

2017

# General Council Meeting



**NORTH BURNETT**  
REGIONAL COUNCIL

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North Burnett Regional Council

19 July 2017

**NOTICE OF GENERAL MEETING**

**To: Cr RL Chambers (Mayor)  
Cr FO Whelan (Deputy Mayor)  
Cr PW Lobegeier  
Cr PF Webster  
Cr BJ Zahl  
Cr WJ Bowen  
Cr RP Radel**

Please be advised that the **General Meeting** of the North Burnett Regional Council will be held at the **Monto** Boardroom on **Wednesday, 19 July 2017** commencing at **9:00am**.

An agenda is attached for your information.



A handwritten signature in blue ink, appearing to read 'MJP Pitt'.

**MJP Pitt  
Chief Executive Officer**

- 1. Attendees**
- 2. Welcome**
- 3. Apologies**
  - 3.1 Deputy Mayor, Cr FO Whelan
- 4. Declarations of Interest**
- 5. Deputations**
  - 5.1 Mr Bently
- 6. Confirmation of Minutes**
  - 6.1 06 – June – General Meeting – Minutes – Gayndah – 140617 **005-012**
  - 6.2 07 – July – Policy and Planning Meeting – Minutes – Monto – 050717 **013-015**
  - 6.3 07 – July – Budget Meeting – Minutes – Monto – 050717 **016-018**
  - 6.4 07 – July – Technical Services Meeting – Minutes – Monto – 050717 **019-020**
- 7. Governance Reports**
  - 7.1 Councillor Conference Attendance (Development and Training) **021-037**
  - 7.2 Appointment of Special/Public Holiday 2018 **038-040**
  - 7.3 Review of Administrative Action Complaints Process **041-054**
  - 7.4 Request to Install Additional Signage at the Lions Park, Gayndah **055-058**
- 8. Economic Reports**
  - 8.1 June Development Statistics **059-063**
  - 8.2 4<sup>th</sup> Quarter Caravan and Camping Report – Information Only **064-070**
  - 8.3 4<sup>th</sup> Quarter Community Partnerships Report – Information Only **071-076**
  - 8.4 Famil Tour Update – Information Only **077-105**
- 9. Social Reports**
  - 9.1 Mundubbera Gym Facility – Information Only **106-107**
  - 9.2 Archer Park Combined Sport and Recreation Committee Meeting – Information Only **108-121**

9.3 Customer Service Update – Information Only	<b>122-128</b>
9.4 Customer Service Charter	<b>129-133</b>
9.5 Library Quarterly Update – Information Only	<b>134-167</b>
9.6 Grants to Community Organisations Policy Review	<b>168-182</b>
9.7 Contact Centre Update – Information Only	<b>183-193</b>
9.8 Three Moon Historical and Cultural Complex Minutes – Information Only	<b>194-197</b>
9.9 Social Cohesion Steering Committee Meeting Information	<b>198-225</b>
<b>10. Infrastructure Reports</b>	
<b>11. Environmental Report</b>	
<b>12. Councillor Reports</b>	<b>226-22</b>
<b>13. Confidential Reports</b>	
13.1 Water Trading	
13.2 Land Disposal	
13.3 Recruitment Matter	
<b>14. General Business</b>	
<b>15. Closure of Meeting</b>	



## 1. Attendees

Councillors  
Cr RL Chambers, Mayor  
Cr FO Whelan, Deputy Mayor  
Cr BJ Zahl  
Cr RP Radel  
Cr WJ Bowen  
Cr PW Lobegeier  
Cr PF Webster

Officers  
Chief Executive Officer, MJP Pitt  
Acting General Manager of Corporate and Community Services, MW Watt  
Manager of Technical Services, TJ Harvey  
Executive Assistant NJ Zillman

## 2. Welcome

The Mayor declared the meeting open at 9:01am and welcomed all attendees, with special mention to the Acting General Manager of Corporate and Community Services, Mark Watt.

## 3. Apologies

An apology was noted for the General Manager of Engineering and Environmental Services, GB Pearce.

## 4. Declarations of Interest

Cr WJ Bowen declared a perceived interest in the deputation by the Paradise Stocking Association Inc. (as defined in section 173 of the Local Government Act 2009) due to his participation in the Mingo 'Catch-a-Catty' fundraising. Cr Bowen determined that this personal interest is not of sufficient significance that it will lead him to making a decision on this matter that is contrary to the public interest. Cr Bowen will best perform his responsibility of serving the overall public interest of the whole of Council's area by participating in the discussion and voting on this matter.

## 5. Deputations

5.1 10:15am – Life Flight Presentation; Pilot Rowan Scholes and Air crewman Shayne White

5.2 10:45am – Paradise Stocking Association Inc.

5.3 2:30pm – Wide Bay Volunteers

## 6. Confirmation of Minutes

6.1 05 – May – General Meeting – Minutes – Mundubbera – 170517  
**220-06-2017**

Cr BJ Zahl moved and Cr RP Radel seconded that the minutes of the General Meeting held in Mundubbera on 17 May 2017, appearing on pages 065-068 of the minute book as presented be adopted. **CARRIED 7/0**

## **7. Governance Reports**

### 7.1 North Burnett Regional Council Corporate Plan adoption

**221-06-2017**

Cr FO Whelan moved and Cr RP Radel seconded that pursuant to the Local Government Act 2009 and section 165 – Local Government Regulation 2012, North Burnett Regional Council receives the draft amended North Burnett Regional Council 2017-2022 Corporate Plan and adopts the same. **CARRIED 7/0**

### 7.2 Risk Management Plan and Strategic Risk Register

**222-06-2017**

Cr PL Webster moved and Cr BJ Zahl seconded: That Council endorse the Risk Management Plan and Strategic Risk Register. **CARRIED 7/0**

### 7.3 Portfolio Meeting Minutes

**223-06-2017**

Cr PW Lobegeier moved and Cr BJ Zahl seconded: That the Minutes of the attached Portfolio Meetings be received, contents noted and recommendations endorsed:

1. That a replacement drott be included in the waste management facility budget.
2. That the Works Engineer prepare and present a report to Council with two options for the QR Bridge at Eidsvold.
3. That the General Manger of Engineering and Environmental Services prepare a business case for adding Monogorilby Road to the Local Roads of Regional Significance (LRRS) network. **CARRIED 7/0**

### 7.4 Proposed Policy Revision

**224-06-2017**

Cr BJ Zahl moved and Cr FO Whelan seconded: That Council adopt Policy – 104 Procurement Policy & associated appendix – Effective Immediately. **CARRIED 7/0**

Cr WJ Bowen moved and Cr BJ Zahl seconded: That Council adopt Policy – 263 – Rates – Discount for Late Payment – Effective Immediately. **CARRIED 7/0**

Cr PW Lobegeier moved and Cr BJ Zahl seconded: That Council adopts Policy – 230 – Rates Recovery – Effective Immediately. **CARRIED 7/0**

Cr PW Lobegeier moved and Cr FO Whelan seconded: That Council adopts Policy – 108 – Investment – Effective Immediately. **CARRIED 7/0**

Cr WJ Bowen moved and Cr FO Whelan moved: That Council adopts Policy – 111 – Revenue Policy – Effective Immediately. **CARRIED 7/0**

### 7.5 Community Grants Policy Review

Cr FO Whelan moved and Cr RP Radel seconded: That the contents of the Community Grants Policy Review be noted and presented to a Council workshop for further discussion. **CARRIED 7/0**

The Manager of Financial Services entered the meeting at 9:03am.

### 7.6 Council Fees and Charges 17-18

Cr RP Radel moved and Cr PW Lobegeier seconded: That Council adopts the new cost-recovery and commercial charges effective 1 July 2017. **CARRIED 7/0**

## 7.7 Financial Report

Cr FO Whelan moved and Cr WJ Bowen seconded: That the Financial Report as presented is adopted.

**CARRIED 7/0**

Rowan Scholes and Shayne White of LifeFlight entered the meeting at 10:02am and were presented with a fuel card on behalf of North Burnett Regional Council.

Representatives of the Paradise Stocking Association Inc, John and Ruth Rokesky entered the meeting and joined Council for morning tea at 10:15am.

The meeting resumed at 10:39am with Lofty Wendt from the Paradise Stocking Association Inc. in attendance.

Rowan Scholes and Shayne White withdrew from the meeting at 10:39am

Paradise Stocking Association Inc. representatives presented their concerns with regards to the Mingo Crossing Masterplan and the placement of the associations shed.

The Manager of Development Services entered the meeting at 11:25am.

## 8. Economic Reports

### 8.1 Mundubbera Industrial Land

Cr FO Whelan moved and Cr PW Lobegeier seconded:

1. That Council adopt the subdivision layout shown on Draft Survey Plan NU17-700-T01; and
2. Develop detailed designs and tender document and place \$45,000 in the Council capital works program to fund the required infrastructure with a review at Q1 for adjustment when final engineering costs are known.

**CARRIED 7/0**

Cr PW Lobegeier moved and Cr WJ Bowen seconded: That a report be presented to Council on the development progress of the Monto Industrial Estate with the view of developing the blocks to saleable status.

**CARRIED 7/0**

## 9. Social Reports

### 9.1 2017 North Burnett Rural Shows

Cr BJ Zahl moved and Cr RP Radel seconded:

1. The 2017 Rural Shows Report as presented be received; and
2. The Community Development Team commence the planning of the 2018 circuit in November 2017 to allow for sufficient time to collate and co-ordinate information/supplies; and
3. That all sections of Council and Councillors commit to providing information, resources and staff to assist with the delivery of this project.
4. That the Council 2018 North Burnett Rural Show circuit be themed 'Connectivity'.

**CARRIED 7/0**

### 9.2 Astronomical Tour 2017

Cr WJ Bowen moved and Cr PW Lobegeier seconded: That the Astronomical Tour Report be adopted as information.

**CARRIED 7/0**

9.3 WBBROC Sport and Recreation Advisory Committee May Minutes

Cr WJ Bowen moved and Cr FO Whelan: That the WBBROC Sport and Recreation Advisory Committee May Minutes as presented be received for information with Council providing assistance to several community groups applying for grants.

**CARRIED 7/0**

9.4 Grants to Community Organisations

Cr BJ Zahl moved and Cr PW Lobegeier seconded: That Council approve the Community Grant funding applications as outlined in Attachment A for financial and in-kind assistance, under Policy 102 Grants to Community Organisations.

**CARRIED 7/0**

Cr PW Lobegeier moved and Cr WJ Bowen seconded: That Council support the Paradise Stocking Association Inc., Mingo shed through payment of the development fees.

**CARRIED 7/0**

Cr WJ Bowen moved and Cr BJ Zahl seconded: That Council endorse Option A for the position of the Mingo shed in accordance with the Mingo Crossing Masterplan.

**FOR THE MOTION**

**Cr FO Whelan**

**Cr PF Webster**

**Cr WJ Bowen**

**Cr BJ Zahl**

**AGAINST THE MOTION**

**Cr RL Chambers**

**Cr RP Radel**

**Cr PW Lobegeier**

**CARRIED 4/3**

**10. Infrastructure Reports**

10.1 Works Report

Cr PW Lobegeier moved and Cr RP Radel seconded: That the Works Report as presented be received and the contents noted.

**CARRIED 7/0**

The Mayor declared a perceived conflict of interest in Agenda Item 10.2 B-Double Application JAT Refrigerated Road Services (as defined in section 173 of the Local Government Act 2009) due to a family member working for a company which contract to JAT Refrigerated Road Services. Cr Chambers determined that this personal interest is not of sufficient significance that it will lead her to making a decision on this matter that is contrary to the public interest. Cr Chambers will best perform her responsibility of serving the overall public interest of the whole of Council's area by participating in the discussion and voting on this matter.

10.2 B-Double Application JAT Refrigerated Road Services

Cr PW Lobegeier moved Cr RP Radel: That the National Heavy Vehicle Regulator be advised that Council **does not** endorse approval of the permit application of JAT Refrigerated Road Services Pty Ltd for 25 metre B-Double vehicles used for general transport on the following routes for the nominated reasons:

- i. Steep grades into and out of Burnett River Crossing on Humphery Binjour Rd
- ii. Narrow bridge structure across Burnett River

**CARRIED 7/0**

### 10.3 Application for New Grids on Maurers Road O’Bil Bil

Resolved that the Application for New Grids on Maurers Road O’Bil Bil be tabled at the Standing Committee meeting in Monto on 05 July 2017.

Resolved that the General Manager of Engineering and Environmental Services review Policy 262 Gates and Grids and report to Council with reference to applicants notifying neighbouring property owners of application.

### 10.4 Technical Services Report

Resolved that Council write to the family of a Mulgildie community member advising that Council has no objections to the private purchase of a specialised bench/chair as a memorial.

Cr PW Lobegeier moved and Cr RP Radel seconded: That the Technical Services report as presented be received and the contents noted. **CARRIED 7/0**

The meeting adjourned for lunch at 12:57pm and resumed at 1:34pm.

Technical Services Officer (Assets) C Brauer entered the meeting at 1:39pm.

## 11. Environmental Report

### 11.1 Environmental Services

Cr WJ Bowen moved and Cr RP Radel seconded: That the Environmental Services report as presented be received for information. **CARRIED 7/0**

The Technical Services Officer (Assets) withdrew from the meeting at 2:22pm.

## 12. Councillor Reports

Cr RP Radel moved and Cr PW Lobegeier seconded: That the Councillor reports as presented be received for information and the contents noted. **CARRIED 7/0**

The meeting adjourned for presentations of the Volunteer Awards at 2:33pm and resumed at 3:15pm.

## 13. Confidential Reports

Cr BJ Zahl moved and Cr PW Lobegeier seconded: That in accordance with Section 275 of the Local Government Regulation 2012, the meeting be closed to the public to allow discussion regarding other business for which a public discussion would be likely to prejudice the interest of the local government or someone else, or enable a person to gain financial advantage. **CARRIED 7/0**

Cr PF Webster moved and Cr RP Radel seconded: That in accordance with Section 275 of the Local Government Regulation 2012, the meeting be reopened to the public. **CARRIED 7/0**

### 12.1 Cania Lease

Cr BJ Zahl moved and Cr RP Radel seconded: That the Cania Lease as presented be received as information and the contents noted. **CARRIED 7/0**

#### 12.2 Organisational Structure

To be presented in a separate confidential session.

#### 12.3 Caretaker Tender

Cr FO Whelan moved and Cr PW Lobegeier seconded: That Council decline the caretaker tender as presented and review the use of the site in February 2018. **CARRIED 7/0**

#### 12.4 Panel of Provider Civil Contractors

Cr PW Lobegeier moved and Cr PF Webster seconded: That Council approves the amendment to the Panel of Providers 2909/2016-17/TTB/08 by the inclusion of Baldwin Sand and Gravel. **CARRIED 7/0**

#### 12.5 Proposed Purchase of Land

Cr PW Lobegeier moved and Cr RP Radel seconded: That the Proposed Purchase of Land report be held over until further information can be provided to Council. **CARRIED 7/0**

#### 12.6 Surrender of Land and Rate Waiver Request

Cr FO Whelan moved and Cr PW Lobegeier seconded: That the North Burnett Regional Council accepts the offer of surrender of Lot 47 Leichhardt Street (L47 RP28436), Mundubbera pursuant to Sections 120, 121 and Section 126 of the Local Government Regulation 2012 and agrees to accept the transfer of the unencumbered land in full payment of the rates or charges. Further, that Council makes an ex gratia payment to the ratepayer of \$1910 to ensure that this ratepayer is treated consistently with other land surrender arrangements for flooded land. **CARRIED 7/0**

#### 12.7 Write-Off of Debtors Invoice

Cr PW Lobegeier moved and Cr WJ Bowen seconded: That Council resolve to write off all four (4) outstanding debts detailed in the report. **CARRIED 7/0**

### 14. General Business

It was resolved that the Acting General Manager of Corporate and Community Services follow-up the request from Fred Wright to film tourism media images in the North Burnett for camping and caravanning DVDs.

It was resolved that the General Manager of Engineering and Environmental Services follow-up on the request for a B-Double application for Galloways Bridge Redmount Heights.

The following officers withdrew from the meeting at 3:50pm:

- Acting General Manager of Corporate and Community Services MW Watt;
- Manager of Technical Services TJ Harvery; and
- Executive Assistant NJ Zillman.

Cr PW Lobegeier moved and Cr FO Whelan seconded: That in accordance with Section 275 of the Local Government Regulation 2012, the meeting be closed to the public to allow discussion regarding (a) the appointment, dismissal or discipline of employees; or (b) industrial matters affecting employees. **CARRIED 7/0**

Cr PW Lobegier moved and Cr RP Radel seconded: That in accordance with Section 275 of the Local Government Regulation 2012, the meeting be reopened to the public. **CARRIED 7/0**

Cr PW Lobegier moved and Cr RP Radel seconded:

1. North Burnett Regional Council receive the North Burnett Regional Council Organisational Review Report;
2. That North Burnett Regional Council adopt a three Departmental Structure with the Departments being a) Corporate and Community Services, b) Works and c) Strategy Innovation and Assets;
3. Council create the positions of General Manager Strategy Innovation and Assets; and
4. Direct the Chief Executive Officer to provide regular reports to Council on the implementation of the adopted structure;
5. Advise the staff of the changes.

#### **15. Closure of Meeting**

There being no further business the meeting closed at 4:50pm.

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**NORTH BURNETT REGIONAL COUNCIL  
GENERAL MEETING  
MINUTES – GAYNDAH – 14 JUNE 2017**



**ATTACHMENT A - APPLICATIONS FOR NORTH BURNETT REGIONAL COUNCIL FOR  
COMMUNITY GRANT FUNDING RECEIVED UNTIL JUNE 2017**

Doc ID	Date Received	Organisation	Proposal Description	Event Date	Details	2015/2016 Sponsorship	Requested Inkind Estimate	Inkind Donation	Project Comments
812299	13/04/2017	Paradise Stocking Association	Catch a Catty Event	26/27-08-17	Catch a Catty Event Support	Yes	\$320	\$320	300 A4 print @ \$0.30 = \$90 Mobile Toilet 2x\$60 = \$120 Bins \$11 x 10 = \$110
814933	05/05/2017	Mt Perry Sports and Recreation	Monthly Newsletter	Ongoing	1 year of monthly newsletters to print	Yes	\$3,360	\$3,360	280 booklets black and white – 12 monthly prints at 4x A4 double sided pages= \$3360
816100	16/05/2017	Eidsvold Polocrosse Club	2 Day Annual Polocrosse Carnival	5/6-08-2017	In kind Support for Annual Polocrosse Carnival	Yes	\$1336	\$1336	Hire Eidsvold Indoor Sports Centre x 1 day \$270 Cleaning and restocking of amenities 2 days \$485 (Clean Product/Paper \$121 + labour/vehicle \$364) Mowing of grounds 4 hrs @ \$104 = \$416 15 Wheelie bins @ \$11 = \$165
817182	23/05/2017	Gayndah Heritage Railway Rail Trail	Heartland Festival Breakfast	02/07/17	In kind support to host Heartland Festival Breakfast	Yes	\$610	\$610	18 bins @ \$11 = \$198 2 portable toilets @ \$60 = \$120 20 tables @ \$5.60 = \$112 120 chairs @ \$1.50 = \$180 120 Dinner Plates, 120 Knives 120 Requested to be leant out
817180	23/05/2017	Gayndah Show Society	Annual Heartland Festival	01/07/2017	In kind support for annual Heartland Festival	Yes	\$330	\$330	30 bins @ \$11 = \$330 Hire of large generator for 1 day

<b>Donations Requested</b>		
Request for Cash Donations		
Request for In Kind Donations		\$5,956
<b>Total Donations requested</b>		<b>\$5,956</b>

<b>Recommended</b>		
Recommended Cash Donations		
Recommended Kind Donations		
<b>Total Recommended for approval</b>		<b>\$5,956</b>



**Agenda Item 1            Attendees**

Cr RL Chambers, Mayor  
Cr PW Lobegeier  
Cr WJ Bowen  
Cr PF Webster  
Cr BJ Zahl  
Cr RP Radel

Chief Executive Officer, MJP Pitt  
Acting General Manager of Corporate and Community Services, MW Watt  
General Manager of Engineering and Environmental Services, B Pearce  
Works Engineer, S O'Brien  
Manager of Technical Services, TJ Harvey  
Manager of Financial Services, LA Benham  
Executive Assistant, NJ Zillman

**Agenda Item 2            Welcome / Housekeeping**

The Mayor declared the meeting open at 9:11am and welcomed all attendees. Central and North Burnett Times representative, Jack Lawrie attended the Public Gallery.

**Agenda Item 3            Apologies**

Cr PW Lobegeier moved and Cr RP Radel seconded that an apology be received for Cr FO Whelan.

***CARRIED 6/0***

**Agenda Item 4            Declaration of Interest**

Cr BJ Zahl declared a real conflict of interest in Agenda Item 9.1 – Community Group Sewerage Charges (as defined in section 173 of the Local Government Act 2009) due to his involvement as the honorary auditor and proposed to exclude himself from the meeting while this matter is debated and the vote is taken.

**Agenda Item 5            Deputations/Petitions**

Nil Deputations/Petitions.

**Agenda Item 6            Governance Reports**

**6.1      Risk Management Plan**

Cr PW Lobegeier moved and Cr BJ Zahl seconded that Council adopt Policy No. 213 – Risk Management, effective immediately.

***CARRIED 6/0***

**6.2      Drug and Alcohol Testing Policy**

Cr BJ Zahl moved and Cr RP Radel seconded that Council adopt the Policy Drug and Alcohol Testing policy and procedure as presented.

***CARRIED 6/0***

6.3 ALGA 2017 National General Assembly of Local Government

Cr PW Lobegeier moved and Cr BJ Zahl seconded that the report on attendance at the 2017 ALGA National General Assembly of Local Government be received for information and the contents noted, with a copy of the ALGA resolutions to be sent to the Monto Ratepayers Association. **CARRIED 6/0**

**Agenda Item 7 Economic Report**

7.1 Development Statistics May 2017

Cr WJ Bowen moved and Cr PW Lobegeier seconded that the Development Statistics for the month of May 2017 as presented be received and the contents noted. **CARRIED 6/0**

7.2 Material Change of Use for an Indoor Sport and Recreation Facility

Cr PF Webster moved and Cr RP Radel seconded that:

1. The Council, as Assessment Manager, decide the application under section 324 of the Sustainable Planning Act 2009 by approving it subject to conditions;
  2. That the Council issue the charges notice in accordance with the Council's Charges Resolution (No. 2) 2015; and
  3. That the Council notify the Applicant in accordance with the timing and other requirements set out in the Sustainable Planning Act 2009.
- CARRIED 6/0**

**Agenda Item 8 General Business**

Cr PW Lobegeier moved and Cr BJ Zahl seconded that a leave of absence be received for Cr RP Radel from the 08-18 August 2017. **CARRIED 6/0**

Cr WJ Bowen requested an update on the 'Astronomical' Show, with the Acting General Manager of Corporate and Community Services to follow-up.

**Agenda Item 9 Confidential Reports**

Cr BJ Zahl and Jack Lawrie withdrew from the meeting at 9:44am.

Cr RP Radel moved and Cr PW Lobegeier seconded that in accordance with Section 275 of the Local Government Regulation 2012, the meeting be closed to the public to allow discussion regarding other business for which a public discussion would be likely to prejudice the interest of the local government or someone else, or enable a person to gain financial advantage. **CARRIED 6/0**

Cr RP Radel moved and Cr PW Lobegeier seconded that in accordance with Section 275 of the Local Government Regulation 2012, the meeting be reopened to the public. **CARRIED 6/0**

9.1 Community Group Sewerage Charges

Cr PW Lobegeier moved and Cr WJ Bowen seconded:

1. That pursuant to section 172 of the Local Government Regulation 2012, Council amend its Revenue Statement 2016-2017 making provision for non-residential pedestal charges for charitable uses; and
2. That Assessment Number 31624-00000-998, located in Cordelia Street Gayndah and described as Lease B on L25/SP270839 be amended to include rating for a non-residential pedestal charge, pursuant to the Revenue Statement 2016-2017.
3. That a report be presented to Council on similar community groups requesting non-residential pedestal charges for charitable uses. **CARRIED 6/0**

Cr BJ Zahl and Jack Lawrie re-entered the meeting at 9:58am.

9.2 Byrnestown Update

To be presented at the Technical Services Meeting – Confidential Items.

**Agenda Item 10          Closure of Meeting**

There being no further business the meeting closed at 9:59am.

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**Agenda Item 1            Attendees**

Cr RL Chambers, Mayor  
Cr PW Lobegeier  
Cr WJ Bowen  
Cr PF Webster  
Cr BJ Zahl  
Cr RP Radel

Chief Executive Officer, MJP Pitt  
Acting General Manager of Corporate and Community Services, MW Watt  
General Manager of Engineering and Environmental Services, B Pearce  
Works Engineer, S O'Brien  
Manager of Technical Services, TJ Harvey  
Manager of Financial Services, LA Benham  
Executive Assistant, NJ Zillman

**Agenda Item 2            Welcome / Housekeeping**

The Mayor declared the meeting open at 10:02am and welcomed all attendees. Central and North Burnett Times representative, Jack Lawrie attended the Public Gallery.

**Agenda Item 3            Apologies**

Cr PW Lobegeier moved and Cr RP Radel seconded that an apology be received for Cr FO Whelan.

***CARRIED 6/0***

**Agenda Item 4            Declaration of Interest**

Nil Declarations of Interest.

**Agenda Item 5            Governance Report**

5.1      Mayoral Address

Cr RL Chambers moved and Cr PW Lobegeier seconded that the Mayoral Address for the 2017-2018 North Burnett Regional Council Budget be adopted and further that the Mayoral Address be included in the Council newsletter.

***CARRIED 6/0***

5.2      Chief Executive Officers Report

Cr PW Lobegeier moved and Cr RP Radel seconded that the Chief Executive Officers Report as presented be adopted and the contents noted.

***CARRIED 6/0***

5.3      Adoption of the 2017/2018 Operational Plan

Cr PW Lobegeier moved and Cr PF Webster seconded that the North Burnett Regional Council Operational Plan for 2017/2018 be adopted.

***CARRIED 6/0***

5.4 Adoption of the Statutory Policy 106 – Debt

Cr BJ Zahl moved and Cr PW Lobegeier seconded that the North Burnett Regional Council 2017/2018 Statutory Policy 106 - Debt be adopted. **CARRIED 6/0**

5.5 Adoption of the 2017-2018 Revenue Statement

Cr PW Lobegeier moved and Cr RP Radel seconded that the North Burnett Regional Council 2017/2018 Revenue Statement be adopted. **CARRIED 6/0**

5.5.1 Adoption of the General Rating Categories

Cr PW Lobegeier moved and Cr BJ Zahl seconded that the North Burnett Regional Council General Rating Categories as detailed on pages 8 to 17 of the 2017/2018 Revenue Statement, incorporating the Differential General Rate Levies and including the Minimum General Rate be adopted. **CARRIED 6/0**

5.5.2 Adoption of Sewerage Utility Charges

Cr PW Lobegeier moved and Cr WJ Bowen seconded that the North Burnett Regional Council Sewerage Utility Charges as detailed on pages 18 to 19 of the 2017/2018 Revenue Statement be adopted. **CARRIED 6/0**

5.5.3 Adoption of Water Utility Charges

Cr RP Radel moved and Cr BJ Zahl seconded that the North Burnett Regional Council Water Utility Charges as detailed on pages 20 to 21 of the 2017/2018 Revenue Statement be adopted. **CARRIED 6/0**

5.5.4 Adoption of Kerbside Garbage Bin and Disposal Utility Charges

Cr PW Lobegeier moved and Cr PF Webster seconded that the North Burnett Regional Council Kerbside Garbage Bin and Disposal Charges as detailed on page 21 and 22 of the 2017/2018 Revenue Statement be adopted. **CARRIED 6/0**

5.5.5 Adoption of Local Disaster Management Levy

Cr PW Lobegeier moved and Cr BJ Zahl seconded that the North Burnett Regional Council Local Disaster Management Levy as detailed on page 27 of the 2017/2018 Revenue Statement be adopted. **CARRIED 6/0**

5.5.6 Adoption of Natural Resources Levy

Cr WJ Bowen moved and Cr PW Lobegeier seconded that the North Burnett Regional Council Natural Resource Management Levy as detailed on page 27 of the 2017/2018 Revenue Statement be adopted. **CARRIED 6/0**

5.5.7 Adoption of Landfill Management Levy

Cr BJ Zahl moved and Cr WJ Bowen seconded that the North Burnett Regional Council Landfill Management Levy as detailed on page 27 of the 2017/2018 Revenue Statement be adopted. **CARRIED 6/0**

5.6 Adoption of 2017/2018 Budget Statements

Cr PW Lobegeier moved and Cr RP Radel seconded that the North Burnett Regional Council 2017/2018 Budget Statements including:

- a. Statement of Comprehensive Income;
- b. Balance Sheet
- c. Statement of Changes in Equity,
- d. Statement of Cash Flow; and
- e. Financial sustainability ratios are adopted.

**CARRIED 6/0**

5.7 Adoption of Code of Competitive Conduct

Cr BJ Zahl moved and Cr RP Radel seconded that pursuant to section 47 of the Local Government Act 2009, Council will not apply the Code of Competitive Conduct to its prescribed business activities, water supply, sewerage and waste management for the 2017/18 financial year for the following reasons:

- a. These activities are comprised of separate operations in six centres across the Council area. The nature of the operations and the limited populations in these centres makes it impossible to achieve economies of scale that would allow for full cost recovery without placing an undue financial burden on the users.
- b. These activities are not in competition with other providers and the cost of provision of the services makes competition in the future very unlikely.
- c. Therefore, there is no benefit to Council or the community through the application of the code of competitive conduct to these activities.

**CARRIED 6/0**

5.8 Adoption of Code of Competitive Neutrality Complaints Policy

Cr PW Lobegeier moved and Cr RP Radel seconded that pursuant to section 48 of the Local Government Act 2009, Council adopts the Code of Competitive Neutrality Complaints Policy as presented.

**CARRIED 6/0**

5.9 Adoption of the Rates – Concession for Community Not for Profit Organisations

Cr PW Lobegeier moved and Cr WJ Bowen seconded that North Burnett Regional Council adoption of Rates – Concession for Community Not-For-Profit Organisations.

**CARRIED 6/0**

**Agenda Item 6 Closure of Meeting**

There being no further business the meeting closed at 10:28am and the Mayor presented Service Awards to external workforce members.

**Agenda Item 1            Attendees**

Cr RL Chambers, Mayor  
Cr PW Lobegeier  
Cr WJ Bowen  
Cr PF Webster  
Cr BJ Zahl

Chief Executive Officer, MJP Pitt  
Acting General Manager of Corporate and Community Services, MW Watt  
General Manager of Engineering and Environmental Services, B Pearce  
Works Engineer, S O'Brien  
Manager of Technical Services, TJ Harvey  
Manager of Financial Services, LA Benham  
Executive Assistant, NJ Zillman

**Agenda Item 2            Welcome / Housekeeping**

The Mayor declared the meeting open at 11:11am and welcomed all attendees.

**Agenda Item 3            Apologies**

Cr PF Webster moved and Cr BJ Zahl seconded that an apology be received for the Deputy Mayor, Cr FO Whelan and Cr RP Radel. **CARRIED 5/0**

**Agenda Item 4            Declaration of Interest**

Nil Declarations of Interest.

**Agenda Item 5            Deputations/Petitions**

Nil Deputations/Petitions.

**Agenda Item 6            Infrastructure Reports**

6.1    Technical Services

Cr WJ Bowen moved and Cr PW Lobegeier seconded that the Technical Services report as presented be received and the contents noted. **CARRIED 5/0**

6.2    Engineering Report

Cr BJ Zahl moved and Cr PW Lobegeier seconded that the Engineering report as presented be received and the contents noted. **CARRIED 5/0**

6.3    Review of General Policy 262 – Gates and Grids on Roads

Cr PW Lobegeier moved and Cr BJ Zahl seconded that Council endorses the amended General Policy 262 – Gates and Grids on Local Roads for inclusion in the Policy register. Further, that the policy be amended to request that the applicant demonstrate consultation with all adjoining landowners and Council create a template letter for acknowledgement or opposition of the application. **CARRIED 5/0**

6.4 B-Double Application – Browns Citrus TPT – Journey ID 63ML-6 Version 3

Cr BJ Zahl moved and Cr PW Lobegeier seconded that the National Heavy Vehicle Regulator be advised that Council **does not endorse** approval of the permit application of Browns Citrus TPT for 25 metre B-Double vehicles used for general transport on the following routes for the nominated reasons:

- i. Steep grades into and out of Burnett River Crossing on Humphery Binjour Rd.
- ii. Narrow bridge structure across Burnett River.

**CARRIED 5/0**

6.5 B-Double Application – Craig Meyer Family Trust – Journey ID H7AB-3 Version 1

Cr PW Lobegeier moved and Cr WJ Bowen seconded that the National Heavy Vehicle Regulator be advised that Council **does endorse** approval of the permit application of Craig Meyer Family Trust for 19m Prime Mover and Semi Trailer combination used for the cartage of 46 tonne shipping containers for export on Coonambula Road and Leichhardt Street, Mundubbera.

**CARRIED 5/0**

**Agenda Item 7 Environmental Report**

7.1 Environmental Report

Cr WJ Bowen moved and Cr BJ Zahl seconded that the Environmental Report as presented be received and the contents noted.

**CARRIED 5/0**

**Agenda Item 8 Confidential Report**

Cr BJ Zahl moved and Cr WJ Bowen seconded that in accordance with Section 275 of the Local Government Regulation 2012, the meeting be closed to the public to allow discussion regarding other business for which a public discussion would be likely to prejudice the interest of the local government or someone else, or enable a person to gain financial advantage.

**CARRIED 5/0**

Cr PF Webster moved and Cr BJ Zahl seconded that in accordance with Section 275 of the Local Government Regulation 2012, the meeting be reopened to the public.

**CARRIED 5/0**

8.1 Byrnestown Update

Cr PW Lobegeier moved and Cr WJ Bowen seconded that Council note the contents of this report and authorise the Chief Executive Officer to negotiate and sign a confidential payment deed with each affected party if required.

**CARRIED 5/0**

**Agenda Item 9 General Business**

Cr Lobegeier requested that the Works Engineer assess on the condition of a damaged grid on Clonmel Road, Monto and progress work if required.

The Mayor discussed the recent road work on Maltby Place, Gayndah with the General Manager of Engineering and Environmental Services explaining the settling period.

**Agenda Item 10 Closure of Meeting**

There being no further business the meeting closed at 12:45pm.



**COUNCILLOR CONFERENCE ATTENDANCE (DEVELOPMENT AND TRAINING)**

*Responsible Officer:*

*Mark Pitt – Chief Executive Officer*

*Report prepared by:*

*Sarah Aberdein – Administrative Officer (Executive Services)*

**1 PURPOSE OF REPORT**

The purpose of this report is to nominate Councillors to attend Conferences or Training/Development opportunities in the 2017/18 financial year.

**2 INTRODUCTION/BACKGROUND**

Councillors are to consider any event in which may fall within their profile and nominate/delegate attendees. A list of commonly attended events is included, but the recommendation is not limited to this list.

**3 CORPORATE/OPERATIONAL PLAN**

5. Our Effective and Officiant Council

5.18 Elected members

5.18.1 Provide elected members with opportunities and access to quality training, professional development, and networking at a local, regional, state and national level

**4 POLICY IMPLICATIONS**

Policy 103 – Reimbursement and Provision of Facilities for Mayor and Councillors

Policy 1147 – Councillor Code of Conduct

Policy 307 – Training and Development

**5 STATUTORY REQUIREMENTS**

Local Government Act 2009

Local Government Regulation 2012

**6 FINANCIAL IMPLICATIONS**

Individual Councillor Training and Development allowances.

**7 RISK MANAGEMENT**

Compliance with any statutory requirements and policy responsibilities.

## 8 CONSULTATION

Annual report for Councillor consideration – Councillor direction requested

## 9 OPTIONS FOR COUNCIL TO CONSIDER

- 2017 - Cultivating Connectivity – 9-11 August 2017, Charters Towers (information attached).
- 2017 - 121<sup>st</sup> LGAQ Annual Conference – 16-18 October, Gladstone Entertainment Centre.
- 2017 - National Local Roads & Transport Congress 2017 – 6-8 November , Albany, WA (information attached).
- 
- 2018 LGAQ Heavy Vehicle Forum – TBA
- 2018 LGAQ Elected Member Update training – TBA
- 2018 ALGA National Conference – June
- 2018 ALGWA National Conference – April
- 2018 ALGWA State Conference/AGM – TBA
- 2018 LGAQ Financial Sustainability Summit/Civic Leaders –
- 2018 Australian Local Government Women’s Association Queensland State Conference/AGM– TBA

## 10 OFFICER’S COMMENTS/CONCLUSION

For Councillors to be kept up to date with Local, State and National issues it is recommended that each Councillor attend at least two programs per year.

Purpose of the report is to nominate conferences/personal development opportunities in which Councillors would like to attend throughout 2017/2018 financial year (suggestions other than what has been provided in this report are welcome to be included in recommendation).

## 11 ATTACHMENTS

Event Brochures/Programs

## RECOMMENDATION

It is recommended that:

1. Council receive this report in relation to Councillor Conference Attendance and delegate the following:  
Cr ----- and/or Cr ----- is appointed as delegates to attend \_\_\_\_\_ with Council meeting the normal cost of attendance.

# CULTIVATING CONNECTIVITY

## ABOUT THE CONVENTION

Rural and regional communities make a significant contribution to Australia's economic prosperity. Improved connectivity enables flexible working, further growth in agribusiness and knowledge-based industries, and a boost in shared innovation.

The 2017 LGAQ Bush Councils Convention will delve into how these trends can be harnessed for stronger productivity, job creation and trade opportunities.

Bush councils are integral in supporting communities harness their potential, not only as providers of essential infrastructure, but facilitators of vital business connections.

With a State Election looming, local government must look to partnership opportunities – both with government and the private sector – to invest in connectivity, from transport infrastructure to social networks and promoting industry sectors and skills development.

A technical tour showcasing key projects around the historic Charters Towers township is planned, with networking opportunities through the trade pavilion and evening functions.

## DATE CLAIMER

**Weds 9<sup>th</sup> – Fri 11<sup>th</sup> August, 2017**  
**The World Theatre, Charters Towers**

## WHO SHOULD ATTEND?

- Mayors and councillors
- CEOs
- Senior managers
- Peak body and government representatives
- Regional development practitioners

## FULL PROGRAM TO FOLLOW

**Please save in your diaries.**

### **Bron Browning**

LGAQ Conference Coordinator

Phone: 1300 542 700

Email: [bron\\_browning@lgaq.asn.au](mailto:bron_browning@lgaq.asn.au)

Visit LGAQ Events: [www.lgaq.asn.au](http://www.lgaq.asn.au)



Shaping  
Transport's  
Future

# National Local Roads & Transport Congress 2017

ALBANY • WA



6-8 NOVEMBER  
2017

## PROVISIONAL PROGRAM

MONDAY 6 NOVEMBER	
11.00 am	Albany showcase and tour
5.00 pm	Welcome Reception, National Anzac Centre

TUESDAY 7 NOVEMBER	
9.00 am	OPENING ADDRESS <b>Mayor David O'Loughlin</b> , ALGA President
9.20 am	GOVERNMENT ADDRESS <b>The Hon Darren Chester MP</b> (invited), Minister for Infrastructure and Transport
10.00 am	<b>National Freight and Supply Chain Strategy Inquiry</b>
10.30 am	MORNING TEA
11.00 am	PANEL DISCUSSION <b>Heavy Vehicle Road Reform and Road User Charging</b>
12.30 pm	LUNCH
1.30 pm	CONCURRENT SESSIONS • Regional Airports • Regional Productivity
3.00 pm	AFTERNOON TEA
3.30 pm	<b>Innovative Transport Financing in Metropolitan Areas</b>
4.00 pm	PANEL/WORKSHOP <b>National Freight and Supply Chain Strategy</b>
5.00 pm	Close
7.00 pm	Congress Dinner

WEDNESDAY 8 NOVEMBER	
9.00 am	OPPOSITION ADDRESS <b>The Hon Anthony Albanese MP</b> (invited), Shadow Minister for Infrastructure, Transport, Cities and Regional Development
9.30 am	<b>National Road Safety Initiatives</b>
10.00 am	<b>Road Safety for your Community</b>
10.30 am	MORNING TEA
11.00 am	<b>Key National Policy Updates</b>
12.30 pm	LUNCH
1.30 pm	<b>Australian Road Research Board</b>
2.00 pm	WORKSHOP <b>Regional Road Solutions</b>
3.00 pm	Close

REGISTER NOW  
[www.alga.asn.au](http://www.alga.asn.au)



## NOT AN OPTION – IT'S IMPERATIVE!

*One of the essential roles of government is the provision of social and physical infrastructure that supports the way of life and living standards of its citizens. Australia is one of the largest countries in the world. As such, our citizens and economy depend heavily on transport systems to move people and freight domestically and internationally.*

As the primary provider of local and regional transport infrastructure, local government plays a critical role in Australia's transport system. In the bush, a number of councils also provide airports.

