms and spaces in the venue by Council teams.

Council has procured the assistance of the Centre Manager for the Mackay Entertainment and Convention Centre to undertake audit activities during the week of 17 February 2025 in order to assess our operational readiness for business operations and provide advice on service improvements.

Fees and Charges & Marketing

Along with this report, further work is being undertaken to prepare corporate packages to promote the centre and its capabilities. It is intended that these will commence promotion to customers in March 2025, and during Community Open Day activities.

Marketing and communications activities are being supported by Council's Brand, Media and Communications team, to drive our reopening messaging and eventual promotion of packages.

Community Open Day and showcasing of the facility

Event preparations are being coordinated by Council's Program Leader Community Events and Activation for the Isaac Events Centre Community Open Day on 22 March 2025, who has met with key internal stakeholders around preparation of the run sheet for the day, parallel activities and inputs from various areas of Council.

Further scoping is being undertaken for hosting an invitation only corporate showcase event, as part of relaunch promotion activities.

Fees and Charges

Council currently has a schedule of fees and charges for the Moranbah Community Centre in its adopted fees and charges schedule for 2024/25.

Attachment 1 of this report provides a list of new charges for the Isaac Events Centre, which largely reflect the proposed charges outlined in the Isaac Events Centre Business Plan adopted at Council's January 2025 Ordinary Meeting, along with additional charges for room hire/services not covered in detail by the business plan document. The fees and charges proposed are either new service offerings or reflect the increase in standards of service provided by the refreshed venue.

Along with these charges, a proposal has been prepared to provide discounts for small businesses undertaking community focussed activities.

A “small business” is defined as: a business with an annual turnover accumulating less than \$10 million in turnover, and has up to 19 employees (consistent with Australian Taxation Office and Australian Bureau of Statistics definitions).

A “community focussed activity” is defined as: an initiative or event designed to enhance local access to sport, recreational, wellbeing, and artistic/cultural service offerings.

It is proposed that a 35% discount be applied to all venue/room hire booking rates for small businesses undertaking community focussed activities, across all of Council’s Halls and Centres.

Note that a 50% discount on venue and room hire rates is already applied to not-for-profit, community and school groups across Council’s facilities, regardless of the activities being performed.

The table below shows comparatively the proposed costs of hire for particular rooms in the Isaac Events Centre for each group (GST inclusive, and charged on a non-cost recovery basis):

	Regulated fee	35% discount	50% discount
Whole venue Full Day (eg. Large dance Concerts, wellbeing expos)	\$2000.00	\$1300.00	\$1000.00
Hire of Hall 1 and Stage Full Day	\$594.00	\$386.10	\$297.00
Executive Meeting Room Half Day	\$200.00	\$130.00	\$100.00
Meeting Room 2 Half day	\$71.50	\$46.48	\$35.75

Further, for instances where a business is looking to make a recurring booking (for example a 10 week term of dance classes, a school holiday program over two weeks), it is recommended that Council provide the ability for further discounting on the venue hire rate, determined by factors such as the length of time the room is needed, length of commitment for hire, advance payment, staffing requirements and time of day for the bookings. The Manager Community Facilities is to be provided delegation for determining fees for recurring bookings, with a maximum discount to be provided of 50% of the regulated fee.

IMPLICATIONS

Council’s preparations for the reopening of the Isaac Events Centre have been hindered by the ongoing challenges in completion of the capital works on the facility.

Recruitment activities currently underway are expected to be completed in February 2025, with onboarding of new staff to occur in March and April 2025. This will enable further work on business development and relationship building activities with corporate clients, community stakeholders and potential business partners.

Fees and charges are regulated by Council to ensure consistency in how users are charged for access to Council services and facilities. Discounts proposed for small businesses undertaking community focussed

activities are designed to be equitable across a variety of service providers – providing access for local communities to services, sport and recreation activities and cultural pursuits that may not otherwise be provided due to commercial costs.

CONSULTATION

Director Planning, Environment and Community Services

Manager Community Facilities

Manager Council Operated Community Facilities

BASIS FOR RECOMMENDATION

Council has invested over \$14 million in upgrades to the Isaac Events Centre and has adopted a business plan to guide future service offerings from the centre.

Attraction of both corporate customers, small businesses and community groups to utilise the centre is critical to its ongoing success, both commercially and in terms of providing social cohesion for the local and regional community.

ACTION ACCOUNTABILITY

Manager Community Facilities to liaise with Manager Financial Services to ensure Council's regulated fees and charges schedule reflects Council's decision.

KEY MESSAGES

Council is committed to ensuring access to community facilities for clubs and groups to provide beneficial services to the region.

Council is committed to the provision of the highest levels of customer service to its constituents.

Council is committed to the responsible and cost-efficient management and operation of Council owned assets.

Report prepared by:

DANIEL WAGNER
Director Planning, Environment and Community Services

Date: 5 February 2025

Report authorised by:

DANIEL WAGNER
Director Planning, Environment and Community Services

Date: 5 February 2025

ATTACHMENTS

- Attachment 1 - Proposed Fees and Charges - Isaac Events Centre

REFERENCE DOCUMENT

- Isaac Regional Council Fees and Charges Schedule 2024-2025

ISAAC EVENTS CENTRE - PROPOSED FEES AND CHARGES 2024/2025

HALLS & COMMUNITY CENTRES	Isaac Events Centre	Entire Centre	Large Events - Full Day Entire Centre	NCR			y	N/A			\$2,000.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Foyer	Full Day Foyer	NCR			y	N/A			\$330.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Foyer	Half Day Foyer	NCR			y	N/A			\$182.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Bar Area	Full Day Bar	NCR			y	N/A			\$115.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Bar Area	Half Day Bar	NCR			y	N/A			\$62.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Hall 1	Large Events Daytime into the Evening Hall 1	NCR			y	N/A			\$896.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Hall 1	Full Day Hall 1	NCR			y	N/A			\$478.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Hall 1	Half day Hall 1	NCR			y	N/A			\$319.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Hall 1 - Stage	Full Day Hall 1 - Stage	NCR			y	N/A			\$115.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Hall 1 Stage	Half Day Hall 1 - Stage	NCR			y	N/A			\$62.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Chapel	Full day Chapel	NCR			y	N/A			\$363.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Chapel	Full day Chapel	NCR			y	N/A			\$200.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Executive Meeting Room	Full day Executive Meeting Room	NCR			y	N/A			\$363.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Executive Meeting Room	Half day Executive Meeting Room	NCR			y	N/A			\$200.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Meeting Room 1 (6-8 attendees)	Full day Meeting Room 1 (6-8 attendees)	NCR			y	N/A			\$132.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Meeting Room 1 (6-8 attendees)	Half day Meeting Room 1 (6-8 attendees)	NCR			y	N/A			\$71.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Meeting Room 2 - (8-10 attendees)	Full Day Meeting Room 2 - (8-10 attendees)	NCR			y	N/A			\$132.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Meeting Room 2 - (8-10 attendees)	Half Day Meeting Room 2 - (8-10 attendees)	NCR			y	N/A			\$71.50

HALLS & COMMUNITY CENTRES	Isaac Events Centre	Meeting Room 3 - (16-20 attendees)	Full Day Meeting Room 3 - (16-20 attendees)	NCR			y	N/A			\$165.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Meeting Room 3 - (16-20 attendees)	Half Day Meeting Room 3 - (16-20 attendees)	NCR			y	N/A			\$88.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Interview room	Full Day Interview room	NCR			y	N/A			\$132.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Interview room	Half Day Interview room	NCR			y	N/A			\$71.50
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Breakout Lounges	Flat rate Breakout Lounges	NCR			y	N/A			\$55.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Breakout Lounges	If Dividers required Breakout Lounges	NCR			y	N/A			\$80.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Terrace	Full Day Terrace	NCR			y	N/A			\$165.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Terrace	Half Day Terrace	NCR			y	N/A			\$88.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Kitchen Hire	Corporate Function (External Caterer) – maximum 8 hours Kitchen Hire	NCR			y	N/A			\$400.00
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Events Stall / Door Fee	Events Stall / Door Fee Events Stall / Door Fee	NCR			y	N/A			POA
HALLS & COMMUNITY CENTRES	Isaac Events Centre	Cleaning / Set-up / Extra staff	Staff requirements Cleaning / Set-up / Extra staff	NCR			y	N/A			POA

MEETING DETAILS	Planning, Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Mark Davey
AUTHOR POSITION	Program Manager – Capital Delivery

**5.9 PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
FY2024_2025 CAPITAL PROJECTS PROGRESS REPORT AS AT
04 FEBRUARY 2025**

EXECUTIVE SUMMARY

This report is to provide an update to Council on the progress in the delivery of the Planning, Environment and Community Services 2024-2025 Capital Works Program.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes the monthly Planning, Environment and Community Services 2024-2025 Capital Progress Summary Report as at 04 February 2025.**

BACKGROUND

Progressive updates of the financial and physical position of projects in the 2024-2025 PECS Capital Works program have been identified as a requirement to ensure that Council is aware of the progress of and risk to the delivery of the program.

Officers have previously reported an estimated carry-forward and multi-year budget commitment of circa \$6 million from 2023-24 financial year capital works budget.

An additional budget of circa \$9.7 million has been allocated to new works for the 2024-2025 financial year.

Major works for the forthcoming year include:

- Completion of the Moranbah Community Centre Revitalisation Project
Revised completion date – 14 February 2025
- Completion of the Clermont Civic Centre roof replacement
Revised completion date 30 June 2025
- Completion of the Flaggy Rock Community Centre septic tank replacement
Project Complete
- Commencement of preliminary works for the Nebo Showgrounds revitalisation project Stage 1
Project pending tender release for construction

-
- Commencement of solar installations funded under the Reef Guardian Councils program
Project pending tender release for construction
 - Commencement of planning and design for the Moranbah and Clermont Country University Centres
Design underway for Moranbah Centre
 - Commencement of aquatic facility enhancements and replacement of operating equipment
Elements of project underway with key components currently seeking tenders

IMPLICATIONS

The attached PECS 2024-2025 Capital Projects Progress Summary (Attachment 1) identifies the financial and physical position of all projects. Commentary is provided to briefly explain the position of projects. Where the risk is considered low or of insignificant impact to council or the community, no additional commentary is provided. Where risks are significant separate commentary is provided in the Identified Issues section of this report.

IDENTIFIED ISSUES

Moranbah Community Centre - Works progressing with completion scheduled for late February 2025.

Isaac Country Universities - Moranbah centre currently out for tender with responses anticipated. Project will require a variation to the funding agreement milestones as it is currently behind schedule.

CONSULTATION

Director Planning, Environment and Community Services

Planning, Environment and Community Services Leadership Team

Aurecon

BASIS FOR RECOMMENDATION

To improve business within the Planning, Environment and Community Services Directorate by providing more appropriate and relevant reporting, transparency, and a clear monitoring tool for Council. This report will help identify and communicate any project delays or possible project failures.

ACTION ACCOUNTABILITY

The Program Manager – Capital Delivery in conjunction with the PECS leadership team and under the guidance of Director PECS hold responsibility for the scoping, procurement and the completion of the projects identified within the 2024-2025 Capital Program.

KEY MESSAGES

Council's continued investment, oversight, and engagement in the delivery of the Planning, Environment and Community Services Capital Works Program will ensure Isaac region communities continue to enjoy access to high quality facilities and services that improve community liveability, wellbeing, and visitor satisfaction.

Report prepared by: MARK DAVEY Program Manager – Capital Delivery Date: 04 February 2025	Report authorised by: DANIEL WAGNER Director Planning, Environment and Community Services Date: 04 February 2025
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ATTACHMENTS

- Attachment 1 – PECS 2024-2025 Capital Projects Progress Summary as at 04 February 2025.

REFERENCE DOCUMENT

- NIL

PECS 2024_2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025

2024/25 PECS Capital Budget Status and Completion Rate as at 04 February 2025

Carry Forward Budget	\$ 6,015,200.00
Adopted Budget	\$ 14,057,618.00
FY 2024/25 PECS Capital Budget	\$ 20,072,818.00
Actual Expenditure	\$ 8,306,275.30
Remaining Budget (Actual)	\$ 11,766,542.70
Commitments	\$ 2,962,387.61
Remaining Budget (uncommitted)	\$ 8,804,155.09

41.38 Percent of Budget Spent - February
 (Excluding Commitments)



\$11,766,543 of YTD Budget Remaining - February
 (Excluding Commitments)

56.14 Percent of Budget Spent - February
 (Including Commitments)



\$8,804,155 of YTD Budget Remaining - February
 (Including Commitments)

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
CW212906	Equipotential bonding	83,441	83,440.65	0	0.35	Complete	2/09/2024	Project Complete	N/A	100%
CW222965	DYS Community Hub	207,450	19,689.49	4,400.00	183,360.51	Procurement	30/06/2025	Externally funded project. The tender for the Dysart Hub closed on 23 January with a single response. Please note that these works are being combined with CW253318 DYS Library External Works. The tender is still under procurements evaluation process, but all works will be completed by 30 May allowing the month of June as contingency.	Low	20%
CW222966	STLAW Community Hub	219,489	0	25,100.00	194,389.00	Planning/ Design	30/06/2025	Undertaken site visits and staff consultation, leading to the creation of concept papers. Officers will plan a path to initiate community consultation sessions if deemed a requirement by divisional Councillors. Project is a risk of non-completion this financial year.	High	10%
CW223013	MBH Community Centre - Refurbishment	10,998,539	6,812,140.73	2,373,119.77	1,813,278.50	Construction	14/02/2025	Construction nearing completion. Officers are working closely with the superintendent and contractor to finalise the variation listing. The pending variation list aligns with the information provided to council in late 2024.	High	80%

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
CW233122	CLM Aerodrome Refuelling Tank	67,118	75,109.90	0	-7,991.90	Complete	30/10/2024	Project Complete. Overspend to be balanced through quarterly reviews.	N/A	100%
CW233123	CLM Caravan Park Emergent Electrical Work	219,378	48,436.20	55,207.94	115,733.86	Planning/ Design	30/06/2025	This project is stage 2 in replacing main site board. Submains base load testing occurring to review scope of project due to Stage 1 works encountering sub mains failure. Sub boards mains fault occurred Xmas shutdown period and investigations in progress, likely replacement of 2 x sub-boards from stage 3 program needing to be brought forward to early works.	High	30%
CW233125	NBO Truck Wash Renewal	25,333	1,778.40	15,362.20	8,192.40	Construction	28/02/2025	Primary scope of works complete, electrical fault rectified and remaining budget is for fabrication repairs with commitments conducted works awaiting	Low	90%
CW243164	MBH Animal Management Centre Renewal	99,182	54,578.96	0	44,603.04	Construction	30/04/2025	Further fencing required which has been ordered at no cost to council but this mistake by the contractor has extended the scheduled completion date.	Low	80%
CW243165	CLM Museum Drainage Rectification	95,834	97,256.00	657.80	-2,079.80	Construction	7/01/2025	Project Complete, overspend to be balanced in quarterly reviews.	Low	90%

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
CW243166	Flaggy Rock Septic - Partial replacement	258,448	214,315.09	44,132.45	0.46	Complete	2/09/2024	Project Complete – open commitment is for consultants	N/A	100%
CW243170	CORP Pools Emergent and/or Prog Renewals	19,980	19,980.00	0	0	Complete	30/08/2024	Project Complete	N/A	100%
CW243171	CLM Swim Pool design and emergent works	4,750	4,750.00	0	0	Complete	30/09/2024	Project Complete	N/A	100%
CW243172	CLM Civic Centre Roof replacement	611,382	0	119,400.02	491,981.98	Procurement	30/06/2025	This project is a high priority. Design works complete and tender Package is in the final stages of drafting for release by end of February. Works will commence in April with a Mid-June completion expected – weather dependant	Medium	10%
CW243175	CORP Halls/Centres Emergent and/or Prog	79,376	71,601.40	0	7,774.60	Complete	30/09/2024	Project Complete	N/A	100%
CW243176	CLM Caravan Park Utilities Renewal	19,744	8,000.00	800.00	10,944.00	Construction	28/02/2025	Final works pending Jan/Feb	Low	80%
CW243227	DYS Miners Memorial	150,000	0	17,200.00	132,800.00	Planning/ Design	30/06/2025	Project working group has been meeting to enable the design of the Dysart	Medium	20%

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
								Memorial, this is progressing with the key feature (laser-cut steel globe) currently in production. This project is at risk of non-delivery by June 30 as completion will be dependant on external parties providing additional capital investment for its completion. The required financial co-contributions will be calculated at the completion and adoption of the design.		
CW243241	NBO Showgrounds Stage 1	1,683,452	161,327.41	8,083.52	1,514,041.07	Procurement	30/06/2025	Externally funded project Full tender package issued to market with high level of interest by local contractors. Some of the project budget is at risk of non-expenditure as works will need to be undertaken around signature events and may run into Q1/Q2 of FY25/26, this will still align with the external funding agreement but not Councils reporting periods.	Medium	30%
CW243246	Isaac Solar	415,490	4,206.02	32,219.10	379,064.88	Procurement	30/06/2026	Externally funded project Clermont Solar evaluation complete, recommendation report with procurement, waiting to award.	Medium	10%

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
								Moranbah Solar is being delivered by Corporate Properties. Expect tender to be released mid-March 2025.		
CW243250	CLM Showgrounds Main Arena Renewal	13,231	0	5,344.48	7,886.52	Construction	2/06/2025	Main surface renewal completed, perimeter upgrades to occur Q3	Low	80%
CW253316	Isaac Country University Centres	700,000	0	48,100.00	651,900.00	Procurement	30/06/2025	Full budget expenditure by 30 June will be unachievable. Moranbah Centre design completed, and tender issued to market with strong interest, but delays are being realised for the Clermont Centre design which forms the majority of expected expenditure. Moranbah Centre will be completed on or before 30 May 2025.	High	20%
CW253317	CORP Town Christmas Trees	125,000	88,776.40	0	36,223.60	Complete	21/11/2024	Project Complete	N/A	100%
CW253318	DYS Library External Works	100,000	0	0	100,000.00	Procurement	30/06/2025	Being delivered in conjunction with CW222965 DYS Community Hub. The tender is still under procurements evaluation process, but all works will be completed by 30 May allowing the month of June as contingency.	Low	10%

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
CW253319	CLM Saleyards pens renewal	185,000	124,215.09	6,631.64	54,153.27	Construction	28/02/2025	In construction completion Jan/Feb	Low	80%
CW253320	CLM Showgrounds Electrical renewals	185,000	0	6,940.00	178,060.00	Planning/ Design	30/06/2025	Submains testing report required to inform scope and tender process. Report received, tender preparation during February 2025 for March release to market. Completion date to be determined following receipt of quotes.	Medium	20%
CW253321	MBH - GCAC 25m Thermal cover renewal	125,000	0	0	125,000.00	Planning/ Design	30/06/2025	Scope development commenced.	High	10%
CW253322	GLN - Pool amenity and grandstand area	180,417	0	0	180,417.00	Planning/ Design	30/06/2025	Scope development commenced.	High	10%
CW253323	MBH - GCAC Plant room rectification	195,000	0	0	195,000.00	Procurement	30/06/2025	Tender has been sent out to market on the 07/01/2025 waiting for responses.	High	10%
CW253324	CORP - Pools Emergent Renewals	158,816	68,754.26	0	90,061.74	Construction	30/06/2025	Ongoing purchasing being undertaken.	Low	60%
CW253325	MBH - 50m pool expansion joint renewal	195,000	0	93,363.42	101,636.58	Construction	30/06/2025	Project has been awarded and will be started in the off season.	Medium	20%

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
CW253326	DYS - Pool Light Pole replacement	30,000	0	22,077.70	7,922.30	Construction	28/02/2025	Works were to progress on the 16 th of January, contractor has delayed due to scheduling with contractors and closing of the pool to reduce the risk with drop zone demarcation.	Medium	40%
CW253327	GLN Rec Centre - Toilets Stump renewal	261,968	0	0	261,968.00	Planning/ Design	30/06/2025	Scope development in progress.	High	0%
CW253328	DYS Kindergarten - Structural repairs	175,000	0	0	175,000.00	Planning/ Design	30/06/2025	Project will not progress due to asset not being owned by ISAAC Regional Council. Will engage consultant for updated movement to one structural as part of the due diligence to the owner.	N/A	0%
CW253329	STL Hall - Kitchen upgrade	65,000	0	4,999.00	60,001.00	Planning/ Design	30/06/2025	Consultant has been engaged to undertake design of kitchen. Meeting contractor at Hall January, date to be decided.	High	0%
CW253330	CORP Halls Emergent and /or Prog renewal	120,000	81,176.61	25,064.86	13,218.53	Construction	30/06/2025	Project works undertaken to the Camila Hall playground and drainage issues and Flaggy Rock Playground compliance issues.	Low	80%

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

2024/2025 CAPITAL PROJECTS PROGRESS SUMMARY AS AT 04 FEBRUARY 2025



HELPING TO ENERGISE THE WORLD

ABN 39 274 142 600

Code	Project Name	Approved Budget	YTD Actual expenditure	YTD Commitments	Remaining Uncommitted Budget	Current stage	Scheduled completion date	Status Commentary	Risk	Completion
CW253331	Isaac Resources Excellence Precinct	2,000,000	266,742.69	53,643.71	1,679,613.60	Procurement	25/06/2027	Externally funded project. Project Management has been awarded. Design tender in final stages of evaluation. Road works tender out to market, closing 12 February. Water and sewer investigation ongoing. Advice received from the consulting engineer's states that the road infrastructure will expend a high portion of the nominated budget and these works will be completed by 30 June 2025 – weather dependant.	Medium	10%
OVERALL		20,072,818	8,306,275.30	2,962,387.61	8,804,155.09					

MEETING DETAILS	Planning Environment and Community Services Standing Committee Meeting Tuesday 11 February 2025
AUTHOR	Nishu Ellawala
AUTHOR POSITION	Manager Community Education and Compliance

5.10

**QUARTERLY DEPARTMENTAL REPORT – COMMUNITY
EDUCATION AND COMPLIANCE**

EXECUTIVE SUMMARY

The Purpose of this report is to provide an overview and status update of the Community Education and Compliance Department's operational commitments.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes the contents of this report that provides an overview and status update of the Community Education and Compliance Department's operational commitments.***

BACKGROUND

The Community Education and Compliance department is responsible for delivering a vast range of Council statutory services under the relevant Acts and Local Laws.

Attachment 1 – Community Education and Compliance Quarterly Update February 2025 is attached, to provide Council with an overview and status update of the Community Education and Compliance Department's operational commitments.

IMPLICATIONS

The provision of departmental reports will provide Council visibility of the operational aspects of the Community Education and Compliance department.

CONSULTATION

Director Planning Environment and Community Services
Community Education and Compliance Department

BASIS FOR RECOMMENDATION

The recommendation is to receive and note the content of this report which provides an accurate overview and status update of the Community Education and Compliance Department's operational commitments.

ACTION ACCOUNTABILITY

The Manager Community Education and Compliance is responsible for the strategic direction and operational deliverables of the Community Education and Compliance Department, including reporting on delivery of its Business Plan and approved operational projects.

KEY MESSAGES

The Manager Community Education and Compliance will provide information on a regular basis to keep Council well informed of the performance and developing initiatives within the departments area of operations.

Report prepared by:	Report authorised by:
NISHU ELLAWALA	DANIEL WAGNER
Manager Community Education and Compliance	Director Planning, Environment and Community Services
Date: 3 February 2025	Date: 3 February 2025

ATTACHMENTS

- Attachment 1 – Community Education and Compliance Departmental Quarterly Update February 2025
- Attachment 2 – Community Education and Compliance Departmental Business Plan 2024/25

REFERENCE DOCUMENT

- Nil

COMMUNITY EDUCATION AND COMPLIANCE DEPARTMENT

QUARTERLY UPDATE
FEBRUARY 2025

Current as at 28.01.2025

Presented by **Manager Community Education and Compliance**



EXECUTIVE SUMMARY

This report is a quarterly overview of operational commitments for the Community Education and Compliance Department's activity presented in February 2025.

HIGHLIGHTS

- **New Team Member:** Welcomed Beth Carmichael as the new Administration Officer Trainee, joining the team to support key administrative functions.
- **Traineeship Milestone:** Eva Syminton, 2024 Trainee Administration Officer, has successfully completed her traineeship and is now assisting with the Approved Inspection Program's administrative tasks and onboarding the new trainee.
- **Successful Completion of Licence Renewal Period:** The annual renewal period for Food Business and Personal Appearance Service Licences concluded at the end of November. A total of 174 renewal notices were issued, with 170 licences successfully renewed. This process ensured continued compliance and supported local businesses in maintaining high standards of safety, quality, and professionalism.
- **Illegal Dumping Signage:** Collaboration between Community Education & Compliance, Environmental Health, and Media teams led to the design and production of new illegal dumping signs for hotspot areas.
- **Overgrown Property Compliance:** Compliance Officers have proactively identified and investigated approximately 50 overgrown properties following recent rainfall and warmer temperatures.
- **Responsible Dog Ownership:** Planning continues for the Selective & Systematic Inspection Program to enhance responsible dog ownership and community education.