Australia's transport, and transport globally, is changing: electric and automated cars; higher productivity vehicles; mega ships and giant aircraft. Infrastructure providers, including local governments, must adapt. Greater efficiencies and reduced reliance on fossil fuels over time will also impact on government revenues such as fuel excise and registration fees. Automation of car fleets, particularly in urban areas may significantly reduce the need for inner city parking and potentially decrease council parking fee revenues.

Falling government revenues and competing priorities will make it harder and harder for transport to get its fair share of funding. It will also become harder and harder for local government to get its fair share of whatever funding is available.

Transport funding reform is not an option, it is an imperative. New revenue streams must be secured, not only to maintain our roads and transport systems, but to invest in essential new infrastructure to drive economic growth and support living standards. This is why the Council of Australian Governments

(COAG) and the Transport and Infrastructure Council are working on market reforms, including a system of road user charging.

These reforms are complex. They involve a detailed understanding of transport assets (through asset registers), their condition, life-cycle cost management, and new investment priorities. These are just some of the pre-requisites for reform. They will help determine revenues and potentially subsidise for low traffic volume roads in the form of Community Service Obligations.

Local government must:

- Understand this and other transport reforms;
- Actively participate in and improve all aspects of asset management;
- Document asset life-cycle cost bases; and
- Be proactive, positive and anticipate change.

Most of all, local government must stand up and be heard to ensure that it gets a fair share of funding for local communities.

If you only attend one conference this year, make sure it is the Congress. It will ensure you and your council understand and are equipped to grapple with these challenges and achieve your objectives. Your attendance will help ALGA make the strongest case for local government roads and transport funding.

## SUPPORT YOUR LOCAL GOVERNMENT FREIGHT STRATEGY PROPOSAL FOR \$200 MILLION PER ANNUM FOR FIVE YEARS

Increased freight productivity will not occur without additional effort. Realising the critical importance of first and last mile issues, and local government owned and managed roads across the nation's supply chains, ALGA launched the Local Government Freight Strategy at last year's National Local Roads and Transport Congress.

**Our Plan needs essential new Government investment to address:**

- **System gaps:** Nationally our total road network is not appropriately linked and access consent is difficult to coordinate. Our solution is to support councils to work with the NHVR to understand state and national freight routes and how they interface with regional council road networks.
- **Planning gaps:** Nationally the current system of regional planning, which includes freight route identification and robust investment priorities that meet industry needs, is ad hoc. Our solution is to incentivise councils to undertake regional transport plans including demand forecasting on key freight routes.
- **Knowledge gaps:** Nationally the system for consenting to access on local roads requires councils to make decisions on the capacity of roads and other key assets to undertake the task, such as bridges. While councils know their assets, many councils do not have the resources to undertake the necessary technical assessments of critical assets on all routes. Our solution is to fund councils to undertake appropriate engineering assessments on council assets on key freight routes.

# Bringing Local Government into the 21st Century

26-28 July 2017  
Atherton Tablelands

- learn new skills for adapting to changing environments
- enable sharing of good practice
- create solutions for key issues facing Local Government
- ample opportunities for networking

Hosted by



*Live, discover and invest in a Tablelands community*



**WEDNESDAY 26 JULY 2017 @ Community Hall, 19 Cedar Street, Yungaburra**

TIME	DETAILS
1.00pm - 1.15pm	Welcome by NQLGA President and Chair, Mayor Liz Schmidt
1.15pm - 2.30pm	NQLGA General Meeting ( <i>including consideration of motions for LGAQ State Conference</i> )
2.30pm - 2.45pm	Afternoon tea
2.45pm - 4.00pm	NQLGA 2017 Annual General Meeting

**WEDNESDAY 26 JULY 2017 @ Obi's Restaurant, 22 Gillies Highway, Yungaburra**

TIME	DETAILS
5.45pm - 8.00pm	Meet & Greet

**THURSDAY 27 JULY 2017 @ Destiny Café & Auditorium, 49-57 Loder Street, Atherton**

TIME	DETAILS
8.00am - 8.30am	Registration, tea & coffee
8.30am - 10.30am	Opening Session
10.30am - 10.50am	Morning tea & exhibitor displays
10.50am - 12.30pm	Presentations
12.30pm - 1.15pm	Lunch & exhibitor displays
1.15pm - 3.15pm	Breakout Seminar Sessions
3.15pm - 3.30pm	Afternoon tea & exhibitor displays
3.30pm - 3.45pm	Wrap up
3.45pm - 8.00pm	Regional Exploration Tours

## THURSDAY 27 JULY 2017 PRESENTATIONS

TITLE	SPEAKER
<p>Welcome</p>	<p>Traditional Owners                      Tablelands Regional Council - Mayor Joe Paronella                      Local Government Association of Queensland President - Mark Jamieson</p>
<p>New generation Councilorship</p>	<p><b>Shelley Wilde</b> (<i>Unique People</i>)</p> <p>A natural enabler of the health and prosperity of a community is its willingness to collaborate, share resources and solve the challenges of the day.</p> <p>Just how do we collaborate in a world that is becoming more and more demanding and competitive; is rapidly changing and becoming more complex and dynamic than ever before?</p> <p>A new style of local government leadership is emerging, and with it, we are learning that to compete and add value to the community local government must constantly adapt, innovate and learn. And as the complexity increases, heroic, individualist leadership is no longer cutting it. Leaders are no longer able to make decisions or take effective action on their own. Instead, they find themselves dependent on groups, teams, networks and relationships to deliver highly interdependent tasks.</p> <p>Shelley Wild joins us to explore how we foster social leaders. Leaders who can continuously form, unform and engage teams to deliver exceptional results in ambiguous and changing circumstances. To do this, she will invite us to explore a deep appreciation of human behaviour and the drivers of human motivation through the lens of social cognitive neuroscience.</p> <p>Neuroscience is delivering enormous insight into what makes humans tick, in particular, what drives our behaviour in the context of networks, groups, organisations, communities and families.</p>
<p><b>Enhancing liveability with tourism benefits: establishing and growing signature events</b></p>	<p><b>Bill Hauritz</b> (<i>Woodford Folk Festival</i>)</p> <p>Growing a signature event is a journey which has even greater value than the successful destination and tourism benefits that follow. Bill Hauritz will explore the various models used for community festivals and bring to light the underpinning magic that makes them work to deliver social and economic benefits. Drawing on the results of his study into North American festivals and his experience gained in creating the Woodford Folk Festival, Bill will point out the pitfalls and assumptions in the event world which can lead organisers astray and provide practical suggestions for building the foundations for signature events.</p>
<p><b>Roadmap for Northern Australia's future: Indigenous leadership and partnership</b></p>	<p><b>Prof Ruth Wallace</b> (<i>Director - The Northern Australia Institute</i>)</p> <p>The development of northern Australia in the past and future is dependent on local leadership, innovation and partnership. These characteristics will support the development of the Indigenous estate and associated partnerships to build economic, social and cultural secure futures in the region. This presentation will discuss the opportunities for investment in Indigenous partnerships to improve business and policy outcomes and the challenges identified through a recent study.</p>



TITLE	SPEAKER
<p><b>The possibilities of rural and regional regeneration through urban design in North Queensland</b></p>	<p><b>Associate Professor Lisa Law</b> (<i>James Cook University</i>)</p> <p>What is the potential that urban design, or in this instance redesign, can have in the revitalisation of tired cities and towns in regional Queensland? Associate Professor Lisa Law will explore the possibilities for local communities and their economies when built environment and urban experiences are placed high on their budgets and annual planning agendas. Revitalising a townscape can lead to positive changes in the use of the built environment such as attracting tourists, new residents and help keep youth engaged and participating in civic life.</p> <p>These projects are not without their challenges, however, and the focus on a diverse set of users of the townscape in the design phase may mean that some long time locals will react negatively. Short term challenges need to be addressed, but not at the expense of the long term future sustainability of the community and economy.</p> <p>The presentation includes an overview of some successful regional regeneration projects in Australia before focusing on two case studies from North Queensland.</p>

**BREAKOUT SEMINAR SESSIONS**

**Revitalising towns: how to sustain vibrant economies and communities (Sessions run concurrently and repeated with delegates able to attend two sessions)**

**Community cultural development - Bill Hauritz**

Drawing on the national success of Festival of Small Halls, find out how to bring a community event together and deliver inspirational music concerts at small and sometimes isolated community halls. Learn how to get people together to become producers and build a model for other events in your town leading to the development of a more robust community in regional, rural and isolated places.

**Building community capacity - Shelley Wild**

Insights into the neuroscience of human behaviour – workshop practicalities of morning speech, problem solving and practice.

**Disaster preparedness and resilience - Sarah Dean Tablelands Regional Council, Ian Fell Cairns Regional Council & Andrew Portelli Cassowary Coast Regional Council**

What is the role of elected representatives in the planning, prevention and response and recovery phases of disaster and improving community capacity? Drawing from hands on experience in preparing communities for disasters as well as recovery efforts following flood, cyclone and fire events, Disaster Coordinators from Far North Queensland will reflect on recent events and share lessons identified to help build community resilience. Best practice approaches and examples will be discussed and opportunities for questions and answers to current and planned strategies.

**Emerging technologies for economic growth - Alistair Hart**

Emerging technology promises great change, but what is relevant and practical to our regions? In this panel discussion, technology experts review emerging technologies and how they can enable higher levels of economic activity in our region. Topics will include emerging geospatial technologies, reliable cloud solutions, Internet of Things and novel yet practical data communications frameworks.

## REGIONAL EXPLORATION TOURS

### AGRICULTURE

Discover why the Tablelands region is a leader in agriculture production and diversification:

- Natural Evolutions pharmaceutical grade banana flour factory
- Mt Uncle Distillery
- Tinaroo Dam
- Golden Triangle
- Mungalli Creek Dairy
- Dinner at Rainforest Bounty



### SCENIC

Explore the unique natural attractions and maybe spot a Lumholtz Tree Kangaroo:

- Hallorans Hill Conservation Park
- Bromfield Swamp
- Mt Hypipamee National Park
- Curtain Fig Tree
- Lake Tinaroo
- Dinner on Lake Barrine Rainforest Cruise

### HERITAGE

Take a step back in time and imagine life as an early settler in the region:

- Hou Wang Chinese Temple & Museum
- Herberton Historic Village
- Dinner at Bakerville Teahouse



### MILITARY

Reflect and remember the sacrifices made by members of our defence forces at popular sites:

- Atherton Cenotaph
- Rocky Creek War Memorial Park
- Afghanistan Avenue of Honour
- Herberton Cemetery
- Millstream Falls
- Dinner at the highest pub in Queensland, the Ravenshoe Hotel



**FRIDAY 28 JULY 2017 @ Destiny Café & Auditorium, 49-57 Loder Street, Atherton**

TIME	DETAILS
8.00am - 8.30am	Registration, tea & coffee
8.30am - 10.00am	Presentations
10.00am - 10.15am	Morning tea & exhibitor displays
10.15am - 12.00pm	Keynote speaker
12pm - 1.00pm	Lunch & exhibitor displays
1.00pm - 1.30pm	Minister for Local Government & Minister for Aboriginal and Torres Strait Islander Partnerships
1.30pm - 3.15pm	Breakout Sessions
3.15pm - 3.30pm	Afternoon tea & exhibitor displays
3.30pm - 4.00pm	Solutions Summary
4.00pm - 4.15pm	Wrap up & close

## FRIDAY 28 JULY 2017 PRESENTATIONS

### TITLE

### SPEAKER

Harnessing the not-for-profit sector to drive economic development

**Katrina Spies** (*Deputy Mayor Tablelands Regional Council*)

Drawing on her experience with over 20 years as CEO of QITE, Cr Katrina Spies will examine the crucial role that the not-for-profit sector and local government plays in driving and sustaining local economic development.

Disruption – can corporates out innovate startups?

**Karen Lawson** (*CEO Slingshoters*)

Karen will look at the changing landscape of corporates, the speed of disruption and extinction for large organisations. What's the secret? How do you survive and what is the process to engage with innovation? How do you survive and how do you thrive?

Thriving communities: how to think about the future

**Professor Sohail Inayatullah**

Sohail is the UNESCO Chair in Futures Studies. He is a political scientist/futurist at Tungkang University, Taipei; an Associate at the Melbourne Business School, the University of Melbourne; and Adjunct Professor at the University of the Sunshine Coast, Australia.

He will explore how to think about the future drawing on case studies from Councils in Australia and around the world on how they are dealing with dramatic changes. As we prepare for and ride the waves of change, what are the implications for the Councils we represent and the communities we serve?

State Government considerations

**The Honourable Mark Furner** (*Minister for Local Government & Minister for Aboriginal and Torres Strait Islander Partnerships*)

### BREAKOUT SEMINAR SESSIONS

Problem solving Key issues facing Local Government

**FRIDAY 28 JULY 2017 @ The Lodge, 29 Palm Street, Tinaroo**

### CONFERENCE DINNER

#### TIME

#### DETAILS

6pm

Delegates pick up by bus

6.30pm – 11pm

Dinner and entertainment

11pm

Buses return delegates to accommodation

## Speakers

### Keynote: Professor Sohail Inayatullah



Professor Sohail Inayatullah, the first UNESCO Chair in Futures Studies, is a political scientist at Tamkang University, Taipei (Graduate Institute of Futures Studies); Associate, Melbourne Business School, the University of Melbourne; Visiting Professorial Fellow, Centre for Strategic and Policy Studies, Brunel Darussalam, and Adjunct Professor at the University of the Sunshine Coast (Faculty of Social Sciences and Business). He is also associated with the Universiti Sains Islam, Kuala Lumpur, Malaysia, and is an Academic Supervisor with the University of Southern Queensland. From 2011-2014, he was an adjunct professor, Centre for Policing, Intelligence and Counter-Terrorism, Macquarie University, Sydney.

Inayatullah is editor-in-chief of the Journal of Futures Studies and on the editorial boards of Futures, World Future Review, Prout Journal, Peace and Democracy in South Asia, Journal of Futurecast in Marketing and Management, Teniat, and Foresight. He is theme editor of 'Globalization and World Systems' for the UNESCO Encyclopedia of Life Support Systems. He has also contributed to the Macmillan Encyclopedia of the Future, The Routledge Encyclopedia of Philosophy and the Oxford Encyclopedia of Peace.

In Australia, he has contributed to the Australian Financial Review, having published articles on 'Defeating the Taliban', cyber-lobbying, revolutions in governance, digital home futures, dissent in universities, ageing, capitalism and the Internet. He has also written for The Age, The Weekend Australia and the Sydney Morning Herald. He has been interviewed for numerous television and radio programs, including the BBC radio and Internet special on 'Visionaries and Education in the 21st century'.

In 2014, he gave the UNESCO futures lecture series presentation in Laos, Philippines on "Using the future to create resilient cities." In 2013, he presented at TEDx Noosa. In March 2011, he was awarded an honorary doctorate by Universiti Sains Malaysia, Penang. In 2010, he was awarded the "laurel" award for all-time best futurist by the Shaping Tomorrow Foresight Network.

### Bill Hauritz AM

Bill Hauritz is the Founder and Festival Director of the internationally acclaimed Woodford Folk Festival (formerly Maleny Folk Festival).

In 1985 Bill was the inaugural president of the Queensland Folk Federation (QFF). In this role, Bill set the challenge and pace of the QFF to stage a festival of international standing as a means to boost the Folk Movement in Queensland. His team established the first Maleny Folk Festival in 1987 with an aggregate attendance of 900. The most recent Woodford Folk Festival saw in excess of 140,000 people attending. The organisation is now a \$12 million dollar annual business and is developing its own 500 acre permanent site called Woodfordia, which is dedicated to the Arts, Humanities and Folk Lore. \$15 million has been invested in permanent infrastructure. 100,000 trees have been planted.

Woodford is one of the largest folk festivals in the world and the largest community driven cultural event in Australia. The festival's NYE celebrations have been broadcast to an international audience of over 1 billion. It has been described as one of Queensland's major cultural assets and has for years been the largest gathering of artists and musicians in Australia.

The Woodford Folk Festival has become a major Tourism driver. Last year \$32 million dollars in gross spending was independently attributed to the event. One third of the audience comes from interstate and a further 3.7% from overseas. In 2015 it was awarded The Gold Medal in the Major Events category at the Australian Tourism Awards. The Melbourne Cup won the bronze.

Bill has been the recipient of many awards including the prestigious Queensland Smithsonian Fellowship which took him on a lengthy study of festivals in the USA and Canada. He was appointed as a member of the Order of Australia (AM) in the National honours list, recipient of a National Myer Arts Award, Queensland Music Industry Lifetime Achievement Award, and recently appointed as Honorary Senior Fellow at University of Sunshine Coast.





## Speakers

### Karen Lawson



Karen Lawson is an award winning business executive and leader in the digital industry. She has held executive positions within both global companies and joint ventures. With experience leading teams through change and motivating and developing cross functional teams to peak performance, Karen is extremely passionate about delivering great results and helping others achieve their true potential.

Karen is a prolific networker and an experienced media commentator and guest speaker, with appearances on TV, radio in print and digital, as well as industry forums.

In 2016, Karen took the reins of Slingshot, a corporate accelerator focused on driving collaboration between Startups, Scaleups and corporates to lead the next wave of innovation. More than 50 Startups have participated in Slingshot's programs, achieving a combined market capitalisation in excess of \$60m and creating nearly 100 full time jobs.

Karen is leading the business through its next stage of growth, using her proven experience in driving reinvention and transformation to help Australia's biggest businesses stay ahead of disruption.

Prior to her role at Slingshot, Karen served as CEO of CareerOne, a joint venture between News Limited and Monster Worldwide. With a remit to forge a new digital strategy, Karen restructured the business from a traditional job board, into a leading targeting and digital business offering media, employer branding, SaaS and sourcing solutions. CareerOne went on to be awarded a spot in the coveted BRW 'Top 50 most innovative companies' list for 2014.

BRW Magazine quoted this turnaround as follows: "CareerOne is no longer second to SEEK in the recruitment advertising market – not because it's caught up, but because it has redefined the market it is in." –

Karen also served as General Manager – Business Development at Yahoo7! where she held full commercial and operational responsibility for data, advertising, publishing, technology, search, mobile and strategic partnerships, including the Microsoft Bing alliance.

Karen has a passion for driving innovation and has worked alongside a number

of leading organisations as a consultant including Laureate International (the largest private educator in the world), Harris Farms and the National Breast Cancer Foundation. She was named UN ambassador for Womens Entrepreneurship Day, a Nominee for Telstra Woman of the year and the Australian Growth Company Awards 2015.

Karen is also a huge 'foodie' and has been a food and luxury travel journalist for over ten years, writing for a diverse range of publishers. She doesn't have holidays, but has research and writing trips! To balance this out she is an avid runner having completed both New York and London Marathons, though these days she is more likely to be seen jogging around Blackwattle Bay at a much more sedate pace!

### Associate Professor Lisa Law

Associate Professor Lisa Law is an urban geographer in the Centre for Tropical Urban and Regional Planning at James Cook University. Her research crosses a broad spectrum of social and urban issues in tropical Australia and Southeast Asia including: tropical architecture and urban design; the multicultural use public space; and the regulation of the tropical built environment.



### Katrina Spies



Katrina Spies was appointed as the Deputy Mayor and Division 5 Councillor for Tablelands Regional Council at the 2016 elections. Katrina has over 23 years of senior management and National Board experience with community based, not-for-profit organisations and has been honoured with awards including the Telstra Queensland Young Business Woman of the Year, the Australian Institute of Management's Rural and Regional Manager of the Year - State Finalist; and Cairns Business Women's Club Manager in Business of the Year. She is a Fellow of the Australian Institute of Management, a life member of the National Employment Services Institute, a Graduate of the Australian Institute of Company Directors and holds bachelor degrees in Education and Psychology.

## Speakers

### Ruth Wallace



Professor Ruth Wallace is the Director of the Northern Institute, the social and policy research institute at Charles Darwin University. Her research engages with matters of enormous relevance to Indigenous people and other marginalised groups throughout Northern Australia and elsewhere. Her areas of expertise are workforce development in regional and marginalised areas, regional development and growth in remote areas, community engagement, and Indigenous enterprise development in remote areas. With a vision to continue as a leader of excellence in addressing critical questions, Ruth delivers excellence in research and research leadership that seeks to understand regional development and provide strong evidence for policy development, capacity building and responding to the needs of governments and communities in the region. Her work is situated in regional and remote areas of Northern Australia and Indonesia, with a specific focus in research approaches to improve service delivery and adaptation, undertaken with Aboriginal people in remote and regional areas.

Ruth was the first female to be awarded the Fulbright Distinguished Chair in Agriculture and Life Sciences in Australia which she undertook at Kansas State University in early 2017. Other roles include the Social Science Technical Advisor, Plant Biosecurity CRC Science Committee Advisory Panel; the former 'Secure Futures' Program Leader for the Plant Biosecurity Cooperative Research Centre; the Education, Capacity Building and Workforce Development Program Leader for the 'growNorth' Collaborative Research & Development Program; and was the winner of the 2016 Australian Institute of Management Leadership Excellence Award Leader/Manager of the Year for the Northern Territory.

### Shelley Wild



Shelley Wild is Founder and CEO of PeopleHQ a #socialimpact enterprise for leaders, teams, educators and parents interested in engaging their brains full potential to make effect decisions that shape a better world.

For 22 years, she has worked with thought leaders in almost every field of human endeavour, developing strategies and frameworks to unlock the potential of self-motivated people.

Her gift is to bring to life ground-breaking applied psychology, neuroscience and functional neuroeconomics and fuse them with applied practice, real-life stories and shares it in her café-like human learning programs. She makes the complex simple and easy to apply. She cuts through people development waffle and uses her experience and insights into human engagement to present practical, real people solutions.

As an agent of human performance, Shelley works with you and your team to foster a social-impact climate where aspirational leadership can incubate improved decisioning, unlock workplace innovation and establish grass-roots collaborative economies.

"We are in a collaborative economy where understanding the 'social' in people is a huge key to the game, and it all starts with leaders, parents and educators understanding the how and why of human performance." Shelley Wild, Founder, PeopleHQ.

Shelley is an acclaimed trusted advisor of progressive, self-determined leaders and provides a sage-like mentorship of tried and tested wisdom. As a seasoned educator, she incubates her wisdom and teachings and injects a pipeline of practical resources, effective tools and frameworks as well as support for those brave enough to step up and be the new leaders desperately needed in a complex and demanding world.

## Speakers

### Alistair Hart



Alistair Hart is a geospatial expert and founder of Mangoesmapping, a leading provider of geospatial services and products to regional and remote local governments.

Prior to Mangoesmapping, Alistair managed ATGIS, a geospatial information profit centre owned by Tablelands Regional Council, helped lead the local geospatial response to two severe tropical cyclones in far north Queensland and co-developed Australia's first GIS-based outbreak management system to control Dengue Fever, a mosquito-borne disease.

Geospatial projects managed by Alistair have accrued many industry awards, including for informing disaster response communications through geospatial information, enabling collaborative crowd sourcing for wildfire mitigation through open-source web mapping and preserving Tree Kangaroo populations in the remote highlands of Papua New Guinea.

Alistair's twenty years of work with geospatial information is motivated by the need to deliver a sustainable future for all citizens. He believes that high quality spatial technology can help all people by visualising issues surrounding financial, asset and environmental sustainability and enabling evidence-based decisions by leaders, through a community driven geospatial framework.

## REGISTRATION OPTIONS

**Full Delegate \$495** includes AGM & General Meeting, Meet & Greet, 2 Day Conference including morning teas, lunches and afternoon teas, Regional Exploration Tour and Conference Dinner (including transportation to and from venue).

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**Meet & Greet only \$50** includes welcome drink and canapes.

**Regional Exploration Tour only \$100** includes bus, entry to all stops and dinner.

**Conference Dinner only \$75** includes transportation to and from venue, three course meal and entertainment.

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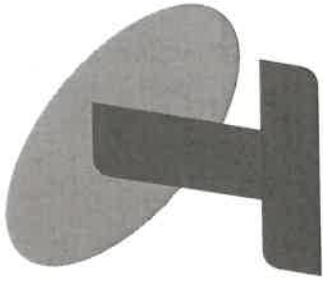
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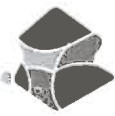
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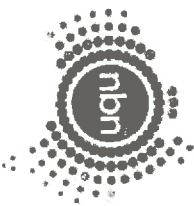
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## **GOV 02**

# **APPOINTMENT OF SPECIAL/PUBLIC HOLIDAY 2018**

*Responsible Officer:* Mark Pitt – Chief Executive Officer

*Report prepared by:* Natalie Zillman - Executive Assistant

## **1 PURPOSE OF REPORT**

The purpose of this report is to seek Council endorsement for the request to the Minister for Employment and Industrial Relations, Minister for Racing and Minister for Multicultural Affairs, the Hon Grace Grace for Special Holidays in 2018 within the North Burnett.

## **2 INTRODUCTION/BACKGROUND**

Council has received correspondence from the Office of Industrial Relations for the submission of Special Holidays in 2018. Holidays of this nature are usually appointed in respect of an annual agricultural, horticultural or industrial show or other event which would be of significance to a particular district.

The request for the appointment of a special holiday for 2018 must be submitted no later than Friday, 11 August 2017.

In August 2016, pursuant to Section 4 of the Holidays Act 1983 the Attorney-General and Minister for Justice appointed the following:

- Monday, 14 August 2017 a holiday for the North Burnett Region - Biggenden, Eidsvold, Gayndah, Monto and Mount Perry Areas for the purpose of the Royal Queensland Show; and
- Friday, 12 May 2017 a holiday for the North Burnett Region - Mundubbera Area for the purpose of the Mundubbera Annual Show.

## **3 CORPORATE/OPERATIONAL PLAN**

Theme 1: Our Productive Region

1.4 Events

1.4.1 Proactively engage with community and other partners to promote activities and events that support community well-being and economic outcomes

## **4 POLICY IMPLICATIONS**

Consistent with Council's previous decisions.

## **5 STATUTORY REQUIREMENTS**

*Holidays Act 1983.*

## **6 FINANCIAL IMPLICATIONS**

Nil.

## **7 RISK MANAGEMENT**

Assessed with conflicting dates.

## **8 CONSULTATION**

Information has been sought from the Queensland Country Show's Association that the 2018 North Burnett Shows will be held on the following dates:

- Gayndah 14 Apr-18
- Mt Perry 21 Apr-18
- Monto 28-29 Apr-18
- Eidsvold 06 May-18
- Mundubbera 11-12 May-18
- Biggenden 19-20 May-18

## **9 OPTIONS FOR COUNCIL TO CONSIDER**

Biggenden, Eidsvold, Gayndah, Mt Perry and Monto have previously taken the Brisbane Exhibition Public Holiday as the appointed Special Holiday.

The Royal Queensland Show Public Holiday (Brisbane area only) will be held on Wednesday 15 August 2018.

## **10 OFFICER'S COMMENTS/CONCLUSION**

Information is provided for Council consideration.

## **11 ATTACHMENTS**

- Correspondence – Office of Industrial Relations

## **RECOMMENDATION**

That Council make nomination for show holidays by completing and submitting the on-line form for the following Special Holidays for 2018 within the North Burnett Region:

Annual Show Holiday:

- Friday 11 May 2018 – Mundubbera
- Monday 13 August 2018 – Biggenden, Eidsvold, Gayndah, Mt Perry and Monto.



30 June 2017

Dear Chief Executive Officer,

As you may be aware, each year local governments are requested to nominate special and show holidays for the following year in line with the requirements of the *Holidays Act 1983*.

You are invited to make nomination/s for show or special holidays by completing and submitting the on-line form no later than Friday, 11 August 2017. **Please access the [on-line form here](#).**

Holidays appointed in respect of an annual agricultural, horticultural or industrial show are public holidays and those appointed for an event which has significance to a particular district are bank holidays.

Upon receiving Ministerial approval, the holidays will be published in the Queensland Government Gazette.

Confirmation of the approved special holidays together with a link to the Queensland Government Gazette will be emailed to your office.

Should you require further information regarding this process, please contact Ms Jacqui McGuire, Office of Industrial Relations on 3406 9999 or email [jacqui.mcguire@oir.qld.gov.au](mailto:jacqui.mcguire@oir.qld.gov.au).

Yours sincerely

**A J (Tony) James**  
Executive Director  
Industrial Relations Policy and Regulation  
Office of Industrial Relations  
Queensland Treasury

**REVIEW OF ADMINISTRATIVE ACTION COMPLAINTS PROCESS**

*File:* 12 – Financial Management  
*Responsible Officer:* Mark Pitt – Chief Executive Officer  
*Report prepared by:* Mark Watt – Acting General Manager Corporate & Community Services

**1 PURPOSE OF REPORT**

The purpose of this report is to seek Council adoption of a revised policy for Administrative Action Complaints.

**2 INTRODUCTION/BACKGROUND**

In December 2016, the Queensland Ombudsman provided Council with a report following a review of its complaints management system. The detailed report included various recommendations about the overall process and supporting material that makes up the complaints management system. In summary, the six (6) major recommendations focussed on the following areas for improvement:

1. Policy and procedures;
2. Website and communication to customers;
3. Internal communication and training;
4. Complaints management and resolution;
5. Internal reporting; and
6. External reporting.

The above recommendations have now been addressed and are included in a revised policy for Council's consideration.

**3 CORPORATE/OPERATIONAL PLAN**

Theme 5: Our Efficient and Effective Council

- 5.6.1 Commit to open and accountable governance to ensure community confidence and trust in Council and our democratic values
- 5.6.2 Compliant with relevant legislation

**4 POLICY IMPLICATIONS**

Whilst not being due for renewal, it is recognised that Council's existing Policy 116 – Administrative Action Complaints was subject to external review and has not substantially changed since being first adopted in 2011. The results of the Queensland Ombudsman review has established a more current and up-to-date framework.

**5 STATUTORY REQUIREMENTS**

Pursuant to section 268 of the *Local Government Act 2009*, section 306 of the *Local Government Regulation 2012*, Council is required to establish a complaints management process for resolving administrative action complaints.

## **6 FINANCIAL IMPLICATIONS**

There are minimal financial implications for the establishment of a complaints management process. Minimal cost was involved in reviewing it as the Queensland Ombudsman completed the review at no cost to Council.

## **7 RISK MANAGEMENT**

Council's exposure to risk has reduced as a result of finalising the review of the complaints management process. Council's reputation relies on its ability to deal effectively with complaints. Council also establishes capacity to use the results of complaints to improve services and the perception of customers as a result of this process.

## **8 CONSULTATION**

Consultation occurred with the Queensland Ombudsman and the Chief Executive Officer.

## **9 OPTIONS FOR COUNCIL TO CONSIDER**

Council may elect to approve the revised Policy, amend it or refuse to approve it.

## **10 OFFICERS COMMENTS/CONCLUSION**

In considering the adoption of the revised Policy 116 – Administrative Action Complaints, Council may wish to note that the Complaints Management Procedure has been reviewed and approved by the CEO. In undertaking a review of the Ombudsman's recommendations, it was felt appropriate to establish a procedure to support Council's existing policy.

## **RECOMMENDATION**

That pursuant to section 268 of the *Local Government Act 2009*, Council adopt Policy 116 – Administrative Action Complaints, effective immediately.

Policy Title: **Administrative Action Complaints**

Policy No: 116

Directorate: Executive Services

Responsible Officer: Chief Executive Officer

Adopted Date: <INSERT>

Review Date: <INSERT>

VERSION	MEETING APPROVED	MEETING DATE	HISTORY
1	General Meeting	15/11/2011	Adopted
2	General Meeting	20/04/2016	Review

Authorities: *Local Government Act 2009*  
*Local Government Regulation 2012*

## INTRODUCTION:

In accordance with section 268 of the *Local Government Act 2009*, section 306 of the *Local Government Regulation 2012*, a Local Government must implement and maintain a process for resolving administrative action complaints.

Council is committed to ensuring that complaints are dealt with in a responsive, efficient, fair and economical way with due respect to confidentiality of the complainants.

## DEFINITIONS:

Terms used in the complaints management process have the following meanings:

**“Administrative Action Complaint”** is a complaint that-

- (a) is about an administrative action of Council including the following, for example-
  - (i) a decision, or failure to make a decision, including a failure to provide a written statement of reasons for a decision;
  - (ii) an act, or failure to do an act;
  - (iii) the formulation of a proposal or intention;
  - (iv) the making of a recommendation; and
- (b) is made by an affected person.

**“Effected Person”** is a person who is apparently directly affected by an administrative action of Council.



**“Complaints Management Process”** is a process for resolving complaints about administrative actions of Council that:

- (a) covers all administrative action complaints made to Council;
- (b) requires Council to quickly and efficiently respond to complaints in a fair and objective way;
- (c) includes the criteria considered when assessing whether to investigate a complaint;
- (d) requires Council to inform an affected person of Council’s decision about the complaint and the reasons for the decision, unless the complaint was made anonymously.

**“Natural Justice”** or procedural fairness is giving someone who might be adversely affected by a decision a fair hearing prior to the decision being made.

**“Review”** to undertake a second or repeated examination of a past event or decision, taking into consideration the facts and circumstances of such event or decision.

**“Council”** is the North Burnett Regional Council.

**“Council Officer”** includes a permanent, temporary, casual or contractor employed by Council.

**“MagiQ Documents”** Council’s electronic document records management system.

#### **OBJECTIVES:**

Council’s Complaints Management Procedure is established with the following the objectives of making it easier for people to make a complaint and for Council to deal with complaints. As a result, Council intends to improve its services and give the community confidence in Council.

#### **PRINCIPLES:**

Council intends to provide a level of customer service that does not attract complaints, however acknowledges the right of persons providing feedback, both positive and negative, on its services and/or to lodge a complaint about a decision or other action it takes.

Council is committed to providing adequate resources and trained officers to deal with complaints and to record and analyse complaints data.

Council will endeavour to ensure that:

- (a) anyone who is dissatisfied about a decision or other action can easily and simply lodge a complaint;
- (b) complainants are provided with information on the complaints management process and, if necessary, assistance to make their complaint;
- (c) each complaint is initially assessed in terms of its seriousness, safety implications, complexity and degree of urgency;
- (d) Council officers will receive complaints in a professional manner and welcome valid feedback as an opportunity for improvement of the Council’s administrative practices;
- (e) complaints are resolved as quickly as possible, preferably on first contact if the complaint is straightforward;
- (f) complainants are advised of their appeal rights at the relevant stages of the complaint management process;

- (g) complainants will be provided with a written statement of outcomes, including details of the reasons for the outcome at the relevant stages of the decision-making process;
- (h) people with particular needs are assisted – for example people who are in any way disadvantaged by intellectual or physical disability, education, language ability or any other impairment.

## **CONFIDENTIALITY**

Parties to a complaint are responsible for ensuring confidentiality at all times, with respect to both verbal discussions and written documentation relating to the request.

The number of people involved in the resolution of a complaint, will be kept to an appropriate level. The number will also be limited to those with a genuine need to know, or need to be involved. A complainant will be required to provide some personal details including contact information. Anonymous complaints will not be accepted.

## **RELATED POLICIES AND PROCEDURES:**

All Council policies and procedures must be taken into consideration when considering or investigating a complaint under the complaints management process. Complaints will be dealt with in accordance with Council Complaints Management Procedure.

## **COMMUNICATION:**

In order to publicise the complaints management process, Council will place this document on its website and will train new and existing staff on the complaints management process.

## **TAKING A COMPLAINT FURTHER:**

If Council decides not to undertake a review of the action, Council will inform the complainant that a complaint may be lodged with the Queensland Ombudsman or other relevant complaint entity.

It is also recognised that a complainant is also entitled to have a matter reviewed if they are still dissatisfied with the outcome of Council's review process.

<b>Address:</b>	Level 18, 53 Albert Street Brisbane QLD 4000
<b>Postal Address:</b>	GPO Box 3314 Brisbane QLD 4001
<b>Telephone:</b>	(07) 3005 7000
<b>Toll Free:</b>	1800 068 908
<b>Email:</b>	<a href="mailto:ombudsman@ombudsman.qld.gov.au">ombudsman@ombudsman.qld.gov.au</a>

## Complaints Management Procedure

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Procedure Title:	Complaints Management Procedure
Procedure No:	-
Procedure Subject:	Managing Administrative Action Complaints
Directorate:	Corporate Services
Responsible Officer:	All Staff
Authorised by:	North Burnett Regional Council
Review Date:	<insert>
Authorities:	Policy 119 – Administrative Action Complaints <i>Local Government Act 2009</i>

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### INTRODUCTION:

Council acknowledges that people have a right to make complaints about its actions. Council's Complaints Management Procedure ensure complaints are managed fairly, quickly and professionally.

Council will make sure:

- (a) anyone who is not happy about Council can easily make a complaint.
- (b) people are given help to make their complaint.
- (c) people are not disadvantaged or treated unfairly after they make a complaint.
- (d) it deals with complaints quickly and fairly.
- (e) people are told what Council has decided about their complaint and the reasons for the decision.
- (f) if people are still not happy, they are told how to appeal Council's decision
- (g) complaints are recorded and reported on to help Council provide better services.

### OBJECTIVES:

The complaints management process is established with the following objectives:

- (a) to establish a complaints management process that is easy to understand and is readily accessible to all;
- (b) the fair, efficient and consistent treatment of complaints about decisions and other administrative actions of Council;
- (c) a complaints policy that is easy to understand and is readily accessible to all;
- (d) detection and rectification, where appropriate, of administrative errors;
- (e) identification of areas for improvement in Council's administrative practices;

- (f) increase in awareness of the complaints management process for Council's staff and the community;
- (g) enhancement of the community's confidence in the complaints management process and of the reputation of Council as being accountable and transparent;
- (h) building the capacity of staff to effectively manage complaints in an environment of continuous improvement;

## **MANAGING COMPLAINTS:**

### **1. Authority**

Council's procedure for resolving administrative action complaints is prescribed under section 268 of the *Local Government Act 2009* and section 306 of the *Local Government Regulation 2012*.

### **2. Complaints Management Process - availability**

Details of the complaints management process are available on Council's website and at Customer Service Centres.

Council ensures its staff are aware of the complaints management process and assist them to understand how to use it.

### **3. Scope**

The complaints management process applies to all administrative action complaints and the way they are handled.

Examples of an administrative action include:

- a decision or failure to make a decision, including a failure to provide reasons for the decision in writing
- making a recommendation.

An administrative action complaint includes complaints that are:

- fixed quickly
- made verbally
- made anonymously.

An affected person is someone who appears to be directly affected by an administrative action of Council.

The complaints management process doesn't apply to:

- complaints about the conduct or performance of councillors
- complaints about corruption
- public interest disclosures
- complaints covered by separate review or appeal processes.

### **4. Complaints Model**

Council's complaints management process is a step by step way to receive, record, assess, review, respond and report on complaints. It recognises that complaints are usually made verbally to the CEO or staff at Council's office.

Stage 1: Complaints are initially managed and resolved by the CEO. The CEO can refer a complaint to a General Manager, as appropriate. A solution may be possible at this stage.

Stage 2: Unresolved complaints are referred to a complaints management officer or the CEO for review and response, pursuant to this procedure.

Stage 3: People who are not happy with the way Council has handled their complaint can contact the Queensland Ombudsman for further review.

## **5. Receiving complaints**

### ***Making a complaint***

People can make a complaint:

- by telephone or in person
- by email or online, via Council's website
- in writing, addressed to the CEO
- anonymously
- If a complaint is made on a person's behalf Council will check that the person is happy for Council to respond directly to their representative.

### ***Helping people make a complaint***

- Council officers will help people make a complaint, and tell them what information they need to provide.
- Council may arrange help if a person needs an interpreter, or has special needs.

### ***Acknowledging complaints***

- Council will acknowledge receiving a complaint within two (2) working days.
- The acknowledgement advice will include the contact details of the person handling the complaint along with advising that the complaint will be finalised within twenty (20) working days.

## **6. Recording complaints**

All administrative action complaints will be recorded in a complaints register.

The complaints register should include:

- a complaint reference number
- the name of the person making the complaint
- date received
- what the complaint is about
- the outcome of the complaint
- date the complaint was finalised
- action required and the date Council will take action.

All written complaints will be referred to the CEO. The CEO will arrange for the complaint details to be recorded in the complaints register.

Council will not accept verbal complaints. Whilst assistance is provided to people wanting to make a complaint, Council requires written complaints.

Council officers will establish a MagiQ folder for each complaint that holds a full record of how the complaint is managed.

## **7. Assessing complaints**

Each complaint should be looked at carefully to figure out:

- what the complaint is about
- how it should be managed, including whether it is urgent
- if any extra information is needed.

Council needs to look at:

- whether the complaint involves an administrative action of Council or its staff
- whether person making the complaint is directly affected
- whether the complaint is worth investigating
- whether the person making the complaint has a right to appeal Council's decision
- what the person wants Council to do to fix the problem

Anonymous complaints will be accepted and dealt with like any other complaint.

Important considerations include:

- how serious the complaint is
- how much information is provided
- whether Council is able to properly investigate the complaint.

The complaint officer's assessment will be recorded in the complaint folder established for the complaint.

## **8. Reviewing complaints**

Complaints will be dealt with quickly and efficiently. Complaints should also be handled in a fair and objective way.

When Council deals with a complaint, it should:

- talk to the person making the complaint to check whether they understand all the issues
- gather and consider all relevant information about the complaint
- identify and consider relevant laws, policies and procedures
- give anyone affected by the complaint a fair hearing before the complaint is decided
- decide what can be done to fix the problem.

## **9. Remedies**

Council will consider a range of remedies for addressing administrative actions that it considers to be unfair or wrong. Remedies include, but are not limited to:

- (a) an explanation for the action in question;
- (b) an admission of fault;
- (c) an apology;
- (d) revocation or amendment of the decision;
- (e) rectification, including repairing or replacing the matter in dispute;
- (f) revision of relevant policy, procedure or practice;
- (g) provision of technical advice;
- (h) reimbursement of costs incurred as a result of the action in question;
- (i) financial compensation, including an ex-gratia payment;
- (j) waiver of debt.

More than one remedy may be applied in the particular case if the circumstances justify that course of action.

### **10. Responding to complaints**

Council shall advise the person making the complaint what it decides within the required timeframe. Council's final response can be provided verbally, but must be confirmed in writing.

If the final response cannot be provided within this time, Council should let the person know how their complaint is progressing and when they can expect a response. The final response should include:

- Council's decision and the reasons for the decision
- contact details for the officer handling the complaint
- information about any right of appeal.

### **11. Reporting on how the complaints management process works**

Senior management should receive a report each year on how the complaints management process is working. The internal report will:

- identify and analyse complaint trends, significant issues and figure out whether the complaints management process is operating effectively
- include any recommendations for improvement
- monitor how the Council will implement accepted recommendations.

### **12. External reporting**

Council's annual report will contain the following information about the complaints management process:

- a statement about how the complaints management process is working, including an assessment of Council's performance in resolving complaints under the complaints management process
- the number of all complaints made, resolved and unresolved during the financial year
- number of complaints unresolved from the previous financial year.



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## APPLICATION FOR ADMINISTRATIVE ACTION REVIEW

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Council wants to make it easy for you to apply for an Administrative Action Review.

Simply fill out this form and send it to the Chief Executive Officer, North Burnett Regional Council, PO Box 390, Gayndah QLD 4625. If you prefer you can phone Council's Customer Service Centre on 1300 696 272, or visit our website at [www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au) for advice on how to apply for an Administrative Action Review.

You are encouraged to lodge a formal application for an Administrative Action Review so that we may have an opportunity to investigate the matter and respond to your request.

Please Note – the purpose of this form is to request a review of an administrative decision already made by Council. This form should not be used to lodge a request for service or complaint about a matter that is not an administrative decision. Contact the Customer Service Centre on 1300 696 272 if you are unsure whether your matter is in relation to an administrative decision.

All Administrative Action Reviews follow the steps contained within the Administrative Action Complaints Management Process, which is available on Council's website and in Council's customer service centres.

### **NATURE OF REVIEW**

The Administrative Action that I am unhappy with relates to:

- A decision, a failure to make a decision, or a failure to provide a written statement of reasons for a decision;
- An act, or failure to act;
- The formulation of a proposal or intention;
- The making of a recommendation;
- Other (please specify): \_\_\_\_\_

### **CONTACT DETAILS**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_



## **WHAT TO EXPECT**

- We take administrative action review applications seriously.
- We will acknowledge your complaint within five (5) business days of receiving this application.
- Urgent matters will be dealt with within fourteen (14) business days.
- You will receive a response to your administrative review application within thirty (30) business days if it is considered non urgent. For complex complaints, this period will be seventy five (75) business days. If, for some reason these timeframes cannot be met, you shall receive correspondence outlining the nature of the delay and an estimated date for a response.
- If you have made an anonymous application, you will not receive a response as to the outcome of your application.

Thank you for bringing this matter to our attention.

***Privacy Notice:*** Any personal information collected by the North Burnett Regional Council is in accordance with section 268 of the Local Government Act 2009. Information received will only be used by authorised Council officers to investigate complaints and will not be disclosed to any third parties without prior consent unless required to by law.

*In some cases where complaints have escalated, this information may be disclosed to authorised State government agencies for the purpose of reviewing decisions.*



**REQUEST TO INSTALL ADDITIONAL SIGNAGE AT THE LIONS PARK, GAYNDAH**

*File:* 03.04.03  
*Responsible Officer:* Mark Pitt, Chief Executive Officer  
*Report prepared by:* Sarah Aberdein, Admin Officer Executive Services

**1 PURPOSE OF REPORT**

The purpose of this report is to consider the installation of additional signage to “Gimson Park” to reflect “Evelyn Gimson Park” at the request of the Lions Club of Gayndah Inc. please refer to document [818237](#) (attached).

**2 INTRODUCTION/BACKGROUND**

Council received correspondence (document [818237](#)) from the Lions Club of Gayndah Inc. on 25 May 2017 offering to provide, at nil cost to ratepayers suitable signage for existing parkland between fielding and Barrow Streets and North of Arthur Streets with the suggested name of “Evelyn Gimson Park”.

Councillor Zahl has liaised with responsible officers as well as the Lion’s Club Members to progress the request.

**3 CORPORATE/OPERATIONAL PLAN**

- 4.1 Beautiful parks and gardens
  - 4.1.1 Provide attractive and well maintained parks and open spaces

**4 POLICY IMPLICATIONS**

Nil

**5 STATUTORY REQUIREMENTS**

Nil

**6 FINANCIAL IMPLICATIONS**

Nil

**7 RISK MANAGEMENT**

Lions Club of Gayndah to liaise with Council to ensure that signs are constructed and installed to required specifications.

## **8 CONSULTATION**

Lions Club of Gayndah has liaised with Cr Zahl, who has sought advice/feedback from relevant Council departments to progress the request to install signage.

## **9 OPTIONS FOR COUNCIL TO CONSIDER**

To approve the installation of signage at the Lions Park in Gayndah, at no cost to Council and continue to liaise with the Lions Club to ensure that the installations of signs are to the required specifications.

To reject the request to install additional signage at the Lions Park in Gayndah.

## **10 OFFICER'S COMMENTS/CONCLUSION**

No foreseeable disadvantage to not approving the request to install additional signage at the Lions Park in Gayndah.

The park exists on Council's asset register from Gayndah Shire period and Council will need to decide if it wishes the additional signage but also to confirm the name of the park.

## **11 ATTACHMENTS**

Document [818237](#) – Lions Club of Gayndah, request to install additional signage at the Lions Park in Gayndah.

Attributes Grimson Park

## **RECOMMENDATION**

It is recommended that:

- a) Council approve the installation of additional signage depicting "*Evelyn Grimson Park*" **OR** "*Grimson Park*", at no cost to Council. Council offers in-kind support to ensure that the signs meet specification requirements.



P.O. Box 164  
 GAYNDAH  
 24/5/2017

# Lions Club of Gayndah Inc.

We Serve

RE - PARKLAND

GAYNDAH  
 TOWN

RECEIVED (records)  
 30413  
 File No: 3-6-04  
 25 MAY 2017  
 To: CEO/GMEES  
 Doc ID:  
 Retention Ref: 202AK

ATTN:

CEO MARK PITT  
 N.B.R.C.

DEAR MARK

GAYNDAH LIONS CLUB, OFFERS,

IN THE CENTENARY YEAR OF LIONS INTERNATIONAL, TO PROVIDE AT NIL COST TO RATEPAYERS SUITABLE SIGNAGE FOR EXISTING PARKLAND BETWEEN FIELDING & BARROW STREETS, & NORTH OF ARTHUR STREET -

WITH SUGGESTED NAME 'EVELYN GRIMSON PARK'

WE WOULD BE PLEASED TO MEET 'ON SITE' TO PROGRESS THIS OFFER.

THANKING YOU  
 YOURS SINCERELY

*Bill Mellor*

PRESIDENT

**BILL MELLOR**  
 18 PORTER ST.  
 GAYNDAH  
 Oldest Town in Queensland

**GAYNDAH LIONS**





## Attributes

**Park Name:** Grimson Park  
**Park ID:** NATU3002  
**Address:** Arthur St  
**Category:** Nature Reserve  
**Area:** 24,330 m2  
**Services Provided:** Passive recreation

### Park Photo



### Map of Park





Responsible Officer: Lex Webster – Manager Development Services

Report prepared by: Sue-Ann Jensen – Administration Assistant (Development) and Compliance staff

## 1 PURPOSE OF REPORT

The purpose of this report is to provide Council with:-

- a) Details of Customer Service Requests for compliance issues
- b) A summary of compliance actions taken to manage NBRC's Local Laws, and
- c) Information on the number and type of building and development applications received for the month.

## 2 INTRODUCTION/BACKGROUND

The attached report details Local Law Compliance Statistics and Building, Planning, Plumbing Statistics.

COMPLAINTS /CUSTOMER SERVICE REQUESTS OVERVIEW							
JUNE 2017							
NUMBER & LOCATION							
TYPE	TOTAL						
	BIG	EID	GAY	MON	PER	MUN	
Wandering Dog	0	1	2	3	2	2	10
Menacing Dog/Unregistered	1	0	0	2	0	1	4
Welfare	0	0	0	0	0	0	0
Noise - Dog	4	0	0	0	0	0	4
Noise - Other	0	0	0	0	0	0	0
Unauthorised Camping	0	0	0	0	0	0	0
Cat Related	1	0	0	0	0	1	2
Other Animals	0	1	1	1	0	0	3
Abandoned Vehicle	0	0	1	0	0	0	1
Footpath Obstruction Permit etc.	0	0	0	0	0	0	0
Overgrown/Unsightly	2	0	3	5	0	1	11
All Other	0	0	0	0	0	1	1
<b>TOTALS</b>	<b>8</b>	<b>2</b>	<b>7</b>	<b>11</b>	<b>2</b>	<b>6</b>	<b>36</b>

## ENFORCEMENT ACTIONS/LOCAL LAWS/ANIMAL MANAGEMENT JUNE 2017

	BIG	EID	GAY	MON	PER	MUN	TOTAL
Compliance Notices issued	1	0	1	2	1	4	9
Animal Impoundments	2	0	7	2	0	0	11
Caution Notices	9	6	10	9	2	7	43
Overgrown/ Unsightly	1	0	3	0	0	0	4
Infringement Notices	0	0	0	1	0	1	2
<b>TOTAL</b>	<b>13</b>	<b>6</b>	<b>21</b>	<b>14</b>	<b>3</b>	<b>12</b>	<b>69</b>

### MONTHLY COMPARISON – Complaints and Local Law enforcement

TYPE	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-16	Mar-16	Apr-17	May-17	Jun-17	Total (13 Months)
Complaints	27	37	52	63	55	49	21	40	33	33	45	50	36	541
Local Laws Enforcement	41	66	30	65	33	64	23	29	52	55	79	81	69	687
<b>TOTAL</b>	<b>68</b>	<b>103</b>	<b>82</b>	<b>128</b>	<b>88</b>	<b>113</b>	<b>44</b>	<b>69</b>	<b>85</b>	<b>88</b>	<b>124</b>	<b>131</b>	<b>105</b>	<b>1228</b>

## PLANNING ENQUIRIES OVERVIEW JUNE 2017 NUMBER & LOCATION

TYPE	TOTAL							
	OTHER	BIG	EID	GAY	MON	PER	MUN	
MCU		4	1	1	2	1	1	10
ROL				3			1	4
AMENITY & AESTHETICS					1			1
OP WORKS								0
ZONING								0
Bldg Work Assessable Against the Scheme						1		1
EXTRACTIVE INDUSTRY								0
COMPLIANCE				1	1		1	3
All Other	1	1	1	2	1	1		7
<b>TOTALS</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>26</b>

## MONTHLY COMPARISON – PLANNING ENQUIRIES

TYPE	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
										(9 months)
Planning enquires	22	23	11	18	22	23	15	20	26	<b>180</b>

## BUILDING AND DEVELOPMENT APPLICATIONS JUNE 2017 NUMBER & LOCATION

	NUMBER OF APPLICATIONS RECEIVED – JUNE 2017						TOTAL
	Biggenden	Eidsvold	Gayndah	Monto	Mundubbera	Perry	
<b>PLANNING</b>							
* MCU					1	1	2
* ROL							0
* Other							0
Sub - Total Planning	0	0	0	0	1	1	2
<b>BUILDING</b>							
* Domestic (Dwlg/Shed/pools etc.)	2		2		3		7
\$ value of work	\$9,700		\$50,095		\$54,116		\$113,911
* Commercial/Industrial			1				1
\$ value of work			200,000				200,000
Sub - Total Building	2	0	3	0	3	0	8
<b>PLUMBING</b>							
* Domestic (Dwlg/Shed)	3		4		2		10
* Commercial/Industrial							0
Sub - Total Plumbing	3	0	4	2	0	1	10
<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>20</b>

## MONTHLY COMPARISON – Planning, Building and Plumbing applications received

TYPE OF APPLICATION	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total (13 Months)
Planning	2	1	4	3	1	1	3	1	2	3	5	7	2	35
Building	22	13	17	9	12	17	8	11	3	11	10	13	8	154
Plumbing	5	5	5	4	5	2	0	0	3	3	3	1	10	46
<b>TOTAL</b>	<b>29</b>	<b>19</b>	<b>26</b>	<b>16</b>	<b>18</b>	<b>20</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>17</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>235</b>

**Note**

- The number of Building Applications is the combined total of all those received by Council and Private Certifiers.
- The total projected figures are for the calendar year not financial year.
- The total value of building work may not be accurate. The values are extracted from the information provided on the application forms and in some cases they are absent or understated.
- The applications noted above are those received for the month stated, some may not yet be approved.

### **3 CORPORATE PLAN**

In accordance with:-

- 5.13 Building and plumbing certification
- 1.7 Planning to facilitate industrial, commercial and residential growth
- 5.15 Provide animal control services to a high standard in line with community expectations and legislative compliance.

### **4 POLICY IMPLICATIONS**

Not applicable

### **4 STATUTORY REQUIREMENTS**

- a) Sustainable Planning Act 2009, Planning Act 2016, Plumbing and Drainage Act 2002, Building Act 1975.
- b) NBRC's Local and Subordinate Local Laws
- c) Animal Management (Cats & Dogs) Act 2008

### **6 FINANCIAL IMPLICATIONS**

Not applicable.

### **7 RISK MANAGEMENT**

In accordance with Council's 'Risk Management Plan' and Council's 'Risk Management Procedure – Policy 213'.

### **8 CONSULTATION**

Council's 'in house' Staff (Planning, Building, Engineering and Environmental Health), Council's Consultants (Town Planners, Plumbing Inspector, Engineers etc.) and Government Departments if and when required as Referral Agencies.

### **9 OPTIONS FOR COUNCIL TO CONSIDER**

This report is for information and provides Councillors with;

- a) an overview of compliance activities completed based on the communities service requirements, and
- b) a summary of building and development activities which provide in insight into local economic conditions.

### **10 OFFICER'S COMMENTS/CONCLUSION**

For Council's consideration

## 11 ATTACHMENTS

- Planning, Building and Plumbing applications for the month of JUNE

### North Burnett Regional Council Approvals Report

Application No.	Property Address	Description	Assessment Number	Project Value (\$)
0083/17	551 SANDY CAMP ROAD, MOUNT PERRY QLD 4671	PLUMBING - Dwelling	50579-60000-000	\$0
0084/17	65 PINEAPPLE STREET, GAYNDAH QLD 4625	PLUMBING - Commercial	30429-20000-000	\$0
0085/17	69 WARTON STREET, GAYNDAH QLD 4625	PLUMBING - Commercial	30354-00000-000	\$0
0086/17	8 PETALUMA COURT, GAYNDAH QLD 4625	PLUMBING - Dwelling	30660-57000-000	\$0
0087/17	60A NEWTON STREET, MONTO QLD 4630	PLUMBING - Commercial	40275-20000-000	\$0
0089/17	BOWEN STREET, MUNDUBBERA QLD 4626	BUILDING - Shade Shelter	60487-00000-000	\$15,000
0090/17	2 GLENVIEW STREET, COALSTOUN LAKES QLD 4621	BUILDING - Removal of Dwelling (OUT)	10375-00000-000	\$0
0091/17	1A FRANK MCCAULEY STREET, MUNDUBBERA QLD 4626	PLANNING Material Change of Use - Museum Extensions Open Shed	60466-00000-000	\$0
0092/17	CAROLINE STREET, BIGGENDEN QLD 4621	BUILDING - Shade Structure	10224-00000-000	\$9,700
0093/17	MOUATT STREET, MONTO QLD 4630	PLUMBING - Commercial	40536-50000-000	\$0
0094/17	BACK GLENRAE ROAD, GLENRAE QLD 4626	BUILDING - Removal Dwelling (OUT)	60553-00000-000	\$0
0095/17	69 WARTON STREET, GAYNDAH QLD 4625	BUILDING - Alterations & Additions to Existing Hospital Kitchen	30354-00000-000	\$200,000
0100/17	19320 BURNETT HIGHWAY, MUNDOWRAN QLD 4626	BUILDING - Patio	60609-10000-000	\$39,116
0101/17	48 CAPPER STREET, GAYNDAH QLD 4625	BUILDING - Patio Roof	30081-00000-000	\$18,095
0102/17	479 GAHANS ROAD, WETHERON QLD 4625	PLUMBING - Dwelling	31748-00000-000	\$0
0103/17	21 EDWARD STREET, BIGGENDEN QLD 4621	PLUMBING - Alterations & Additions to Existing Dwelling	10045-00000-000	\$0
0104/17	(NO NAME) (NO TYPE)	PLUMBING - Alterations & Additions to Existing Dwelling	10493-51000-000	\$0
0105/17	(NO NAME) (NO TYPE)	PLUMBING - Alterations & Additions to Existing Dwelling	10493-51000-000	\$0
0106/17	GAYNDAH MOUNT PERRY ROAD, MINGO QLD 4625	PLANNING - Material Change of Use - 136 Site Tourist Park & Park	50415-90000-000	\$0
0107/17	14-16 DOWNING STREET, GAYNDAH QLD 4625	BUILDING - Shed	30473-00000-000	\$32,000
				<b>\$313,911</b>

**4<sup>TH</sup> QUARTER CARAVAN AND CAMPING REPORT -  
INFORMATION ONLY**

*File:* 825948

*Responsible Officer:* Trisha Hansen – Manager Corporate and Community Services

*Report prepared by:* Melinda Jones – Community Development Officer

**1 PURPOSE OF REPORT**

The purpose of this report is to provide Council with a 4<sup>th</sup> Quarter report on Caravan and Camping operations and statistics for the 2016-2017 financial year.

**2 INTRODUCTION/BACKGROUND**

Council currently maintains and contracts four caravan parks and one seasonal campsite.

**3 CORPORATE/OPERATIONAL PLAN**

In accordance with 2017-2022 Corporate Plan:

**THEME 1: OUR PRODUCTIVE REGION****1.5 Implementation of Tourism Strategy**

1.5.3 Undertake Council owned caravan parks with appropriate business and entrepreneurial acumen

**THEME 4: OUR VIBRANT AND NATURALLY BEAUTIFUL REGION**

4.2.2 Promote major tourism assets include water storage sites

**THEME 5: OUR EFFICIENT AND EFFECTIVE COUNCIL**

5.2 Asset management

**4 POLICY IMPLICATIONS**

Nil.

**5 STATUTORY REQUIREMENTS**

Nil.

**6 FINANCIAL IMPLICATIONS**

Caravan Park operations are funded through Council's adopted Operational Budget and is reconciled on a monthly basis.

**7 RISK MANAGEMENT**

Risk assessments are conducted on a regular basis to ensure that facilities provided comply with Council's Workplace Health and Safety standards.

Financial management processes are implemented to ensure the operation of Council's Caravan Parks adhere to the adopted budget.

## **8 CONSULTATION**

Caravan Park contractors are consulted in the development of quarterly reports.

## **9 OFFICER'S COMMENTS/CONCLUSION**

Attachment 1 – Caravan Park EOY update.

## **10 ATTACHMENTS**

Attachment 1 – Caravan Park EOY update.

## **RECOMMENDATION**

That Council receive the 4<sup>th</sup> Quarter Caravan and Camping Report as information.

## PARADISE DAM

### Operation of facility:

Operation of facility maintained and opportunities for expansion explored.

Powered sites installed to top caravan park section.

### Development:

Development of top camping sites: 12 powered sites.

Annual Review due 22<sup>nd</sup> November 2017.

### Number of visitor for Q4

April: 95 – Average per night: 3.2

May: 83 – Average per night: 2.7

June: 80 – Average per night: 2.7

Total: 258 – Average per night for Q4: 2.8

### YTD Average

Total: 1474 – Average per night: 8

## PARADISE DAM PARK STATISTICS 2016-2017

	Singles	Couples	1 night	2 nights	3 nights	4 plus	Fees Collected	NSW	QLD	TAS	VIC	SA	WA	NT	OTHER
JULY	26	152	39	28	11	25	\$ 4,030.00	22	63	1	0	15	1	0	1
AUGUST	18	148	45	21	15	10	\$ 3,765.00	8	75	0	5	0	0	0	1
SEPTEMBER	21	184	46	35	13	11	\$ 4,820.00	6	95	0	3	0	1	0	0
OCTOBER	32	196	51	36	6	8	\$ 4,055.00	6	94	0	0	0	1	0	1
NOVEMBER	48	102	37	23	4	9	\$ 2,670.00	4	66	0	1	0	0	0	0
DECEMBER	19	114	20	15	14	11	\$ 3,995.00	0	59	0	1	0	0	0	0
JANUARY	14	63	30	21	15	6	\$ 3,215.00	3	65	0	0	1	0	0	4
FEBRUARY	6	27	16	8	1	2	\$ 1,165.00	1	24	1	1	0	0	0	0
MARCH	9	37	21	13	4	5	\$ 1,700.00	1	41	0	0	0	0	0	0
APRIL	27	68	23	24	25	5	\$ 3,735.00	0	76	2	0	0	0	0	0
MAY	13	70	35	36	0	3	\$ 2,750.00	3	66	1	2	0	0	0	0
JUNE	19	61	30	26	11	6	\$ 2,920.00	13	46		7	2	1		
Accumulative Total	252	1222	393	286	119	101	\$ 38,820.00	67	770	5	20	18	4	0	7

\*NOTE: Recorded data taken from actual information and receipts given



## EIDSVOLD CARAVAN PARK

### Operation of facility:

Eidsvold Caravan Park successfully completed Hazzard inspection.  
Annual Review due 5<sup>th</sup> of November 2017.

### Development:

Nil to date

### Number of visitor for Q4:

April: 359 – Average per night: 12.0

May: 355 – Average per night: 11.5

June: 372 – Average per night: 12.4

Total: 1086 – Average per night for Q4: 11.9

### YTD Average

Total: 4940 – Average per night: 26.8

## EIDSVOLD CARAVAN PARK STATISTICS 2016-2017

	Single	Couples	Singl e	1 night	2 nights	3 nights	4 plus	Cabins	Powered	Unpow ered	Fees Collected	NSW	QLD	TAS	VIC	SA	WA	NT	OTH ER	
JULY	300	442	50	0	0	0	0	0	0	0	\$ -	0	0	0	0	0	0	0	0	0
AUGUST	203	418	71	249	88	24	331	163	243	2	\$ 9,029.00	105	464	16	74	18	6	0	8	8
SEPTEMBER	303	248	60	152	47	19	393	255	167	3	\$ 6,382.00	36	546	0	13	10	2	0	4	4
OCTOBER	267	152	63	104	27	12	339	209	130	4	\$ 3,556.00	24	424	4	14	5	5	2	4	4
NOVEMBER	118	88	69	69	31	16	159	75	82	4	\$ 4,354.00	12	259	0	0	0	0	2	2	2
DECEMBER	112	168	66	68	32	17	229	95	96	1	\$ 6,960.00	5	319	0	6	0	4	0	12	12
JANUARY	136	76	18	54	29	23	122	100	52	22	\$ 5,988.00	1	225	0	2	0	0	0	0	0
FEBRUARY	267	36	0	52	34	26	195	200	43	19	\$11,456.00	0	303	0	0	0	0	0	0	0
MARCH	276	23	0	62	29	27	207	206	57	11	\$7,876.00	14	306	0	0	0	0	0	0	0
APRIL	211	148	9	116	59	38	155	160	95	7	\$17,460.00	3	365	0	0	0	0	0	0	0
MAY	129	226	1	179	88	29	60	70	132	16	\$ 8,620.00	36	290	2	16	2	6	0	4	4
JUNE	74	298	5	225	69	31	56	41	153	13	\$ 7,265.00	71	254	9	42	0	0	0	2	2
Accumulati ve Total	2396	2300	412	1330	533	262	2197	1574	1250	102	\$88,946.00	307	3755	31	167	35	23	4	44	44

\*NOTE: Recorded data taken from actual information and receipts given

## MINGO CROSSING CARAVAN PARK AND RECREATIONAL AREA

### Operation of facility:

Mingo Crossing successfully completed annual review.

Replacement mower completed.

Caretakers have successfully applied for a food licence. The little café has been successful and full credit to Dave and Fran for their initiative and drive to make this facility a fantastic experience.

### Development:

Building our Regions and Building Better Regions funding applications completed – awaiting outcome.

Building Better Regions funding application completed – awaiting outcome.

Annual Review due 26<sup>th</sup> of May 2018.

### Number of visitor for Q4:

April: 619 – Average per night: 20.5

May: 572 – Average per night: 18.5

June: 476 – Average per night: 15.9

Total: 1667 – Average per night Q4: 18.3

### YTD Average

Total: 5837 – Average per night: 31.7

MINGO CROSSING CARAVAN PARK STATISTICS 2016-2017																			
	Singles	Couples	Extra	1 night	2 nights	3 nights	4 plus	Cabin	Powered	Unpowered	Fees Collected	NSW	QLD	TAS	VIC	SA	WA	NT	OTHER
JULY	5	408	17	59	58	31	55	0	88	122	\$14,594.20	22	171	0	8	2	1	0	3
AUGUST	89	614	0	84	120	47	66	0	119	232	\$20,615.10	15	268	2	23	3	3	0	1
SEPTEMBER	18	540	0	128	72	52	76	0	54	213	\$20,301.60	16	253	1	5	0	0	0	0
OCTOBER	26	538	46	90	118	31	59	0	85	214	\$17,718.00	10	286	1	0	0	0	0	0
NOVEMBER	24	454	36	71	75	34	72	0	84	169	\$18,414.80	7	238	0	0	0	0	0	1
DECEMBER	10	462	157	62	59	34	85	0	50	191	\$20,065.30	1	233	0	0	1	1	0	0
JANUARY	14	256	82	46	41	34	17	0	41	96	\$ 8,446.10	0	136	0	2	0	0	0	0
FEBRUARY	9	216	38	38	45	20	14	0	40	77	\$6,483.50	0	116	0	1	0	0	0	0
MARCH	4	107	0	32	35	16	27	0	67	44	\$9,088.60	1	108	0	2	0	0	0	0
APRIL	12	496	111	53	68	50	87	0	70	188	\$20,039.20	0	253	0	2	3	0	0	2
MAY	11	528	33	64	89	44	76	0	85	188	\$18,817.80	19	240	3	5	3	3	0	2
JUNE	5	428	43	67	70	34	49	0	63	156	\$13,752.50	30	173	2	9	3	2	0	0

Accumulative Total	227	5047	563	794	850	427	683	0	846	1890	\$188,336.70	121	2475	9	57	15	10	0	9
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\*NOTE: Recorded data taken from actual information and receipts given

## **MOUNTAIN VIEW CARAVAN PARK**

### **Operation of facility:**

Contractor successfully completed annual review.

### **Development:**

Land leased from Show Grounds has been developed for Caravan Park overflow.  
Negotiations with QBuild to obtain State owned sites on outside of park - ongoing.  
Annual Review due 7<sup>th</sup> of July 2017.

### **Number of visitor for Q4:**

April: 985 – Average per night: 32.8

May: 1306 – Average per night: 42.1

June: 1324 – Average per night: 44.1

Total: 3615 – Average per night for Q4: 39.7

### **YTD Average**

Total: 13490 – Average per night: 73.3

<b>Mountain View Caravan Park</b>			
	Powered	non powered	Cabins
JULY	1423	87	111
AUGUST	1361	83	69
SEPTEMBER	1090	48	80
OCTOBER	867	70	102
NOVEMBER	941	21	51
DECEMBER	654	11	62
JANUARY	941	29	61
FEBRUARY	700	10	68
MARCH	839	15	81
APRIL	807	94	84
MAY	1051	159	96

JUNE	1083	129	112
Accumulative Total	11757	756	977

### **MT PERRY CARAVAN PARK**

Lessee: Maclean Parks Pty Ltd

Expires: 30<sup>th</sup> of June 2028

New site managers in place, Kristy Lane.

Onsite Café no longer operating.

Hazzard inspection conducted.

The number of park users remains very low, the average stay is two nights, over the last 12 months occupancy is around 40%. The single men's quarters has 17 rooms, over the last 12 months occupancy is around 50%.

### **CANIA GORGE CARAVAN PARK – BIG 4**

Lessee: Rankin Bailey Investments

Expires: 28<sup>th</sup> November 2036

### **MUNDUBBERA SEASONAL WORKERS CAMPSITE**

#### **Operation of facility:**

It was recommended in a report to council June general meeting that:

- a) Council endorses the recommendations of the Evaluation Report to award the Mundubbera Seasonal Workers Campsite to Three Rivers Caravan Park; and
- b) Council negotiates an 8 month hold on commencement of this contract to allow for a watch and review of illegal camping in the region.

Nil operation of facility has commenced. In watch and review stage.

#### **Development:**

Nil Development

**4<sup>TH</sup> QUARTER COMMUNITY PARTNERSHIPS REPORT -  
INFORMATION ONLY**

*File: 825947*

*Responsible Officer: Trisha Hansen – Manager Corporate and Community Services*

*Report prepared by: Melinda Jones – Community Development Officer*

**1 PURPOSE OF REPORT**

The purpose of this report is to provide Council with the 4<sup>th</sup> quarter report on Community Partnerships and statistics for the 2016-2017 financial year.

**2 INTRODUCTION/BACKGROUND**

Council has established Community Partnerships between various community groups and State Government Department of Transport and Main Roads to preserve rail corridors throughout the North Burnett.

**3 CORPORATE/OPERATIONAL PLAN**

In accordance with 2017-2022 Corporate Plan:

**THEME 1: OUR PRODUCTIVE REGION****1.5 Implementation of Tourism Strategy**

1.5.1 Plan, design and develop a sustainable Tourism Strategy that services and encourages economic growth within the region

**THEME 3: OUR UNITED REGION****3.6 United communities****3.6.7 Support and promote our villages and small communities****3.7 Global and regional relationships**

3.7.2 Partnerships at local, regional, state and national levels maintained and improved

**THEME 4: OUR VIBRANT AND NATURALLY BEAUTIFUL REGION****4.5 Protection of cultural heritage****THEME 5: OUR EFFICIENT AND EFFECTIVE COUNCIL****5.8 Productive partnerships**

5.8.1 Encourage partnerships for the benefit of the region, our community and economy

**4 POLICY IMPLICATIONS**

Nil.

**5 STATUTORY REQUIREMENTS**

Nil.

## **6 FINANCIAL IMPLICATIONS**

Lease agreements are in place between various community groups.

Responsibility of financial contributions and facility maintenance lies with the Lessees of the sites.

## **7 RISK MANAGEMENT**

Hazard Inspections are conducted on a regular basis to ensure that facilities provided comply with Council's Workplace Health and Safety standards.

## **8 CONSULTATION**

Community groups are consulted in the development of this report. Council's Community Development Officers provide liaison services and assist where necessary.

## **9 OFFICER'S COMMENTS/CONCLUSION**

Nil

## **10 ATTACHMENTS**

Attachment 1 – Community Partnership 4<sup>th</sup> quarter update.

## **RECOMMENDATION**

That Council receive the 4<sup>th</sup> Quarter Community Partnerships Report as information.

## ATTACHMENT 1 - RAILWAY STATION CONVERTS

### MONTO RV STOP OVER

#### **Operation of facility:**

Lessee: Monto Magic Tourism Action Group (MMTAG)

Expires: 4<sup>th</sup> June 2019

#### **Development:**

MMTAG developing railway station beautification program.

New caretakers to commence within the first half of 2017-18 financial year.

Total visitor spend captured

YTD: \$67,165.12

#### **Number of visitor for Q4:**

April: 65 – Average per night: 2.2

May: 121 – Average per night: 3.9

June: 292 – Average per night: 9.7

Total: 478 – Average per night for Q4: 5.25

#### **YTD Average**

Total: 1736 – Average per night: 9.4

<b>MONTO STOPOVER STATISTICS 2016-2017</b>																
	Single	Couple	1 night	2 nights	3 nights	Units	Fees C'ted	NSW	QLD	TAS	VIC	SA	WA	NT	OTHER	Spend
JULY	18	366	170	24	6	201	\$ 1,175.00	48	91	5	44	6	6	0	1	\$11,586.88
AUGUST	12	370	173	17	7	197	\$ 1,140.00	36	106	7	35	10	2	1	0	\$12,163.66
SEPTEMBER	9	180	89	6	4	99	\$ 565.00	22	59	8	7	3	0	0	0	\$ 7,803.10
OCTOBER	11	106	54	7	3	64	\$ 385.00	6	53	0	4	0	1	0	0	\$ 5,487.32
NOVEMBER	10	40	24	5	1	30	\$ 185.00	1	26	3	0	0	0	0	0	\$ 4,161.69

DECEMBER	1	34	14	0	4	18	\$ 130.00	18	0	0	0	0	0	0	0	\$ 2,327.69
JANUARY	6	22	7	6	4	17	\$ 155.00	0	16	0	0	0	1	0	0	\$ 2,119.44
FEBRUARY	3	8	5	2	0	7	\$ 45.00	0	7	0	0	0	0	0	0	\$ 2,084.15
MARCH	8	54	57	2	2	61	\$ 335.00	5	49	3	1	0	1	0	0	\$ 6907.30
APRIL	9	56	28	10	3	65	\$ 390.00	5	57	0	2	1	0	0	0	\$ 3,537.12
MAY	17	104	110	9	2	121	\$ 680.00	21	78	1	14	4	3	0	0	\$ 4,438.07
JUNE	40	252	139	21	6	166	\$ 995.00	45	79	8	0	1	9	0	1	\$ 4,548.70
Accumulative Total	144	1592	870	109	42	1046	\$6,180.00	207	621	35	107	25	23	1	2	\$67,165.12

**BIGGENDEN RV STOP OVER**

**Operation of facility:**

Lessee: Biggenden Chamber of Commerce

Expires: 30<sup>th</sup> June 2019

**Development:**

Nil

Total visitor spend captured

YTD: \$19,895.21

**Number of visitor for Q4:**

April: 64 – Average per night: 2.1

May: 93 – Average per night: 3.0

June: 143 – Average per night: 4.8

Total: 300 – Average per night for Q4: 3.3

**YTD Average**

Total: 790 – Average per night: 4.3



## BIGGENDEN RV STOPOVER STATISTICS 2016-2017

	Singles	Couples	1 night	2 nights	3 nights	actual RV's	Fees Collected	NSW	QLD	TAS	VIC	SA	WA	NT	OTHER	Spend
JULY	16	54	40	16	7	67	\$490.00	19	24	1	7	3	0	3	0	\$ 3,633.10
AUGUST	8	73	65	15	2	87	\$556.65	20	31	4	10	6	1	2	3	\$ 3,742.23
SEPTEMBER	2	28	21	9	2	39	\$291.00	8	12	4	4	0	0	0	8	\$2,192.42
OCTOBER	7	36	32	12	0	43	\$320.45	3	28	0	1	0	0	0	7	\$ 1,872.40
NOVEMBER	6	12	11	4	1	18	\$ 161.10	0	12	0	0	1	0	0	7	\$ 1,257.53
DECEMBER	1	7	4	2	0	8	\$ 85.00	0	3	0	0	0	1	0	2	\$ 114.71
JANUARY	4	0	5	0	0	4	\$ 29.70	0	4	0	0	0	1	0	1	\$ 97.90
FEBRUARY	2	4	4	0	0	6	\$ 30.00	0	5	0	0	0	0	0	0	\$ 194.99
MARCH	2	7	9	0	0	9	\$ 93.40	0	9	0	0	0	0	0	8	\$ 503.97
APRIL	6	29	30	7	0	35	\$348.90	4	22	0	2	1	0	0	0	\$1,598.55
MAY	5	44	34	16	0	49	\$440.35	1	31	0	4	1	0	0	0	\$2,056.64
JUNE	11	66	55	16	0	77	\$249.70	5	42	3	5	2	4	0	6	\$2,630.77
Accumulative Total	70	360	310	97	12	442	\$3,096.25	60	223	12	33	14	7	5	42	\$19,895.21

\*NOTE: Recorded data taken from actual information and receipts given

### **GAYNDAH RAILWAY**

#### **Operation of facility:**

Lessee: Gayndah Heritage Railway Rail Trial Inc

Expires: 17<sup>th</sup> August 2020

#### **Development:**

Gayndah Heritage Railway Rail Trial Inc hosted the Gayndah Famil Tour morning tea

## **MUNDUBBERA RAILWAY**

### **Operation of facility:**

Lessee: Mundubbera Enterprise Association Inc

Expires: 31<sup>st</sup> March 2026

### **Development:**

Mundubbera Enterprise Association participated in the Mundubbera Famil Tour and completed the Railway Display. They are to be commended for their work and participating in the Mundubbera Famil Tour.