THREE MONTH OUTLOOK

- **Queensland Civil and Administrative Tribunal matter:** Community Compliance Officers are preparing to defend a regulated dog declaration (Dangerous) issued in October 2024, in which the dog owner appealed the Council's decision to the Queensland Civil and Administrative Tribunal (QCAT). A directions hearing was held in January 2024, during which each party agreed to produce documents between February 2025 and May 2025. Pre-final direction hearing and final hearing dates have yet to be advised.
- **The systematic inspection program in Dysart:** will commence on 3 February 2025 and be in force for twelve weeks, expiring on 2 May 2025. The purpose of the program is to monitor compliance with the *Animal Management Act (Cats and Dogs) 2008 and Isaac Regional Council Local Law 1 (Administration) 2011 and Isaac Regional Council Local Law 2 (Animal Management) 2011* in relation to the keeping of dogs.
- **The selective inspection program:** will commence on 3 February 2025 and will be in force for a period of twelve weeks expiring on 2 May 2025. Property inspections will be conducted throughout the Isaac Regional Council area where a dog had been registered up to 31 August 2024, and the Council has not received a renewal for that registration.
- **The Microchipping in March program:** is programmed to commence in March. Free microchipping is offered to residents of the Isaac Regional Council area who currently have a registered dog with Isaac Regional Council. Moranbah Veterinary Clinic, Clermont Veterinary Surgery and Sarina Veterinary Surgery are on board with the program yet again this year.

- **Annual Food Inspections:** Scheduling and coordinating routine food business inspections to ensure compliance with food safety standards.
- **Response to Queensland Health:** Preparing a response regarding the potential changes to food business priority classifications and assessing their impact on local businesses and compliance requirements.
- **Ongoing Recruitment Efforts:** Progressing the recruitment of key positions, including Community Compliance Officers; Animal Management Attendants and Survey Officers.
- **Sign Deployment & Surveillance:** Illegal dumping signs have been distributed across identified hotspots. Increased use of surveillance cameras, with ongoing footage review.

EMERGING ISSUES

Resourcing challenges, notably recruitment of long-standing vacant positions, challenges backfilling maternity leave positions, and the recruitment of survey officers for the inspection program, have resulted in delays in the commencement of several operational plan projects. A review of operational project needs and priorities will be undertaken in February 2025, and resources and delivery timeframes will be allocated accordingly.

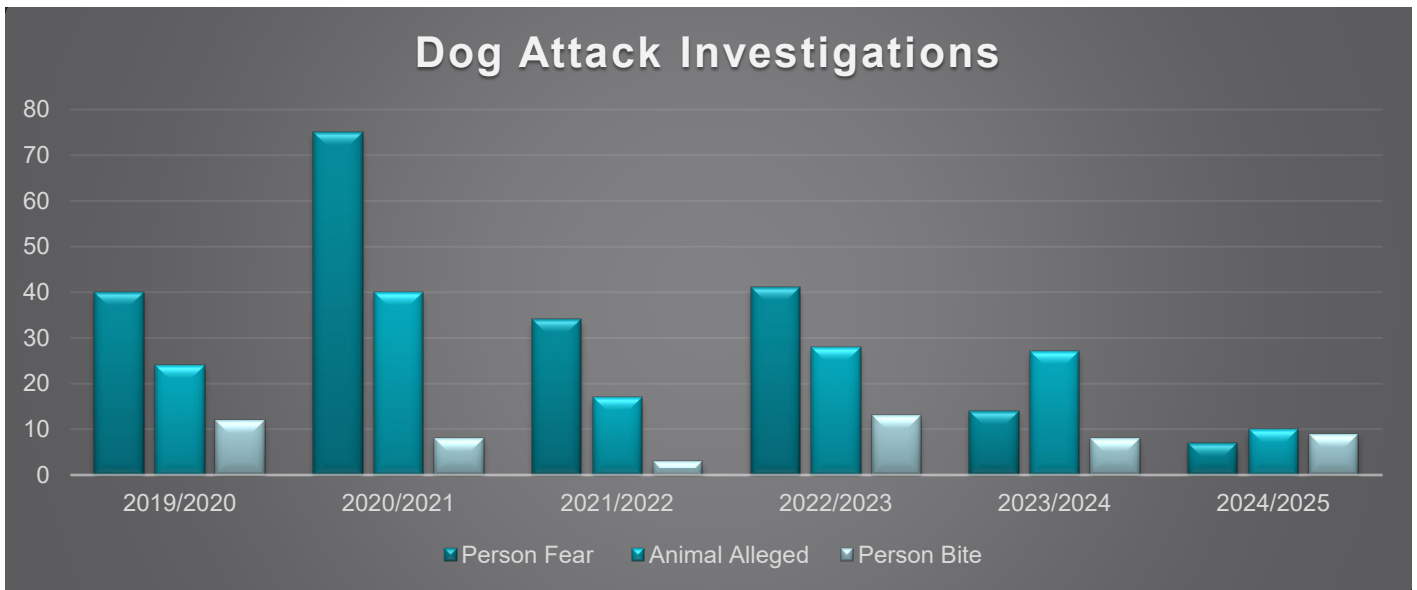
THREE MONTH OVERVIEW – PERFORMANCE REPORTING

Animal Management – Registered Dogs:

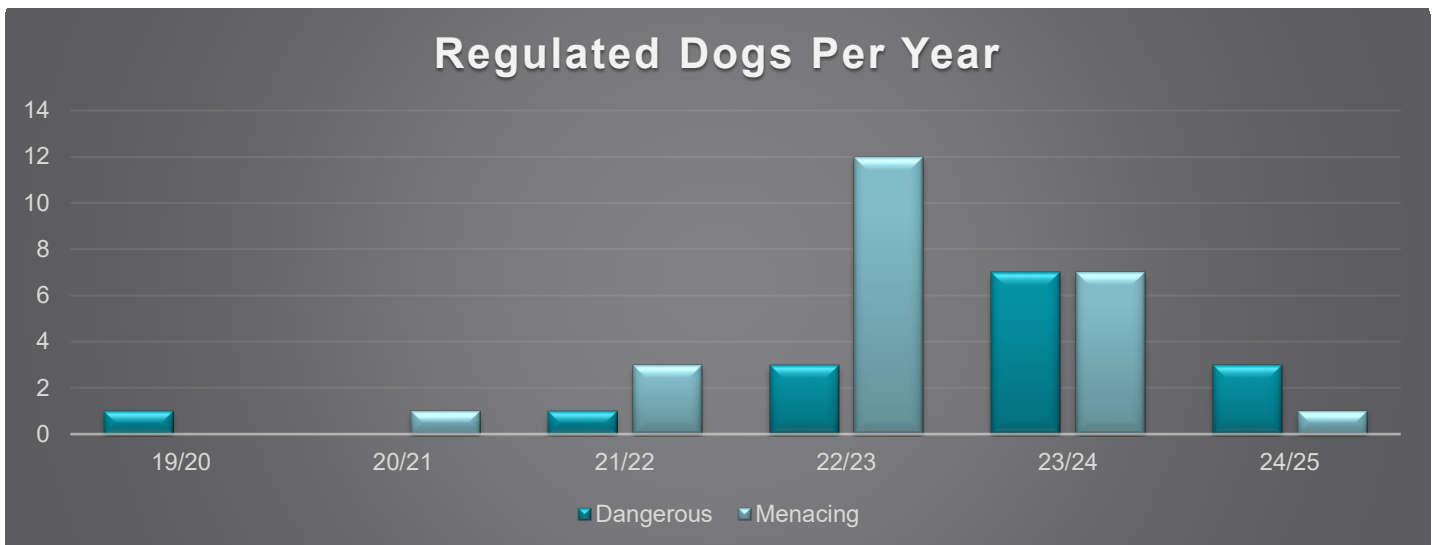


Description	November 2024	December 2024	January 2025	Rego YTD
New Dogs Registered	28	10	30	208
Puppy Registrations (inc. in registration numbers)	5	0	9	61
Dog Registration Renewals	18	11	7	1426
Total Registered				1634
Dog Registration – non-renewals				849

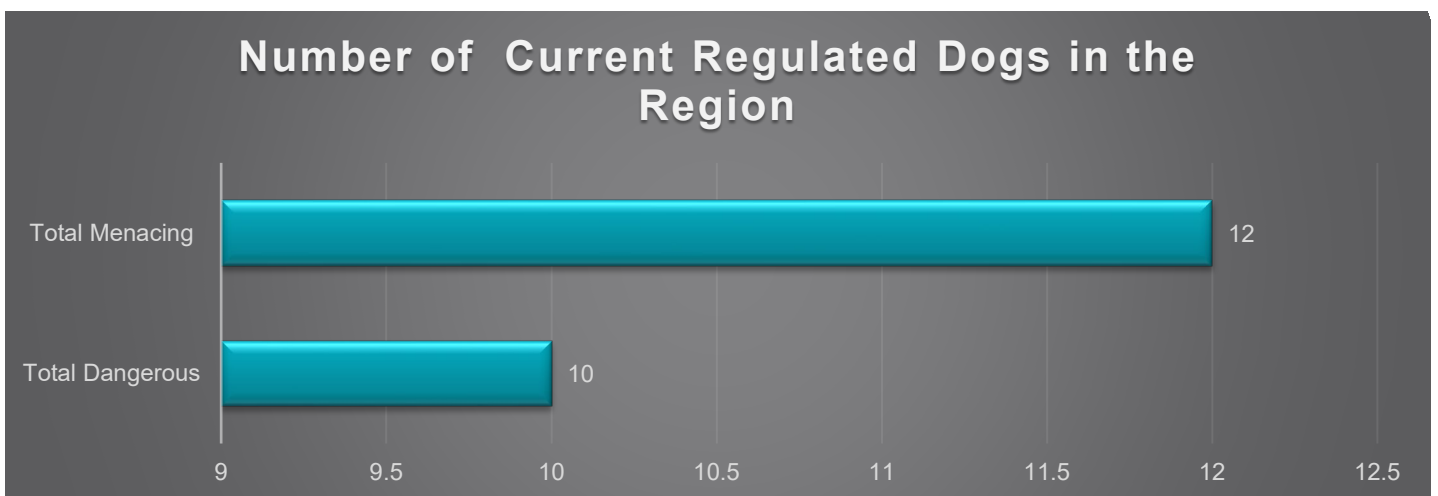
Dog Attack Investigation Data:



Regulated Dog Data:



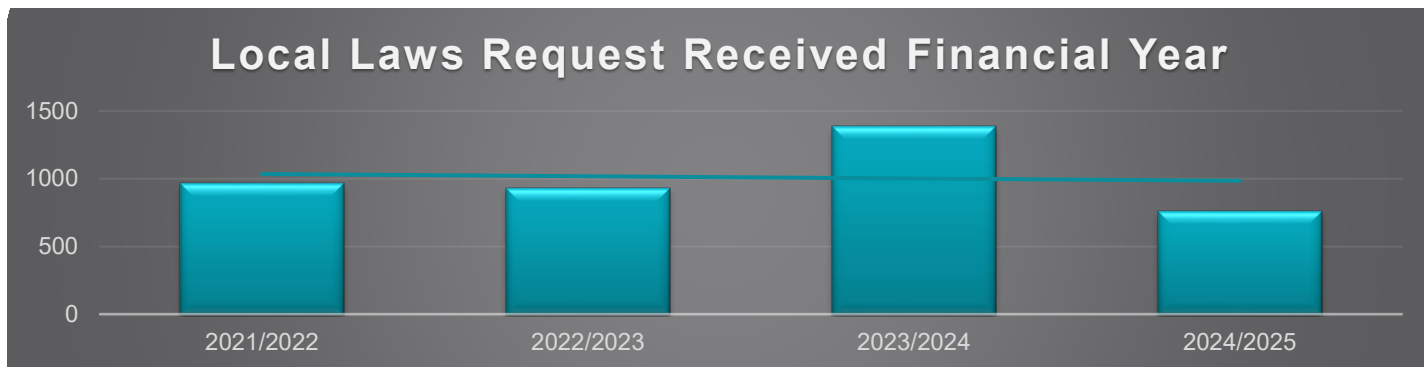
Number of Current Regulated Dogs in the Region:



* Missing Dogs two Regulated dangerous dogs

** Missing one Regulated Menacing Dog

Local Laws Compliance Customer Request Activity



The Local Laws unit received 80 requests in January 2025 resolving 54 requests during the period. The remaining service request is under ongoing investigation.

Building Search Services

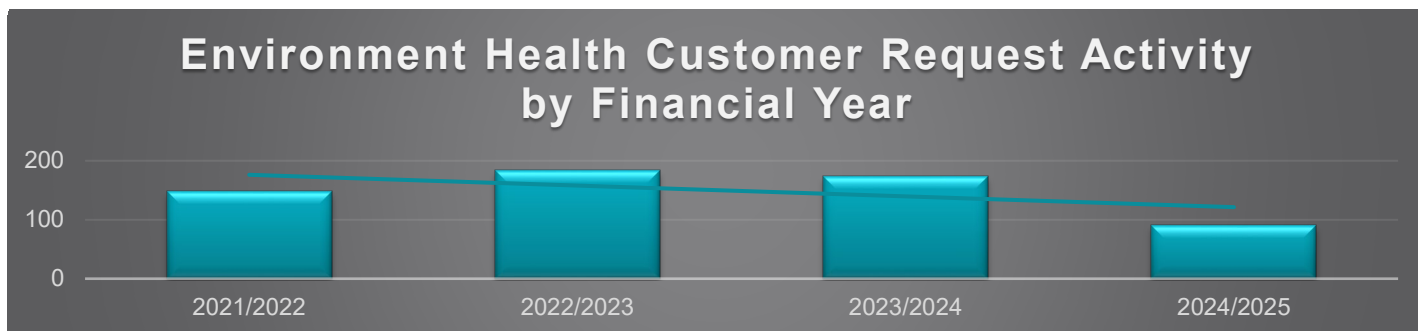
Description	November 2024	December 2024	January 2025	Financial YTD
Building Property Searches	25	10	7	97
Archiving of private other certifier approvals	7	7	1	52

Plumbing Services

Description	November 2024	December 2024	January 2025	Financial YTD
New Applications	10	1	5	37
Total Decided	10	1	3	35

Description	November 2024	December 2024	January 2025	Financial YTD
Plumbing Inspections	7	13	7	109
Trade Waste Audits	33	1	12	50
Backflow Testing	0	14	16	127

Environmental Health Services



Environmental Health Services received 10 requests in January 2025 and resolving 4 requests. The remaining service request is under ongoing investigation.

Type of Licence	Number
Full Food Licence	143
Potable Water Carriers	28
Temporary food licence (notes)	8
Personal Appearances Services	6
Commercial Use of Local Government Controlled Areas and Roads Approval (notes)	10
Total	195
Notes:	
<ul style="list-style-type: none"> Temporary fit licenses are investigated at the time of issue and are not included in the annual inspection schedule. Inspection are conducted when a complaint of service request is received and or when a single large event takes place for example the Clermont Show when officers conduct an inspection program for that that event. These license types are commonly issued for once of events. Commercial Use of Local Government Controlled Areas and Roads applications are assessed at the time of issue and do not require an annual inspection. 	

Service Level	Target	November 2024	December 2024	January 2025	FY YTD	Current Performance %	Service Level Type
Annual inspection of licensed food businesses undertaken	143 premises	13	6	7	47	32.87 %	Operational
Annual inspection of licensed potable water carriers	28 Premises	0	1	0	10	35.71%	Operational
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	6 premises	0	0	0	2	33.33%	Operational

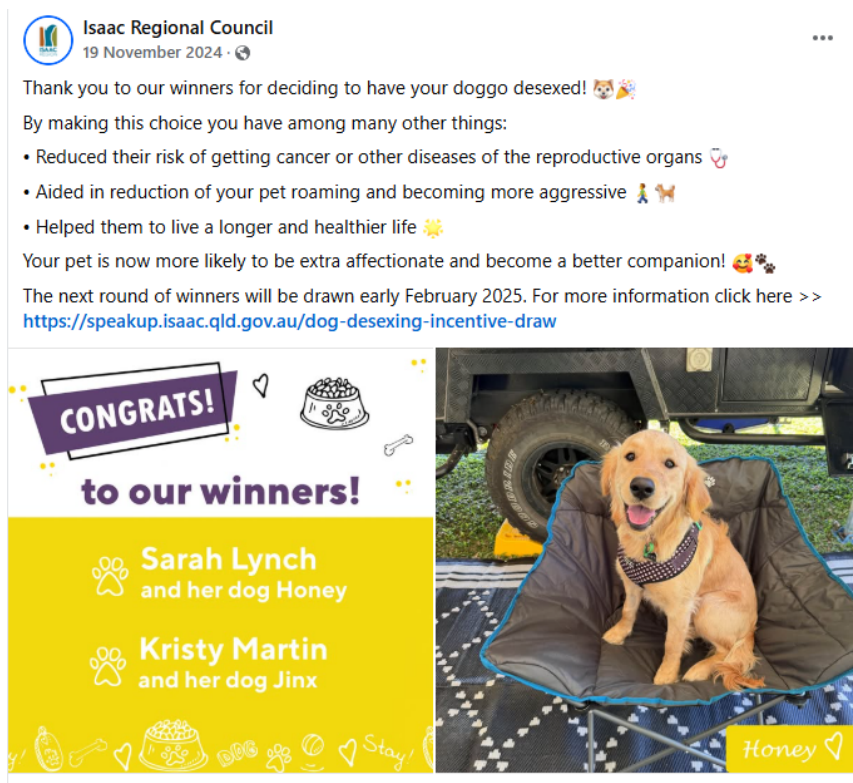
Applications Received	November 2024	December 2024	January 2025
Number of Food Business Licence Applications (New Business)	2	0	2
Number of Food Business Licence Applications (Amendment of licence)	0	1	0
Number of Short/Long Term Temp Food Business Licence Applications	1	0	0
Number of Mobile Food Business Licence Applications	0	0	0
Number of Potable Water Carrier Applications	3	0	0
Number of Food Business Licences Issued (fixed, mobile, pwc, long term temp, short term temp, amendment)	4	6	1
Notification of Non-Profit Organisation Food Event received	0	2	1
Notification of Non-Profit Organisation Food Event - approval granted	0	2	1
Number of Personal Appearance Service Licence Applications (New Business)	0	0	0
Number of Personal Appearance Service Licence Issued (New Business)	0	0	0
Annual Food Business Licence Renewals Received	36	34	0
Annual Food Business Licences Renewals Issued	50	58	0
Annual Personal Appearance Service Licence Renewals Received	2	2	0

Annual Personal Appearance Service Licence Renewals Issued	2	2	0
Renewal Notices Issued (Food and PAS)	0	0	0
Sale Search Application Received	0	0	0
Sale Search Reports Issued	0	0	0
Number of Commercial Use of Local Government Controlled Areas and Roads Approval Applications Received	1	1	0
Number of Commercial Use of Local Government Controlled Areas and Roads Approval Approvals Issued	1	1	0

CAMPAIGN AND EDUCATION HIGHLIGHTS

Dog Desexing Incentive Draw Winners Update:

The November 2024 winners of the Dog Desexing Incentive Draw are Sarah Lynch and her dog, Honey, from Dysart and Kristy Martin and her dog, Jinx, from Moranbah. Each received a \$100 shop gift card. The campaign is ongoing, with additional chances to win in February, May, and August 2025.

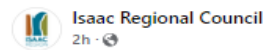


Social media Education Campaign update:

The department's social media education campaign in November, December and January continued its focus on key public safety and compliance issues, building on the momentum from previous months. The campaign topics included:

Annual Food Business License renewals -

This campaign aimed to remind Food Businesses of their obligations and responsibilities when holding a food business licence. All food business licence holders were sent a renewal in early September for completion prior to the current licence expiry of 30 November 2024. To renew your licence, an application form must be completed and submitted along with the licence fee payment.



Isaac Regional Council
2h · 🌐

🔔 Reminder: Annual Food Business Licence renewals are due 30 November 🗓️

If you are a licensed food business owner, you should have received your renewal notice with payment details via mail. Haven't received it? Please contact us at 1300 47 22 27.

To renew your licence, please complete the application form and submit it along with the licence fee payment using one of the following methods:

- In Person: At any Isaac Regional Council Office
- By Mail: Isaac Regional Council, PO Box 97, Moranbah Qld 4744
- Email: records@isaac.qld.gov.au

If you are starting a new food business and want to acquire a licence to prepare, cook and sell food, an application form for a food licence can be collected from an Isaac Regional Council Office or downloaded from the Council's website 📄

<https://www.isaac.qld.gov.au/.../Busin.../Food-Businesses...>



"IT'S OKAY! MY DOG IS FRIENDLY!" No, it's not okay!

A common misconception among dog owners is that a friendly dog can approach any other dog without issue. However, this mindset can lead to stressful or even dangerous encounters. Not all dogs are comfortable with social interactions—some may be anxious, in training, recovering from illness, or simply prefer their space.

This post emphasises the importance of respecting other dogs' boundaries and recognising that every pet has unique needs. It encourages responsible dog ownership by promoting leash etiquette, asking for permission before approaching other dogs, and understanding that friendliness does not override the need for safe and controlled interactions.



Isaac Regional Council
1h · 🌐

🚫 "IT'S OKAY! MY DOG IS FRIENDLY!"
🚫 No, it's not okay!

In Queensland, all dogs must be on a leash in public spaces to ensure everyone's safety.

🐾 It's wonderful that your dog loves meeting new friends, but not all dogs (or their humans) are comfortable with that. Some dogs may be nervous, in training, or simply just prefer to be left alone.

👂 Respect others & their need for space.

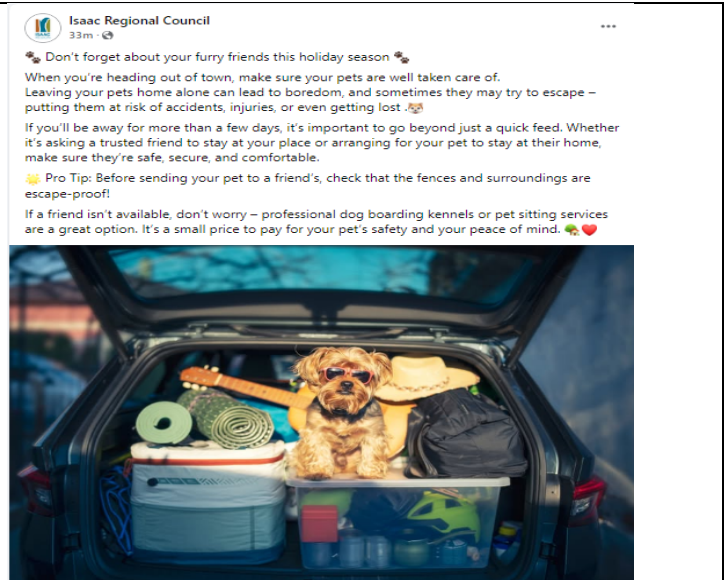
🦮 Keep your dog on a secure leash (including locking retractable leashes) and avoid letting them approach others without permission.



Pets and School Holidays - The campaign was aimed to raise awareness and provide some tips when leaving pets behind during holidays.

Key points:

When traveling without pets, it's important to arrange for their care to ensure they have enough food, water and won't cause a nuisance to the neighbourhood. Before sending a pet to a friend's, check that the fences and surroundings are escape proof.



Isaac Regional Council
33m · 📍


🐾 Don't forget about your furry friends this holiday season 🐾

When you're heading out of town, make sure your pets are well taken care of. Leaving your pets home alone can lead to boredom, and sometimes they may try to escape – putting them at risk of accidents, injuries, or even getting lost 🐾

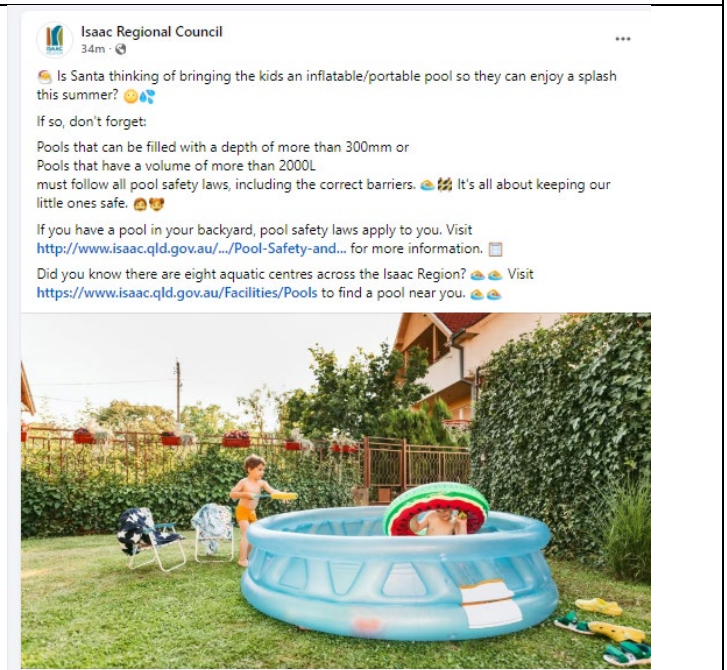
If you'll be away for more than a few days, it's important to go beyond just a quick feed. Whether it's asking a trusted friend to stay at your place or arranging for your pet to stay at their home, make sure they're safe, secure, and comfortable.