**FAMIL TOUR UPDATE - INFORMATION ONLY**

*File:* 803786  
*Responsible Officer:* Trisha Hansen – Manager Corporate and Community Services  
*Report prepared by:* Denese Temu – Tourism Administration Officer  
Melinda Jones – Community Development Officer

**1 PURPOSE OF REPORT**

The purpose of this report is to provide Council with a final report on the Famil Tour Project and to provide received from participants.

**2 INTRODUCTION/BACKGROUND**

The North Burnett Famil Tours was an action item requested through the Council Corporate and Community Portfolio Meeting and endorsed at Council's General Meeting on 17 August 2016.

North Burnett Famil Tours:

- Provide an opportunity for local Frontline Tourism Members (ie those involved in the tourism industry and those in contact with Tourists) to explore their own back yard;
- Provide an opportunity for Frontline Tourism Members to showcase their area to others by leading a "Hero's Experience" tour;
- Provide an opportunity to enhance cross-regional promotion; and
- Provide an opportunity for Frontline Tourism Members to experience other regional attractions.

**3 CORPORATE/OPERATIONAL PLAN**

In accordance with 2017-2022 Corporate Plan:

**THEME 1: OUR PRODUCTIVE REGION**

1.4.1 Proactively engage with community and other partners to promote activities and events that support community well-being and economic outcomes

1.5.1 Plan, design and develop a sustainable Tourism Strategy that services and encourages economic growth within the region

**THEME 3: OUR UNITED REGION**

3.6.7 Support and promote our villages and small communities

**THEME 4: OUR VIBRANT AND NATURALLY BEAUTIFUL REGION**

4.5.1 Manage and promote natural resources, including culturally significant sites in a responsible and sustainable manner

**THEME 5: OUR EFFICIENT AND EFFECTIVE COUNCIL**

5.8 Productive partnerships

5.8.1 Encourage partnerships for the benefit of the region, our community and economy

#### 4 POLICY IMPLICATIONS

General Policy 208 – Tourism

#### 5 STATUTORY REQUIREMENTS

Nil

#### 6 FINANCIAL IMPLICATIONS

This project was funded by Council's Economic Development budget.

Location	Activity	Budget not including Council In kind	Actual Costing
Biggenden	Catering – morning tea	\$10.00 p/p x 80 = \$800	\$200.00
	Catering – Lunch	\$15.00 p/p x 80 = \$1,200.00	\$462.63
	Transportation	\$500.00	\$1,771.00
	<b>Total</b>	<b>\$ 2,500.00</b>	<b>\$2,433.63</b>
Eidsvold	Historical Centre Tour	\$ 5.00 p/p x 80 = \$400.00	
	Catering – morning tea	\$ 5.00 p/p x 80 = \$400.00	\$550.00
	RM Centre Tour	\$ INKIND	
	Catering – Lunch	\$ 20.00p/p x 80 = \$1,600.00	\$1675.00
	Transportation	\$ 500.00	\$1815.00
<b>Total</b>	<b>\$2,900.00</b>	<b>\$4040.00</b>	
Gayndah	Catering – morning tea	\$ 10.00p/p x 80 = \$800.00	\$900.00
	Art Gallery entry fee	\$ 5.00 p/p x 80 = \$400.00	In kind
	Museum Tour	\$ 5.00 p/p x 80 = \$400.00	In kind
	Catering – Lunch	\$ 15.00p/p x 80 = \$1,220.00	\$1,370.00
	Gayndah Railway	\$ 5.00 p/p x 80 = \$400.00	
	Transportation	\$ 500.00	\$2,012.00
<b>Total</b>	<b>\$3,700.00</b>	<b>\$4,282.00</b>	
Monto	Catering–afternoon tea	\$10.00 p/p x 80 = \$800.00	\$450.00
	Catering–Lunch	\$15.00 p/p x 80 = \$1,200.00	\$963.10
	3MHCC	\$ INKIND	\$0.00
	Transportation	\$ 500.00	\$1,892.00
<b>Total</b>	<b>\$2,500.00</b>	<b>\$3,305.10</b>	

Location	Activity	Budget not including Council In kind	Actual Costing
Mt Perry	Catering – morning tea	\$7.00 p/p x 80 = \$560.00	\$450.00
	Museum visit	\$ INKIND	-
	Catering – Lunch	\$18.00 p/p x 80 = \$1,440.00	\$708.48
	Transportation	\$ 500.00	\$2,006.00
	<b>Total</b>	<b>\$2,500.00</b>	<b>\$3,164.48</b>
Mundubbera	Citrus Shed Tour	\$ INKIND – TBC	\$550.00
	Morning Tea	\$ 7.00 x 80 = \$560.00	\$1525.00
	Catering – Lunch	\$18.00 p/p x 80 = \$1,440.00	
	Art Gallery Tour	\$ INKIND	
	Transportation	\$ 500.00	\$2200.00
<b>Total</b>	<b>\$2,500.00</b>	<b>\$4275.00</b>	
Total Cost	Catering	\$12,000.00	\$ 9,558.11
	Transportation	\$3,000.00	\$ 9,684.00
	Tourism Attractions	\$1,600.00	\$ 0.00
	Wages and Plant		\$ 974.00
	<b>Total</b>	<b>\$16,600.00</b>	<b>\$20,216.11</b>

## 7 RISK MANAGEMENT

A full risk assessment and risk management plan has been developed in accordance with Council's WHS Policies and Procedures.

## 8 CONSULTATION

Consultation has been undertaken with all communities. Each community had a key local contact point.

The Mt Perry tour utilised the services of The Mt Perry Development Group and Mt Perry Museum. These groups ensured that all key community members were informed and invited to consultation sessions and to the tour. These champions were a key link to the Mt Perry community and assisted greatly in pulling together the Mt Perry Famil program and participants.

The Gayndah tour utilised the services of the Gayndah Art Gallery and Museum as the key contact point for Gayndah. These groups ensured that all key community members were informed and invited to consultation sessions and to the tour. These champions were a key link to the Gayndah community and assisted greatly in pulling together the Gayndah Famil program and participants.

The Eidsvold tour utilized the services of the Eidsvold Historical Society/Museum and the Eidsvold Cattle Clan as the key contact points. These groups ensured that all key community members were informed and invited to consultation sessions and to the tour. These champions were a key link to the Eidsvold community and assisted greatly in pulling together the Eidsvold Famil program and participants.

The Mundubbera tour utilized the services of the Mundubbera Heritage and Information Centre Volunteers and the Mundubbera Art Gallery Volunteers. These groups ensured that all key community members were informed and invited to consultation sessions and to the tour. These champions were a key link to the Mundubbera community and assisted greatly in pulling together the Mundubbera

Famil Tour. Cr Whelan played key role in establishing connections and organizing the Tongan welcome.

Bundaberg North Burnett Tourism was also consulted and sent 6-10 of their Frontline Tourism members to the Famil Tours to participate and connect with the region.

## **9 OFFICER'S COMMENTS/CONCLUSION**

### **Mt Perry Famil Tour – 12<sup>th</sup> March 2017**

Attendees: 104 people

Locations: Memorial Park, Art Gallery, Mt Perry Museum, Catholic Church, Mingo Crossing, Normanby Lookout, Boolboonda Tunnel, Marchioness B&B.

MCs: Cr John Bowen and Pat Smith provided the commentary on the coaches.

### **Gayndah Famil Tour**

Attendees: 93 people

Locations: Town Hall, Gayndah Railway and Men's Shet, Ted Kirk Fiel, Claude Wharton Wier, Ideraway Bridge, McConnells Lookout, Graveyard Gully, Old Gayndah Township site, old Picture Theatre, Gayndah Museum

MCs: Cr John Zahl and Cynthia Berthelsen provided the commentary on the coaches.

### **Eidsvold Famil Tour**

Attendees: 98 people

Locations: Apex Park, Museum, Wuruma Dam, RMWABLC, Eidsvold Station, Tolderrodden Park, Kirar Wier

MCs: Cr Peter Webster and Mayor Rachel Chambers provided the commentary on the coaches

### **Mundubbera Famil Tour**

Attendees: 94 people

Locations: Mundubbera Regional Art Gallery, Heritage Rail Precint and Men's Shed, Bowls Club, Heritage Information Centre, Packing Shed, Blueberry Farm, Golf Club, Museum, Ski Area

MCs: Cr Faye Whelan and Fred Doessel provided the commentary on the coaches

## **10 ATTACHMENTS**

Attachment 1 – CNBT Letter to the editor

Attachment 2 - Participant Feedback

## **RECOMMENDATION**

That Council adopt the report as information.

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**LETTERS**

**Tours a triumph**  
I WOULD like to put in a letter of thank-you to the North Burnett Regional Council mayor and councillors on their foresight and initiative in setting up the recent Famil Tours.

Not only were these tours informative and enjoyable, they were extremely well organised and productive. The first Famil Tour back in January was when Biggenden was able to shine and show off just some of the natural beauty and history residents enjoy on a daily basis.

Famil Tours followed through the months and the trips visited all our wonderful towns in the North Burnett finishing up in Mundubbera. All of these tours were extremely well organized and advertised and we here in Biggenden would like to thank Melinda Jones and Denese Temu for their wonderful organisation.

Around 34 Frontline tourist people from Biggenden joined these

Famil Tours.

There were some whispers of lack of advertising and secret tours but of course there was no substance to the claims as Central and North Burnett Times covered the stories with a contact phone number each time and also the North Burnett Regional Council newsletter that is delivered by the post to every door had articles from our mayor inviting all to join in.

Frontline Tourism folk in Biggenden and throughout our region now have greater knowledge of our region and we all have been given the tools to pass this knowledge on to visitors, travellers and tourists that pass through our most beautiful North Burnett helping their stay to be a trip to enjoy and a trip they would like to do again.

Tourism is on the rise and all of our towns are already benefiting from the Famil Tours. We would like to thank the many, many volunteers who helped out on their respective days feeding all with beautiful treats and hearty meals,

cuppas and friendship. To the Councillors and ladies from the North Burnett Regional Council who gave out water and kept us all very comfortable - your concerns and friendships were very much appreciated.

On finishing I would like to put the spotlight back on the North Burnett Regional councillors congratulating them on a great decision. Perhaps it is the more practical community events like this including Frontline Volunteers more in decisions that will keep our North Burnett Region in the spotlight increasing tourism and helping to make our towns even more appealing to the Tourist dollar which in turn helps each and every resident.

— Lorraine Proudlock,  
Biggenden

**SHARE YOUR VIEWS:** Letters to the editor can be emailed to [editorial@southburnettimes.com.au](mailto:editorial@southburnettimes.com.au) or mailed to PO Box 312, Kingaroy, Qld, 4610. All letters are subject to editing. Anonymous letters will not be published.

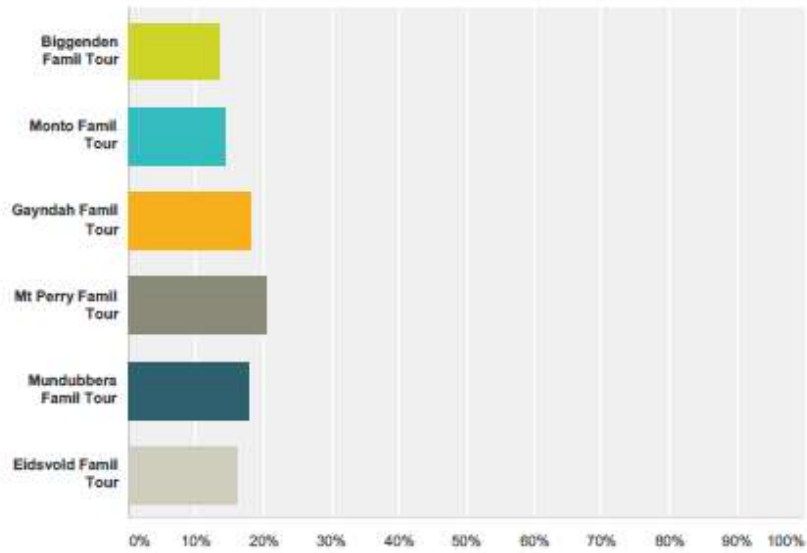
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## Attachment 2 – Participant feedback

### Q1 I attended:

Answered: 393 Skipped: 1

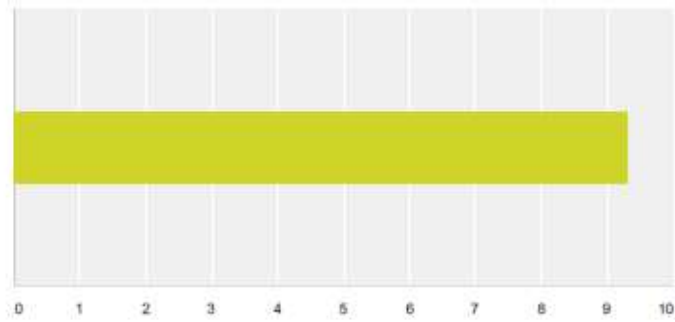


Answer Choices	Responses	
Biggenden Famil Tour	13.49%	53
Monto Famil Tour	14.25%	56
Gayndah Famil Tour	18.07%	71
Mt Perry Famil Tour	20.36%	80
Mundubbers Famil Tour	17.81%	70
Eidsvoid Famil Tour	16.03%	63
<b>Total</b>		<b>393</b>



### Q2 How would you rate your Famil Tour?

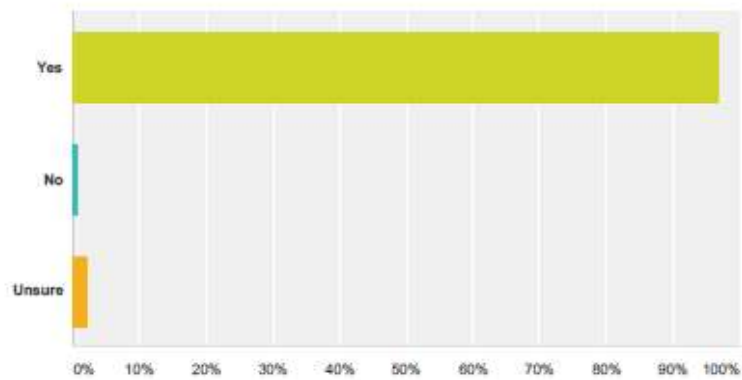
Answered: 392 Skipped: 2



Answer Choices	Average Number	Total Number	Responses
	9	3,651	392
Total Respondents: 392			

### Q3 Would you attend another Famil Tour?

Answered: 391 Skipped: 3



Answer Choices	Responses	Count
Yes	96.93%	379
No	0.77%	3
Unsure	2.30%	9
Total		391

## Q4 What was good about the Famil Tour?

Answered: 377 Skipped: 17

#	Responses
1	Lots of items to see
2	Excellent tour. Great company and food
3	It gave a really good chance to see what the area has to offer for tourism.
4	Meeting friends. Very good thanks to North Dumett Regional Council
5	Meeting friends
6	Seeing places we would not have seen
7	Learning about the district
8	Everything/very informative
9	Very informed about the district
10	Everything
11	Everything
12	Everything
13	Local history and industry
14	Seeing all the fruits that grow there
15	Packing shed, blueberries
16	Meeting places and people Thank you
17	Packing shed
18	??
19	Museum, Blue berry farm, packing shed, town tour, Food was yummy, Council personality friendly and helpful.
20	Presentation and subject material
21	Friendly, Interactive, positive
22	Local information
23	There is a lot of information
24	Very well done and informative
25	Tour of packing shed & Blue berry farm
26	Saw variety of attractions
27	Learning about the districts.
28	Able to know more about the town
29	Enjoyed all information from Faye. Variety and food was out of this world. Great use of local produce in desserts
30	I have thoroughly enjoyed learning, seeing, fellowship. All things were great.
31	Very good. More trips next year
32	Scenic tour. Thank you
33	Everything. Discovered and learnt a lot about Mundubbera. The town has a lot to offer. Great Day. Thanks NBRC
34	Tours are sights to see. Bring tourists in.
35	Enjoyed all

36	good information.
37	Very well organised, Love history
38	Good
39	Visiting blueberry farm, packing shed and history
40	Six Tours and very friendly service and great environment.
41	food and organisation
42	Packing Shed/Industry/Black berry farm
43	Fantastic Tour. Great information. Mundubbera has a lot to see. My favourite. It was well organised. Everything was explained. Thank you :)
44	Mundubbera is really beautiful and interesting. It was the most informative day, Mundubbera has a great vibe to it. It's actually alive. Would love to live and work here :)
45	Wonderful. Thanks
46	Everything. Loved It
47	I enjoyed each town, Mt Perry was too long
48	Bus tours/good company, excellent food, hospitality
49	The greeting by Tongans and the food. Day was great.
50	Experience another town, company, food
51	The blue berry farm and packing shed and bowls club and golf club
52	Everything. Best one yet
53	This has been a great way to see the region. Blueberry Cake
54	Learning about the different varieties of industry
55	The museum and food
56	Learned about the many processes of one citrus fruit. Now know how Blueberries grow
57	Variety of info Good range of industry and great morning tea and lunch
58	Everything
59	Information
60	History lessons. Love the citrus stories.
61	Morning Tea - Parks and packing shed
62	All
63	Seeing the area from a different perspective. Sharing our area with fellow passengers
64	Everything
65	Thanks and credit to the NBRC and Staff. Created new friendships Did a good job everyone Getting to know more tourist area. Thankyou everyone
66	Wonderful trip and informative. Friendly and getting to know everyone
67	Catering very good. Meeting others, finding what is available to see
68	Places to see we have never seen
69	The Tonga service and farm tours can't do these things as an independent traveller
70	As usual very well run. I am very impressed that the North Burnett Regional Council showed so much initiative and foresight in putting on these learning tours.
71	Pen is broken
72	Everything. It was terrific
73	Everything

74	Everything
75	All day informative tour
76	Kept moving - informative - courteous - enjoyable
77	Enjoyed seeing every sight
78	Learning the history
79	Smoko and museum fantastic
80	RMW lunch
81	Good organisation, friendly people and everything to see and tours
82	Lunch
83	Site & Food. Thank you
84	Everything
85	The drive around the districtRM Williams
86	Learned alot
87	Visit to RM/Hist Society/Catering
88	Knowledge of area. Delicious lunch - different. Talking with others of same interest
89	Excellent Lunch
90	Everything
91	Unique lunch by cattle drive committee
92	Learning from all the locals
93	Comfortable bus, well thought out tour
94	Hearing what was available in other towns
95	Enjoyed the tour
96	All the information
97	Sites and information
98	All very average. Enjoyed least of all tours
99	Going to dam
100	All: Morning Tea excellent
101	Morning tea and the dam
102	Group Interest - Information
103	Getting to know the are and what is available
104	Great information on the area and morning tea
105	Information
106	Everything
107	Interesting information
108	Learning things about your own area
109	Very well run and organised. Great presentation. Very excited about Eidsvold and North Burnett region - future so many positives coming out of famil tours.
110	Learning about people and history. Thank you
111	Just all the information shared and seeing familiar faces
112	Very good
113	Very good

114	Everything
115	Great day. Lunch was great
116	Everything. GRB lunch
117	Good
118	Food
119	It was a very interesting day. Getting to know the region
120	We enjoyed every tour. Tourist promotion and hospitality. Thank you for the initiative
121	Learning more about our region
122	I enjoy learning more about our neighbouring areas
123	Enjoyed the day, Good group of people
124	Brochure handout with attractions History (Norway connection, etc) well organised
125	Country feeling, hospitality
126	Learning more about Eidsvold
127	Everything
128	Seeing the sights
129	Very friendly
130	Learning about Gayndah
131	Information
132	All Awesome
133	Enjoyed John's detailed history and information shared. Morning Tea and lunch very enjoyable. Staff and family very helpful and pleasant
134	Very informative
135	Very informative
136	Friendly people and lovely food. The sights and the way every thing was explain
137	These tours are invaluable to us as caretakers of a caravan park in the North Burnett. The information shared
138	We gain plenty from each tour. plenty of time at each stop
139	Well done. Very informative and very friendly.
140	All the attractions
141	Very informative. Learning the history
142	Saw places we hadn't been to
143	Money well spent
144	Good speaker, very clear to understand
145	Having lived in the Burnett was great to see tourist spots never seen before. Commentary great.
146	The amount of information provided
147	Definitely very educational regarding the are. I Learnt so much about the Gayndah area, Great Tour.
148	Visiting McConnell Lookout
149	Rail depot
150	The kind friendly people and nice food
151	Yes
152	The different sights for visitors to see
153	Saw places I would not have known about

154	Saw places that we were always up going to see but didn't
155	Meeting new people, seeing new places
156	Getting to see things we only see in brochures
157	Everything
158	Learn lots
159	Information on area and history of Gayndah
160	Year of just passing through
161	Seen things never saw before or knew about. We just drive through. You are doing a fantastic tour now. Thank you
162	We are X Monto now living in Dalby. But are very lucky to be in your tour.
163	We don't have tours like this in Dalby. Thank you have had a lovely time
164	O'Connell look out/ upside down bridge/gallery
165	Pleasant
166	Everything
167	All good
168	Hope to make Eidsvoid. Well run, great company, very informative
169	Sights chosen, trips and lunch
170	Info, contacts
171	Lookout and art gallery
172	Luncheon, Railway group
173	Seeing the changes and upgrades at lookout and rail
174	Finding places I didn't know existed
175	Sight seeing
176	I had fun. It was insightful
177	Food
178	John Zahl very good guide. Seen sights not seen before
179	History of town, lookouts
180	Great job girls. Very Good, these tours would be a lot of work and we thank all who are organising these so professionally.
181	Learn about what we did not know.
182	Very informative guide. Good loud outdoor voice
183	Overall tour
184	Excellent opportunity for info-promotion. To see tourist attraction
185	Lived and worked in Gayndah years ago. Did not know about all the things we saw. Good to see Council is doing things to show of the places of interest in the district
186	Getting to know our region more
187	Opened my eyes to attractions previously unknown
188	Nostalgic - Historic interest, scenic landscape, welcoming community
189	Bus narrations
190	Seeing the lights of Gayndah not knowing what is to offer
191	Patchwork display, food good
192	New information/history. Places of interest

193	Informative, good to learn their is a positivity in North Burnett for the future
194	Railway, bridge, Lookouts, lunch, great museum
195	Lots of info and places
196	Definitely very worthwhile campaign Learning and becoming more confident in talking to Visitors
197	Fantastic use of Art Gallery
198	Everything
199	I enjoyed the tour The tour guide information and break for food
200	Very informative Learning lots of information that I didn't know Food great
201	Food Friendship Knowledge
202	Food, learning about the district and the friendship
203	Knowledge about part of our region
204	Morning tea Excellent drive in afternoon
205	Comfortable bus, lunch, Boolboonda Tunnel
206	Seeing attractions would if I drove, etc and info
207	All good
208	So good to learn more about each town. Hearing commentary on wasy back from Mingo Crossing and around town. Art Gallery and Lookout
209	Everything
210	How happy everyone was considering how hot it was
211	Fellowship between communities
212	know more interesting places and facts
213	Different scenery and meet wonderful people
214	Local people with local stories
215	Learning about the local area
216	The driver
217	Hearing about other towns in the area
218	All interesting
219	Wonderful day Sights
220	Nice people good grub
221	Company Environment Catering
222	The company and scenery
223	Everything
224	The markets and the local knowledge
225	Local information
226	Seeing things I have not seen before
227	Finding out about our region
228	Knowing that most were having a good time
229	Everything Best yet Very good
230	Learning more about place was good
231	Learning about the area
232	Market, Town centre

233	History, geography, meeting people
234	Informative without over loading. Useful for the Business residential population
235	Generally everything
236	Very detailed
237	Displays, tour guides (commentator)
238	Food, Interesting facts
239	Well planned and gave a good example of that Mt Perry can offer
240	Food. Information and town tour. Info walk was great. Saw a lot of things I had not seen before. Love the history walk/Plaques
241	Morning Tea, Lunch and drive about town
242	Having great food, going to an art gallery in another town
243	All
244	Everything
245	Tourism Aspect
246	The talks
247	Food, atmosphere, speakers
248	A ripper of a day, Everything
248	Tourism aspects
250	Everything
251	Markets
252	Informative
253	See all the different - all good
254	The lady commentator good sense of humour
255	Sight seeing
256	The company Food Council Staff
257	All of it
258	Meeting people learning about things
259	They are an excellent way to get involved in your community Getting to know people and the food was good
260	Seeing how many volunteers are actually around
261	Very informative Commentary Food Well put on
262	Trips are getting better New Country for me Keep up the good work
263	All
264	Excellent Tunnel
265	Tunnel
266	Informative Good company
267	Information received
268	Everything
269	Learning what Mount Perry has to offer especially with Pat Smith - funny as
270	Informative
271	Well organised, food good, Canis museum great



272	Going places I haven't seen. Our bus guide kept a running comment as we travelled along. It was excellent, especially for those of us who are new to the area.
273	The Biggenden tour was all new to me, and I learnt so much about their area.
274	Being from Gaydnah - My allegiance stays there. Seeing what is available elsewhere
275	Very interesting places
276	so much history and tourist attractions
277	People
278	Carla Gorge and Dam, welcoming and informative nature of staff and councillors
279	very friendly and informative. well presented
280	Learn about history of the various areas
281	Everything
282	Giving more information to tell our travelling friends. I learnt a lot more about the North Burnett area. All the speakers were lovely. Lunch was also divine.
283	General information
284	The interesting facts learnt, my knowledge is now more up to date
285	Gave more information about the place.
286	Very good
287	Very well prepared
288	Finding the jewels in each area
289	Very interesting
290	Find out information we didn't know
291	Excellent
292	Interesting, informative, well done
293	All excellent
294	It helped expand my very sketchy knowledge
295	Not excessively frantic
296	Learning about the area
297	Historical aspects and things to see and do
298	Food and attendance
299	Very informative and made some great contacts. Learnt heaps.
300	Learning about local attractions and advertising local attractions.
301	Was really good learning about our area. Food was great too.
302	Informative
303	All of it
304	Explained well.
305	Lunch
306	Seeing places I would not normally see.
307	Everything
308	Everything. The people, the bus, the food, the service, the talks. The whole tour was very educational as a business owner.
309	Learnt so much more about Monto area and surrounds.
310	Learn about area and history

311	Intend to have BNBT at each Farnil to show support and educate our team! Meeting the locals and region ambassadors who share a passion!
312	All good
313	Everything
314	Couldn't be improved on.
315	Everything
316	The information given about the places visited
317	These towns are very informative, a lovely day out. Everything- the bus trip was great. I feel this tour and the Biggenden tour were both very good.
318	So much information that we can pass onto our travelling families. It has been great meeting other members of different communities and hear the passion in their voices about their towns.
319	Information obtained
320	Great day
321	Very well organised
322	Company, food and sightseeing
323	Very informative
324	Well run
325	All together on one bus, good information
326	Very informative, being able to see and experience first hand.
327	The more you see, the better knowledge you have of an area. So inclusive
328	History of the area, meeting people and council
329	Informative
330	Providing if its a cool day, meeting people from nearby towns, plus good air conditioned bus
331	Hearing the history and info about tourist attractions from local experts
332	Tucker
333	Enlightening - Casual - Fun
334	Learning about Biggenden, good people, great food
335	The general knowledge and the personal stories told, Just knowing your area better. Also the friendly atmosphere
336	Very informative learning about areas history
337	Learning more about the area
338	Local info from local people
339	Learnt a lot about an area I previously did not know
340	Seeing my district through visitors eyes
341	Very well run and organised
342	Well organised and very informative
343	The people, the guides, places we saw
344	Learning local sights
345	Companionship, tourist info, know more about what one talks about
346	Learning about the district and meeting new people
347	Wonderful experience. Net working and information gained
348	Informative
349	very good

350	Organisation of the day
351	Air-conditioned buses, good food, speeches were good and mostly not too long. When you go around a town, you can miss the good bits if not informed by locals, etc.
352	I have thoroughly enjoyed today and learnt more about our 'shire'. Very interesting - lots of things to see and hear. Thank you to Councillor Radel for the commentary while we travelled
353	Very well organised, great company
354	Very informative on every stop, history and food provided, good tour guide.
355	Wonderful experience to know more about our region. Meeting friendly people
356	Good information
357	Very informative. Kept moving all day
358	Information and friendship
359	Everything
360	Enjoyed the opportunity to see the town through the eyes of locals
361	Very detailed
362	Friendly, enjoyable day. Very interesting and relaxing
363	All of it
364	Excellent amount of knowledge passed on
365	Everything
366	Friendly bus of people, informative talks, in general it was great
367	Meet new people, can look around while travelling
368	A good day out - nice company
369	Commenting
370	everything
371	The whole day
372	All
373	Meeting people
374	Good company, great day
375	Learning more about an area
376	District Talks
377	Well Run

## Q5 How could this Famil Tour be made better?

Answered: 259 Skipped: 135

#	Responses
1	With great difficulty
2	Only with more hours in a day
3	It was great as it was
4	Couldn't
5	Couldn't
6	Had trouble hearing guide
7	Was great
8	Could not
9	moving quicker
10	Not a thing
11	Got the bad bus again, couldn't see out the windows
12	Nothing
13	Blueberries not really appropriate
14	Timing
15	Not Sure, It was extremely good
16	Hard to improve
17	Happy as is
18	Good as is
19	Less talking
20	Each tour has slightly improved from the previous one - well done
21	PA or smaller groups so everyone could hear.
22	More time
23	Maybe Auburn river next day with overnight stay
24	More time
25	Make it a longer day
26	More time
27	Time
28	Bit dreary after tasty lunch and shorter speeches
29	Nothing really
30	NA
31	Pretty good the way it was
32	Don't know
33	More pie
34	Nothing
35	Faster desert

36	What was presented was real good
37	No need to go to ski area
38	By doing it again
39	Palatable dinner and or lunch
40	No what we seen was great
41	PA
42	More of them
43	NA
44	Statistics - or estimates of businesses, residents, school etc.
45	PA should be better at first
46	A bit of a let down. Not what I expected. RM Williams Centre has no soul inside or out. Looks like a art gallery or show hall. no reason to stop if driving past
47	PA used outside museum and RMW
48	More desert
49	It could not be better
50	It Couldn't
51	?
52	Day was well organised - maybe some aboriginal dances.
53	Better sweets
54	All good
55	Hearing and seeing more of the aboriginal side of the township
56	go more places
57	Not sure - all seemed to be covered
58	More time at museum
59	The RM Williams Centre was a real disappointment. What is it meant to be? Why would anyone turn off the street to visit it? It needs old gear to look at both inside and outside eg: a working windmill
60	The famil tour was great but very disappointed with the RM Williams Centre. It could be made with more excitement for children and could offer a lot more. Very sterile. The RM Williams could offer leather goods, have more variety regarding the name RM WILLIAMS. Its just an idea, cheers
61	Choices
62	to be shown more
63	upgrade lunch
64	My more tours
65	Not much
66	Totally enjoyed it
67	A little more time in Centre
68	It's 100%
69	No improvement required
70	can not
71	It is very good
72	Nothing

73	By having these again next year
74	Let the residents know more about it
75	It is very well organised
76	No everything was great
77	Make it half day or on a weekday
78	Bus service (road routes)
79	Already great
80	Not really
81	It was great, nothing needs to change
82	N/A
83	Can't
84	Can't
85	It was perfect
86	Nothing
87	Hard to improve on this
88	Was great
89	No improvement needed. The bus driver was fantastic speaking about everything. Congrats
90	Nothing
91	I don't think you could improve
92	Have them again next year
93	Very good day
94	It was an excellent tour
95	?
96	Hard to know
97	Information from big business operators such as Citrus Growers Co-Op, Citrus growers, transport operators, real estate agents, sunwater, Isis sugar, tourist park operators
98	More toilet breaks
99	More food
100	Info sheets with some historic points of interest about sites we went to
101	Each town in the North Burnett Volunteers know what they want to show and a great job is being presented.
102	Info from people living time gone by eg: Lady who was a boarder at Art Gallery dormitory where we had lunch
103	Air conditioner not very cold
104	Transport
105	To lobby the coastal region to visit us
106	On the town tour there were a couple of places I knew of but not mentioned
107	Advertise more in Tourism Brochures
108	Probable less repeat of info
109	Entice younger people to attend
110	More room for meals and more orchards
111	Caravan camping tour, 3 weeks to 4 weeks in all North Burnett
112	Map of tours

113	A little bit of how Gayndah settled would be good
114	Talk (History) a bit long winded
115	Less time on powerpoint for places we visited
116	Was excellent. thank you organisers
117	A camp out, over night one town to next
118	I thought it was great
119	it was great
120	Rain
121	Cooler weather
122	Tick names off on entry to bus not necessary
123	Announce what has been organised before we get off bus
124	Better organisation (the first one was excellent). Long queue for lunch (in the sun), waiting and waiting in the bus
125	More info and points of interest. Sausages BBQ. Disappointed - disturbing bags especially stop for photo's (unnecessary)
126	All good
127	Needed a little more time to get out at lookout and after lunch for tour
128	Nothing Couldn't be better
129	Bus seating was confusing when boarding the different buses
130	Netter tour guide
131	it's good already
132	Its already good
133	cooler weather
134	Air Con on the bus that works
135	the driver
136	working aircon
137	Air Con that works
138	Cooler Days
139	not too long with the speeches
140	Continue with no volunteers (another group)
141	more drinks
142	Nothing
143	more drinks
144	cooler weather
145	By lunch being ready on arrival
146	more talk from up front of bus
147	More of it
148	Some passengers not very co-operative. Not impressed with having to wait while passenger was at pub.
149	Food distribution quicker - separate coffee/tea from food.
150	People on time
151	Events calendar, general/fun town facts, question and answer time on bus
152	Not Sure



153	Stronger focus on important areas
154	One of the bus drivers were rude
155	N/A
156	Better Air Con. More tables and chairs
157	Longer stay
158	More seats
159	N/A
160	N/A
161	More tables and chairs
162	No
163	Seemed like we were in trouble about not sitting in exact same seats on the bus
164	Free Beer
165	more tables and chairs
166	N/A
167	Learn more
168	all good
169	Less wasting time before leaving
170	It was well organised Thanks
171	Please with the organisation
172	More people
173	only travelling once - your back tracking too much
174	air con on bus was not the best
175	No Chinese jelly beans
176	All good
177	Better time
178	Better Air Con
179	Better air conditioning in the bus. It made it uncomfortable
180	Would like if 'country crafts' is open and let us in there, would be great business for them
181	I found these two tours different - but both very interesting
182	Would have liked to see more of Monto's industry
183	advertise more in local and visitors
184	Spread the word for more visitors
185	Talked about it
186	If I could see out the bus windows (blind in front, metal strip through middle of windows)
187	If we could see better out of the windows in the first bus
188	Girls are doing an excellent job now.
189	Clearer windows on bus service
190	Nothing
191	I think it was already good
192	More places
193	You couldn't



194	Nothing really- all was good
195	Wouldn't change anything
196	Couldn't be
197	No
198	no- 100%
199	We need to get the bus PA fixed
200	A good job, I couldn't do better
201	The tour was wonderful as it is
202	Serve alcohol
203	Follow up information, RE: places to visit
204	Microphone/speech in bus 2 was poor.
205	See more of the surrounding places
206	Some rain would have been nice.
207	The weather being a little cooler.
208	Perhaps has a short walk at Cania Gorge for those who could.
209	Same comment across buses
210	All good. Great info pack.
211	Microphone in new bus not loud enough
212	Bus windows were hard to see through
213	Microphone on new bus needs to be heard up the back of the bus
214	Not really possible
215	All on the right track
216	Better reception on bus
217	Morning tea earlier
218	More comfortable bus seats
219	Perhaps longer time for trip
220	more local info
221	More places of interest. Inadequate toilets
222	Probably other trips with exemption from familiar places
223	More notice of the tour
224	Better Air con in the bus
225	All good
226	More time
227	Could not hear speaker in the bus all the time
228	Better PA system for use in the bus.
229	Better air conditioning in the bus and better sound system
230	Better sound on bus
231	more communication on event happening
232	More notice to be given to distance speakers - maybe final meeting 1 week before. Better sound equipment
233	not much to add really, maybe a few stats about the bad economy eg meat works
234	Improved Air-conditioners in buses- registered 37 degrees at back, time travelling: but scenery was worth it

235	Better P/A systems
236	more time
237	Plan each area attractions
238	it's good
239	I think the Famil Tour was excellent
240	Chocolate and cold water
241	Biggenden has set a high standard
242	Nothing to comment
243	Would like to do it again
244	Advertise more to tourist information centre
245	Information more organised and maybe available written
246	Happy with what was covered
247	Organised
248	Not sure
249	We missed the walk around the town and visiting the den
250	Not sure
251	Great as was
252	This is the first one, it can only get better
253	Start earlier, not so rushed
254	Not sure
255	Have it again in the future
256	Time
257	More beer
258	Well done
259	On time, dam cruise

## Q6 What would you have liked to have seen/learned more about?

Answered: 190 Skipped: 204

#	Responses
1	No really
2	It was already very informative
3	History more about Monto, Gayndah, Biggenden, Eidsvold and Mundubbera.
4	History
5	Nothing
6	good
7	All was well done
8	Pecan, blueberry farm.
9	Industry
10	the district
11	You can only get so much in
12	Nothing
13	the bowls club
14	shame it is the last tour
15	History of Mundubbera
16	PA or smaller groups so everyone could hear.
17	Auburn National Park
18	Juice factory, bugs for bugs
19	Not sure
20	other areas
21	Museum
22	Auburn National Park
23	Full day and enjoyed it all
24	Unfortunately wasn't blueberry season
25	No
26	Cattle industry
27	Nothing
28	Auburn falls
29	Auburn National Park
30	general sights such as everyday viewing
31	History Museum.
32	Other Industries
33	All good
34	Very informative
35	Gold mining

36	Gold mining
37	Siltstone, work possibilities
38	Saddle making
39	Gold mining ERA
40	The Dam
41	Eidsvold Station - curious
42	Wasn't aware of what I did see!
43	Would liked to have seen camping area at Wuruma Dam
44	seen all of Wuruma Dam including campsite
45	I would like to have seen campers at Wuruma
46	campsites, caravanning, Eidsvold Station, more time in these places
47	the museum
48	all great - beautiful lunch
49	Enjoyed RM Centre
50	More industry, Siltstone, minefields, orchard, town industry
51	The entrance with the saddle, hat, boots, etc is lovely. Maybe it could be continued inside
52	more homesteads if possible
53	out lying areas and mines
54	Township
55	nothing
56	I really like history so maybe a bit more
57	A bigger covered area would be great for Group presentations if funds allow
58	always learning
59	nothing more
60	nothing more
61	yes
62	That we do these again
63	all great
64	Thought it was covered in all areas
65	where can grey nomads stop overnight, get water, dump points, etc
66	RM Williams Centre
67	Nothing
68	Railway
69	Nothing
70	Nothing
71	Nothing
72	Look at an orchard
73	Flood river heights - talked about it :)
74	More time to look at Art Gallery
75	Nothing was really good

76	Enjoyed Art Centre
77	The Gayndah Art Gallery
78	Nothing
79	Not sure
80	all good
81	Proposed sugar
82	Yes
83	Not sure
84	Local future prosperity or ambitions
85	More of the historic sights
86	I not sure
87	We need to put more details out to all our towns about the 'Ask me - I'm a Local' campaign please
88	Perhaps in booklet form
89	Art Gallery
90	support the tours
91	Not Sure
92	History (limited by time)
93	History
94	More time out of the bus
95	Happy
96	If time permitted see Mt Steadman Mine
97	I think it would be great to let people come back
98	Covered mostly everything
99	Indigenous history
100	Mine info and see
101	Federal Inn
102	more info about the local walks
103	visit the mine site
104	Mt Rawdon Mine
105	Sufficient on time schedule
106	Nothing
107	nothing
108	Going into church
109	more personal stories
110	More time on mining
111	Heritage information
112	Florence Broadhurst and general history
113	local knowledge and history
114	Dunno
115	N/A
116	Mine Tour

117	The art
118	N/A
119	N/A
120	elementary things
121	The Mine
122	elementary things
123	N/A
124	go in the church
125	more drinks
126	No
127	Nothing
128	Lookouts
129	a little more history of the place
130	The pub
131	Leopard Army Tank
132	the smelter site. evolution mines and leopard army tank
133	N/A
134	I lived in Monto and it's surrounding areas from 1936-1961 and found it very interesting to return and view the progress
135	'as above'
136	All good
137	Cania
138	From a tourist point of view, more history.
139	Perhaps some members of the town tell us some personal stories of why they live here, where they live. Maybe people need to have it impressed on them that they have to be ready 15 minutes before their respective buses leave of a morning. Perhaps a phone number for people who are pulling out to ring, so all know and are not waiting.
140	Monto in general
141	Traditional owners
142	To know more about the places visited
143	You seemed to cover most things
144	You have seemed to cover most things
145	Agricultural activities
146	The information centre
147	More time and info in Tourist Centre
148	Learning about the historical society work.
149	I think they have covered a lot
150	Kalpower
151	More local people talking and more photos and where to find more info - maps
152	Some more basic facts, i.e population, current employment/industry, but honestly, it was fantastic
153	Heard a little more history of Monto town.
154	Info pack for each are visited with business cards and brochures.
155	All good info

156	I guess you always learn.
157	History
158	can only do so much in a day
159	All OK
160	Covered the area well
161	History of Coalstoun Lakes
162	So much more to see in the area
163	local agriculture
164	Museum - more tourist spots
165	The rustic sites in Biggenden, eg museum
166	Biggenden museum
167	Local Aboriginal stats
168	Yes - but distance and time restricts more historic sites
169	More/Better info on Mt Walsh NP- Coongarra Rock. Where is Baxter Crossing? DEGILBO Station
170	Availability of tours for public or your map info for the public.
171	MC to sit in centre of bus
172	Enough for the day
173	See above
174	all
175	History
176	Everything
177	Business in the area
178	Mount Walsh
179	I don't know what I missed out on! So I can't comment
180	Nothing, it was just fine
181	More interesting stops in NBRC. Much attraction and thank you very much
182	Utopia waterfall and Kalliwu Hut
183	National Parks- more links to Paradise dam
184	Probably difficult to add - Very good
185	Whatever is on offer
186	More facts about the township
187	country
188	More gold
189	can only do so much in a day
190	all

**MUNDUBBERA GYM FACILITY - INFORMATION ONLY**

*File: 825094*

*Responsible Officer: Trisha Hansen – Manager Corporate and Community Services*

*Report prepared by: Lucas Bell–Sport and Recreation Officer*

**1 PURPOSE OF REPORT**

The purpose of this report is to provide information on the progress of the Archer Park Gym.