👉 Pro Tip: Before sending your pet to a friend's, check that the fences and surroundings are escape-proof!

If a friend isn't available, don't worry – professional dog boarding kennels or pet sitting services are a great option. It's a small price to pay for your pet's safety and your peace of mind. 🐾❤️



Pool Safety this Summer - The campaign emphasises the importance of complying with pool safety laws to protect children. It reminds pool owners, including those with inflatable or portable pools, that certain safety measures, like proper barriers, are required for pools over specific depths or volumes.



Isaac Regional Council
34m · 📍

🎅 Is Santa thinking of bringing the kids an inflatable/portable pool so they can enjoy a splash this summer? 🏊🏻‍♂️🌊

If so, don't forget:

Pools that can be filled with a depth of more than 300mm or
Pools that have a volume of more than 2000L
must follow all pool safety laws, including the correct barriers. 🏠🚧 It's all about keeping our little ones safe. 🏊🏻‍♂️👶

If you have a pool in your backyard, pool safety laws apply to you. Visit <http://www.isaac.qld.gov.au/.../Pool-Safety-and...> for more information. 📄

Did you know there are eight aquatic centres across the Isaac Region? 🏊🏻‍♂️🌊 Visit <https://www.isaac.qld.gov.au/Facilities/Pools> to find a pool near you. 🏊🏻‍♂️📍



Christmas Food Safety Tips—This social media message was intended to raise awareness about essential food safety practices during the festive season. It aims to minimise the risk of foodborne illness by providing practical tips for preparing, storing, and handling food safely while encouraging readers to enjoy a safe and delicious holiday.

Isaac Regional Council
3m · 🌐


📌 Having a food filled Christmas?
📌 Here are some food safety tips for this festive season!

Here's some food safety tips to ensure your Christmas is memorable for the right reasons:

- ✅ Prepare food as close as possible to the eating time and make sure there is enough space in the refrigerator to keep cold food at 5°C or lower
- ✅ Refrigerate leftovers immediately after the meal and use within two to three days
- ✅ Ensure you maintain good food hygiene at all times when handling food to minimise the risk of cross-contamination
- ✅ Regularly wash your hands with soap and water, particularly after handling raw meat or other potentially hazardous foods
- ✅ Use different cutting boards for each food type, such as meat, seafood and vegetables and salads
- ✅ Make sure food is thoroughly warmed through when eating leftovers.

Let's make this festive season both delicious and safe! 🍷 🍷 🍷

For more tips visit Food Safety Information Council



Not every dog wants a pat - The purpose of this social media message is to promote responsible and considerate behaviour when encountering dogs in public spaces. It aims to:

- Awareness: Not all dogs are comfortable with being approached or patted; some may feel anxious or stressed.
- Respect: Emphasise the importance of respecting a dog's personal space and the owner's preferences.
- Safety: Educate the public on asking for permission before interacting with a pet.
- Regulations: Reinforce Queensland's leash laws for public safety.
- Community Impact: Encourage a positive, pet-friendly environment for all


Isaac Regional Council
1d · 🌐

Friendly reminder: not every dog wants a pat 🐾

It's hard to resist a cute dog on a walk, but remember – not all dogs are comfortable with being patted, and not all owners want their pets approached.

Always respect a dog's personal space and ask the owner for permission if you'd like to interact. 🐾 Keep in mind that in Queensland, dogs must be on a leash, and many are out for exercise, training, or might feel anxious around strangers. 🐾

Let's all do our part to keep walks enjoyable and peaceful for both pets and their owners! 😊



Illegal Dumping - The campaign aimed to raise awareness about the impacts of illegal dumping. The focus was on promoting responsible behaviour among the community

Isaac Regional Council
11 minutes ago

See it, report it, stop it

Illegal dumping and littering do more than make our beautiful communities look bad.

When you dump rubbish, it can:

- 👉 Pollute our environment
- 👉 Affect the safe use and enjoyment of our outdoor spaces
- 👉 Threaten the life of pets and wildlife
- 👉 Introduce pests and weeds in our natural areas
- 👉 Block waterways and roads causing flooding

Report illegal dumping by calling 📞 1300 ISAACS (1300 47 22 27) or through the 📱 Snap Send Solve app.

Make sure you get as many details as you can, including:

- 🔹 Time, date, place, and description of litter
- 🔹 Registration number, make/model, colours, or distinguishing features of vehicle
- 🔹 Description of the person making the offence (including location in vehicle, clothing, gender)



Mosquito Management around the home

The campaign aimed to raise awareness, encourage preventative actions, promote public health, provide seasonal alerts, engage the community, and share available resources for effective mosquito control.

Isaac Regional Council
16 January at 10:00

The Isaac Region has had some heavy rain over the last few days ☁️ and where wet weather goes the mosquitoes are sure to follow 🦟

Protect yourself and your loved ones from mosquitos and the disease they can carry.

Follow these tips to reduce mosquito numbers in your area:

- ✅ Remove stagnant water where mosquitos can breed around your home.
- ✅ Ensure rainwater tanks are sealed and inlet and outlet pipes are screened.
- ✅ Keeping your lawns mowed.
- ✅ Killing adult mosquitos with flying insect and surface sprays.
- ✅ Don't forget the kids!. On babies, you might need to spray or rub repellent on their clothes instead of their skin. Avoid applying repellent to the hands of babies or young children.

Remember to TIP IT, STORE IT and THROW IT before the rainy weather sets in.

For more tips on mananging mosquitos in your neighbourhood:

<https://www.isaac.qld.gov.au/.../Public-Health.../Mosquitoes>





CORPORATE REPORTING

DEPARTMENTAL BUSINESS PLAN 2024/25

KEY PRIORITIES AND PROJECTS 2024/2025

CORPORATE PLAN LINK	PROJECT OR BAU PRIORITY	MEASURE OF SUCCESS (KPI)	Status
Governance for Accountability Leading and Enabling a Changing World	Continue the Customer-Focused Review: Deliver customer-focused service reviews across the Department to ensure customer-led business improvements are implemented to improve relationships within the industry and the community.	Customer Feedback	On Target
Governance for Accountability	Training and development of officers	Compliance & Certification Rate – Percentage of officers meeting mandatory compliance training requirements.	On Target
Governance for Accountability	Plan and Deliver Monthly Education Awareness messaging	Customer Request and Voluntary Compliance	On Target
Governance for Accountability	Subject to appropriate staff resources, undertake the Internal Audit Recommendation Actions listed on Table 1	Delivery of the program	Below Target
Governance for Accountability	Plan and deliver an approved systematic inspection program (a) Approved Systematic Inspection Program Dysart (b) Approved Selective Inspection Program - Non-Renewed	Delivery of the program	On Target
Governance for Accountability	Plan and Deliver Microchipping in March program	100% Delivery of the program in March	On Target
Governance for Accountability	Plan and Deliver Desexing Incentive Draw	Delivery of the program	On Target
Governance for Accountability	Local Government Illegal Dumping Partnerships Program – Round 2B	Delivery of the program	On Target
Governance for Accountability	Subject to appropriate staff resources and Council Enterprise IT systems that support Infield IT Service Delivery - Automation of application and application	Delivery of the program	Below Target

	assessment processes using TechOne and Mobility	
Governance for Accountability	Subject to appropriate staff resources, develop and implement mobile food inspections.	Below Target
Governance for Accountability	Environmental Health Whitsunday, Isaac, Mackay EHWIM Meeting	4 Partnership meetings are attended per year, and 1 hosted in Isaac Each year On Target

Planning Environment & Community Services Community Education & Compliance

BUSINESS PLAN FINANCIAL YEAR – 2024/2025

Prepared by: Manager Community Education & Compliance
Current as at: 28 January 2025

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PURPOSE

The purpose of this Business Plan is to ensure the implementation of Isaac Regional Council's Corporate Plan through the programs, functions and services provided by the featured department.

Business plans will inform the development of the annual operations plan of the council, as well as operational and capital budgets, to identify projects that require concept briefs for approval for new or unique capital and operational projects.

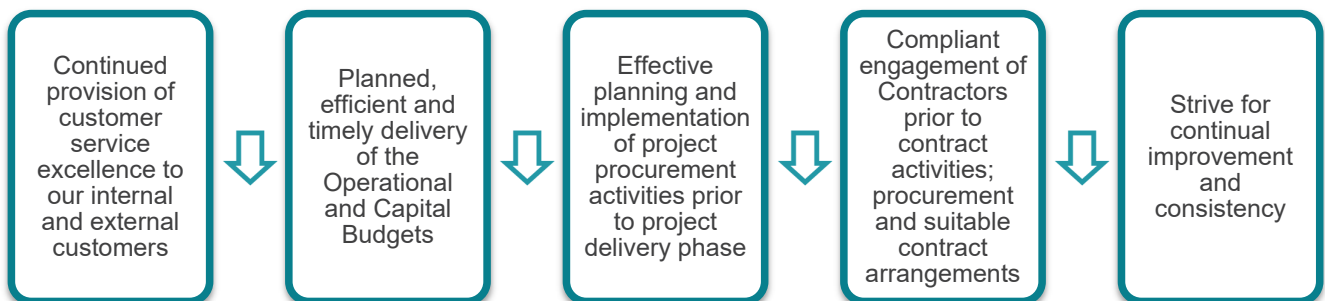
The Business Plan influences the development of the Annual Operational Plan and Budgeting, identifying the performance measures that will determine how the Corporate Plan's outcomes are being achieved. Business plans will inform the development of the annual operations plan of the council, as well as operational and capital budgets, to identify projects that require concept briefs for approval for new or unique capital and operational projects.

SCOPE

The business plan applies to all operational functions of the department, supporting the strategic direction of the Directorate and Council.

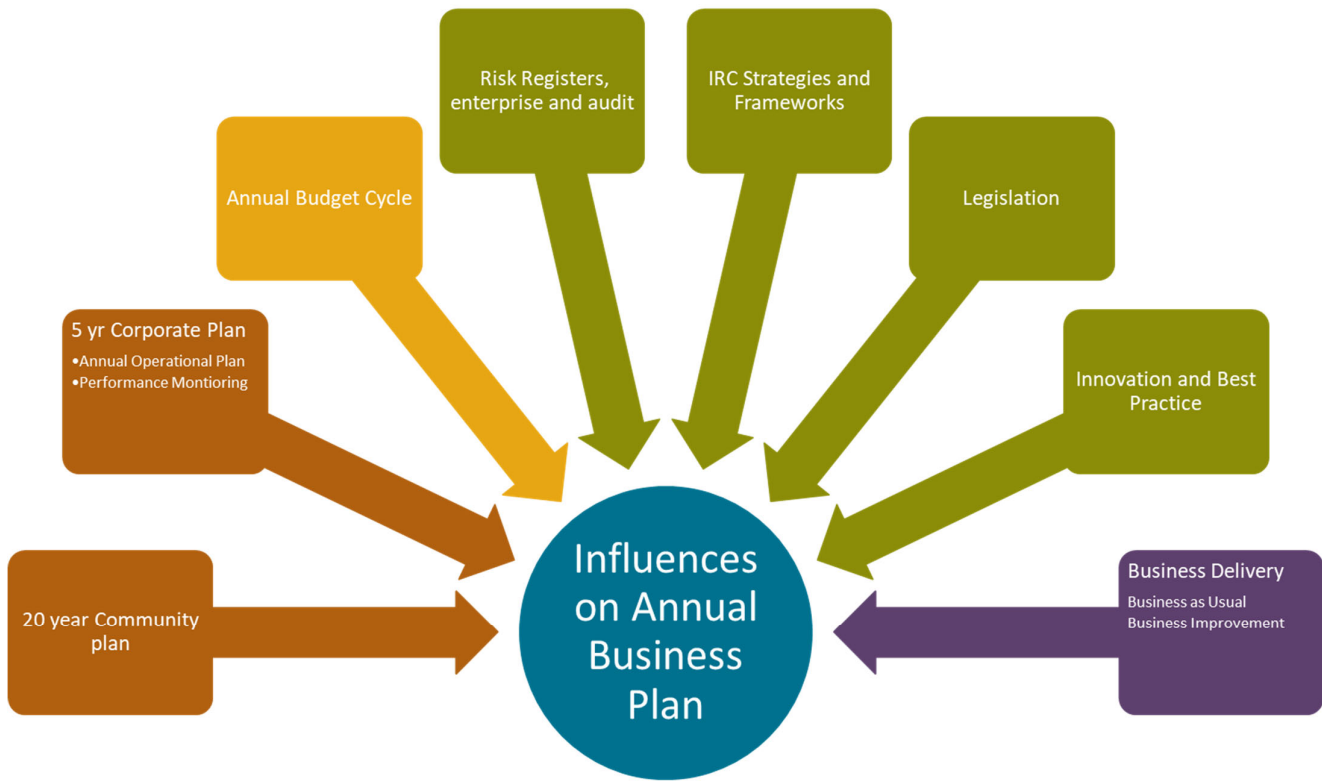
KEY FOCUS AREAS

We're delivering in a changing world. At Isaac, the how matters



BUSINESS PLAN INFLUENCES

How the Business plan is the key link to all business activities.

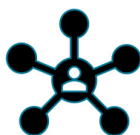


COMMUNITY EDUCATION AND COMPLIANCE PLAN ON A PAGE

DEPARTMENT NAME Community Education and Compliance

DEPARTMENT OBJECTIVES To build and create value for the communities of Isaac by delivering trusted customer service in the areas of Community Education and Compliance

- KEY FUNCTIONS**
- Department Management
 - Building Property Search Services
 - Compliance Services
 - Community Education Services
 - Building Services and Development Compliance Services
 - Environmental Health Services
 - Plumbing Services

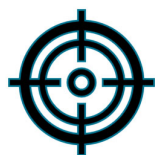


OVERVIEW

KEY STAKEHOLDERS

Elected Members
 Chief Executive Officer
 Executive Management (Executive Leadership Team)
 Internal Referral Partner Departments
 Community Members
 Local Businesses
 State Government/Local Government
 Local Government Association of Queensland
 Rescue Groups
 Queensland Police Service
 Real estate agents
 Royal Society for Prevention of Cruelty to Animals Queensland
 Schools and Early Learning Centres

RESOURCES 17 FTE



STRATEGY

KEY STRATEGIES

Corporate Plan
 Operational Plan
 Food Safety Strategy
 Illegal Dumping and intervention Plan
 Community Education Plan
 Community Education and Compliance policy
 Enterprise Risk Management

KEY LEGISLATION

Local Government Act 2009 (LGA 2009)
Local Government Regulation 2012
Animal Management (Cats and Dogs) Act 2008
Environmental Protection Act 1994
Food Act 2006
Isaac Regional Council Local Laws 2011
Local Government Act 2009
Plumbing and Drainage Act 2018
Public Health Act 2005
Public Health (Infection Control for Personal Appearance Services) Act 2003
State Penalties Enforcement Act 1999
Waste Reduction and Recycling Act 2011



**INFLUENCES
AND RISKS**

KEY INFLUENCES

Skills shortage and staffing recruitment challenges
Service expectations not reflective of the resourcing at hand
Red tape
Outdated IT systems
Prizing the squeaky wheel over the quieter problems

KEY RISKS

Resourcing & succession planning



**PRIORITIES &
PROJECTS**

**KEY BUSINESS AS
USUAL**

(TOP 5)

The Community Education and Compliance team delivers a range of education & compliance services under the following programs:

- Department Management
- Department Administration
- Building & Development Services
- Compliance Services
- Community Education Services
- Development Compliance Services
- Environmental Health Services
- Plumbing Services

**KEY OPERATIONAL
PROJECTS**

- Delivery of the Local Government Illegal Dumping Partnerships Program – Round 2B
- Plan and deliver an approved systematic inspection program (approved/selective).
- Declared Dangerous and Menacing Dog Annual Audits to ensure continuing compliance with conditions of declaration.



-
- Plan and Deliver the Animal Management Community Education.
 - Plan to Deliver Microchipping events and activities programs across the Region.
-

**KEY CAPITAL
PROJECTS**

AMC Moranbah maintenance upgrades

DEPARTMENT OVERVIEW

OUR OBJECTIVES

To provide high-quality community safety, amenity, and built and natural environmental protection services through dynamic and innovative compliance and customer-focused programs and services which empower staff in service excellence.

OUR FUNCTIONS AND SERVICES

The Community Education and Compliance Department delivers a range of services under the following programs:

DEPARTMENT OUTPUTS

OUTPUT	FREQUENCY	INTERNAL/EXTERNAL
Department Management Building Leadership and Culture Delivering Service Excellence Business Efficiency		
Delivery of Council's Corporate Plan Provide accountable and transparent planning and performance assessment by implementing Corporate and Business Planning and Corporate Performance reports.	Ongoing	Internal
Leadership and Culture Pursue service excellence in our people and encourage innovation, teamwork engagement, and fun. Add value to business outcomes by developing strong partnerships and relationships with all stakeholders.	Ongoing	Internal/External
Delivering Service Excellence Pursue service excellence in our service delivery and continuous improvement in policies, systems, processes, and practices.	Ongoing	Internal
Business Efficiency, engagement, and Innovation Encourage innovation and creativity through research and evidence-based practice to enhance organisational efficiency.	Ongoing	Internal
Prudent Financial Management Manage financial resources prudently, responsibly, and effectively.	Ongoing	Internal
Department Administration Provision of excellence in business services and systems improvements to Community Education and Compliance programs and Staff		
Administrative support to CSC These functions include customer service, information management, performance monitoring and reporting, business and system analysis, and a critical interface with Corporate	Ongoing	

Services to ensure alignment and compliance with our various governance frameworks.		
Systems development and Maintenance Maintain corporate software, including setting up of parameters Workflow, parameter and reporting development and maintenance collaboratively with IT Systems Team and Customer Service Team –for the following TechOne System Modules: <ul style="list-style-type: none"> - Infringement Module - Animals Module. - Licensing Module - Registers Module - Applications Module - Customer Service Module Registers 	Ongoing	Internal/External
Administration of SPER, CITEC Coordination of upgrades and reporting for the following Department-specific external Systems under licence arrangements.	As required	Internal/External
Manage the Department licencing renewals functions: Renewal Notices/ Reminders: Annual Animal Registration Renewal; Licences relative to the Department (food, trade waste, etc.)	As required	Internal/External
Manage the Department Searches Services and Reporting Functions: Building and Plumbing information service. Siting Variation administration.	As required	Internal/External
Community Education Services		
Paws-itive Blueprint Education Delivery of the Paws-itive Blueprint education program to the early learning centre, pre-schools, and schools collaboratively with compliance services.	As required	Internal/External
Gather data, analyse, benchmark, and present statistics and recommendations to management in relation to projects proposed and delivered.	As required	Internal/External
Community Compliance Service		
To deliver all aspects of amenity and safety, all aspects of domestic animal management to ensure public safety in accordance with legislation and proactively increase public awareness and community understanding of the need to responsibly manage companion animals, thereby reducing animal-related nuisances.		
Animal Care Services: Impounded companion animal (domestic dogs) care and release. Rehoming of unclaimed domestic dogs.	As required	Internal/External

Animal Public Safety and Nuisance Response. Respond to and resolve Animal Incidents, Declared Dog Audits, Barking Dog Nuisance, and Other Animal Nuisances.	As required	Internal/External
Nuisance Regulation Education and resolution of community requests for regulation of residential nuisances concerning amenity and safety and abandoned Vehicles on Local Government Road network.	As required	Internal/External
Business on Public Place Regulation Assessment, renewal, and compliance service for business in public places.	As required	Internal/External
Building & Development Compliance		
To provide building and land use/development related customer service, investigation, and education services to ensure a safe and healthy community and protect the natural and built environment		
Building & Land Use Investigations Resolution of alleged land use development permit breaches of Building Act, Planning Act /Planning Scheme via education and enforcement actions.	As required	Internal/External
Development Audits Audit of Development Permits on a risk management basis.	As required	Internal/External
Environmental Health Services		
To work collaboratively with business operators, residents, and other government agencies to maintain and enhance the overall quality of life for people who work, live in, or visit Isaac through the delivery of public health and environmental protection services.		
Public and environmental health licensing and approvals: Assess and make decisions on applications for approvals under relevant State legislation for food businesses (fixed, mobile, and/or temporary), environmentally relevant activities (ERAs), higher risk personal appearance services e.g., tattooists, body piercing.	As required	Internal/External
Referral Advice Provide advice and input into DA conditions for environmental health-related issues.	As required	Internal/External
Public and environmental health compliance activities: Public and environmental health inspections illegal dumping enforcement.	As required	Internal/External
Environmental Events, Activities, and Education Deliver education campaigns for business operators and the community to raise awareness about environmental health licensing requirements.	As required	Internal/External

Plumbing Services

To provide plumbing-related customer service assessment, investigation, and education services to ensure a safe and healthy community and protect the natural and built environment

To ensure plumbing works are carried out to standards and specifications:

- Plumbing Certification
- Plumbing Compliance
- Trade Waste Audits
- On-Site Sewerage Designs
- Backflow testing and repairs

As required

Internal/External

PEOPLE RESOURCES (AS AT JANUARY 2025)

UNIT/ SERVICE AREA	NUMBER OF STAFF	TENURE TYPE
Department Management To provide overall leadership and management to the Department with respect to the financial direction, customer service, culture, and service delivery.	1	Full time
Department Administration Deliver excellence in business services and systems improvements to the department.	3 1	Full Time Trainee
Compliance Services Amenity and safety ensure a safe and healthy community, including the delivery of all aspects of animal management to ensure public safety in accordance with legislation and proactively increase public awareness and community understanding of the need to manage companion animals, thereby reducing animal-related nuisances responsibly.	4 1	Full Time (1 Compliance Officer Vacant) (1 Cadet Compliance Officer)
Community Education Services Deliver for the Department and direct to our customers' education and promotion services, influencing social and behaviour changes that achieve proactive, participative, self-regulation/voluntary compliance, which improves public safety and community outcomes of the various legislation administered by Community Education and Compliance.	1	Full Time (Vacant as of 21 June 2023)
Building Services and Development Compliance Services	1	Full Time

To provide building and land use compliance-related customer service, investigation, and education services to ensure a safe and healthy community and protect the natural and built environment.		Vacant Maternity Leave until 3 February 2025
Environmental Health Services To work collaboratively with business operators, residents, and other government agencies to maintain and enhance the overall quality of life for people who work, live in, or visit Isaac through the delivery of public health, education, and environmental protection services	2	Full Time (1 Vacant)
Plumbing Services To provide plumbing-related customer service, assessment, investigation, and education services to ensure plumbing and drainage works are completed to legislative requirements, standards, and specifications to ensure a safe and healthy community and protect the natural and built environment.	2	Full Time

KEY CUSTOMERS/STAKEHOLDERS

CUSTOMERS	WHAT DO OUR CUSTOMERS VALUE?
INTERNAL CUSTOMERS	
Elected Members Chief Executive Officer Executive Management (Executive Leadership Team) Internal Referral Partner Departments	<ul style="list-style-type: none"> • Accessibility and reliability • Maturity and flexibility • Building and promoting a positive workplace culture that upholds Council values • Collaborative initiatives and reciprocal support
EXTERNAL CUSTOMERS	
Community Members	<ul style="list-style-type: none"> • Timely, transparent, and quality customer service • Consistent, fair, transparent, and accountable provision of regulatory services • Proactivity in protecting the natural and built environment ensuring broader public health. • Clear and accurate information that is consistent and easy to understand that demonstrates Council's expected values and behaviours and excellent customer service • Provision of high-quality education and support services • Care and compassion • Value for money in service provision

CUSTOMERS	WHAT DO OUR CUSTOMERS VALUE?
	<ul style="list-style-type: none"> • A collaborative and innovative approach.
Local Businesses	<ul style="list-style-type: none"> • Accessibility and reliability • Consistent, fair, transparent and, in the accountable provision of regulatory services • Provision of high-quality education and support services for local businesses • A collaborative and innovative approach. • Timeframes /efficiency and clear expectations. • Value for money in service provision
State Government/Local Government	<ul style="list-style-type: none"> • Transparent and timely communication • Sharing of best practice • Collaborative initiatives • Participation in regional initiatives • Regional arrangements and policy advocacy • Timely provision of environmental monitoring, incident reports etc
Local Government Association of Queensland	<ul style="list-style-type: none"> • Regional collaboration • Strategic advice and information sharing;
Rescue Groups	<ul style="list-style-type: none"> • Reciprocal philosophy to rehome unwanted animals
Queensland Police Service	<ul style="list-style-type: none"> • Efficient and effective customer service • Clear and accurate information that is consistent and easy to understand • Officer safety escalation and assistance with execution of Warrants
Real estate agents	<ul style="list-style-type: none"> • Education in respect of the type and number of animals that can be kept on a property • nuisance regulations • marketing material and information for tenants
Royal Society for Prevention of Cruelty to Animals Queensland	<ul style="list-style-type: none"> • Community Education • Collaborative rehoming opportunities (Big Adopt Out) • Concurrent initiatives (de-sexing)
Schools and Early Learning Centres	<ul style="list-style-type: none"> • Paws-itive Blueprint education program - promotion of responsible pet ownership

STRATEGIES INFLUENCING DEPARTMENT

Operations and long-term planning instruments for effective department operations.