**2 INTRODUCTION/BACKGROUND**

Council provides a Community Gym in Mundubbera which offers 24 hour access and is managed by Council's Sport and Recreation Officer.

The following items have been actioned by Council's Sport and Recreation Officer:

- Facility plan completed;
- Equipment usage and maintenance plan completed;
- Australian Fitness Industry standards compliance checks;
- Induction and/or supervision of users;
- Development of "Gym Rules";
- Implementation of systems to support risk management practices (e.g. reporting Hazards, incident reports, emergency evacuation plan, security cameras);
- New member assessments, inductions, PAR-Q (Physical Activity Readiness Questionnaire) and a risk assessment statements; and
- Developed and implemented a safety and signage checklist for the gym including a signed maintenance log for each piece of equipment.

**3 CORPORATE/OPERATIONAL PLAN**

Theme 3 – Our United Region –

3.3.1 Develop and Implement a Sport and Recreation Plan

Theme 4 – Our Vibrant and Naturally Beautiful Region –

4.1.2 Provide parks, playgrounds, sporting, recreational and aquatic facilities that meet the needs of our communities.

**4 POLICY IMPLICATIONS**

Nil

**5 STATUTORY REQUIREMENTS**

Nil



## **6 FINANCIAL IMPLICATIONS**

The Archer Park Gym facility is funded through Council's Operational Budget. Financial implications have been addressed and a cleaning and maintenance roster in place with rotating rosters on Tuesday's and Thursday's incorporating gym induction every Thursday between 4pm and 5pm.

## **7 RISK MANAGEMENT**

Risk assessment was conducted Nov 2016 – Updated and re-assessed in July 2017

## **8 CONSULTATION**

The Sport and Recreation Officer manages the facility and administers all operations. Constant feedback from gym patrons is producing positive outcomes.

## **9 OFFICER'S COMMENTS/CONCLUSION**

A steady increase in gym memberships indicate that the community and visitors are happy with the services provided.  
Security cameras are now in place and comply with Council's policies and procedures.

## **10 ATTACHMENTS**

Nil

## **RECOMMENDATION**

That the Archer Park Gym Report be adopted as information.

**ARCHER PARK COMBINED SPORT & RECREATION COMMITTEE  
MEETING - INFORMATION ONLY**

*File:* 824343  
*Responsible Officer:* Trisha Hansen – Manager Corporate and Community Services  
*Report prepared by:* Lucas Bell–Sport and Recreation Officer

**1 PURPOSE OF REPORT**

The purpose of this report is to provide information on the results of Archer Park Combined Sport and Recreation meeting outcomes held on the 6<sup>th</sup> March and 5<sup>th</sup> June 2017.

**2 INTRODUCTION/BACKGROUND**

The Archer Park Combined Sport and Recreation Committee meet on a quarterly basis to review and provide feedback on the maintenance of the sporting complex.

The below items were discussed at the meeting:

- Grounds Lighting - ETE Pty won the Tender, NBRC had a meeting with them on Thursday 8<sup>th</sup> June 2017, it has been requested that the old lights are to remain in Munduberra;
- Kitchen Upgrades – North Burnett has been declared a flood area under the disaster relief funding allowing applications for up to \$150,000 for Sport and Recreation Spaces and Places. Munduberra Cricket Association will submit an application and will include a First Aid Room, Officials Room and Storage area. Applications close August 19<sup>th</sup> 2017;
- Archer Park Facility Entrance – “Shared Zone” sign setup at the entrance of the facility has been erected for the safety of patrons plus a future additional “Shared Zone” sign to be erected at the guides hut area;
- Archer Park Gym – Council’s Sport and Recreation Officer is repairing all machines and undertaking the cleaning of the facility. Feedback from members has been positive but will need funding support with new equipment to meet compliance regulations;
- Community Centre – Repairs of the awning has been completed;
- Pitch replacement - Junior Cricket season begins early September, upgrades to the pitch must be ready by then. Robbie Beutel will lay the concrete slab, Cricket - Rugby League to organise as soon as football season finished;
- Grounds Maintenance – Grounds are in good order and Rye Grass has been sown. Watering and all general maintenance is being performed and monitored regularly;
- Netball Storage Area – This area has now been cleaned and ready for use;
- Swimming pool lighting repairs – task has been entered. Lights scheduled for repair closer to swimming season;
- Outdoor Sign – local sign writer to produce sign with Club content (Name / Details etc); and

- Terms of Reference – these have been updated and will be circulated to committee members (Attachment 2).

### **3 CORPORATE/OPERATIONAL PLAN**

In accordance with 2017 Corporate Plan:

Theme 2: Our happy, healthy and safe region

- 2.2 Community health and wellbeing services that meet community priorities
- 2.2.1 Effective health and well being services delivered through the region

Theme 3: Our united region

- 3.1 A region for all ages.
- 3.1.4 Community services meet community needs.
- 3.3 A region for all interests.
- 3.3.1 Develop and implement a Sport and Recreation Plan.
- 3.3.2 Encourage and support community sport and recreational groups.

Theme 4: Our vibrant and naturally beautiful region

- 4.1 Beautiful parks and gardens.
- 4.1.2 Provide parks, playgrounds, sporting, recreational and aquatic facilities that meet the needs of our community.

### **4 POLICY IMPLICATIONS**

Nil

### **5 STATUTORY REQUIREMENTS**

Nil

### **6 FINANCIAL IMPLICATIONS**

Council's Parks and Gardens and Facilities sections are responsible for the maintenance of the facility and work in accordance with Council's Operational Budget requirements.

### **7 RISK MANAGEMENT**

Nil

### **8 CONSULTATION**

Sports and Recreation Officer attends the Archer Park Committee meetings and liaises between sporting groups and Council.

## **9 OFFICER'S COMMENTS/CONCLUSION**

The Archer Park Committee continues to partner on joint facility needs. These collaborative partnerships provide a strong platform for grant funding submissions.

## **10 ATTACHMENTS**

- Attachment 1: Minutes of meeting held 5<sup>th</sup> June 2017(Supplied by ACSC Secretary)
- Attachment 2: Terms of Reference
- Attachment 3: Minutes of meeting 6<sup>th</sup> March 2017 (Supplied by ACSC Secretary)

## **RECOMMENDATION**

That:

1. The Archer Park Sport and Recreation Report be adopted as information.
2. That the Terms of Reference be reviewed and adopted.

## Attachment 1

### ARCHER PARK COMBINED SPORT AND RECREATION COMMITTEE - MEETING MINUTES

HELD AT THE COMMUNITY CENTRE, MARTIN LOVE OVAL

5th June 2017 at 7.00pm

**WELCOME:** Cr Whelan Chair the meeting.

#### **PRESENT:**

Hon Sec Colleen Whelan (Cricket Association), Cr Faye Whelan, Suzie Keune (NBRC), Lisa Whelan (Netball), Bruce Serisier (Lions), Paul Beutel (Snr Cricket), Julie Pashley (JNR Cricket), Jan –Adele Hotz (MRL), Roslyn Kugel (Netball) Kristy Townsend (Guides) Ken Collier (Tennis)

#### **APOLOGIES:**

*Apologies Accepted:* Lucas Bell, Gavin Ford and Cameron Macdonald.

Moved: Jan –Adele Hotz

Seconded: Roslyn Kugel

#### **PREVIOUS MINUTES:**

Minutes from the previous meeting circulated minutes were confirmed as true and correct.

Moved: Lisa Whelan

Seconded: Bruce Serisier

#### **BUSINESS ARISING FROM MINUTES:**

##### **Action:**

1. Slow Down Sign: **Slow Down Sign** has not been erected Suzie Keune is following up for **Shared Zone sign.**
2. Community Centre Lighting: awning has been repaired.
3. Storage area for Netball: Lucas has organised this and passed on to Lisa.

##### **Action:** Nil

4. Munduberra Community Gym Facility: Lucas Bell is repairing all machines, doing the Cleaning of the area all going well but will need funding support with new gear.
5. QRL In trust Game Rugby League 2017 – all plans going well so far trees need to be lopped for TV cameras.

**Action:** Lucas to follow up Items 4 / 1

Moved: Nil

Seconded: Nil

**Correspondence** Nil

#### **FINANCIAL REPORT:**

No Report given as Lucas is currently doing the clean and maintenance works.

Moved: Nil

Seconded: Nil

**Action:** Report next Meeting Lucas Bell

### **CLUB REPORTS**

#### **TOUCH FOOTBALL:**

No Report

#### **CRICKET ASSOC:**

No Report

#### **RUGBY LEAGUE:**

Double Header Carnival Coming Up 17/6/17 , Dressing Rooms have been refurbished in time for the Intrust Game July ,fence has been finished busy with plans for Intrust Game

#### **JNR RUGBY LEAGUE:**

David Major is coaching the juniors every Thursday 50+ in attendance

#### **SWIMMING CLUB:**

No Report

#### **JUNIOR CRICKET:**

In Recess – August

#### **SENIOR CRICKET:**

In Recess

#### **NETBALL:**

12 girls joined Gayndah, and have competed at a Regional Carnival in Hervey Bay, Central Burnett Carnival held at Gayndah in May, Monto on 11<sup>th</sup> June, 2 carnivals to be held in Munduberra after school holidays 13<sup>th</sup> August need 5 fields will liaise with Football.

#### **SENIOR NETBALL:**

Will hold meeting at 6pm on the 7/6/17 to decide if it is to be a social club or a comp.

#### **TENNIS CLUB:**

Just starting up 2017 season, senior Club has folded, 40+ going to training, looking at funding for the new Club house.

#### **LIONS CLUB:**

Waiting on Council for electrical to be hooked up on the shed

#### **GIRL GUIDES:**

Upgrade to building finished 20+ girls to attending, Leaders Jess ford, Bec Darrow have reported vandalism to the Guide hut, Police are looking into this.

#### **GYM:**

Going Well

**Action:** Lucas Bell (Lions Club)

Moved: Nil

Seconded: Nil

#### **GENERAL BUSINESS:**

1. Lighting at Swimming Pool : Lighting to be repaired closer to start of season
2. Kitchen upgrade: North Burnett has been declared a flood area under the disaster relief funding we can apply for funding up to \$150000 for Sport and Rec Spaces and Places grant Munduberra Cricket Association will submit application when available will be applying for First Aid Room, Officials Room and Storage area applications close 19/8 , Letters of Support will be needed.
3. Lighting upgrade: ETE Pty filled the Tender, NBRC will be meeting with them on Thursday 8/6/17 Sports field has been sown with Rye Grass with maintenance aspect will being monitored weekly.  
\*Old lights are to remain in Munduberra.
4. Sports Groups: Get Going Grant has been announced and could be applied for by all Clubs (Ladies Cricket).
5. Lucas Bell has applied for a grant for Sport and Recreation Infrastructure audit incorporating a Strategic Plan in collaboration with South Burnett, Cherbourg and North Burnett.
6. Cricket Pitch: Junior Cricket starts season early September, upgrades to the pitch must be ready by then Robbie Buetel will put concrete down Cricket - Rugby League to organise as soon as football season finished.
7. Outdoor Sign: Phil Robbo will do the sign, content to include – Name of Club, Contact details plus swing board to interchange as needed.
8. Terms of Reference : changes to be corrected – Lucas

Moved: Nil

Seconded: Nil

1. Lisa Whelan has advised that we give permission for the Netball Club to use storage room near the toilet in the Archer Park Shed to store Netball gear.

**Action:** Lucas Bell (Pool Lighting)

Moved: Nil

Seconded: Nil

#### **NEXT MEETING**

4<sup>th</sup> September 2017 @ 700pm **CLOSE OF MEETING: unknown**



## Attachment 2

### **ARCHER PARK COMBINED SPORT AND RECREATION COMMITTEE (ACSC)**

#### **TERMS OF REFERENCE**

Reviewed, amended and adopted by North Burnett Regional Council at its General Meeting held on 5<sup>th</sup> June 2017

#### **1.0 INTRODUCTION**

North Burnett Regional Council recognizes the establishment of the Archer Park Sport & Recreation Advisory Committee in 2001 and seeks to build on this arrangement to partner with the 'committee' in management of the sporting facility located at Archer Park, Mundubbera on Lot 2 on CP883112, Parish of Mundowran being Reserve 109 (Park & Recreation) and, further, to advise Council on matters related to the management, maintenance and operation of the Archer Park Sport & Recreation Facilities.

#### **2.0 CHARTER**

##### **2.1 GOALS**

The key goals of the Advisory Committee are:

- a) To advise the North Burnett Regional Council on matters related to all aspects pertaining to the Archer Park Sport & Recreation Facilities.
- b) To provide a safe and long term sustainable Multi-Sporting facility for the North Burnett Region and to deliver regional events in a variety of sporting activities and to provide quality recreational settings in response to community needs.
- c) Manage the facilities in accordance with best practice standards.
- d) To provide facilities for diverse sporting events for residents of and visitors to the region.
- e) To ensure the Complex's financial accountability in consultation with Council's delegated finance personnel.
- f) To ensure that the current facilities are maintained to comply with Australian Standards and Best Practice.
- g) To ensure a clean, workable and accessible Multi-Sport Facility for the use of sporting clubs and residents within the North Burnett Region.
- h) To seek funding from federal, state, regional and local bodies to improve facilities on site, in accordance with the Facility Management Plan.

#### **3.0 OPERATIONS**

##### **3.1 Operating Profile**

- a) The Archer Park Sport & Recreation Advisory Committee is established under the auspices of North Burnett Regional Council

Whilst the Archer Park Sport & Recreation Advisory Committee may provide advice to Council in respect of the management, maintenance and operation of the Archer Park Sport & Recreation Facilities (including Council's budget where required), such advice

- b) Will form recommendations to Council only.
- c) The Archer Park Sport & Recreation Advisory Committee will meet at least quarterly (4 times per annum).
- d) The Archer Park Sport & Recreation Advisory Committee will be responsible to develop its own constitution
- e) That all Councillors of the North Burnett Regional Council may be observers at Archer Park Sport & Recreation Committee Meetings ( Not in Chair )

### **3.2 Membership**

Council reserves the right to decide on the membership of the Archer Park Sport & Recreation Advisory Committee including the Chair. Positions on the committee will be held by sporting clubs/group representatives with one position (the Chair) to be held by the Mayor or the Mayors' delegate. The Chair will have a casting vote where necessary.

Annual membership joint fee (bond) of \$400 paid to Council by all associated groups, any financial implications to Council generated by host or affiliated individual/group by way of facility damage, structural or other and additional cleaning created by any host or affiliated individual/group will occur the cost.

Advisory Group Members may comprise representatives from

- Mundubbera Swimming Club Inc.
- Mundubbera Cricket Association Inc.
- Mundubbera Junior Cricket Association Inc.
- Mundubbera Rugby League Association Inc.
- Mundubbera Touch Association Inc.
- Mundubbera Netball Association Inc.
- Mundubbera Tennis Association Inc.
- Mundubbera Lions Club Inc.
- Mundubbera Girl Guides Inc.
- North Burnett Regional Council

### **3.3 Term**

The term of the Archer Park Sport & Recreation Advisory Committee members shall be one (1) year. The structure and function of the Group will be reviewed after this period. Appointments of Members will be reviewed at that time.

### **3.4 Resourcing**

North Burnett Regional Council will assist in resourcing the functions of the Archer Park Sport & Recreation Advisory Committee according to its staffing and budget allowances.

#### **4.0 RESPONSIBILITIES OF MEMBERS**

- 4.1** To act in an ethical manner in the consideration of issues and the provision of advice to the North Burnett Regional Council.
- 4.2** To act in accordance with these Terms of Reference

## Attachment 3

### ARCHER PARK ADVISORY COMMITTEE - MEETING MINUTES

#### HELD AT THE COMMUNITY CENTRE, MARTIN LOVE OVAL

6th March 2017 at 7.00pm

**WELCOME:** Cr Whelan Chair the meeting.

**PRESENT:**

Hon Sec Colleen Whelan (Cricket Association), Cr Faye Whelan, Trisha Hansen (NBRC), Melinda Thorburn (Touch), Lisa Whelan (Netball), Bobby –Lee Redgard (MCDA), Paul Beutel (Snr Cricket), Sherrie Brietkopf (Guides), Gavin Ford (Rugby League), Neil Reinke (Touch), Cameron Macdonald (MRL), Julie Pashley (JNR Cricket), Jan –Adele Reinke (MRL), Roslyn Kugel (Netball)

**APOLOGIES:**

*Apologies Accepted:* Lucas Bell (NBRC S&R) Kristy Townsend (Guides)

*Moved:* Lisa Whelan

*Seconded:* Sherrie Brietkopf

**PREVIOUS MINUTES:**

Minutes from the previous meeting circulated minutes were confirmed as true and correct.

*Moved:* Paul Beutel

*Seconded:* Roslyn Kugel

**BUSINESS ARISING FROM MINUTES:**

6. Kitchen upgrade: Melinda Thorburn has spoke about the new quote to be reviewed with additional changes currently meeting with builder and designer \$100,000 grant available also a \$35,000 grant from gambling funds.

**Action:** Melinda: follow up with this project

7. Lighting upgrade : Lucas has spoken to Trevor Harvey NBRC... this has gone to tender 3 short listed NBRC will soon me making the final decision .

**Action:** Lucas will follow up in the New Year to further discuss on the progression

8. Field Maintenance: General information

9. Highway Fence upgrade: Ian Charles will be starting work on this within the next week, Ian will contact Engineering office this week RE: Boundary area markings -2x Gates in fence line any advertising that needs to be on the fence must be approved by council size and Style etc.

10. Dressing Rooms : shower Cubicles are finished upgrades were in the grant that MRL received last year

**Action:** Lucas to follow up on the refurb (painting Repairs etc).

11. Munduberra Community Gym Facility: Trisha Hansen has given a report of Gym there has been increased memberships Munduberra Cricket Acc will look at putting in for another grant for new equipment when its decided and what will be needed.

**Action:** Lucas to follow up

12. Slow Down Sign: Slow Down sign still needed instead of speed bump.

13. Community Centre Lighting : Light under front awning of Community Centre needs to be checked Request for NBRC to have this looked at for Repairs

14. Cricket Pitch: General information

Moved: Nil

Seconded: Nil

**Correspondence** Nil

#### **FINANCIAL REPORT:**

Credit balance for gym \$3053.00 report submitted to all to sight

Moved: Sherrie Brietkopf

Seconded: Lisa Whelan

**Action:** Trisha advised Committee that a major expense is the cleaning of the gym and it be actioned that Lucas Bell follows up

#### **CLUB REPORTS**

##### **TOUCH FOOTBALL:**

Touch sign on day 6/3/2017 have 6x signed up teams new teams from last season

##### **CRICKET ASSOC:**

Held another successful 7-A-Side carnival with 10x ladies teams 7x over 40's teams and 32x Men's teams most games played at the Scampers grounds with semi's and Finals played in Town Major sign has been erected on front side of shed "United in Sport" cost \$1875.00.

##### **RUGBY LEAGUE:**

Sign on day 4/3/2017 Clash for cash on the 18/3/2017 with 9 team registered to play from Bundaberg, South Burnett, North Burnett and Central Burnett, several junior teams registered from across the region will play in a Combined Gayndah Munduberra comp , Central Burnett Phillies will play Eidsvold in the Ladies season Biggenden a grade are now n the comp this year no announcement yet on In trust Super Cup to held in the Region.

##### **SWIMMING CLUB:**

No Report Lisa Whelan advised lighting still needs repairing Members have been traveling to out of town comps and doing well.

##### **JUNIOR CRICKET:**

Sat 11/3 is the last game of the season will be played in Gayndah – Break up is 12<sup>th</sup> March, Munduberra Cricket has held a Coaches Forum In Munduberra, The Bronze Coaching postponed

because of the weather, Rep Cricket to programmed here in 2018, next season hop to have a Central Burnett Under 14's team will try to get a rep game in Munduberra we are producing very keen players boys and girls, QLD Cricket came to the region did and Audit on the grounds and Facility Lisa Whelan announced that Julie and Wayne Pashley had been recognised by QLD Cricket for the work they have done with the juniors.

**SENIOR CRICKET:**

Comp has finished for the season on 4/3/2017 had 5 teams for the season, bulls team were the 2017 premiers break up and Presentation 11/3/2017 Paul Beutel announced that he will retiring for senior cricket but is looking at starting up a night comp with mixed men's and ladies teams 20/20 comp Linda Kliensmidt advised that there is funding to start a ladies 20/20 comp and also to upgrade Gym equipment for ladies.

**NETBALL:**

Come and try day for junior players 21/3/2017 and sign on , joining with Gayndah to take part in the Regional Carnival ,still have Monto, Gayndah, Munduberra and Nanango in the 2017 Comp Kingaroy may join the comp circuit.

**SENIOR NETBALL:**

Local Comp currently has 6-7 teams registered

**TENNIS CLUB:**

No Report season starting soon

**MCDA:**

No report

**LIONS CLUB:**

No report

**GIRL GUIDES:**

Still going well Guides hut has been upgraded, painted and Lighting has all been done

**GYM:**

Financial and new business for next meeting

Moved: NIL

Seconded: NIL

**GENERAL BUSINESS:**

9. Grounds Maintenance: Munduberra RL and Munduberra Cricket clubs believe that there should have been more Consultation with all clubs before Grass and fields were removed advised that this had been done due to the amount and size of debris left on the Field as

this was a safety issue ,the field has been fertilised and this week will be ready for the for the Clash for Cash Comp currently being watered aswell.

10. Cricket pitch is to be removed and prepped for the In Trust game and new season of RL Cricket Club Members have advised that they are not available to help in the removal as the Junior Cricket finals are on over the weekend in Gayndah and presentation night cricket and RL Club to discuss the arrangements with Rob Bourke NBRC to discuss the best option of removal to be arranged with Rob Bourke, Trevor Harvey, Lucas Bell and Rob Beutel who will put the pitch in Gavin has stated that the Current Felid is unsafe RL will meet the cost of the pitch before start of he new season in September 2017.
11. Cricket pitch removal discussion of pitch type Ref to Lucas Bell and Melinda Thorburn, Julie Pashley has advised that Junior Cricket will apply for a grant for a pitch and storage shed if not successful the cost be left with the RL club to replace new pitch Gavin Ford has stated that there should have been more consultation with clubs before the repairs and removal was undertaken in the future that all maintenance is discussed prior to any progression in the area – Note : Gavin has requested that there be more discussions regarding pitch between RL and Cricket.
12. Faye Whelan asked the Committee to recognise that Ken and Gwen Collyer received a Volunteers award at the Australia Day awards and Camron MacDonald received a Sports Administration award also.

Moved: Sherrie Brietkopf

Seconded: Cam MacDonald

13. Lisa Whelan has advised that we give permission for the Netball Club to use storage room near the toilet in the Archer park Shed to store Netball Gear

**Action:** Lucas Bell

Moved: Lisa Whelan

Seconded: Roslyn Kugel

#### **NEXT MEETING**

5<sup>th</sup> June 2017 @ 730pm **CLOSE OF MEETING: 8.45pm**

**CUSTOMER SERVICE UPDATE - INFORMATION ONLY**

*Responsible Officer: Trisha Hansen – Manager Corporate & Community Services*

*Report prepared by: Tracie Myles – Stream Leader Customer Service & Libraries*

**1 PURPOSE OF REPORT**

The purpose of this report is to provide Council with a 4<sup>th</sup> quarter statistics report (01/04/2017 to 30/06/2017) for customer service operations of the North Burnett Regional Council.

**2 INTRODUCTION/BACKGROUND**

Council currently operates six Administration Offices, five of which are combined with Library services. Merging these facilities enabled Council to make improvements to day to day operations and streamline the way Council provides its services to the community. A stand alone Library and stand alone Customer Service Office still exists in Mundubbera.

**3 CORPORATE/OPERATIONAL PLAN**

Theme 5 - Our Efficient and Effective Council – 5.1 Customer Focused

**4 POLICY IMPLICATIONS**

Nil.

**5 STATUTORY REQUIREMENTS**

Nil.

**6 FINANCIAL IMPLICATIONS**

Customer Service operations is funded through Council's Adopted Operational Budget and is reconciled on a monthly basis.

**7 RISK MANAGEMENT**

Risk assessments are conducted on a regular basis to ensure that facilities provided comply with Council's Workplace Health and Safety standards.

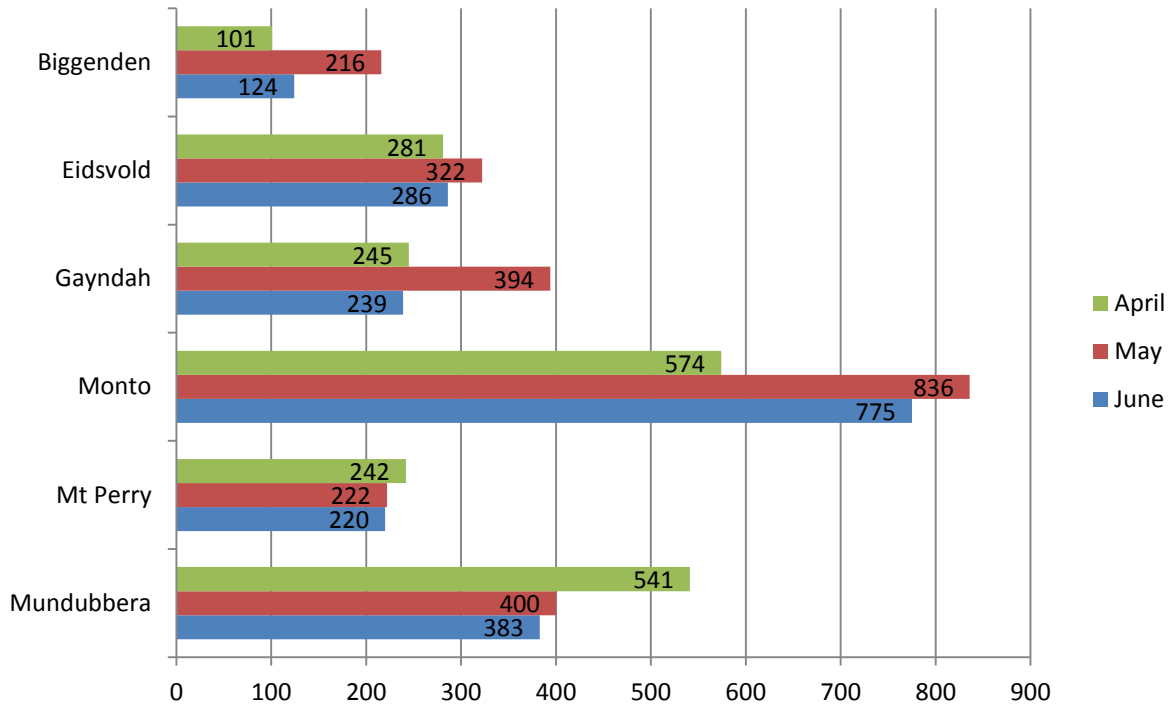
**8 CONSULTATION**

Nil.



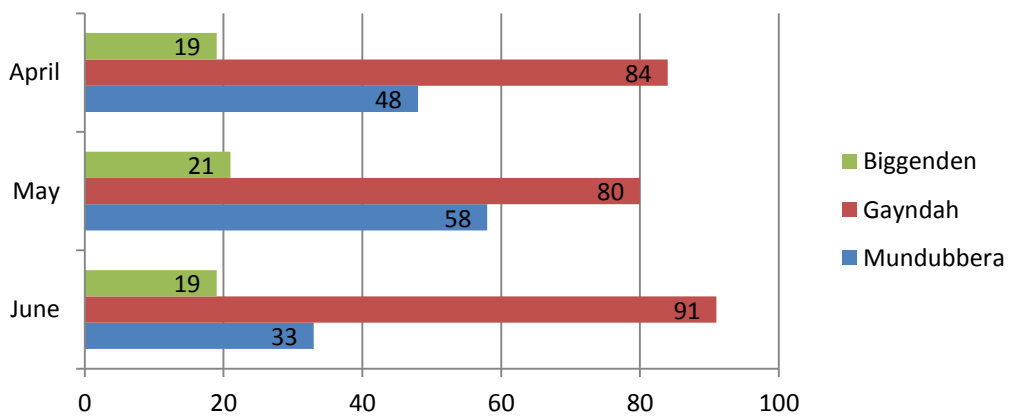
**9 OFFICER'S COMMENTS/CONCLUSION**

**Customer Service Enquiry Statistics  
(Excl QGAP and Centrelink)**



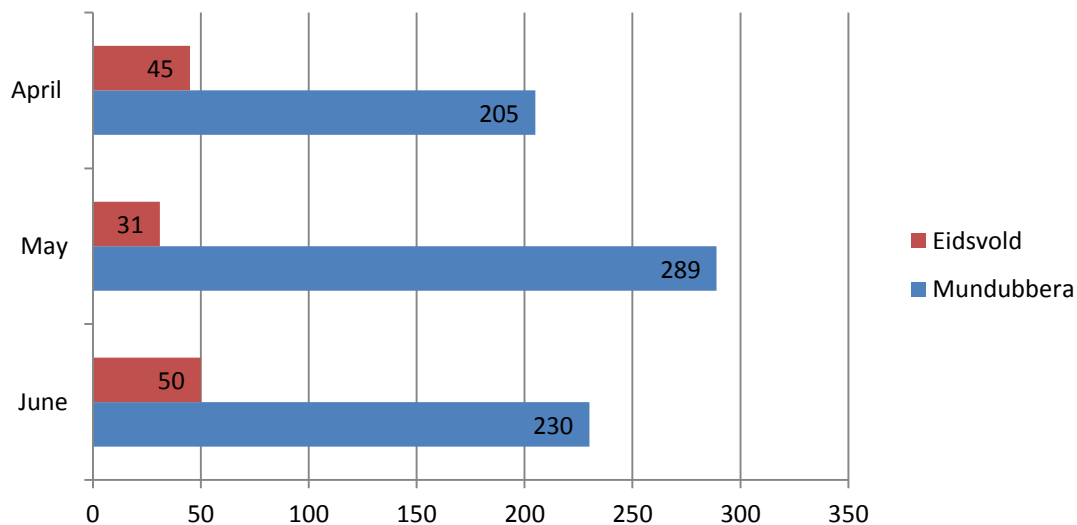
**Centrelink Services – Department of Human Services**

**Centrelink Transactions**



## QGAP Services – Smart Service Queensland

### QGAP Transactions



### Mundubbera Customer Service Centre Modernisation

The Mundubbera Customer Service Centre was closed from 11:30am Thursday, 15<sup>th</sup> June 2017 to Monday, 26<sup>th</sup> June 2017. During this period all library and administration services, including QGAP and Centrelink were available from the Mundubbera Library.

Community members were invited to the official opening of the modernised facility at 10:00am on Monday, 26<sup>th</sup> June 2017.

The modernisation of this facility has provided safe work spaces and enables Council to afford major improvements to our day to day operations and streamline the way we provide services to our community.

## 10 ATTACHMENTS

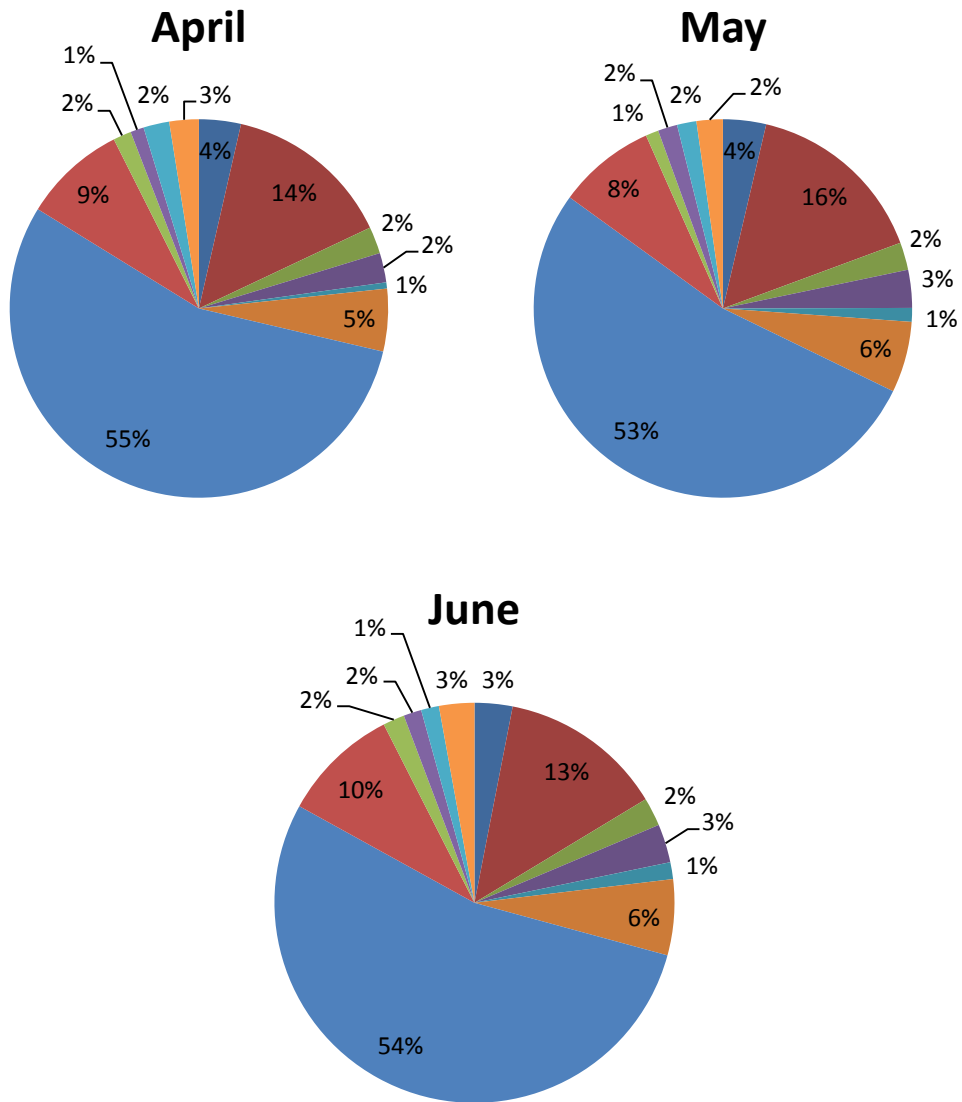
Attachment 1 – Enquiry Statistics – Breakdown by Department

Attachment 2 – Enquiry Statistics – Breakdown by Topic

### RECOMMENDATION

That the Customer Service Quarterly Report be received as information.