REFERENCE PLANS	DEPARTMENTAL LINKS
Vision & values	We're delivering in a changing world. At Isaac, the how matters.
2023 – 2028 Community-Corporate Plan	Leading and enabling a changing world, Engaged communities, Inclusive growth for a progressive economy, Liveability through design and infrastructure, Vibrant natural assets, Governance for accountability

Five-year corporate plan Themes	Infrastructure, Governance, Communities, Environment and Economy
Annual operational plan	Includes the themes and strategies of the corporate plan and items in this business plan to identify priorities of projects and services
Asset management plan	Asset class plan
Project management framework	How the project will deliver on projects
Enterprise Risk Management Framework	How we identify and manage risks
Management Plan and Objectives Procedure	How the business planning process is managed at Isaac.

LEGISLATIVE INFLUENCES ON THE DEPARTMENT

REGULATION	RELATED POLICIES
<i>Local Government Act 2009 (LGA 2009)</i>	
<i>Local Government Regulation 2012</i>	
<i>Animal Management (Cats and Dogs) Act 2008</i>	
<i>Environmental Protection Act 1994</i>	
<i>Food Act 2006</i>	
<i>Isaac Regional Council Local Laws 2011</i>	
<i>Plumbing and Drainage Act 2018</i>	<i>Community Education and Compliance Policy</i>
<i>Public Health Act 2005</i>	
<i>Public Health (Infection Control for Personal Appearance Services) Act 2003</i>	
<i>State Penalties Enforcement Act 1999</i>	
<i>Waste Reduction and Recycling Act 2011</i>	
<i>Planning Act 2016 (and subordinate legislation/policy)</i>	
<i>Right to Information Act 2009 (& RTI Regulation 2009)</i>	
<i>Information Privacy Act 2009 (& IP Regulation 2009)</i>	
<i>Public Records Act 2002</i>	
<i>Work Health and Safety Act Queensland 2011</i>	<i>WHS Policy Statement and Health and Wellbeing Policy Statement</i>

COUNCIL POLICY INFLUENCING DEPARTMENT REFERENCE PLANS

REFERENCE PLANS	DEPARTMENTAL LINKS
Community Education and Compliance Policy	Outlines Isaac Regional Council's risk- and outcome-based approach, as well as its priority-setting process for compliance and enforcement. It emphasises education, communication, and engagement to encourage responsible behaviour while supporting enforcement actions when necessary to ensure compliance.
Surrendered and Unclaimed Dogs Policy	Establishes guidelines rehoming, transfer to welfare agencies, or other disposal of surrendered and unclaimed impounded dogs
Trade Waste Policy	This Policy also outlines Council's legislative obligations and its position on trade waste management, including education, compliance and enforcement.
Community Education Compliance Strategy for the Food Act 2006	Outlines Isaac Regional Council's risk-based, graduated, and proportionate approach, along with its priority-setting process for compliance and enforcement. Designed to guide the Environmental Health Services team, this Strategy ensures compliance activities are responsive, effective, efficient, transparent, and collaborative.
Illegal Dumping Management and Intervention Plan	Outlines a structured approach to reducing illegal dumping through prevention, intervention, and enforcement. It includes measures like surveillance, public education, fines, and programs to minimise environmental harm and deter repeat offences.

DEPARTMENTAL INFLUENCES AND RISKS

DEPARTMENT INFLUENCES/IMPACTS

The following table summarises the various current and emerging influences on the Department at this time that will have an impact on the business.

INTERNAL/ EXTERNAL	POTENTIAL IMPACT	RISK OR OPPORTUNITY
INTERNAL	Capacity to meet inconsistent political expectations	Risk
INTERNAL	Limited departmental resources and constrained capacity for succession planning	Risk
INTERNAL	Inconsistent interdepartmental support /engagement	Risk
INTERNAL	Team distribution and representation	Risk
INTERNAL	Token internal consultation	Risk
INTERNAL	Lack of consistent organisational approach and cultural values	Risk

INTERNAL	Corporate knowledge retention	Risk
INTERNAL	Lack of holistic running IT systems Reliability of Enterprise Reporting and absence of other BI tools/automated exception/timed reporting delivery	Risk
INTERNAL	Tech one modules: module setup does not reflect the business and best practices in department governance.	Risk
INTERNAL/ EXTERNAL	Local Government Election 2024	Risk and Opportunity
INTERNAL/ EXTERNAL	State and Federal Policy and/or legislative amendments.	Risk and Opportunity
INTERNAL/ EXTERNAL	Capacity to meet changing regulatory requirements	Risk

DEPARTMENT STRENGTHS, WEAKNESSES, OPPORTUNITIES, AND THREATS

<p>STRENGTHS</p> <p><u>Our people/ Role:</u></p> <ul style="list-style-type: none"> • Extensive knowledge and experience with diverse skills that we share. • Diversity and individuality. • Have a sense of humour and like to have fun. • Strong comradery and resilience of members. • Actively welcome Trainees • Safety focused. • A desire to improve the quality of our services to customers. • Motivation of our staff to engage with professional development opportunities. • Make a difference in the community every day. • Rehoming of animals is at 98% • Reuniting animals with their owners is successful. <p><u>Our Customers</u></p> <ul style="list-style-type: none"> • We continue to respond positively to customer feedback. • Representation of key regional groups and recognition. Excellent relationships with Rescue Groups and industry 	<p>WEAKNESSES</p> <p><u>Our people/Role:</u></p> <ul style="list-style-type: none"> • Staff turnover; • Lack of time for restaffing and training • Compassion fatigue (becoming too hard) • Decentralised Department – an obstacle to ultimate team cohesion. • An emerging missing middle between junior officers and senior staff in some business areas. • Interpersonal relationships – maturity to move forward • Fatigue management. • Staff not understanding the roles of others (across the departments and within the team). • Overtime and on-call service – Cost and personnel to maintain due to geography • Limited inter-department consultation • Staff levels do not match customer expectations/jobs raised; <p><u>Systems:</u></p> <ul style="list-style-type: none"> • Corporate IT systems e.g., setup, speed, and agility. • IT only provides minimal System solutions rather than a complete System package. • Legislative restrictions e.g. access CITEC for some issues. <p><u>Our customers:</u></p> <p>Social media responsiveness - Risk of keyboard warriors;</p>
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OPPORTUNITIES	THREATS
<p><u>Our People/ Our Roles:</u></p> <p>For the future Department Planning:</p> <ul style="list-style-type: none"> • System and process development and improvement. • Adoption of a continuous business improvement and/or business process management methodology has the potential to baseline existing processes and performance across the Department and then incrementally strengthen the quality of our services, improve customer satisfaction and improve efficiency, productivity, and therefore the value of our outputs. • Form closer inter-department relationships • Chance for change and Innovation • Advancement within Department. • Additional training. • Succession planning. • Collaboration with other Council business improvement teams and counterparts across Council to leverage knowledge, ideas, and innovative practices. <p><u>Role Clarity</u></p> <ul style="list-style-type: none"> • Team building exercises to improve morale • Strong inter Departmental relationships • Implementation of key business improvements as supported by the CEC Administration team • Internal and external department staff rotations to improve skill development and progression of staff. • For supervisors to share experiences and leverage their skills for the future. • To investigate innovative, non-conventional ways to improve developments. • The willingness of other SEQ Councils to work together on initiatives and share experiences. <p><u>Our Systems</u></p> <ul style="list-style-type: none"> • Increase work efficiency through the use of mobile IS solutions, apps, and GIS technology. • IT Mobility Increase work efficiency through the use of mobile IS solutions, apps, and GIS technology. • In-field data capture and mobile technologies have the ability to streamline processes, 	<p><u>Our People:</u></p> <p>Existing staff burn-out due increased staff turnover,</p> <p><u>Our Roles:</u></p> <ul style="list-style-type: none"> • Travel - large local government area (time) • Changes to local laws or State Legislation • Lack of standing operating procedures/work instructions for key service areas of the Department to guide the regulatory efforts • Inconsistency in the application of regulatory efforts <p><u>Our Systems:</u></p> <ul style="list-style-type: none"> • IS solutions rather than complete System package. • Incompatibility between ECM and the two former electronic document management systems (EDRMS) meaning time consuming historical document searches (particularly regarding property based regulatory and compliance issues) • Application data kept outside TechOne • Indiscriminate TechOne CR primary and secondary types and unreliable data. • Tech one modules: some have been in progress for two or more years and still aren't 100% operational – in addition to time lags, some of these systems are not always reliable and people are jaded by the efforts they have invested without solutions; • Use of Microsoft Outlook Tasks for managing workflows for planning, building, and plumbing approval and compliance processes, rather than an Enterprise Resource Platform (ERP) or robust business-grade systems for business-critical statutory functions like these • Non-existent reliable Enterprise Reporting data analytics, dashboard, and data visualisation capabilities. • Duress Alarms • Body worn camera <p><u>Our Customers:</u></p> <p><u>External:</u></p> <ul style="list-style-type: none"> • Local Government Elections in 2020; • Times have changed – Cameras are everywhere; distorted messages via social media

<p>provide more data in the field and improve business performance.</p> <ul style="list-style-type: none"> • Maximise community engagement through social media, innovative apps, engagement tools, and website development Continue to move forward as a new department and lead the way. • Enhance the marketing and promotion of our services, events, and activities. • Provision of mentoring, integration of skill sets, and professional development opportunities. • Further identify and promote incentives to business operators to encourage compliance with various regulatory requirements. • Innovative workspaces that encourage people to have discussions and exchange ideas which will enhance individual and group performances, improve officer relationships and deliver better services. <p><u>Our Customers:</u></p> <ul style="list-style-type: none"> • Enhance and promote our Program services. • Utilise to a greater extent our education and promotions team. • Perception of existing facilities (looking old) <p><u>External:</u></p> <ul style="list-style-type: none"> • External public/private collaborations to enhance what we do; • Representation of more staff at external opportunities (such as SEQRAMG) 	
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DEPARTMENT IDENTIFIED RISKS

The following matrix summarises the various current and emerging risks impacting the deliverables of the Department.

REGISTER REFERENCE	DESCRIPTION OF RISK	RISK REGISTER REF #	MITIGATION ACTIVITIES REQUIRED
Operational risk register	Non-compliance with LG Act and Regulation	PECS0009	<ul style="list-style-type: none"> • Authorised Officers training and register • Application of Council delegated authorities • Declaration of conflicts of interest process • PECS Noble Purpose and corresponding Do's and Don'ts behaviours. • Code of Conduct
Operational risk register	IT challenges including connectivity, interruptions and service access	PECS0015	Several controls are being investigated to improve communications and system contingency.