## ATTACHMENT 1: ENQUIRY STATISTICS – BREAKDOWN BY DEPARTMENT



- Department of Human Services
- Corporate & Community Services
- Development Services
- Environmental Services
- Executive Services
- Finance
- Library
- QGAP
- Technical Services
- Tourism & Economic Development
- Works
- Other

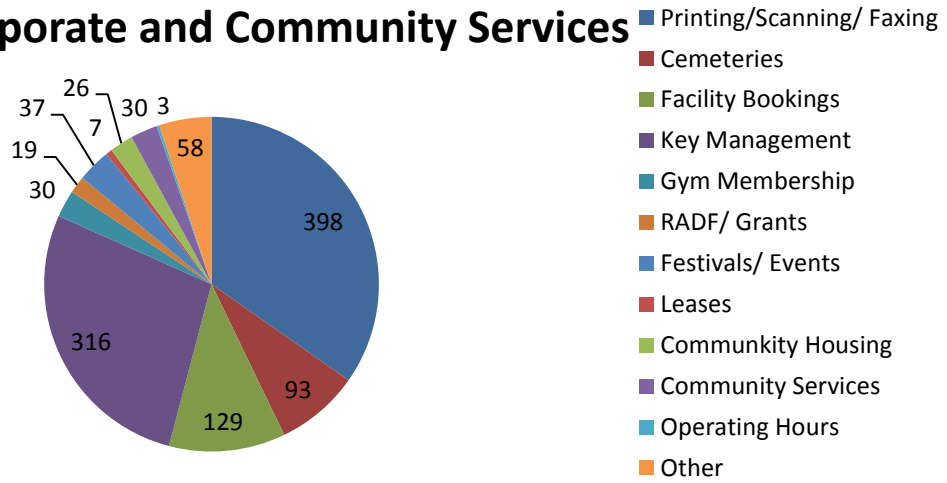
## ATTACHMENT 2: ENQUIRY STATISTICS – TOPIC BREAKDOWN

**Request:** enquiry completed at first point of contact i.e. Customer Service Request

**Receipt:** payment to Council

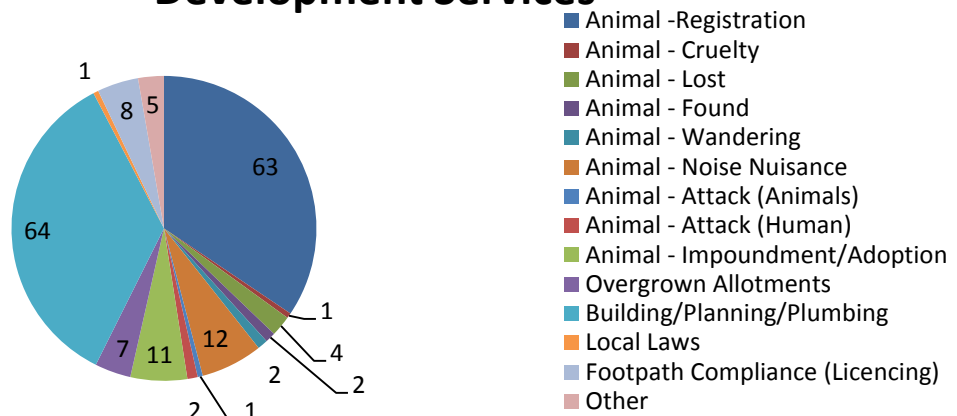
**Referral:** query was referred to the appropriate business unit for action

### Corporate and Community Services



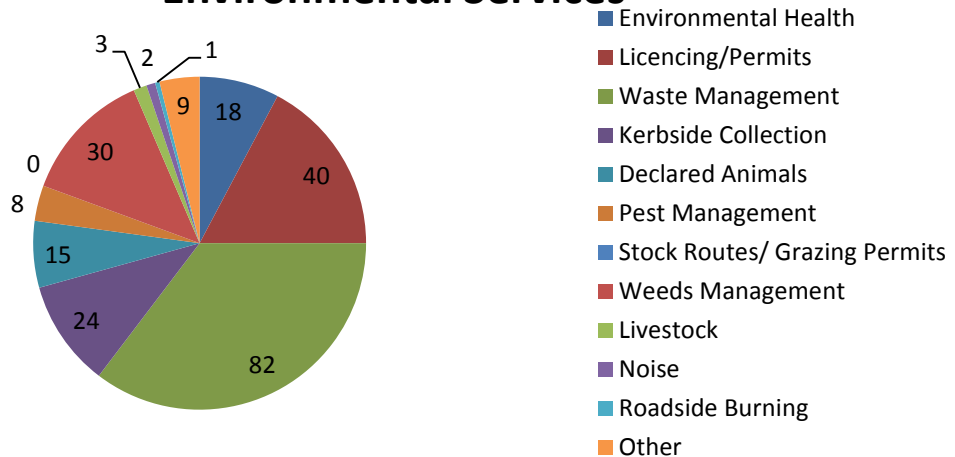
**Request: 63%      Receipt: 36%      Referral: 1%**

### Development Services



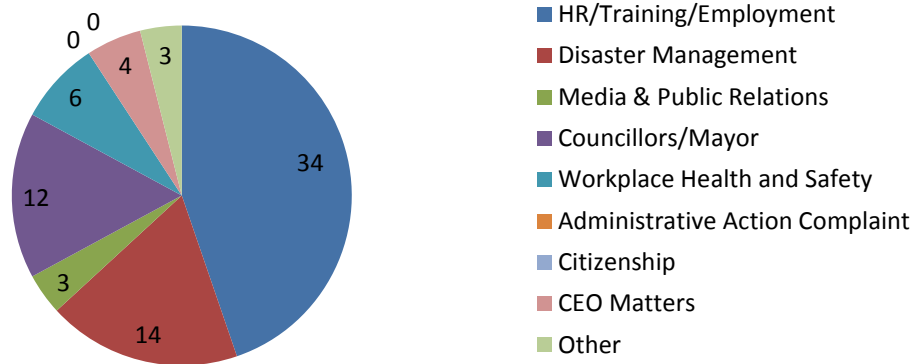
**Request: 59%      Receipt: 33%      Referral: 8%**

### Environmental Services



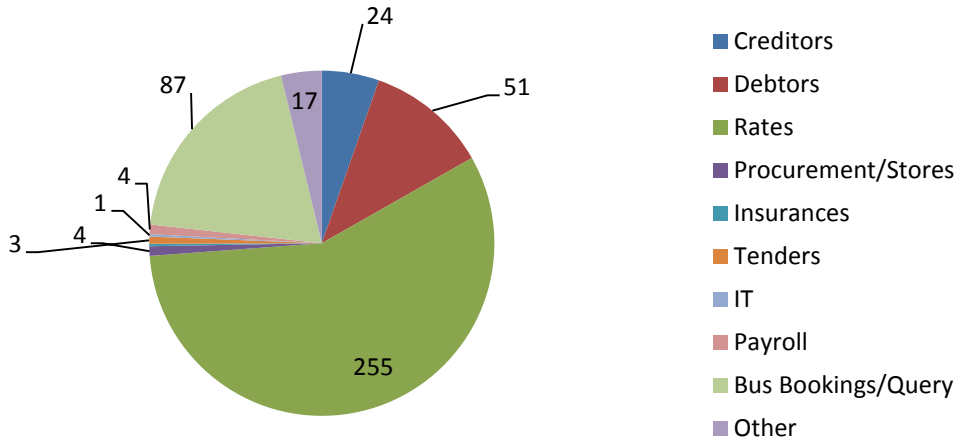
**Request: 61%      Receipt: 35%      Referral: 4%**

## Executive Services



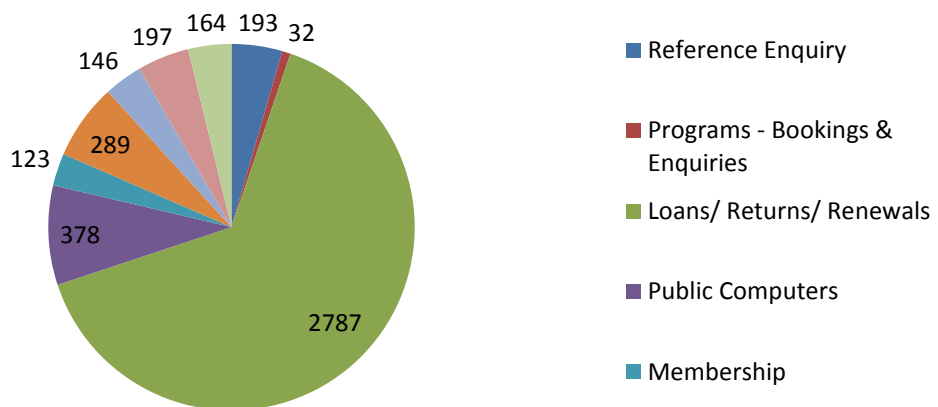
**Request: 90%**      **Receipt: 5%**      **Referral: 5%**

## Finance

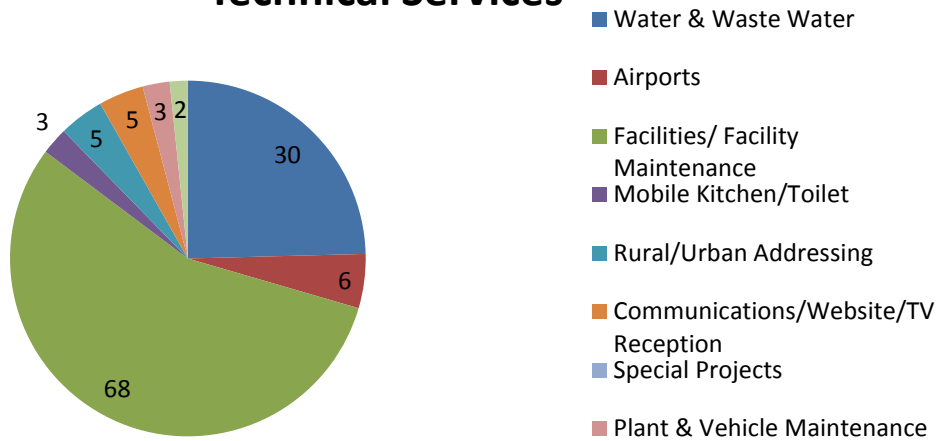


**Request: 38%**      **Receipt: 60%**      **Referral: 2%**

## Library

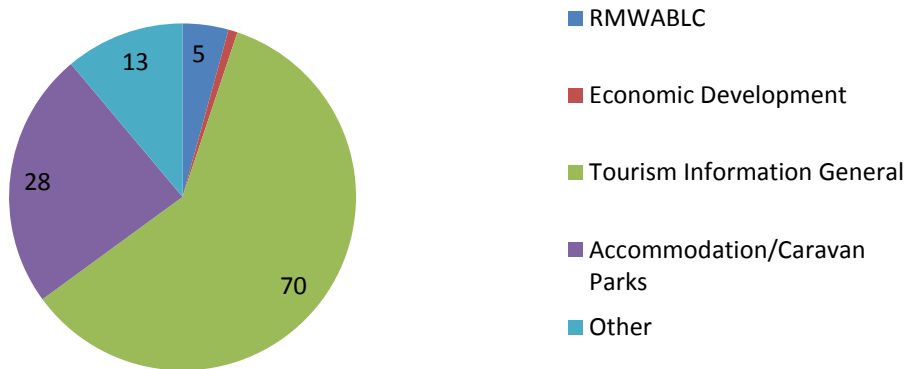


## Technical Services



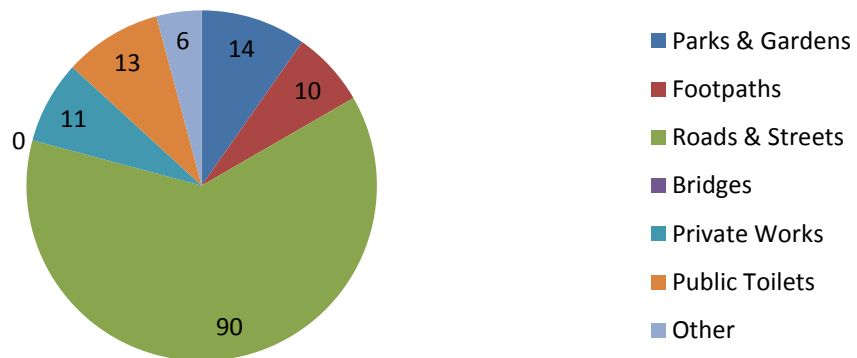
**Request: 84%**      **Receipt: 14%**      **Referral: 2%**

## Tourism and Economic Development



**Request: 78%**      **Receipt: 0%**      **Referral: 22%**

## Works



**Request: 94%**      **Receipt: 1%**      **Referral: 5%**

*Responsible Officer:* Trisha Hansen – Manager Corporate and Communities  
*Report prepared by:* Tracie Myles – Stream Leader - Customer Service & Libraries

## **1 PURPOSE OF REPORT**

The purpose of this report is to recommend the adoption of the Customer Service Charter for the North Burnett Regional Council.

## **2 INTRODUCTION/BACKGROUND**

The main objective of a Customer Service Charter is to provide a framework for defining service delivery standards and could be summarised as the following:

- What standard of service Council will provide
- How those service levels will be measured; and
- What you can do if we do not meet those standards

The creation of a customer service charter is a task that should not be undertaken by one person but by a project team with staff from throughout the organisation.

Content contained within the draft customer service charter was discussed at the Executive Leadership Meeting held in Gayndah on 9 May 2016 and feedback from this meeting was incorporated. Consultation on the content has occurred with staff across the organisation.

This is a new publication and is presented for consideration and feedback from the elected Council.

## **3 CORPORATE/OPERATIONAL PLAN**

Theme 5 – Our efficient and effective Council

5.1 Customer focused

## **4 POLICY IMPLICATIONS**

Nil.

## **5 STATUTORY REQUIREMENTS**

The Local Government Act requires that Council's set standards for customer service and respond to public requests in a timely fashion.

## 6 FINANCIAL IMPLICATIONS

Internal resources have been utilised for the consultation and development of the Charter.

## 7 RISK MANAGEMENT

Nil.

## 8 CONSULTATION

- Discussion at Executive Leadership Meeting on 9 May 2016.
- Discussion with Council's Customer Service and Library Staff.
- Report to General Meeting 20 July 2016.

## 9 OPTIONS FOR COUNCIL TO CONSIDER

- Consider this report and adopt the Customer Service Charter; or
- Consider this report and provide feedback on the customer service charter for finalisation.

## 10 OFFICER'S COMMENTS/CONCLUSION

The draft Charter presented for consideration by Council is the first in North Burnett Regional Council's history. It has been requested to keep the first version basic and with the flexibility to be further developed.

The following is proposed to roll out this initiative;

- **Education on the customer service charter for all staff** – This program would include; discussion and presentation at staff meetings, inclusion of information with pay slips, discussion at team meetings.
- **Public Information Program** - This program would include; publicity in the media, publicity in the Mayors column, addition of material to the NBRC Web Page and Facebook, inclusion of brochure with rates notice, displays at libraries and customer service centres.

The following methods are proposed to measure Council's performance:

- **Annual Survey** – This program would include a survey to Council's customers, available in a variety of platforms such as
  - a) Facebook/Twitter/Website
  - b) Hard copies at customer service centres
  - c) Promotion and links to survey under all email signatures
- **Token Talk** – This program would include each customer being provided with a token, which would be placed into a series of jars to indicate the service they received or to provide feedback on specific questions.



## **11 ATTACHMENTS**

Attachment 1 - Draft Customer Service Charter

### **RECOMMENDATION**

That the North Burnett Regional Council Customer Service Charter be considered, and adopted.



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**CR ROBBIE RADEL**

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**LOCATIONS**

BIGGENDEN - Library & Customer Service Centre  
EIDSVOLD - Library & Customer Service Centre  
GAYNDAH - Library & Customer Service Centre\*  
MONTO - Library & Customer Service Centre\*  
MOUNT PERRY - Library & Customer Service Centre  
MUNDUBBERA - Customer Service Centre  
MUNDUBBERA - Library\*

**HOURS OF OPERATION**

Monday to Friday  
8:30am - 11:30am & 12:30pm - 4:30pm  
\*Open Saturday, 9:00am - 12:00pm

**NORTH BURNETT REGIONAL COUNCIL**

34-36 Capper Street  
PO Box 390  
GAYNDAH QLD 4625

Telephone: 1300 696 272

Fax: (07) 4161 1425

Email: [admin@northburnett.qld.gov.au](mailto:admin@northburnett.qld.gov.au)

Website: [www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au)

Facebook: [facebook.com/north.burnett.regional.council](https://facebook.com/north.burnett.regional.council)

# NORTH BURNETT REGIONAL COUNCIL



**OUR COMMITMENT  
TO YOU**



## CUSTOMER SERVICE CHARTER



**NORTH BURNETT**  
REGIONAL COUNCIL

If you contact us by email or written correspondence



## We will...

- ✓ Acknowledge correspondence within 10 business days
- ✓ Provide you with a reference number
- ✓ If a full reply is not possible, you will receive an acknowledgement which will indicate the time the reply can be expected & the name of the officer to contact with enquiries

If you contact us by telephone



## We will...

- ✓ Aim to answer & return telephone calls promptly
- ✓ Aim to keep call queues to a minimum
- ✓ Provide an 'After Hours' phone service for your calls outside of our normal business hours
- ✓ Return your call within 48 hours

## Our dealings with customers will be...

**01 CLEAR**  
Providing accurate, clear & consistent information

**02 COURTEOUS**  
Greeting you with friendly, personalised & professional service

**03 TIMELY**  
Providing a reliable service & responding to your enquiries quickly

**04 FAIR**  
Treating you with honesty, fairness & sensitivity

**05 ACCOUNTABLE**  
Being transparent & applying regulations, consistently, firmly & fairly

**06 CONFIDENTIAL**  
Respecting your privacy & treating all communication confidentially

**07 INFORMED**  
Keeping you informed regarding your enquiry

**08 COST EFFECTIVE**  
Achieving balance between your expectations & delivering an affordable & sustainable service

## Help us help you...

- ✓ Provide us with clear, complete & accurate information
- ✓ Treat staff, volunteers & other Council customers with courtesy & respect
- ✓ Work with us to resolve your enquiry
- ✓ Provide us with feedback on our services & facilities

Feedback includes compliments, complaints, suggestions or any other information about our program delivery, services or performance.

✓ Should you have a compliment, please complete a customer compliment form to ensure that staff can be acknowledged.

! Likewise, should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.

## You can provide feedback...



[www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au)



visit any of our customer service centres



contact us on 1300 696 272

**LIBRARY QUARTERLY UPDATE - INFORMATION ONLY**

*Responsible Officer: Trisha Hansen – Manager Corporate & Community Services*  
*Report prepared by: Lauren Denman – Libraries Unit Leader*

**1 PURPOSE OF REPORT**

The purpose of this report is to provide Council with a fourth quarter report on library operations and statistics for the 2016-17 financial year. It also details our operations carried out inline with the Library Strategy 2020.

**2 INTRODUCTION/BACKGROUND**

The North Burnett Library Service is part of the Rural Libraries Queensland Service and has branches operating in Biggenden, Eidsvold, Gayndah, Monto, Mt Perry and Mundubbera, all of which are combined with Council's Administration Office with the exception of Mundubbera being a stand alone branch.

**3 CORPORATE/OPERATIONAL PLAN**

Theme 3 – Our United Region – 3.6.6 – Library Services

**4 POLICY IMPLICATIONS**

Library 2020 Strategy – *Prosper the Future, Nurture the Now*

**5 STATUTORY REQUIREMENTS**

Nil

**6 FINANCIAL IMPLICATIONS**

The library service has an annual operating and programming budget of approximately \$31,400 excluding facility maintenance and staff wages.

**7 RISK MANAGEMENT**

Risk assessments are conducted on a regular basis to ensure that activities and facilities provided comply with Council's Workplace Health and Safety Policies.

**8 CONSULTATION**

Council Librarians were consulted in the development of this report.

## 9 OFFICER'S COMMENTS/CONCLUSION

### Grants

#### *Applications - Submitted*

Funding applications due in fourth quarter 2016-17 were submitted on behalf of North Burnett Libraries for the following grant opportunities:

1. FIRST Australia LEGO League Robotics

*Proposed project overview:* Deliver a program consisting of at least 6 weeks of LEGO robotics workshops at the Gayndah Library, culminating in a community event to showcase participant achievements.

*Funding/support requested:* \$2000, LEGO Mindstorms equipment, one year FIRST LEGO League registration and kit, FIRST Australia fully day LEGO robotics training session

#### *Applications - Outcomes*

North Burnett Libraries were advised of funding application outcomes for the following grant opportunities:

1. SLQ Public Library Strategic Priorities Grant

*Proposed project overview:* iPad, OPAC & e-Resources training is delivered to staff and to the community. Grant funds are used to purchase 3 iPads for each branch.

**Outcome: Successful**

*Funding secured:* \$19,620

2. SLQ Tech Savvy Seniors Queensland Grant

*Proposed project overview:* A suite of Tech Savvy Seniors Sessions similar to the successful program of Tech Savvy Seniors Sessions provided in 2016 is delivered in each community.

**Outcome: Successful**

*Funding secured:* \$15,000

3. COTA Queensland Seniors Week Subsidy

*Proposed project overview:* Each branch hosts a Seniors Week Morning Tea to recognise and celebrate the contribution of seniors in our communities, promote Library services for seniors, and foster connections in our communities.

**Outcome: Successful**

*Funding secured:* \$1,100

4. FRRR Small Grants for Rural Communities

*Proposed project overview:* Library Welcome Packs are given to new members as part of a broader initiative to improve existing membership processes. Grant funds will be used to purchase printed calico library bags for the Library Welcome Packs.

**Outcome: Unsuccessful**

*Funding requested:* \$4,999

5. FIRST Australia LEGO League Robotics

*Proposed project overview:* Deliver a program consisting of at least 6 weeks of LEGO Robotics workshops at the Gayndah

Library, culminating in a community event to showcase participant achievements.

**Outcome: Successful**

*Funding/support secured:* \$2000, LEGO Mindstorms equipment, one year FIRST LEGO League registration and kit, FIRST Australia fully day LEGO training session

*Project update:* Library staff Lauren Denman and Tanya Walters attended the FIRST Australia full day LEGO training session held on June 28, 2017 at State Library of Queensland.

Planning for project delivery for successful grants will commence shortly.

*Successful Grant Projects – Ongoing*

1. STEM.I.AM Coding and Robotics Grant

*Proposed project overview:* Funds will be used to deliver coding and robotics workshops at Eidsvold Library, and upskill staff and the community in robotic technology. Funding will also allow Council to equip the Eidsvold Library with a 3D printer, and each branch with Arduino robotics kits.

*Funding secured:* \$21,790

*Project update:* Not-for-profit group CoderKidz have been engaged to delivery robotics training to staff and community members. Training and program delivery is anticipated to be rolled out in the first and second quarter of 2017-18.

**Library Programming**

*Storytime & Craft Sessions*

Weekly Storytime & Craft Sessions for ages 0–5 with parents/carers commenced in January 2017 and are ongoing. Sessions are held in each branch every Tuesday at 10am and are designed to enhance each child’s physical, emotional and cognitive skills. Funded by the First 5 Forever Program, the Sessions are themed and involve an interactive Storytime, songs and rhymes, and a craft activity related to the story theme.

*See attachment 1 for statistics & photos for Storytime & Craft Sessions*

*Mundubbera State School Prep/Year 1 Class Visit*

Twenty-five children from the Mundubbera State School Prep/Year 1 Class visited the Mundubbera Library and Art Gallery on Wednesday, 7 June. Students participated in an interactive Storytime session delivered by Mundubbera Library Officer Leah McKinnon.

*See attachment 2 for Mundubbera State School Newsletter article and photos of the class visit*

*One-on-One Tech Help Sessions*

North Burnett Libraries commenced One-on-One Tech Help Sessions in February 2017. The program is designed to meet individual technology and digital literacy needs in our communities, and offer ongoing support following the highly successful suite of Tech Savvy Seniors Sessions delivered in 2016. The Sessions offer basic help on a range of topics and devices including the Internet, email, social media, iPads and smartphones. Interested community members can contact their local Library to discuss their training needs and arrange a mutually suitable time. Trainee Simone King developed a Tech Help Guide Folder to assist with delivery of the Sessions. Tech Help Guide Folders are now available in each Library.

*See attachment 3 for statistics & promotional poster for One-on-One Tech Help Sessions*

#### *National Reconciliation Week*

North Burnett Libraries invited North Burnett communities to join us in the “taking the next steps” as we celebrated National Reconciliation Week from May 27 – June 3. Each branch hosted a Reconciliation Week Display in addition to a Reconciliation Week Storytime and Craft Session on Tuesday 30 May. Celebratory displays were organised by Library officers Tegan Bauer and Trainee Simone King and featured a footprint timeline of events that have made an impact on the recognition of Aboriginal and Torres Strait Islander peoples.

*See attachment 1 for statistics for the Reconciliation Week Storytime & Craft Session on May 30*

#### *Local Voices, Living Stories Salute Feature Article*

North Burnett Libraries and Queensland Anzac Centenary grant project *Local voices, living stories: Monto remembers its Anzacs* was selected to feature in the second edition of *Salute*, the Queensland Anzac Centenary publication showcasing commemorative activities completed since 2014. Library Officer Lauren Denman was interviewed for the feature which explores the legacy of how settlement of the Monto area by the featured soldiers is still evident in the community today. The second issue of *Salute* has now been published and is available online through the Queensland Anzac Centenary website as well as in hard copy format.

*See attachment 4 for a copy of the feature published in Issue 2 of Salute*

### **Library Spaces**

#### *Gayndah Library Rearrange*

Gayndah Library underwent some changes in May to optimise and enhance spaces in response to community feedback. The new look features a more functional children’s area, introduction of a separate youth space highlighting the Nintendo Wii, and access to the non-fiction collection in the study area.



## **10 ATTACHMENTS**

Attachment 1 – Storytime & Craft Sessions

Attachment 2 – Mundubbera State School Newsletter Article on Prep/Year 1  
Class Visit

Attachment 3 – One-on-One Tech Help Sessions

Attachment 4 – *Salute* feature about *Local voices, living stories* Anzac  
Centenary grant project

Attachment 5 – 2016/17 statistics

Attachment 6 – Reporting on Library Strategy

## **RECOMMENDATION**

That this report be received as information.



## ATTACHMENT 1

### Storytime & Craft Sessions

Storytime & Craft Sessions Attendees (Children) – 4th Quarter 16-17							
	BIG	EID	GAY	MON	MUN	PER	TOTAL
4-Apr	2	0	2	8	17	1	30
11-Apr	6	0	1	8	7	3	25
18-Apr	3	0	6	0	7	1	17
25-Apr	Anzac Day Holiday						-
2-May	2	0	2	0	4	0	8
9-May	3	0	2	3	6	0	14
16-May	3	0	6	0	6	0	15
23-May	1	2	0	0	6	0	9
30-May	2	0	0	7	6	0	15
6-Jun	0	0	5	8	4	0	17
13-Jun	5	0	5	8	4	0	22
20-Jun	4	0	4	5	10	1	24
27-Jun	4	0	10	0	4	0	18
<b>TOTAL</b>	87	3	54	64	60	21	214

### Monto







Mundubbera



Perry



## ATTACHMENT 2

### Mundubbera State School Newsletter Article on Prep/Year 1 Class Visit



... engaged,  
committed,  
supportive.

# Mundubbera State P -10 Newsletter

Sponsored by the Mundubbera P & C

Mundubbera State P-10 8th June 2017

Principal: Peter Townsend  
Acting Head of Department: Nicole Evans-  
Business Services Manager: Lyn Sertier

Bunce Street  
MUNDUBBERA QLD 4626  
T: 07 4165 5333  
F: 07 4165 5300  
E: the.principal@mundubbers.eq.edu.au



#### PREP/1 EXCURSION

P/1 class students enjoyed a visit to the town library and art gallery yesterday. It is always enjoyable to listen to a good book-reading.

The new exhibition at the gallery is called "Grounded" and shows a wide variety of subjects which the students found quite interesting.

#### RESOURCE SCHEME FORMS

Last week, forms were sent home for completion regarding the primary and secondary resource schemes. If you received a form, please complete and return it to school as soon as possible as these are needed for our records. This does not mean you have not paid fees. Those who have unpaid accounts received invoices recently. Thanks to all who have paid.





## ATTACHMENT 3

### One-on-One Tech Help Sessions

One-on-One Tech Help Sessions – 4th Quarter 16/17				
	April	May	June	TOTAL
Biggenden	0	0	0	0
Eidsvold	0	0	0	0
Gayndah	0	0	0	0
Monto	2	4	3	9
Mt Perry	3	6	1	10
Mundubbera	0	0	0	0
<b>TOTAL</b>	5	10	4	19

Looking for  
**TECH  
HELP?**



Want some basic, personalised tech help with gadgets, technology, social media or the Internet?

Book in now for your **FREE** one-on-one tech help session  
@ your local North Burnett Library.

*To book a mutually suitable time, visit  
your local North Burnett Library or  
phone 1300 696 272*



Mailing Address: PO Box 390, Gayndah QLD 4625  
Street Address: 34-36 Copper Street, Gayndah QLD 4625  
Telephone: 1300 696 272 (1300 MY NIRC)  
Facsimile: (07) 4161 1425  
Email: [admin@northburnett.qld.gov.au](mailto:admin@northburnett.qld.gov.au)  
Web: [www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au)  
Facebook: [www.facebook.com/northburnett.regional.council](http://www.facebook.com/northburnett.regional.council)  
ABRU: 23 439 388 197

## ATTACHMENT 4

Salute feature about *Local voices, living stories* Anzac Centenary grant project

//// COMMUNITY GRANTS

# Monto's living history emerges in film

Australia is a young country whose pioneering days lasted well into the 20th century. Often, it was the hard work and spirit of people returning from the First World War that opened new areas of Queensland. The North Burnett town of Monto, is one such place.

The stories of returned servicemen and women, held in living memory by their friends and descendants, were the focus for North Burnett Regional Council's Lauren Denman. Through a Queensland Anzac Centenary grant awarded to the council, this living legacy was captured for Monto.

"The grant was a fantastic opportunity to recognise and celebrate the contribution of locals to the First World War," Ms Denman said.

Her research quickly found that while Monto's extraordinary rate of enlistment in the Second World War was well attested, there was very little on its contribution to the First World War because the town wasn't founded until 1924, six years after the Armistice. However, as many of the local pioneers were veterans, a quest to tell the story of Monto's First World War servicemen and women also meant telling the story of Monto itself.

Ms Denman said the goal of the project was to make something

relevant and engaging that new generations could find and experience.

"We wanted community ownership over the project," she said.

"We wanted these stories to be told by the descendants of these veterans, to be as authentic as possible for future generations, and as close to the real thing as you can get."

The first challenge was the research. As the town didn't exist at the time of the First World War, war service records were of little help. Instead, Ms Denman spoke directly with local historians and the Returned and Services League (RSL).

"We were relying on local knowledge and this research brought together a lot of different people and parts of the community," she said.

The result is a series of five mini-documentaries entitled *Local voices, living stories: Monto remembers its Anzacs*. The documentaries record the inspirational stories of six men who

proudly served in the First World War and came to call Monto home. The films depict how these men relied on the tenacity honed on the battlefield to tame the wild scrublands of Monto and establish the character of a whole new community. While each story draws on photographs, historical facts and service records, it is in the filmed recollections of the veterans' descendants that the living history emerges.

As a project by Monto, and for Monto, the North Burnett Regional Council specifically wanted to maximise community ownership. This was demonstrated, when, at the film's premiere on 16 April 2016, an audience of more than 100 people attended—not bad for a town of just over 1000. Many in the audience were families and friends of those profiled.

Because those who'd returned from the First World War rarely spoke of their experiences, the premiere revealed surprising family histories, and exposed the trauma some of their ancestors has experienced. Lance Corporal







Edward 'Ted' Bryans was known by locals as a man with a stern, unflappable temperament. His family recalled after battling a bushfire one day, he uncharacteristically sat down with a haunted expression on his face. In hindsight, the film highlighted to the family, that most likely the burned-out land had taken him back to the horrors of the front.

"When you listen to the stories, you can tell that Anzac [spirit] is part of the Monto personality," Ms Denman said.

"The values of hard work, resilience, ingenuity and standing by your mates are easy to see in the community."

*Local voices, living stories* can be viewed free of charge at [www.northburnett.qld.gov.au/local-voices-living-stories](http://www.northburnett.qld.gov.au/local-voices-living-stories)



Above: Drew and James Forsyth, with photo of Stanley Forsyth.

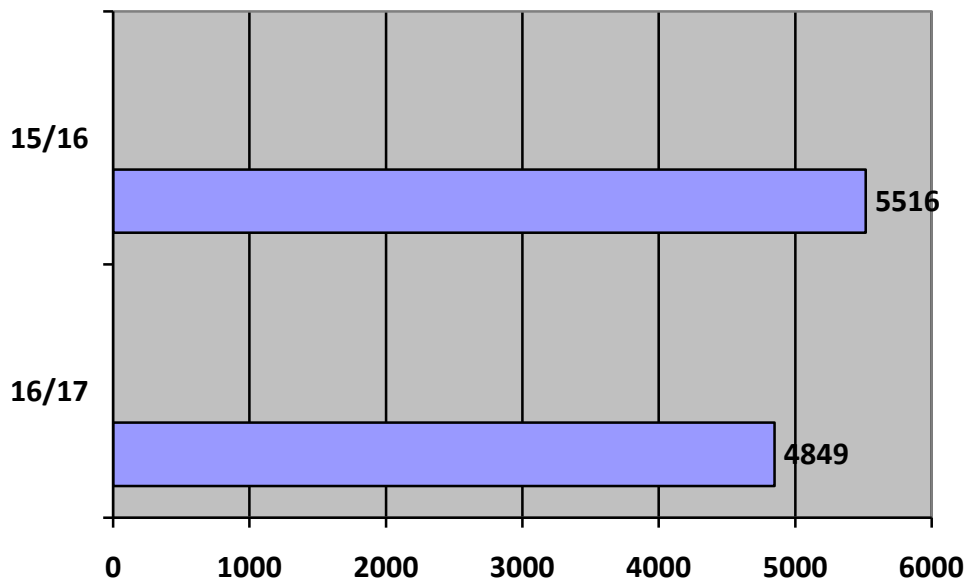
Left: Bob Bryans, holds a photo of Ted Bryans.



## ATTACHMENT 5

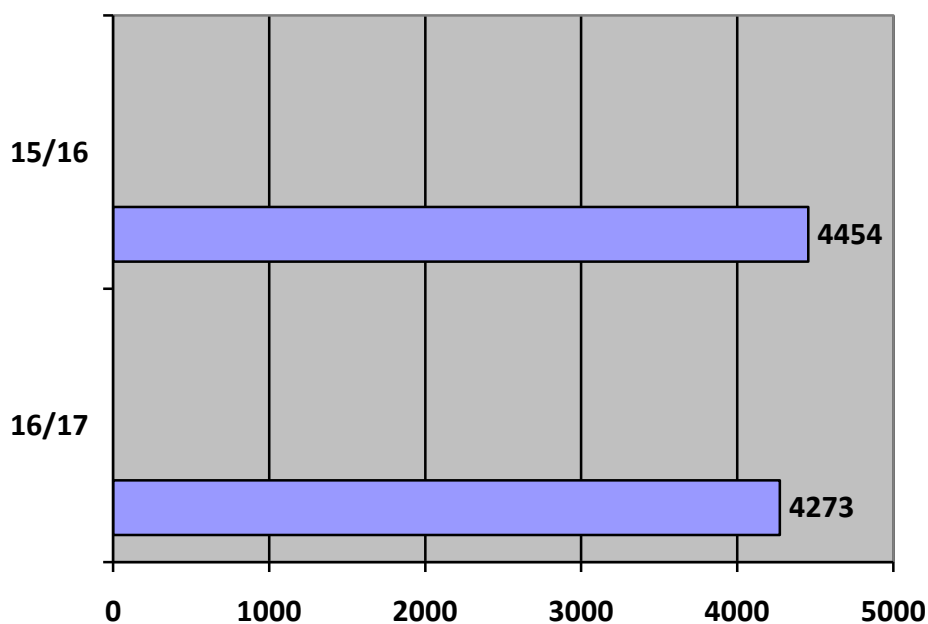
<b>BIGGENDEN – TOTAL LOANS</b>	<b>Q1 16/17</b>	<b>Q2 16/17</b>	<b>Q3 16/17</b>	<b>Q4 16/17</b>	<b>Total 16/17</b>	<b>Total 15/16</b>
Adult Fiction	625	574	580	526	2305	2777
Adult Non Fiction	137	135	133	114	519	571
Audio Visual	32	20	32	34	118	151
Beginner Reader	2	3	1	6	12	2
Device	0	0	1	0	1	0
DVD	147	73	97	73	390	458
DVD Junior	40	43	68	57	208	-
InterLibrary Loan	11	6	3	15	35	16
Junior Fiction	16	13	18	29	76	97
Junior Non Fiction	27	11	11	12	61	79
Large Type	183	178	192	175	728	786
LOTE (Languages Other Than English)	0	0	1	1	2	2
Magazine	55	29	40	19	143	195
Picture Book	43	45	39	43	170	275
Reserve Item	7	10	19	16	52	49
Young Adult Fiction	11	6	5	7	29	58
<b>TOTAL</b>	<b>1336</b>	<b>1147</b>	<b>1239</b>	<b>1127</b>	<b>4849</b>	<b>5516</b>

These figures show a **13.76% decrease** in loans compared to the previous financial year.



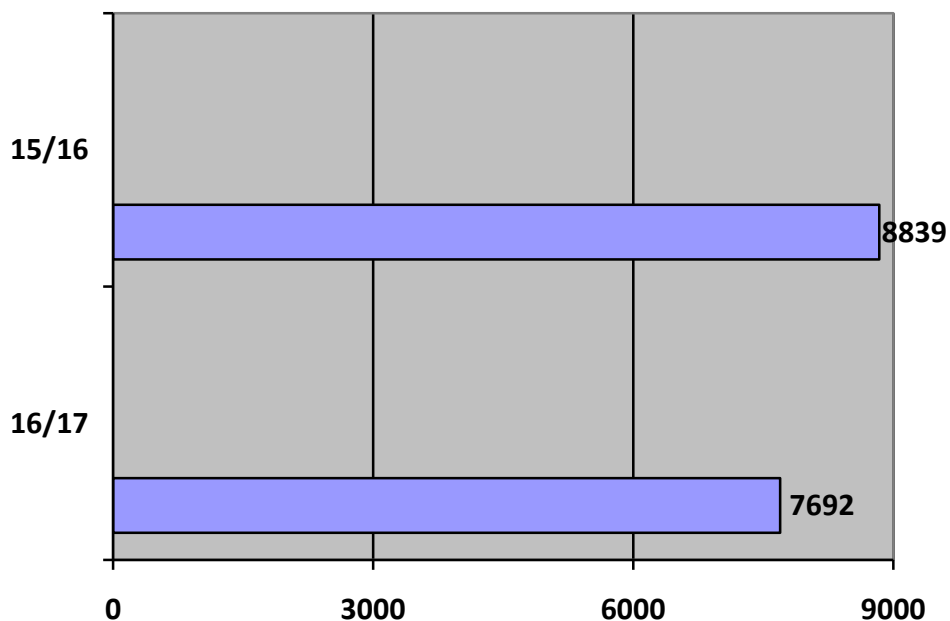
<b>EIDSVOLD – TOTAL LOANS</b>	<b>Q1 16/17</b>	<b>Q2 16/17</b>	<b>Q3 16/17</b>	<b>Q4 16/17</b>	<b>Total 16/17</b>	<b>Total 15/16</b>
Adult Fiction	379	349	354	284	1366	1663
Adult Non Fiction	82	74	66	47	269	304
Audio Visual	52	29	45	60	186	155
Beginner Reader	31	21	18	9	79	49
Bookclub Set	0	0	0	0	0	4
DVD	176	120	180	119	595	892
DVD Junior	93	118	198	152	561	-
InterLibrary Loan	4	0	1	0	5	44
Junior Fiction	53	59	62	93	267	201
Junior Non Fiction	16	7	33	22	78	53
Large Type	49	35	30	36	150	335
Literacy	0	0	0	0	0	1
LOTE (Languages Other Than English)	0	0	0	1	1	0
Magazine	19	27	25	26	97	140
Picture Book	57	66	156	149	428	476
Reference	0	0	0	1	1	1
Reserve Item	15	19	18	11	63	58
Young Adult Fiction	5	19	24	79	127	73
See Log tab	0	0	0	0	0	5
<b>TOTAL</b>	<b>1031</b>	<b>943</b>	<b>1210</b>	<b>1089</b>	<b>4273</b>	<b>4454</b>

These figures show a **4.24% decrease** in loans compared to the previous financial year.



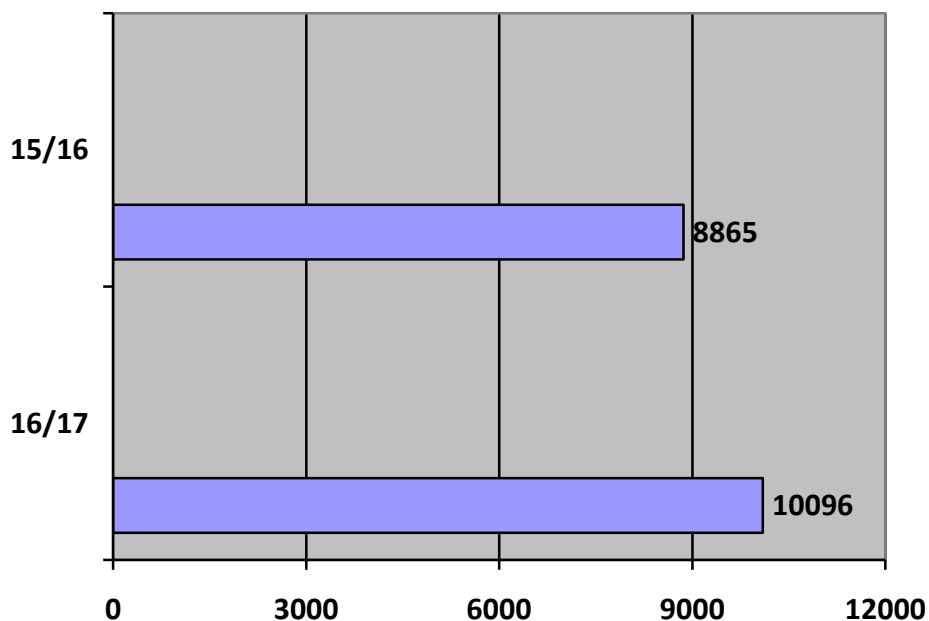
<b>GAYNDAH – TOTAL LOANS</b>	<b>Q1 16/17</b>	<b>Q2 16/17</b>	<b>Q3 16/17</b>	<b>Q4 16/17</b>	<b>Total 16/17</b>	<b>Total 15/16</b>
Adult Fiction	843	750	866	706	3165	3610
Adult Non Fiction	223	194	227	186	830	796
Audio Visual	18	7	24	25	74	47
Beginner Reader	11	21	9	5	46	8
Device	1	0	3	0	4	0
DVD	160	144	155	161	620	1303
DVD Junior	41	89	63	69	262	-
InterLibrary Loan	1	2	2	6	11	50
Junior Fiction	44	61	43	49	197	254
Junior Non Fiction	26	29	47	19	121	104
Junior Storytelling Kit	18	9	8	2	37	56
Large Type	288	358	309	206	1161	1381
Literacy	0	0	0	0	0	2
Local History	1	0	1	1	3	3
LOTE (Languages Other Than English)	2	0	10	3	15	10
Magazine	59	47	57	109	272	297
Picture Book	0	0	0	2	2	1
Reserve Item	22	26	29	25	102	110
Young Adult Fiction	16	30	21	20	87	77
See Log tab	0	0	0	0	0	4
<b>TOTAL</b>	<b>1893</b>	<b>1926</b>	<b>2061</b>	<b>1812</b>	<b>7692</b>	<b>8839</b>

These figures show a **14.91% decrease** in loans compared to the previous financial year.



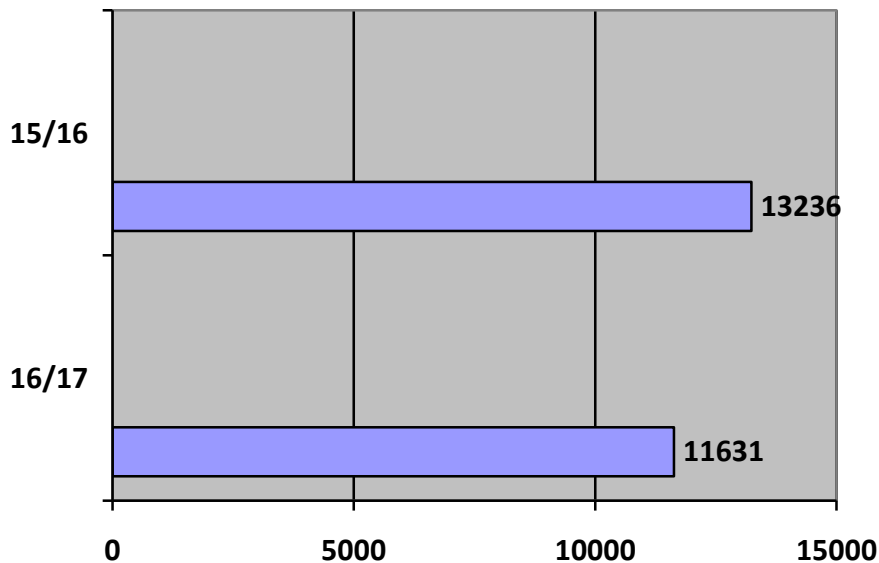
<b>MONTO – TOTAL LOANS</b>	<b>Q1 16/17</b>	<b>Q2 16/17</b>	<b>Q3 16/17</b>	<b>Q4 16/17</b>	<b>Total 16/17</b>	<b>Total 15/16</b>
Adult Fiction	1097	1045	1170	1110	4422	3812
Adult Non Fiction	189	176	183	168	716	729
Audio Visual	78	74	82	62	269	197
Beginner Reader	13	20	36	17	86	71
Bookclub Set	2	3	5	3	13	0
DVD	391	285	329	321	1326	1416
DVD Junior	71	121	121	152	465	-
Equipment	0	1	0	0	1	3
InterLibrary Loan	26	31	30	39	126	171
Junior Fiction	75	88	74	82	319	275
Junior Non Fiction	42	17	53	23	135	130
Junior Storytelling Kit	0	0	0	2	2	2
Large Type	176	151	178	170	675	870
Literacy	0	0	0	1	1	0
LOTE (Languages Other Than English)	0	0	0	0	0	8
Magazine	120	88	122	83	413	422
Picture Book	141	128	220	187	676	477
Reserve Item	23	27	39	32	121	121
Young Adult Fiction	46	79	99	77	301	154
See Log tab	0	0	0	0	0	42491
<b>TOTAL</b>	<b>2491</b>	<b>2334</b>	<b>2741</b>	<b>2530</b>	<b>10096</b>	<b>8865</b>

These figures show a **12.19% increase** in loans compared to the previous financial year.



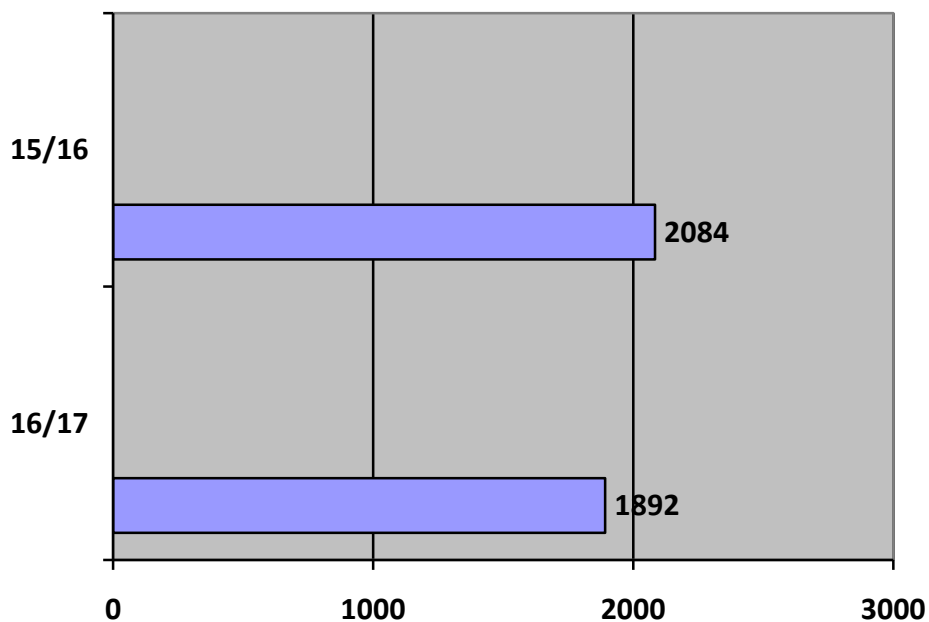
MUNDUBBERA – TOTAL LOANS	Q1 16/17	Q2 16/17	Q3 16/17	Q4 16/17	Total 16/17	Total 15/16
Adult Fiction	946	1072	1013	948	3979	4589
Adult Non Fiction	204	203	225	174	806	860
Audio Visual	6	18	14	14	52	70
Beginner Reader	2	0	0	0	2	4
Bookclub Set	2	0	4	0	6	0
DVD	696	737	622	581	2636	4617
DVD Junior	174	218	247	336	975	-
eAudio	0	0	0	0	0	2
Equipment	0	0	0	0	0	1
InterLibrary Loan	11	5	4	1	21	17
Junior Fiction	126	120	174	201	621	455
Junior Non Fiction	69	53	53	41	216	276
Junior Storytelling Kit	1	2	3	1	7	4
Large Type	186	173	153	145	657	565
Literacy	0	0	0	2	2	4
LOTE (Languages Other Than English)	18	5	3	2	28	24
Magazine	18	48	58	41	165	147
Music CD	6	3	4	0	13	16
Picture Book	245	215	254	246	960	1044
Reference	0	0	0	1	1	4
Reserve Item	23	45	47	41	156	205
Young Adult Fiction	42	30	77	78	227	269
See Log tab	0	0	0	0	0	6
<b>TOTAL</b>	<b>2804</b>	<b>2973</b>	<b>2980</b>	<b>2874</b>	<b>11631</b>	<b>13236</b>

These figures show a **13.80% decrease** in in loans compared to the previous financial year.



<b>PERRY – TOTAL LOANS</b>	<b>Q1 16/17</b>	<b>Q2 16/17</b>	<b>Q3 16/17</b>	<b>Q4 16/17</b>	<b>Total 16/17</b>	<b>Total 15/16</b>
Adult Fiction	254	152	188	204	798	878
Adult Non Fiction	64	53	27	50	194	256
Audio Visual	18	11	25	17	71	25
Device	2	0	0	0	2	0
DVD	128	46	40	51	265	406
DVD Junior	16	12	32	11	71	-
InterLibrary Loan	1	0	0	7	8	8
Junior Fiction	8	1	0	3	12	23
Junior Non Fiction	9	5	3	0	17	27
Large Type	31	27	20	24	102	223
Local History	2	0	0	0	2	1
Magazine	78	69	58	69	274	204
Picture Book	6	2	23	10	41	9
Reserve Item	12	2	6	6	26	8
Young Adult Non Fiction	0	0	7	1	8	14
<b>TOTAL</b>	<b>630</b>	<b>380</b>	<b>429</b>	<b>453</b>	<b>1892</b>	<b>2084</b>

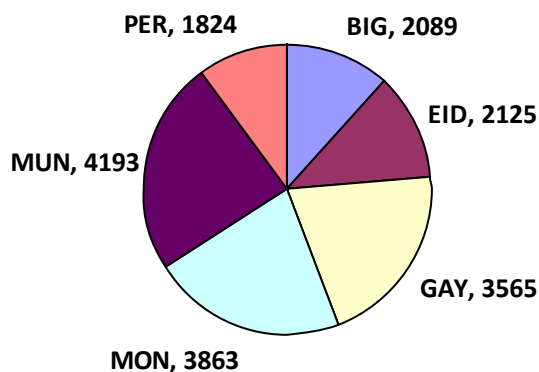
These figures show a **10.15% decrease** in loans compared to the previous financial year.



**TOTAL STOCK COUNT  
as at 5 July 2017**

	<b>BIG</b>	<b>EID</b>	<b>GAY</b>	<b>MON</b>	<b>MUN</b>	<b>PER</b>	<b>TOTAL</b>
<b>Adult Fiction</b>	758	811	1212	1305	1527	652	6265
<b>Adult Non Fiction</b>	312	243	598	538	518	328	2537
<b>Audio Visual</b>	51	59	64	156	22	43	395
<b>Beginner Reader</b>	12	26	19	76	47	14	194
<b>Device</b>	0	0	1	1	1	0	3
<b>DVD</b>	126	122	151	205	325	86	1015
<b>DVD Junior</b>	64	77	54	106	168	45	514
<b>Equipment</b>	0	0	0	2	0	0	2
<b>InterLibrary Loan</b>	6	0	2	20	2	2	32
<b>Junior Fiction</b>	64	115	180	270	230	54	913
<b>Junior Non Fiction</b>	54	41	115	125	159	53	547
<b>Junior Storytelling Kit</b>	0	0	23	0	4	1	28
<b>Large Type</b>	262	84	383	285	276	180	1470
<b>Literacy</b>	0	1	1	0	2	0	4
<b>Local History</b>	0	2	3	1	69	2	77
<b>LOTE</b>	1	0	55	0	2	0	58
<b>Magazine</b>	179	203	127	132	279	208	1128
<b>Music CD</b>	0	0	04	0	70	0	74
<b>Picture Book</b>	138	230	434	323	374	107	1606
<b>Reference</b>	3	24	4	1	4	4	40
<b>Reserve Item</b>	1	2	7	3	8	3	24
<b>Young Adult Fiction</b>	58	85	128	134	106	42	553
<b>TOTAL</b>	<b>2089</b>	<b>2125</b>	<b>3565</b>	<b>3683</b>	<b>4193</b>	<b>1824</b>	<b>17479</b>

**Please note: These figures are a total of what items are physically on our shelf and what is also currently on loan.**



## ATTACHMENT 7 – Reporting on Library Strategy

# COMMUNITY SPACES

STRATEGY	ACTION	OUTCOME	COMMENTS
Extended access to library branches	Review library hours for all branches, making it more consistent across the region	Review completed  Increased access to library branches as identified	1st Quarter 16/17 - Mundubbera library hours brought into line with other library and administration centres 3rd Quarter 16/17 – Costs associated with commencing Saturday opening hours in Biggenden, Eidsvold and Mt Perry Libraries were investigated, report to be presented to Council for consideration in April 4th Quarter 16/17 – Arrangements made to open Biggenden, Eidsvold and Mt Perry Libraries on Saturdays for a six month trial commencing July 1
	Install after hours chute at branches	Increased chance to return items	4th Quarter 15/16 - After hours chutes have been ordered for Biggenden & Perry 2nd Quarter 16/17 - Return boxes have been installed at Perry & Biggenden. Investigating comparison of prices for outside bin or built in wall chute for Gayndah 3rd Quarter 16/17 – DEHP Heritage Exemption application submitted and approved for installation for Gayndah wall chute 4th Quarter 16/17 – External returns bin opted for at Gayndah Library due to fire safety concerns. DEHP Heritage Exemption application approved. Returns bin ordered, and installation preparation completed. Bin to arrive by mid-July
Optimise current library spaces	Internal signage to identify different sections within the premises, using standardised international signage where relevant	Improved collection access and consistency in each branch	3rd Quarter 16/17 – Standardised shelf dividers and labels and have been ordered for all branches 4th Quarter 16/17 – Standardised shelf dividers and labels distributed to all branches. Installation is in progress
	Re-arrange furniture in current spaces to create designated areas, e.g. open kids area for	Improved collection access and separation of quiet and active spaces	4th Quarter 15/16 - Where possible, the new furniture purchased has been able to be used to make dedicated and separated spaces



	story time, teen lounge etc		4th Quarter 16/17 - First Five Forever funds used to purchase items to enhance and differentiate childrens areas, Gayndah Library rearrange conducted to optimise and enhance spaces in response to community feedback and separates kids area and youth area
	New furniture and toys in childrens areas	Comfortable and fresh furniture, welcoming spaces	4th Quarter 15/16 - New furniture purchased for all branches, some items included: children's tables and chairs, shelving, cushions, ottomans, mats, coffee tables 4th Quarter 16/17 - First Five Forever funds used to purchase display shelving, cushions, kids seating, educational toys and games, and wall art for childrens areas at all branches
Improve accessibility to services and facilities for people with disabilities/special needs	All collections, programs, services, events, exhibitions and spaces, on site and online, are delivered in ways that meet access requirements of people with disabilities, wherever possible	Increased access to library branches	4th Quarter 15/16 - Automatic door installed at Eidsvold Library 2nd Quarter 16/17 - Home library service advertised to public, will assist disabled/aged citizens
Planning for future library spaces	Providing continual consultation with community to ensure our library spaces meet needs and demands	Community aspirations incorporated into the design of library spaces	4th Quarter 16/17 – Community feedback session held at Gayndah Library, feedback incorporated into rearrange of Gayndah Library space
Culturally significant spaces	Create a culturally inclusive environment to provide the community with appropriate spaces	Establishment of yarning or gathering spaces in libraries where ATSI/CALD can connect	2nd Quarter 16/17 - Pre-planning stage of brainstorming ideas and researching funding opportunities for yarning circle in Eidsvold Library
	Consistent welcoming messages in variety of languages at branch entrances	People made to feel welcome regardless of ethnic background	2nd Quarter 16/17 - Gathering ideas and prices on possible ways to have this consistently in each library branch 3rd Quarter 16/17 – Welcome Languages Mats have been ordered for all branches 4th Quarter 16/17 – Welcome Languages Mats on display at front counters/entry ways in all branches

# PARTNERSHIPS

STRATEGY	ACTION	OUTCOME	COMMENTS
Build active participation	Establish and convene a Libraries Community Reference Panel	Community advice and participation in NBRC Libraries consultation, advocacy and planning	
	Establish a 'Friends of the Library' volunteer program in each branch	Community participation and ownership of library and increase of activity	4th Quarter 15/16 - Draft Volunteer Policy developed for review
	Develop and participate in cultural events and activities to collaboratively deliver relevant cultural programs e.g. story-time by elders for Reconciliation Week, Naidoc Week, World Harmony Day, multicultural conversation hours, ANZAC Day, Australia Day	<p>Promoting and providing awareness of our libraries in the community</p> <p>Library Services participating actively in other traditionally non-library activities and events</p>	<p>1st Quarter 16/17 - Currently in the planning stage of yearly programming for events, some include Reconciliation Week, Naidoc Week, Australia Day, ANZAC Day</p> <p>3rd Quarter 16/17 – Australia Day celebrations held in each community, Harmony Day celebrations held in all branches, Seniors Week Subsidy Application submitted to host Seniors Week Morning Tea in all branches</p> <p>4th Quarter 16/17 – National Reconciliation Week displays and Reconciliation Week Storytime &amp; Craft Sessions hosted at each branch, Seniors Week Subsidy Application successful</p>
Build on and maintain current partnership with State Library of Queensland (SLQ)	Collaborate and participate in opportunities provided by SLQ	NBRC libraries playing a role in consultation, advocacy and planning	
Build partnerships and collaboration	Actively promote the library within Council operations and seek opportunities to cooperate on projects of mutual benefit	Internal relationships built, increased awareness within the community	2nd Quarter 16/17 - Monthly CCLT meetings ensure the Library, Customer Service & Communities teams have the opportunities to share ideas and work together
	Investigate opportunities with schools and local community organisations to assess	Extension of program and promotional reach and capacity	1st Quarter 16/17 - Mundubbera Librarian, Leah McKinnon, attended a Child Protection Week event at Mundubbera Kindergarten and did storytime to promote early childhood

	synergy of program development and communication		learning 4th Quarter 16/17 - Mundubbera Librarian, Leah McKinnon, hosted Prep/Year 1 Class from Mundubbera State School and delivered interactive Storytime session
Build arts and culture role of libraries	Develop an exhibition schedule to support opportunities to showcase local artists/talents	Increased opportunities for informal interactions and a sense of ownership within the community	
Build awareness of the North Burnett's heritage	Collaborate with local history groups in the promotion of society initiatives	Local history groups utilise library spaces to access the broader community	
	Organise and preserve the library's cultural and historical resources for future generations e.g. digitised image collection, story boards	An extensive collection of resources established in various formats	
	Family & local history tutorials available to the public	Local history groups utilise library spaces to access the broader community  Individuals upskilled in family history research	

# LEARNING AND COLLECTIONS

STRATEGY	ACTION	OUTCOME	COMMENTS
Ensure collections are reflective of varying age and cultural groups within the community	Exchanges undertaken every quarter, detailed request sent to SLQ	A collection that meets each community's current and emerging needs	<p>4th Quarter 15/16 - 2030 items exchanged</p> <p>1st Quarter 16/17 - 1200 items exchanged</p> <p>2nd Quarter 16/17 - No longer doing exchanges vis SLQ, trialling new stock rotation between branches</p> <p>3rd Quarter 16/17 – Quarterly stock rotation between branches continuing</p> <p>4th Quarter 16/17 – Quarterly stock rotation between branches continuing</p>
	Undertake major updates of out-of-date and infrequently used stock	A collection the meets each community's current and emerging needs	<p>4th Quarter 15/16 - Weeded items</p> <p>Biggenden: 70</p> <p>Eidsvold: 1</p> <p>Gayndah: 11</p> <p>Monto: 40</p> <p>Mundubbera: 80</p> <p>1st Quarter 16/17 - Weeded items</p> <p>Biggenden: 78</p> <p>Eidsvold: 34</p> <p>Gayndah: 17</p> <p>Monto: 41</p> <p>Mundubbera: 15</p> <p>Perry: 10</p> <p>2nd Quarter 16/17 - Weeded items</p> <p>Biggenden: 16</p> <p>Eidsvold: 6</p> <p>Gayndah: 9</p> <p>Monto: 127</p> <p>Mundubbera: 2</p> <p>Perry: 2</p> <p>3rd Quarter 16/17 – Weeded items</p> <p>Biggenden: -</p> <p>Eidsvold: 16</p> <p>Gayndah: 29</p> <p>Monto: 111</p> <p>Mundubbera: 44</p>

			<p>Perry: 1</p> <p>4th Quarter 16/17 - Weeded items  Biggenden: 13  Eidsvold: 10  Gayndah: 32  Monto: 38  Mundubbera: 8</p>
Ensure community has access to free Inter Library Loan (ILL) service	Staff to educate and promote ILL service to customers	Customers aware of service and able to request and receive required items	1st Quarter 16/17 - SLQ provide eBook copy of title instead of hard copy where available
Provide a quality local history service	Maintain free access to online database (Ancestry) via public PCs	Content easily accessible by community in library	<p>2nd Quarter 15/16 - All our public PCs have free access  3rd Quarter 15/16 - All our public PCs have free access  4th Quarter 15/16 - All our public PCs have free access  1st Quarter 16/17 - All our public PCs have free access  2nd Quarter 16/17 - All our public PCs have free access  3rd Quarter 16/17 - All our public PCs have free access  4th Quarter 16/17 - All our public PCs have free access</p>
	Make historical photographs available through our Online Public Access Catalogue (OPAC)	Content easily accessible by community and available indefinitely	
	Apply for grant funding to develop community history: Anzac Centenary	Community participation in sharing untold local history stories	<p>2nd Quarter 15/16 - Grant was successfully secured  3rd Quarter 15/16 - 'Local voices, living stories - Monto remembers its ANZACS' DVD completed, DVDs added to library collection  4th Quarter 16/17 - Feature about <i>Local voices, living stories</i> grant project published in Anzac Centenary publication <i>Salute</i></p>
Provide quality programs and develop an integrated lifelong learning plan	Rattle & Rhyme	First 5 Forever Enjoy songs, finger plays and rhymes with your baby while developing their language and pre-reading skills	<p>3rd Quarter 15/16 - Received funding from State Library Qld for First 5 Forever programming, purchased kits for children and parents  1st Quarter 16/17 - This program is currently in the planning stage and planning is due for completion 31/08/2016  2nd Quarter 16/17 - Part of our planned storytime and craft sessions  3rd Quarter 16/17 - Part of weekly Storytime &amp; Craft Sessions that</p>

			<p>commenced from January 2017</p> <p>4th Quarter 16/17 – Part of ongoing weekly Storytime &amp; Craft Sessions</p>
	Playtime	<p>First 5 Forever</p> <p>Explore, play and discover, Introduce your child to the wonderful world of free play</p>	<p>3rd Quarter 15/16 - Received funding from State Library Qld for First 5 Forever programming, purchased kits for children and parents</p> <p>1st Quarter 16/17 - This program is currently in the planning stage and planning is due for completion 31/08/2016</p> <p>2nd Quarter 16/17 - Part of our planned storytime and craft sessions</p> <p>3rd Quarter 16/17 – Part of weekly Storytime &amp; Craft Sessions that commenced from January 2017</p> <p>4th Quarter 16/17 – Part of ongoing weekly Storytime &amp; Craft Sessions</p>
	Story time	<p>First 5 Forever</p> <p>Listen to stories, sing songs and share books with your child</p>	<p>3rd Quarter 15/16 - Received funding from State Library Qld for First 5 Forever programming, purchased kits for children and parents</p> <p>4th Quarter 15/16 - Used some of the funding to have Cilla Slack perform her Blue Gum Farm show in each community, F5F kits were launched</p> <p>1st Quarter 16/17 - This program is currently in the planning stage and planning is due for completion 31/08/2016</p> <p>2nd Quarter 16/17 - Part of our planned storytime and craft sessions</p> <p>3rd Quarter 16/17 – Weekly Storytime &amp; Craft Sessions commenced from January 2017</p> <p>4th Quarter 16/17 – Weekly Storytime &amp; Craft Sessions ongoing</p>
	Pyjama Story time	<p>Dress in your PJs and be entertained by stories, action rhymes and sing-alongs.</p>	<p>1st Quarter 16/17 - This program is currently in the planning stage and planning is due for completion 31/08/2016</p> <p>2nd Quarter 16/17 - At this stage this program is not happening due to library hours, would be best suited to later closing times</p>
	Special interest workshops and talks	<p>Community able to access a variety of informational workshops, network with other community members with similar interests</p>	
	Book club	<p>Nurture a love of reading within community and</p>	<p>1st Quarter 16/17 - Monto has established a member run bookclub using State Library supplied bookclub kits</p>

		facilitate group discussions and networking	
	Writers Club	Nurture creativity within the community and facilitate group discussions and networking	

# TECHNOLOGY

STRATEGY	ACTION	OUTCOME	COMMENTS
Provide a quality, free internet service	Maintain internet service including Wi-Fi network	Reliable public internet PCs	
	Free Wi-Fi	Wi-Fi hotspots available at various locations, first 200MB free	2nd Quarter 16/17 - Wi-Fi available at following locations, not all sites are accessible by public; Biggenden - Beiers Park, Biggenden Admin Front, Biggenden Admin Rear, Biggenden Landfill, Biggenden Library, Eidsvold - Swimming Pool, Eidsvold Admin Eidsvold Depot, Eidsvold Library, Eidsvold RMWABLC Interpretive Centre, Eidsvold RMWABLC Learning Room, Gayndah - Lions Park Gayndah - Museum, Gayndah Admin, Gayndah Boardroom Gayndah Depot, Gayndah DMCC (Control Room Wing - East) Gayndah DMCC (Control Room Wing - West), Gayndah DMCC (Meeting Room Wing - West), Gayndah DMCC (Meeting Room Wing - West), Gayndah Finance, Gayndah Landfill, Gayndah Library/TKAC, Monto - Lions Park, Monto - Pioneer Cottage Monto Admin, Monto Boardroom, Monto Depot, Monto Library Monto WMF, Mount Perry Admin, Mt Perry - Rest Area Mundubbera - Bicentennial Park, Mundubbera - Black Stump Mundubbera Boardroom, Mundubbera CSC Downstairs Mundubbera CSC Upstairs, Mundubbera Depot Mundubbera Engineering, Mundubbera Library Mundubbera NDRRA, RMW Centre Outdoor North RMW Centre Outdoor South
	Provide signage in town locations for Wi-Fi locations	Tourists and community able to access Wi-Fi service	3rd Quarter 16/17 – Town Wi-Fi signage including Wi-Fi signage outside all branches installed in 2016 - project delivered by IT and Communities team
Provide opportunities for staff and library users to access the latest devices	Purchase various electronic devices (iPad, tablet, e-reader) for each branch	Staff will have knowledge to confidently teach and assist customers	1st Quarter 16/17 - Possibility to apply for funding under OPAL Grants via State Library if application is eligible under program guidelines (to be released) 3rd Quarter 16/17 – Public Library Strategic Priorities Grant Application submitted to purchase 3 iPads for each branch,



			<p>STEM.I.AM Coding and Robotics Grant Application successful and will allow for purchase of 3D printer for Eidsvold Library and Arduino robotics kits for all branches</p> <p>4th Quarter 16/17 – Public Library Strategic Priorities grant application successful, FIRST Australia LEGO League Robotics grant application submitted and successful</p>
Development of skilled and confident staff	Staff educated on how to use Online Public Access Catalogue (OPAC)	Staff will have knowledge to confidently teach and assist customers	<p>2nd Quarter 16/17 - Staff at combined customer service/library meeting given guides on how to access all facets of our OPAC</p> <p>3rd Quarter 16/17 – Planning underway to deliver hands-on staff OPAC &amp; e-Resources training as part of project associated with Public Library Strategic Priorities grant application</p> <p>4th Quarter 16/17 – Public Library Strategic Priorities grant application successful</p>
		Customers will be able to use OPAC and place own reserves	<p>1st Quarter 16/17 - New members are provided with pin number to access OPAC and given instructional brochure</p> <p>3rd Quarter 16/17 – Planning underway to deliver OPAC training to the community as part of project associated with Public Library Strategic Priorities Grant Application</p> <p>4th Quarter 16/17 – Public Library Strategic Priorities grant application successful</p>
Develop programs that will give the community the digital literacy skills required to access information	Tech Savvy Seniors Beginner, intermediate, advanced computer classes	Community will have the skills required to use a computer and access information online	<p>3rd Quarter 15/16 - Secured funding via State Library Qld OPAL Funding to carry out 'Tech Savvy Seniors' training sessions in North Burnett</p> <p>4th Quarter 15/16 - Training sessions commenced in each location</p> <p>4th Quarter 15/16 - Total sessions: 54 Total participants: 221</p> <p>1st Quarter 16/17 - Total sessions: 54 Total participants: 382</p> <p>3rd Quarter 16/17 – Grant application submitted to secure funding for 2017 Tech Savvy Seniors Program</p> <p>4th Quarter 16/17 – Tech Savvy Seniors grant application successful</p>
	iPad Training Roadshow Beginner, intermediate, advanced	Community will have the skills required to use an iPad and access apps and information	<p>1st Quarter 16/17 - Possibility to apply for funding under OPAL Grants via State Library if application is eligible under program guidelines (to be released)</p> <p>3rd Quarter 16/17 – Planning underway to deliver iPad Training</p>

			Roadshow as part of project associated with Public Library Strategic Priorities Grant Application 4th Quarter 16/17 – Public Library Strategic Priorities grant application successful
	e-Resources training	Customers will have knowledge to access free e-books, e-audio and digital magazines available with their library membership	2nd Quarter 16/17 - Library programming finalised, commencing February 2017: discovering the eLibrary, introducing eMagazines, one on one tech help on offer at all branches 3rd Quarter 16/17 – Planning underway to deliver e-Resources training to the community as part of project associated with Public Library Strategic Priorities Grant Application 4th Quarter 16/17 – Public Library Strategic Priorities grant application successful
Introduction of social media to provide effective and timely communication with community	Library staff provide effective and timely content for Council's existing media network to encourage patrons to interact with Council's Facebook page	Community aware of services provided, taking ownership of their local library service	2nd Quarter 16/17 - Library advertising schedule given to media officer for implementation e.g. Facebook, posts, media releases

# MARKETING AND PRESENCE

STRATEGY	ACTION	OUTCOME	COMMENTS
Market library services in traditional and virtual environments	Develop an e-newsletter subscribed to by library members	Community aware of services, events and programs	
	Develop a biannual 'what's on' booklet for the library service	Community aware of services, events and programs	2nd Quarter 16/17 - What's on booklet finalised and advertised to public
	Enhance website access to ensure it provides easy access to content and services	Community aware of service, events and programs	2nd Quarter 16/17 - New website, library section is constantly updated
Implement Council branding of library services	Investigate the cost of library bags	Community provided with free library bag when joining library  Otherwise available for purchase for small charge	3rd Quarter 16/17 – FRRR Small Grant for Rural Communities application submitted to purchase printed calico library bags and develop Library Welcome Packs for new members 4th Quarter 16/17 – FRRR Small Grant for Rural Communities application unsuccessful
	Create signage that represents a community hub e.g. Community Connection Hub	Instant image given to community of more than just library, including 'one-stop-shop' image	
Continue development of culture of innovation, ideas and effective service delivery	Implement regular library team meetings (skype) between supervisors and staff to support their role within the library service	Library team are connected and can share ideas and issues on a regular basis	2nd Quarter 16/17 - Discussed at customer service/library team meeting, will be implemented in early new year 3rd Quarter 16/17 – Two library team skype meetings held this quarter 4th Quarter 16/17 – One library team skype meeting held this quarter
	Develop relationships within	Library team stay connected	

	library networks and other organisations e.g. professional development opportunities	with other library happenings in the wider area	
	Library staff subscribed to RLQ and PLS Connect newsletters	Library team stay up-to-date with library news and innovations	2nd Quarter 16/17 - All current library staff are subscribed to SLQ newsletters
Development of skilled and confident staff	Develop skills matrix to identify gaps in skills level of staff and support staff to undertake training, mentoring and peer to peer support	Knowledge to act on workforce planning	
	Create and deliver a training program for staff skill development in relevant applications and online services	Staff skills capacity provides effective customer service	3rd Quarter 16/17 – Planning underway to deliver hands-on staff OPAC & e-Resources training as part of project associated with Public Library Strategic Priorities grant application 4th Quarter 16/17 – Public Library Strategic Priorities grant application successful, hands-on staff OPAC & e-Resources training program will be delivered as part of grant project
	Staff educated and have an understanding of how the library service works	Staff are confidently able to answer customer questions and correctly explain how the library service works	
	Support capacity for staff to attend professional forums and workshops	The further development of a confident, capable and positive workforce	2nd Quarter 16/17 - Request sent to SLQ asking for North Burnett to be considered to host First 5 Forever workshops in 2017
	Recognise exemplary staff performance and successful project implementation	Recognition of staff work ethic and achievements	
Maximise volunteer contribution to assist staff to deliver sustainable services to the community	Develop a volunteer management program to sustainably deliver services	Volunteer management strategy in place for service delivery areas where volunteers may be utilised in conjunction with staff to	4th Quarter 15/16 - Draft Volunteer Policy developed for review

		enhance service delivery	
Consistent processes and workspaces	Consistent floor-space planning across all North Burnett Libraries	Staff able to efficiently and effectively work in any branch, customers able to locate items consistently in each branch	4th Quarter 16/17 – Standardised shelf dividers and labels distributed to all branches. Installation is in progress and will ensure collections are organised and labelled consistently
	Undertake regular engagement with community to understand their needs and the issues that are important to them	Community are involved in planning and have a sense of ownership in their library	4th Quarter 16/17 – Community feedback session held at Gayndah Library, feedback incorporated into design of library spaces and library programming

**GRANTS TO COMMUNITY ORGANISATIONS POLICY  
REVIEW**

*Responsible Officer:* Mark Watt – A/General Manager Corporate and  
Community Services  
*Report by:* Trisha Hansen – Manager Corporate and Community  
Services

**1 PURPOSE OF REPORT**

The purpose of this report is to present the requested changes to Council's Community Grant Policy environment.

**2 INTRODUCTION/BACKGROUND**

Council requested to amend Policy 102 - Grants to Community Organisations with the following directions:

1. Create a new Policy 119 – Lifelong Community Grants (i.e. Rotary House, Sunshine Coast Helicopter Rescue Service and School Bursaries);
2. Create a new Policy 120 – Cultural and Sports Performance Grants;
3. Create a new Policy 121 – Major Events; and
4. Revise Policy 113 – Not-for-Profit Community Organisations and In-kind Support.

**3 CORPORATE/OPERATIONAL PLAN**

Theme 3 – Our United Communities; 3.6 United Communities

**4 POLICY IMPLICATIONS**

Creation of new policies and review of existing Policy 113 to incorporate requests made by Council.

**5 STATUTORY REQUIREMENTS**

Sections 194 and 195 of the *Local Government Regulation 2012*

**6 FINANCIAL IMPLICATIONS**

Allocation of funds has been made in the 2017-2018 budget - \$90,000. Allocation of funding will change going forward with financial components following the new policies / budgeting areas.

Area	Details	Suggested budget 2017/2018
New Policy - Sports Performance Grants	\$4,500 expenditure in 2015/2016	\$6000
New Policy – Lifelong Community Grants	Sunshine Coast Helicopter Rescue Service \$10k, Bundaberg Rotary House \$10k, School bursaries \$2k	\$22,000
Tourism Budget – Major Events	3 bi-annual events of \$5,000 cash and \$5,000 in-kind to be added to tourism budget. \$20,000 one year \$10,000 the next	\$15,000
Parks and Gardens Budget – Water Charges	Eidsvold Golf Club \$16k, Monto Landcare \$2,5k	\$18,500
Waste Budget – Rubbish bins	\$12,000 expenditure in 2015/2016	\$13,000

The following funding remains in the original budget and is accessible by way of fee waivers:

Area	Details	Suggested budget 2017/2018
Building Fees	\$5,500 expenditure in 2015/2016	\$5,500
Mowing	\$8,000 expenditure in 2015/2016	\$8,000

The above components add up to \$88,000 of the current \$90,000 budget on a year with one major event, and it adds up to \$93,000 on every second year with two major events.

## 7 RISK MANAGEMENT

Council's Community Grants Policy 102 and related policies comply with the requirements of Sections 194 and 195 of the *Local Government Regulation 2012*.

The policies are developed to provide a consistent and transparent framework and articulate the full cost and resources attributed to assistance provided.

Applications for assistance are assessed in accordance with the relevant policy and are endorsed by Council.

## **8 CONSULTATION**

Council discussed the request to change the Policy and structure of the program at a Councillor workshop on 28<sup>th</sup> June 2017. Discussions highlighted the need for a clear and consistent policy framework, providing a fair process for decision making. Outcomes of the workshop included:

- Amendment to Policy 102 – Council Community Grants;
- Development of a new Policy 119 – Lifelong Community Grants;
- Development of a new Policy 120 – Cultural and Sports Performance Grants;
- Development of a new Policy 121 – Major Events; and
- Amendment to Policy 113 – Not-for-Profit Community Organisations and In-kind Support.

This report reflects the request from Councillors.

## **9 OPTIONS FOR COUNCIL TO CONSIDER**

- Consider the new policies – “Cultural and Sports Performance Grants”, as well as policy for “Lifelong community grants” and endorse them
- Consider the new policies – “Cultural and Sports Performance Grants”, as well as policy for “Lifelong community grants” and reject them
- Consider the change of “Policy 102 Grants to Community Organisations” to the new over-arching Policy “Community Grants” and endorse it as presented
- Consider the change of “Policy 102 Grants to Community Organisations” to the new over-arching Policy “Community Grants” and reject it

## **10 OFFICER’S COMMENTS/CONCLUSION**

With the requested changes to “Policy 102 Community Grants” and the addition of new Policies 119, 120, 121 and amendments made to Policy 113, Council has established a fair and consistent policy framework for supporting local communities.

## **11 ATTACHMENTS**

- Draft Policy 102 – Community Grants
- Draft Policy 119 – Lifelong Community Grants
- Draft Policy 120 – Cultural and Sports Performance Grants
- Draft Policy 121 – Major Events
- Amended Policy 113 – Not-for-Profit Community Organisations and In-kind Support



## **12 RECOMMENDATION**

That the following policies be adopted, effective immediately:

1. Policy 102 – Community Grants;
2. Policy 113 – Not-for-profit Community Organisations and In-kind Support.
3. Policy 119 – Lifelong Community Grants;
4. Policy 120 – Cultural and Sports Performance Grants; and
5. Policy 121 – Major Events Grants.

Policy Title: **Community Grants Policy**

Policy No: 102

Directorate: Corporate and Community Services

Responsible Officer: General Manager – Corporate and Community Services

Adopted Date: <INSERT>

Review Date: <INSERT>

VERSION	MEETING APPROVED	MEETING DATE	HISTORY

Authorities: Sections 194 and 195 of the *Local Government Regulation 2012*.

### **INTRODUCTION:**

It is Council’s intention to establish a transparent and flexible approach to providing grants to community organisations. Council views such organisations as integral to the social and economic fabric of the region. It is important that Council supports the opportunities provided by community groups, along with providing a fair and consistent policy framework.

### **OBJECTIVES:**

#### **Compliance**

Council’s policy is established to meet the requirements of sections 194 and 195 of the *Local Government Regulation 2012*.

Firstly, contributions are made to community activities that are in the public interest. Secondly, the community organisation meets the criteria stated in Council’s Community Grants Policy 102 and related policies.

#### **Transparency and sustainability**

Council values the need to provide a clear and transparent framework for assistance to community organisations. It is important to understand the full cost and resources attributed to such assistance. Maintaining budget control over community grants is a fundamental component of the policy intent.

Policies are established that state criteria for entitlements, along with providing separate and distinct types of assistance. It is also important to encourage community organisations to help build capacity and sustainability.

#### **POLICY STATEMENT:**

Council's assistance to vital services forms a fundamental element to the Community Grants Policy. For example, an annual budget allocation is provided for *Lifeflight*, *Rotary House* and school bursaries. Council considers these services as critical to the North Burnett community.

A preference exists to provide 'in-kind' assistance to community groups, as opposed to cash donations, however, limited cases of the latter may apply.

Community groups should be encouraged in all activities they undertake. Community events and activities exist as fundraising opportunities and Council supports this concept. Fundraising opportunities for other clubs or associations are also encouraged, for example, another community group conducting various activities such as cleaning or rubbish removal.

Council also supports community groups being self-sufficient. That is, collecting equipment, marquees or bins prior to an event for example. It is Council's intent to provide limited resources during an event such as rubbish collection or cleaning amenities, as this is a core service. Such costs will be attributed to the in-kind support offered by such events.

#### **Forms of Assistance**

Council provides grants and waivers through the following related policies:

##### **Policy 119 - Lifelong Community Grants**

Council identifies and maintains lifelong community grants arrangements with organisations and services bringing a positive impact to the North Burnett. There is no application process for these contributions.