Operational risk register	Maintaining service delivery expectations in the delivery of regulatory and enforcement functions to the community in light of ongoing staffing and resource challenges.	PECS0002	<ul style="list-style-type: none"> • Internal procedures • Training • Community Education and Compliance Policy
Operational risk register	Social media spreading alleged examples of non-compliance	PECS0016	<p>Introduction of community education function</p> <p>Promotion of services</p> <p>Media releases</p>
Operational risk register	Cost Recovery - Unpaid performance of work charges being recovered as civil recovery (debt recovery agency/legal action to follow these up as civil recovery) and not as a charge to the land on the rates under the provisions of section 95 of the <i>Local Government Act 2009</i> subject to a remedial notices/show cause notices under the Local Government Act and Regulation etc to the owner of the property in sequence to give notice to the property owner or occupier	PECS0026	<p>Crowe was engaged by Council to conduct an Internal Audit of Legal & Compliance. This report documents the findings and recommendations as follows</p> <p>The Council should look to establish a more efficient and direct process for collecting POW costs from ratepayers. This can include enhancing internal capabilities or revisiting the contract with the collection house to ensure a more effective recovery of debts.</p> <p>The Council should look to review its policy of writing off debts when a property is sold. Instead, efforts should be made to recover the outstanding POW costs even after a property has changed ownership. This can involve collaborating with relevant authorities to maintain records of outstanding debts during property transfers.</p> <p>Manager Financial Services has the functional responsibility to action this audit recommendation.</p>

DEPARTMENT OUTPUTS AND PRIORITIES/PROJECTS

KEY PRIORITIES OF DEPARTMENT OUTPUTS - PERFORMANCE REPORTING

Risk and Outcome Based Compliance Policy and the associated procedure sets out the actions and responses to requests and inspections based on a risk assessment.

The Key Performance Indicators (KPIs) for Community Education and Compliance Department is based on the Risk Category (R1, R2 and R3) as indicated below:

Table 1 - Unit KPIs and lowest acceptable results				
Key Service Area	Risk Category	Measures	Lowest Acceptable	KPI
Community Education and Compliance Department:				
Infringement Review	Risk Category R2	Initial Customer Request Response time (within three business days)	90%	95%
		Decision within 28 days	90%	95%
Building Property Information:				
Building and plumbing Property Search Applications	Risk Category R2	Search Response issued within 10 business days	90%	95%
Building and Plumbing Property Searches Enquires	Risk Category R2	Initial Customer Request Response time (within 3 business days)	90%	95%
Building compliance-related enquiries	Risk Category R2	Initial Customer Request Response time (within 3 business days)	90%	95%
Plumbing Services:				
Plumbing Enquiries	Risk Category R2	Initial Customer Request Response time (within 3 business days)	90%	95%
All other plumbing and compliance-related enquiries	Risk Category R2	Initial Customer Request Response time (within 3 business days)	90%	95%
		Investigate and determine course of action (within 10 business days)	90%	95%
Delivery of Council's statutory Plumbing assessment responsibilities under the <i>Plumbing & Drainage Act 2018</i>	Risk Category R2	Not Properly Made Determination within 10 days	90%	95%
		Decisions issued within the statutory timeframe (10 days)	90%	95%
Trade Waste Annual Audits	Risk Category R2	Annual Delivery of Inspections	90%	95%
Form 4 Audits	Risk Category R3	5% of Form 4s Audited every quarter	90%	95%
Community Compliance Services:				

Table 1 - Unit KPIs and lowest acceptable results				
Key Service Area	Risk Category	Measures	Lowest Acceptable	KPI
Companion Animal Care (dog attacks, wandering animals, stray collections etc)	Risk Category R1	Initial Customer Request Response Time within 3 Hours	90%	95%
		Investigate and determine course of action (within 10 days)	90%	95%
Domestic Dog Collection Stray (not owned, restrained in local or state roads)	Risk Category R1	Initial Customer Request Response Time within 24 Hours	90%	95%
		Investigate and determine course of action (within 10 days)	90%	95%
Declared Dangerous and Menacing Dog Annual Audits to ensure continuing compliance with declaration conditions.	Risk Category R1	Annual Inspections undertaken prior to annual Dog Registration Renewals (31 August)	90%	100% Delivery of the audits
Companion Animal Care Complaints Minimum Standards	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigate and determine course of action (within 10 days)	90%	95%
All Other Animal Complaints Minimum Standards	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigate and determine course of action (within 10 days)	90%	95%
Nuisance Vehicle – Other than dangerous	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigate and determine course of action (within 10 days)	90%	95%
Overgrown Allotments/ Unsightly Allotment	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigate and determine course of action (within 10 days)	90%	95%
Annual Dog Registration Renewals	Risk Category R3	Annual Dog Registration Renewals issued by 10 August	90%	100% delivery of the annual renewal notifications

Table 1 - Unit KPIs and lowest acceptable results				
Key Service Area	Risk Category	Measures	Lowest Acceptable	KPI
Application for Desexing Subsidy	Risk Category R3	Processing of applications (within 10 business days)	90%	95%
Local Law applications (i.e busking)	Risk Category R3	Processing of applications (within 10 business days)	90%	95%
Environmental Health Services:				
Food Poisoning allegation	Risk Category R1	Initial Customer Request Response Time within 24 hours	90%	95%
Food complaint	Risk Category R1	Initial Customer Request Response Time within 24 hours		
		Investigation and determine course of action (within 10 business days)	90%	95%
Skin Penetration /Public Health Complaint	Risk Category R1	Initial Customer Request Response Time within 24 hours		
		Investigation and determine course of action (within 10 business days)	90%	95%
Licensing and Enquiries	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
General Enquiry / Information	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
Light, Air, Odour, Dust and Noise impacts	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigation and determine course of action (within 10 business days)	90%	95%
Illegal dumping Compliance	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigation and determine course of action (within 10 business days)	90%	95%

Table 1 - Unit KPIs and lowest acceptable results				
Key Service Area	Risk Category	Measures	Lowest Acceptable	KPI
Spray Drift, water pollution, 440 ZG	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigation and determine course of action (within 5 business days/ Based on risk)	90%	95%
Food Business Applications	Risk Category R3	Not Properly Made Determination	90%	3 days
		Further Information Requested		10 days
		Decision		15 days
Issuing of Annual Renewal Notices for Food Business Licences	Risk Category R3	Delivery of Renewal Notifications	90%	95%
Issuing of Renewal for Food Business Licence	Risk Category R3	The licence issued within 14 Days	90%	95%
Annual Food Business Inspection Audits	Risk Category R3	Inspection undertaken prior to licence expiry	90%	95%
Personal Appearance Applications	Risk Category R3	Not Properly Made determination	90%	3 days
		Further Information Requested		5 days
		Decision		15 days
Annual Inspection of Personal Appearance Services	Risk Category R3	Inspection undertaken prior to licence expiry	90%	95%
Issuing of Annual Renewal Notices for Personal Appearance Services	Risk Category R3	Delivery of Renewal Notifications	90%	95%
Issuing of renewal for Personal Appearance Services	Risk Category R3	The licence is issued within 14 Days	90%	95%
Building & Development Compliance Services:				
General Enquiry / Information	Risk Category R2	Initial Customer Request Response Time within 3 business days	90%	95%
Building Compliance	Risk Category R3	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigation and determine course of action (within 15 business days)	90%	95%

Key Service Area	Risk Category	Measures	Lowest Acceptable	KPI
Land Use Compliance	Risk Category R3	Initial Customer Request Response Time within 3 business days	90%	95%
		Investigation and determine course of action (within 15 business days)	90%	95%

KEY PRIORITIES AND PROJECTS

The key priorities and outputs are to deliver the functions and services of department business and include operational and capital projects and activities against the corporate management plan.

Current Year

CORPORATE PLAN LINK	PROJECT OR BAU PRIORITY	MEASURE OF SUCCESS (KPI)
Governance for Accountability Leading and Enabling a Changing World	Continue the Customer-Focused Review: Deliver customer-focused service reviews across the Department to ensure customer-led business improvements are implemented to improve relationships within the industry and the community.	Customer Feedback
Governance for Accountability	Training and development of officers	Compliance & Certification Rate – Percentage of officers meeting mandatory compliance training requirements.
Governance for Accountability	Plan and Deliver Monthly Education Awareness messaging	Customer Request and Voluntary Compliance
Governance for Accountability	Subject to appropriate staff resources, undertake the Internal Audit Recommendation Actions listed on Table 1	Delivery of the program
Governance for Accountability	Plan and deliver an approved systematic inspection program (a) Approved Systematic Inspection Program Dysart (b) Approved Selective Inspection Program - Non-Renewed	Delivery of the program
Governance for Accountability	Plan and Deliver Microchipping in March program	100% Delivery of the program in March

Governance for Accountability	Plan and Deliver Desexing Incentive Draw	Delivery of the program
Governance for Accountability	Local Government Illegal Dumping Partnerships Program – Round 2B	Delivery of the program
Governance for Accountability	Subject to appropriate staff resources and Council Enterprise IT systems that support Infield IT Service Delivery - Automation of application and application assessment processes using TechOne and Mobility	Delivery of the program
Governance for Accountability	Subject to appropriate staff resources, develop and implement mobile food inspections.	Implementation
Governance for Accountability	Environmental Health Whitsunday, Isaac, Mackay EHWIM Meeting	4 Partnership meetings are attended per year, and 1 hosted in Isaac Each year

Item	Rating		Date
2.2 System Capability	High	<p>1. Configure TechOne CRM Workflows with KPIs:</p> <ul style="list-style-type: none"> Identify relevant KPIs for CRM workflows. Map existing workflows and identify areas for KPI integration. Configure TechOne CRM to incorporate and track these KPIs. <p>2. Configure Applications for Food, Plumbing, and Local Laws:</p> <ul style="list-style-type: none"> Define application processes for building, plumbing, and local laws. Configure TechOne application module to enable online lodgement and assessment. Set up decision notice issuance through TechOne licensing module. <p>3. Improve Compliance Document Security and Access:</p> <ul style="list-style-type: none"> Review current document security protocols in ECM and TechOne. 	31 December 2025

Table 1 - Audit Recommendation Actions			
Item	Rating		Date
		<ul style="list-style-type: none"> Implement enhanced security measures for compliance documents. Ensure secure access and streamlined retrieval processes. <p>4. Resources Required:</p> <ul style="list-style-type: none"> Dedicated fixed-term business analyst with TechOne and ECM functional knowledge & Collaboration with IT for process drafting and test builds. <p>5. Dependencies:</p> <ul style="list-style-type: none"> Staged rollout of the Council Digital Strategy. 	
2.3 Monitoring & Reporting	High	<p>1. Configure TechOne CRM Workflows with KPIs:</p> <ul style="list-style-type: none"> See above actions in 2.2. <p>2. Configure Applications for food, Plumbing, and Local Laws:</p> <ul style="list-style-type: none"> See above actions in 2.2. <p>3. Resources Required:</p> <ul style="list-style-type: none"> Same as 2.2. 	31 December 2025
2.4 Work Instructions	Medium	<p>1. Engage a contract specialist to develop comprehensive work instructions.</p> <ul style="list-style-type: none"> Ensure these instructions align with community education and compliance policy. Review and validate work instructions with relevant stakeholders. <p>2. Resources Required:</p> <ul style="list-style-type: none"> Contract specialist with expertise in developing work instructions. 	31 December 2025
2.5 Compliance Across Departments	Medium	<p>1. CEC Department Presentation:</p> <ul style="list-style-type: none"> Prepare and deliver a presentation to Ordinary Council meeting outlining the CEC department's role. Highlight examples of non-compliance and feedback mechanisms to ELT. <p>2. Corporate Review of Contract Management Documentation:</p> <ul style="list-style-type: none"> Conduct a review to identify gaps in the building, plumbing and EPA compliance provisions <p>3. Resources Required:</p> <ul style="list-style-type: none"> CEC team for presentation preparation and delivery. 	31 December 2025

Item	Rating		Date
		<ul style="list-style-type: none"> • DCGFS support for reminders. • Cross-departmental collaboration for document review. 	
2.6 Local Laws Making	Medium	<ol style="list-style-type: none"> 1. Support Governance and Corporate Services in implementing Council Resolution No. 8114 2. Dependencies: <ul style="list-style-type: none"> • Governance and Corporate Services teams is required to initiate and action. 	31 December 2024
2.7 Media and Communication	Medium	<ol style="list-style-type: none"> 1. Establish Style Protocols: <ul style="list-style-type: none"> • Collaborate to define style protocols for various communication types. • Differentiate protocols based on the risk and profile of communications. 2. Resource Allocation for Communications: <ul style="list-style-type: none"> • Explore reallocating resources or outsourcing tasks. • Aim to reduce pressure on CEC and BMC staff. • Maintain focus on service delivery and engagement functions. 3. Resources Required: <ul style="list-style-type: none"> • Collaboration between CEC and BMC teams. • Potential external resources for task outsourcing. 	30 December 2024

ONGOING OR FUTURE YEARS

PROPOSED FY	CORPORATE PLAN LINK	PROJECT OR BAU PRIORITY	OPS OR CAP BUDGET
2026	G2;G5	Plan and deliver an approved systematic inspection program (approved/selective) – Middlemount	OPS
2026	G2;G5	Develop an environmental health education program in local schools to increase awareness in relation to key public and environmental health topics, including food safety & environmental protection.	OPS