##### **Policy 120 - Cultural and Sports Performance Grants**

Council recognises the value of individuals participating in cultural and sports activities and supports local high level achievers. Individuals may apply for this cash grant.

##### **Policy 121 - Major Events Grants**

Council supports identified local major events through its tourism budget. These are Council nominated events with an application process.

##### **Policy 113 – Not-for-Profit Community Organisations and In-kind Support**

Council is strongly supportive of its community and events by way of in-kind support of Council Services – Local Not-For-Profit organisations can access a range of free or at cost Council Services.

Policy Title: **Lifelong Community Grants**

Policy No: 119

Directorate: Corporate and Community Services

Responsible Officer: General Manager – Corporate and Community Services

Adopted Date: <INSERT>

Review Date: <INSERT>

VERSION	MEETING APPROVED	MEETING DATE	HISTORY

Authorities: Section 194 and 195 of the *Local Government Regulation 2012*

## **INTRODUCTION:**

Council acknowledges the critical support that regionally significant services provide to the region. Council views such organisations as integral to the wellbeing and sustainability of the area, and the North Burnett community's ability to continue to access services in times of need. These services include life support programs and educational institutions.

## **OBJECTIVES:**

The intent of the Lifelong Community Grant Programme is to support specific regional institutions that provide care and support services to the broader community. The Policy also includes Council's contributions to local educational institutions through a bursary program.

## **POLICY STATEMENT:**

Council values the need to provide a clear and transparent framework for assistance to Lifelong Partners. Lifelong Partners are endorsed by Council through this policy and is supported by annual funding.

## **Policy Programme Conditions**

Council elects to donate annually towards regionally significant services or institutions and may so choose to review their contribution to Lifelong Partners at its discretion. Conditions for this policy are that Recipients:

- Must be Not-for-Profit;

- Must provide service to the North Burnett;
- Shall have no outstanding debt to Council;
- Must match Council contributions;
- Must acknowledge Council's contribution through media coverage, banners, Council logo on a website, brochures, letters or signs, public acknowledgement at an opening or launch, etc; and
- Must not use the Grant Programme to promote any political agenda.

### **Lifelong Community Grants Recipients**

Lifelong Community Grant recipients are endorsed by Council through Council Resolution, on an annual basis.

The Lifelong Community Grants recipients include:

<b>Organisation Name</b>	<b>Contribution</b>
Sunshine Coast Helicopter Rescue Service	\$ 10,000.00
Bundaberg Health Services Foundation Rotary Lodge - Bundaberg	\$ 10,000.00
<b>Bursaries</b>	
Biggenden State School p-10	\$ 150.00
Dallarnil State Primary School	\$ 50.00
Coalstoun Lakes State Primary School	\$ 50.00
Abercorn State Primary School	\$ 50.00
Eidsvold State School	\$ 150.00
Burnett State College	\$ 100.00
Gayndah Primary State School	\$ 50.00
St Joseph's State School	\$ 50.00
Binjour State Primary School	\$ 50.00
Monto State High School - Senior Dux Award	\$ 100.00
Monto State High School	\$ 50.00
Mulgildie State Primary School	\$ 50.00
St Therese School	\$ 50.00
Gin Gin State High School	\$ 100.00
Mt Perry State Primary School	\$ 50.00
Mundubbera State School P-10	\$ 150.00
Monogorilby State Primary School	\$ 50.00



## Statutory Policy

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Policy Title: **Cultural and Sports Performance Grants**

Policy No: 120

Directorate: Corporate and Community Services

Responsible Officer: General Manager – Corporate and Community Services

Adopted Date: <INSERT>

Review Date: <INSERT>

VERSION	MEETING APPROVED	MEETING DATE	HISTORY

Authorities: Sections 194 and 195 of the *Local Government Regulation 2012*

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### INTRODUCTION:

Council acknowledges the value that cultural and sporting activities provide to the Region. The North Burnett is home to several emerging and established elite performers in cultural and sporting pursuits, who represent their communities at State, National and International levels. It is important that Council supports the opportunities for representation, in a fair and transparent policy framework.

### OBJECTIVES:

The intention of the Cultural and Sports Performance Grant Programme is to enable residents representing the North Burnett to participate, exhibit or perform at State, National and International levels.

### POLICY STATEMENT:

Council values the need to provide a clear and transparent framework for cultural and sports performance assistance. Through an application process, Council considers requests for assistance in accordance with this Policy and may choose to award a resident up to:

- \$250 for State Level Events;
- \$500 for National Level Events; and/or
- \$750 for International Level Events.

### **Policy Programme Conditions**

Council may elect to support requests for cultural and sports performance assistance through endorsement at Council's meetings. An applicant requesting funding under this Policy must provide evidence that they are participating, exhibiting or performing at a State, National or International level. Conditions for this policy are that Applicants:

- Must be a resident of the North Burnett;
- Shall have no outstanding debt to Council;
- Must prove that they have been invited to participate, compete, exhibit or perform at a State, National or International level;
- Must match Council contributions;
- Must acknowledge Council's contribution through media coverage, banners, Council logo on a website, brochures, letters or signs, public acknowledgement at an opening or launch etc;
- Must not use the Grant Programme to promote any political agenda; and
- Must use Council's Cultural and Sports Performance Grant application forms.

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Policy Title: **Major Events Grants**

Policy No: 121

Directorate: Corporate and Community Services

Responsible Officer: General Manager – Corporate and Community Services

Adopted Date: <INSERT>

Review Date: <INSERT>

VERSION	MEETING APPROVED	MEETING DATE	HISTORY

Authorities: Sections 194 and 195 of the *Local Government Regulation 2012*

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### **INTRODUCTION:**

Council acknowledges the contribution and value that regionally significant events and festivals provide to the region. Significant events add to the North Burnett's economic sustainability, promote the area as a tourist destination that attracts broader visitation involving economic benefit.

### **OBJECTIVES:**

The intention of the North Burnett Regional Council Major Events Grant Programme is to support specific, regionally significant events and festivals that provide tourism and economic benefit to the region.

### **POLICY STATEMENT:**

Council values the need to provide a clear and transparent framework for assistance for Major Events in the North Burnett. Major Events are endorsed by Council through this Policy and is supported by annual funding.

### **Major Events Community Grants Principles**

Council supports identified local Major Events through its tourism budget. These are Council approved events of significant, regional benefit. Application to Council is required prior to 1 March each year, for events to be held in the subsequent financial year.

Priority shall be placed on events that focus on self-sufficiency and sustainability, and have a cross benefit or fundraising opportunity for other community groups. Events which can demonstrate potential for economic stimulus will be viewed favourably.



For an event to be considered a Major Event, it must meet the following criteria:

- The event must be held in the North Burnett region;
- The event must generate significant immediate and long-term tourism, economic and/or social benefit to the region;
- The event must attract a significant number of Regional, State, National and/or International visitors, participants and spectators;
- The event design must demonstrate sound sustainability planning that indicates self-sufficient outcomes over a projected period of time;
- The event design must demonstrate sound project management processes; and
- The event must demonstrate strong additional cash or in-kind support from other partnerships.

### **Policy Programme Conditions**

Council may elect to support Major Events through cash and/or in-kind contributions. Application to Council is required prior to 1 March each year, for events to be held in the subsequent financial year. The following conditions shall apply:

- Council shall provide \$5,000 of in-kind support plus up to \$5,000 cash support to approved events;
- The recipients shall have no outstanding debt to Council;
- Recipients must match Council contributions;
- Grant recipients should acknowledge NBRC's contribution through media coverage, banners, Council logo on a website, brochures, letters or signs, public acknowledgement at an opening or launch etc;
- Grant recipients will be required to provide an Outcome Report acquitting the grant amount provided by Council; and
- Recipients must not use the Grant Programme to promote any political agenda.

Policy Title: **Not-For-Profit Community Organisations and In-kind Support**

Policy No: 113

Directorate: Community & Cultural Services

Responsible Officer: General Manager – Corporate and Community Services

Adopted Date: General Meeting – 05/05/2015

Review Date: 19/07/2017

VERSION	MEETING APPROVED	MEETING DATE	HISTORY
1	Policy & Planning Meeting	05/12/2012	Biennial Review
2	General Meeting	05/05/2015	Biennial Review

Authorities: Sections 194 and 195 of the *Local Government Regulation 2012*

## INTRODUCTION:

Not-for-profit organisations provide significant social and cultural contributions to the North Burnett community. Council recognises that not-for-profit groups provide an opportunity for community cohesion and interaction. Council supports not-for-profit organisations within the Region and provides assistance through the waiving of certain fees and charges for services.

## OBJECTIVES:

The intention of this Policy is to support organisations and opportunities provided by community groups in a fair and consistent framework.

It is the objective of this Policy to:

1. Identify the ‘not-for-profit organisations’ within the North Burnett Regional Council area, by developing a ‘register’ of not-for-profit organisations, that can be added to or removed from time to time, subject to appropriate approval; and
2. Provide support to approved local not-for-profit organisations through the waiver of certain fees and charges prescribed in this Policy.

## POLICY STATEMENT:

Council’s assistance to not-for-profit organisations forms a fundamental element to the existence of many culturally and socially beneficial activities. The North Burnett region benefits from an abundance of such organisations, which rely heavily on volunteer capacity to deliver programs.

## **Not-For-Profit Organisations**

A not-for-profit organisation is an organisation whose primary objective is something other than the generation of profit, and which does not distribute any profit to the organisation's members. A not-for-profit organisation may have a "profit" - or surplus - left over after operating costs, but whereas a for-profit business would distribute that profit to its owners, shareholders or members, a not-for-profit must use the surplus to further the purpose of the organisation and its activities. Not-for-profit organisations are entitled to pay salaries and to engage in activities which will earn money such as charging for services, selling or leasing property, and investing in shares. Not-for-profit organisations range from sporting clubs and hobby groups to community centres, neighbourhood houses, traditional charities, disability support groups, aged care homes etc.

A register of not-for-profit organisations is developed by Council Resolution, which may be updated by Manager's approval only. This register must show:

- The name of the not-for-profit organisation;
- The contact person, i.e. Secretary, Treasurer and/or President;
- Location/Address of the not-for-profit organisation; and
- Contact telephone number, email address, facsimile number and postal address of not-for-profit organisation (if applicable), or the contact person for the organisation i.e. Secretary, Treasurer and/or President

Any amendments made to the not-for-profit organisation register, must be approved by Council Management confirming the eligibility criteria, being:

- The organisation's not-for-profit status; and
- That the organisation must operate within and/or benefit the North Burnett area.

All not-for-profit organisations registered in this policy will receive a letter from Council at the beginning of any financial year seeking an update their contact details, incorporation status and confirmation of eligibility criteria. This renewal has to be completed in order to continue to receive Council support.

Not-for-profit organisations, once registered, are then eligible to qualify for funding support as outlined in Council Statutory Policy 102 – Community Grants.

## **Waiver of Service Fees**

This Policy prescribes the service fees which are able to be waived or provided at cost, for an approved not-for-profit organisation. Fees may be waived or provided at cost with the submission of an Application Form.

Any approved not-for-profit organisation may apply for a waiver of the following hire fees (only):

- Garbage Bin Hire;
- Portable Toilet Hire;
- Cleaning of Public Amenities during an Event;
- Marquee Hire;
- Barricade Fencing Hire;
- Bunting Hire;

- Chair and Table Hire;
- Photocopying Fees;
- Hall/Facility Hire;
- Building/Development Fees; and
- General Labour (to assist with set up/clean up).

It is the responsibility of the Applicant to arrange for the collection and return of all items at their own cost. All items must be returned in their original condition.

Waiver of fees does not include Bond Fees – a refundable bond will apply for any items on loan/hire as per adopted Fees and Charges. The Bond will be refunded following the return of equipment in good order.

**CONTACT CENTRE UPDATE - INFORMATION ONLY**

*Responsible Officer:* Trisha Hansen – Manager Corporate & Community Services  
*Report prepared by:* Tracie Myles – Stream Leader Customer Service & Libraries

**1 PURPOSE OF REPORT**

The purpose of this report is to provide Council with a 4<sup>th</sup> quarter statistics report (01/04/2017 to 30/06/2017) for operations of the North Burnett Regional Council Contact Centre.

**2 INTRODUCTION/BACKGROUND**

The Contact Centre was established as part of Council's 2014-2015 Budget deliberations and included as a key project in the capital program for that year.

The Contact Centre provides consistent, professional service to both internal and external customers. The Contact Centre has improved organisational productivity by dealing with core services across all business units and allowing staff across the organisation to concentrate on the more detailed technical and strategic aspects of their responsibilities.

**3 CORPORATE/OPERATIONAL PLAN**

Theme 5 – Our Effective and Efficient Council – 5.1 Customer Focused

**4 POLICY IMPLICATIONS**

Nil

**5 STATUTORY REQUIREMENTS**

Nil

**6 FINANCIAL IMPLICATIONS**

The Contact Centre is funded through Council's Adopted Operational Budget and is reconciled on a monthly basis.

**7 RISK MANAGEMENT**

Nil

## 8 CONSULTATION

Nil

## 9 OFFICER'S COMMENTS/CONCLUSION

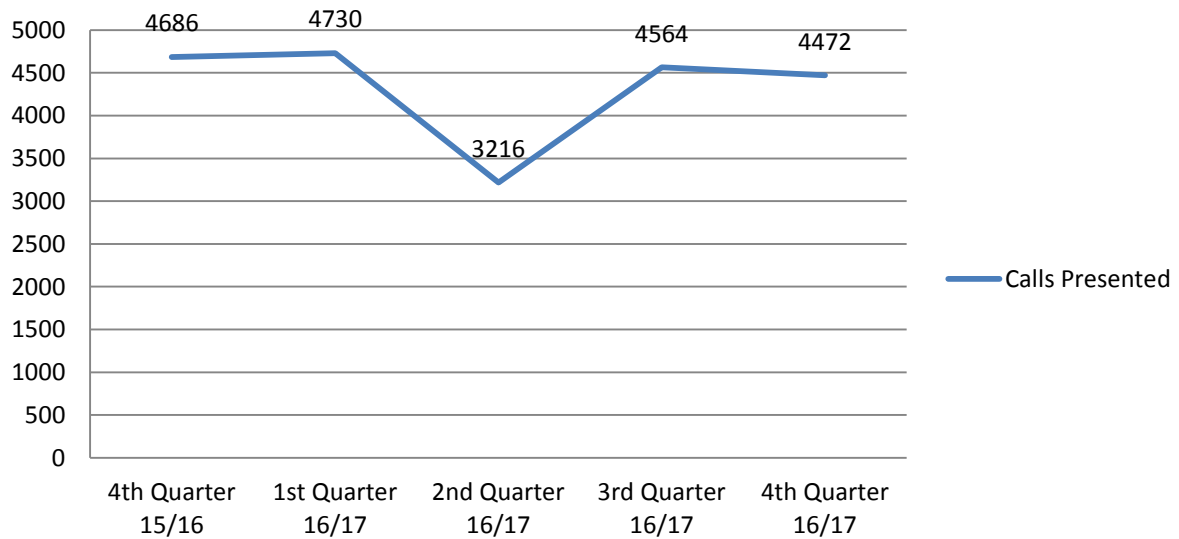
### Contact Centre Activity Report

Quarterly Presented Calls: 4472 calls  
 Night Service Calls (Propel): 137 calls  
 Daily Average: 73 calls

- 'Presented' represent calls that have listened to the entrance message and have been answered by Contact Centre staff
- Average Speed of Answer is the total wait time plus total ring time

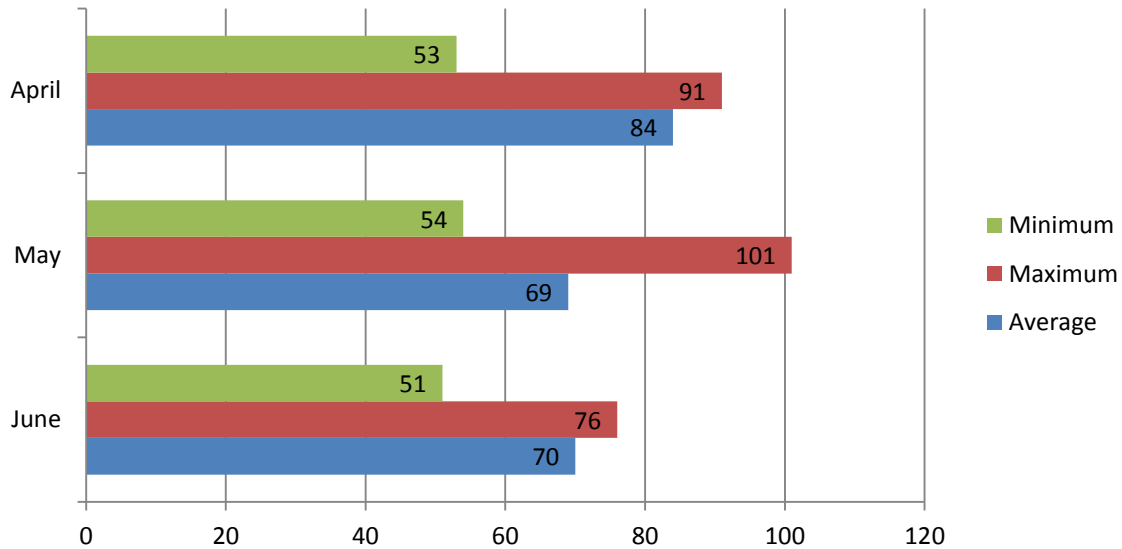
	April	May	June	Total
Presented Calls	1420	1523	1529	4472
Calls Answered in 120 secs	77.8%	82.4%	80.8%	80.4%
Average Speed of Answer	00:00:44	00:00:42	00:00:43	00:00:43
Average Call Time	00:02:15	00:02:10	00:02:41	00:02:23

### CONTACT CENTRE ACTIVITY

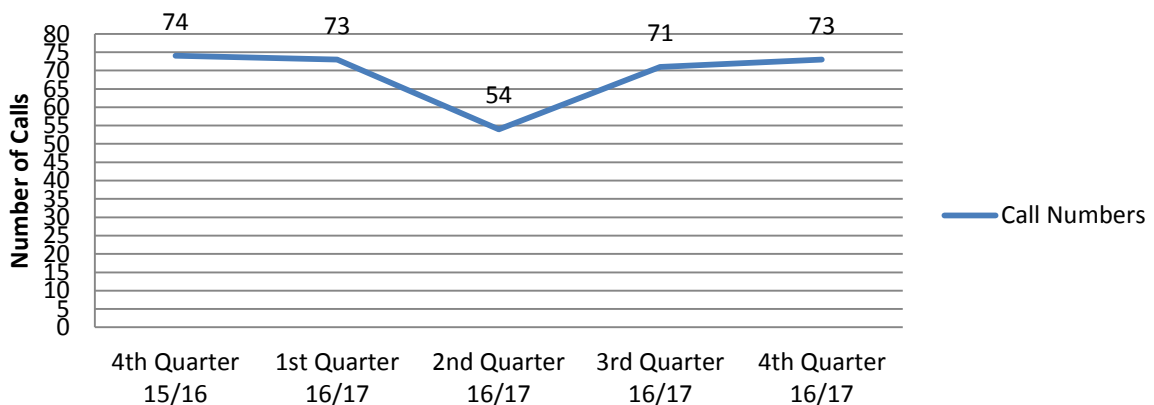


The below chart represents the average, maximum and minimum calls received each month. This indicates that March was the busiest month for this quarter.

### AVERAGE CALLS PER DAY



### DAILY AVERAGE CALLS



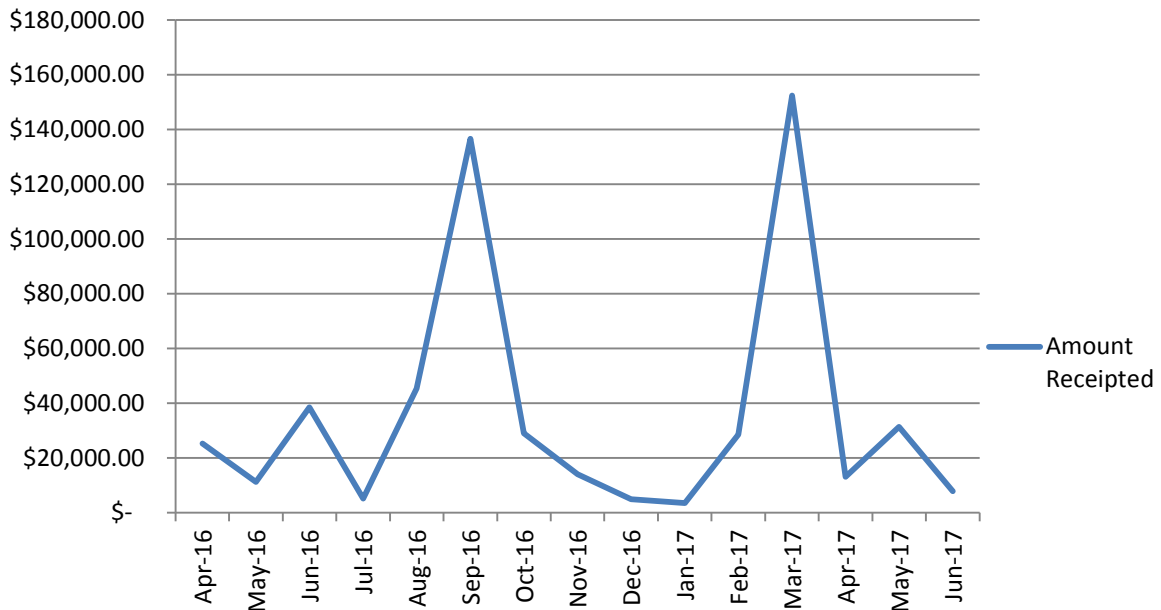
In the 16/17 financial year Contact Centre received 16'982 calls an average of 68 calls a day.

### NAB Transact Payment System

For the quarter **\$52,314.47** was receipted through the Contact Centre. The majority of these payments have been made up of rates, waste management, cemetery and/or building lodgement payments. The peaks below represent increased payments during rating periods.

In the 16/17 financial year Contact Centre has receipted \$471,965.60 through NAB Transact.

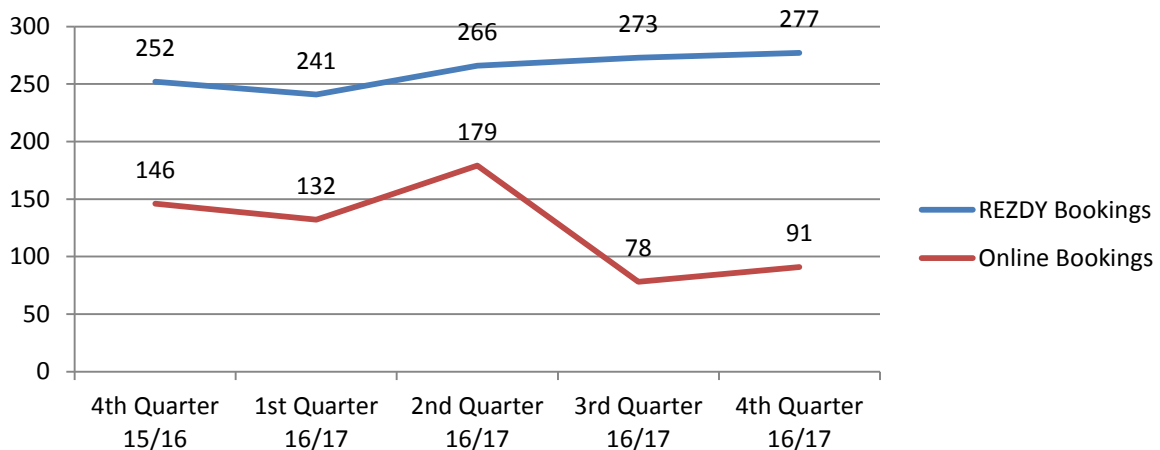
## NAB TRANSACT



### Rezdy Bus Booking System – North Burnett Transport Scheme

For this quarter **277 bookings** were made through the Contact Centre, an increase in Contact Centre bookings can be seen along with a significant decrease in on-line bookings.

In the 16/17 financial year Contact Centre has made 1057 Rezdy bookings.



### Aurora Access

Aurora Licences were ordered for Contact Centre and installed on 24 April 2017. Contact Centre is able to answer enquiries about items on loan, renewals, general information, item reservations, memberships and OPAC information.

### Contact Centre Training

Contact Centre staff attended training at Toowoomba Regional Council (27 to 29 April). The purpose of this training was to understand how another local government contact centre operates and to identify improvement processes that could be implemented throughout the North Burnett Regional Council. During this training staff were paired with customer service and call centre officers to refine existing customer service techniques.



## **Councillors in Contact Centre Program**

After the success of the Managers in Contact Centre program, Councillors were invited to participate in a similar program.

The aim of this program was for Councillors to experience how Council's Contact Centre operates, the role/capabilities of the team and the service level provided to the community by this department.

This program was delivered between May and July with positive feedback. .

## **10 ATTACHMENTS**

Attachment 1 – Call Statistics – Breakdown by Department

Attachment 2 – Call Statistics – Breakdown by Topic

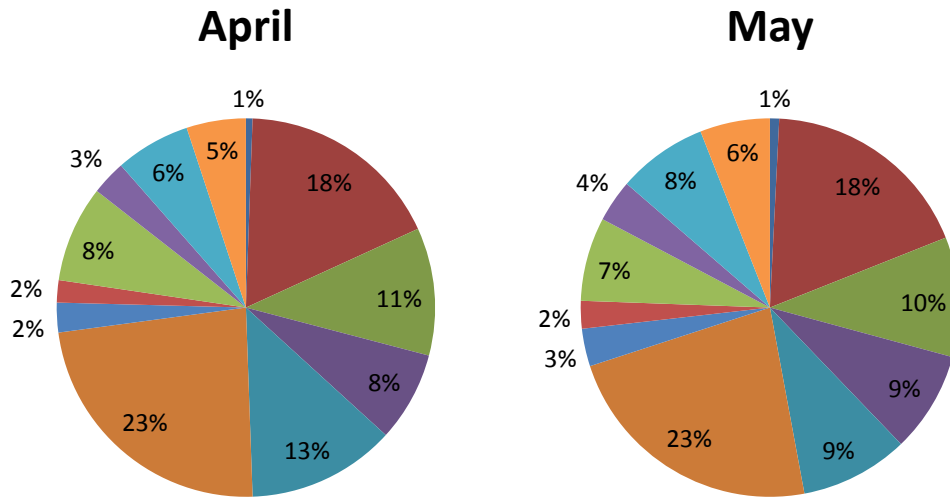
Attachment 3 – Propel Statistics

## **RECOMMENDATION**

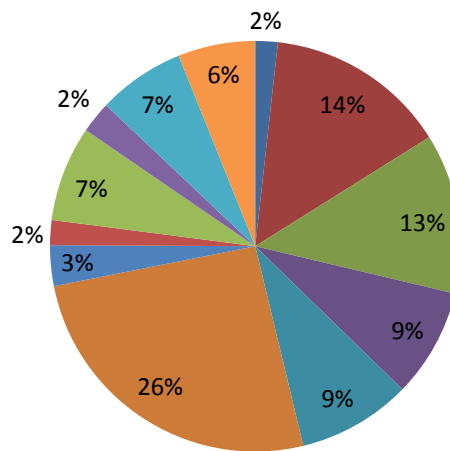
That the Contact Centre Report be received as information.

**ATTACHMENT 1: CALL STATISTICS – BREAKDOWN BY DEPARTMENT**

The below charts represent the number of calls received relating to the particular department. A further breakdown of the call subject within each department is also attached:



**June**



- Department of Human Services      ■ Corporate & Community Services      ■ Development Services
- Environmental Services              ■ Executive Services                      ■ Finance
- Library                                      ■ QCAP                                      ■ Technical Services
- Tourism & Economic Development   ■ Works                                      ■ Other

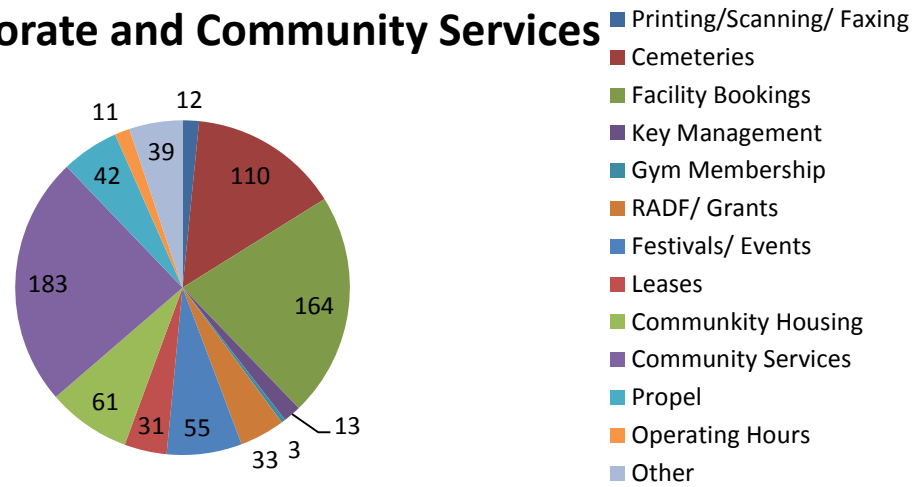
**ATTACHMENT 2: CALL STATISTICS – TOPIC BREAKDOWN**

**Request:** enquiry completed at first point of contact i.e. Customer Service Request

**Receipt:** payment to Council

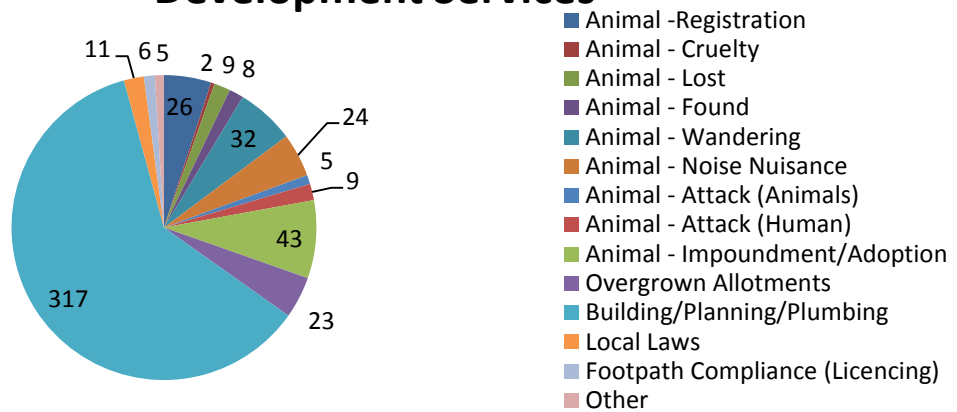
**Referral:** query was referred to the appropriate business unit for action

**Corporate and Community Services**



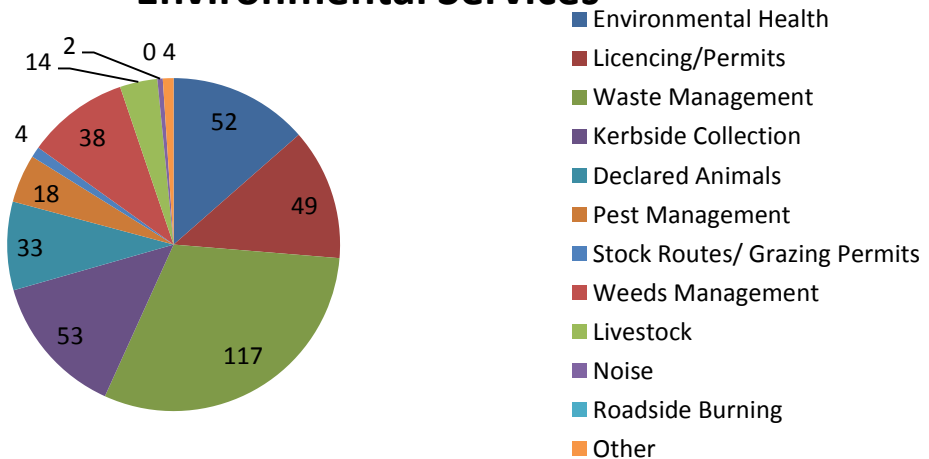
**Request: 41%      Receipt: 1%      Referral: 58%**

**Development Services**



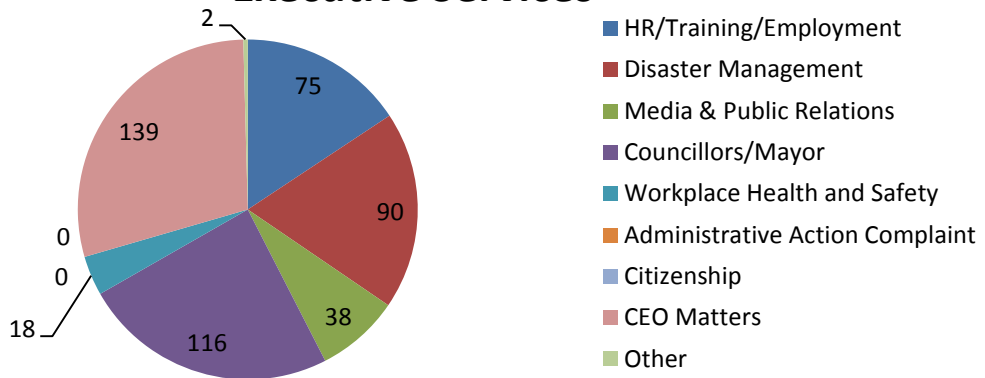
**Request: 37%      Receipt: 3%      Referral: 60%**

**Environmental Services**



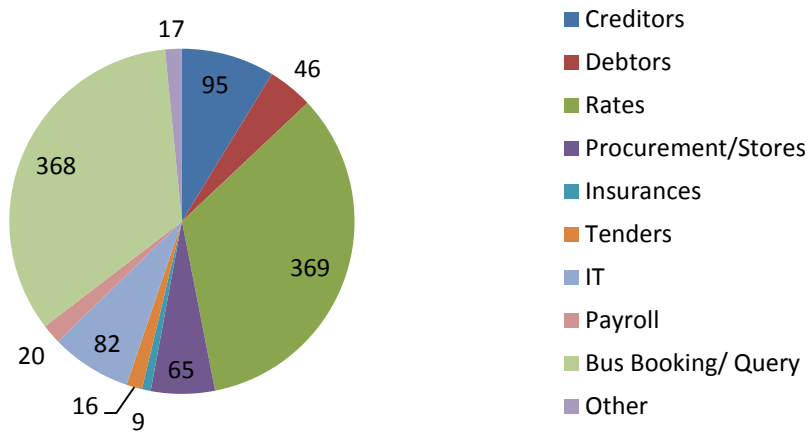
**Request: 41%      Receipt: 3%      Referral: 56%**

## Executive Services



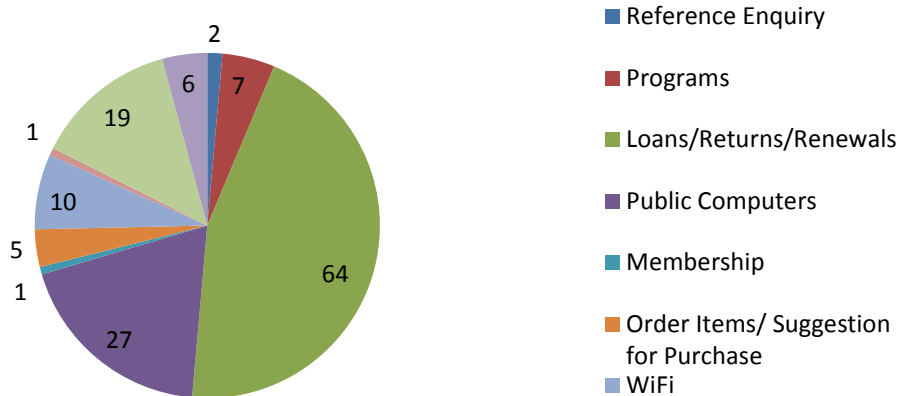
**Request: 32%      Receipt: 0%      Referral: 68%**

## Finance

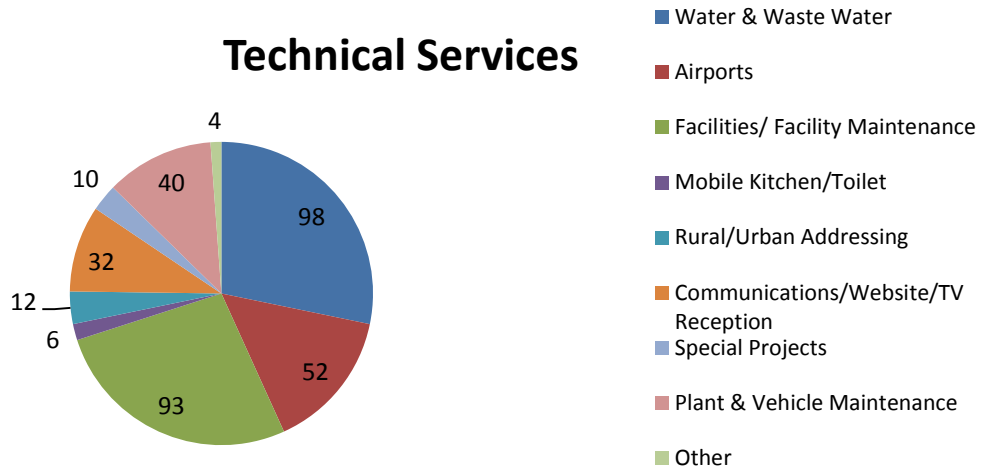


**Request: 53%      Receipt: 2%      Referral: 45%**

## Libraries

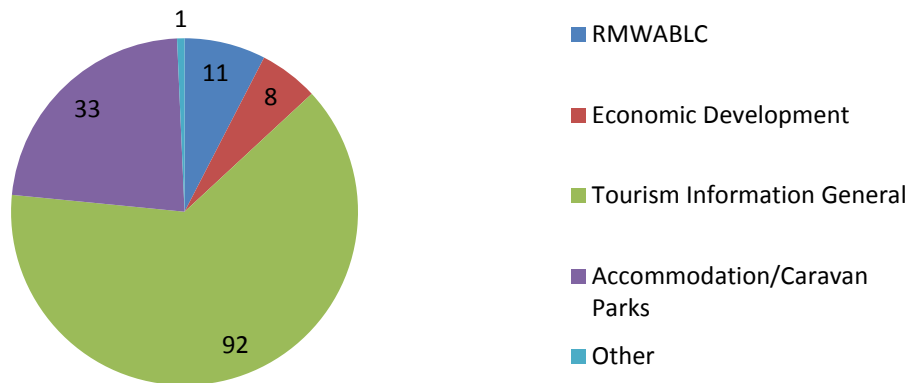


## Technical Services



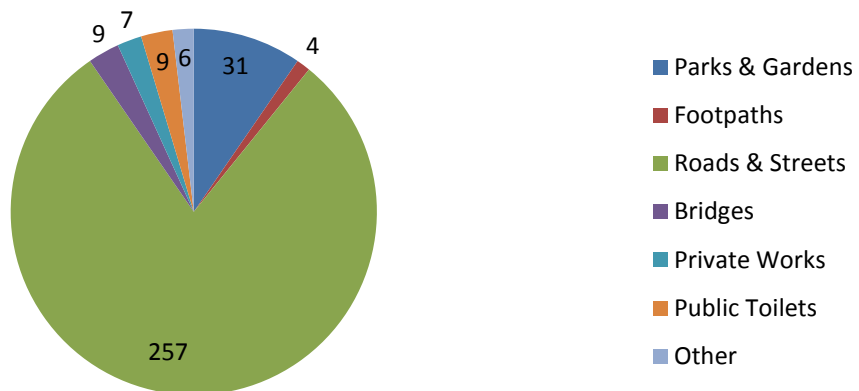
**Request: 45%      Receipt: 0%      Referral: 55%**

## Tourism and Economic Development



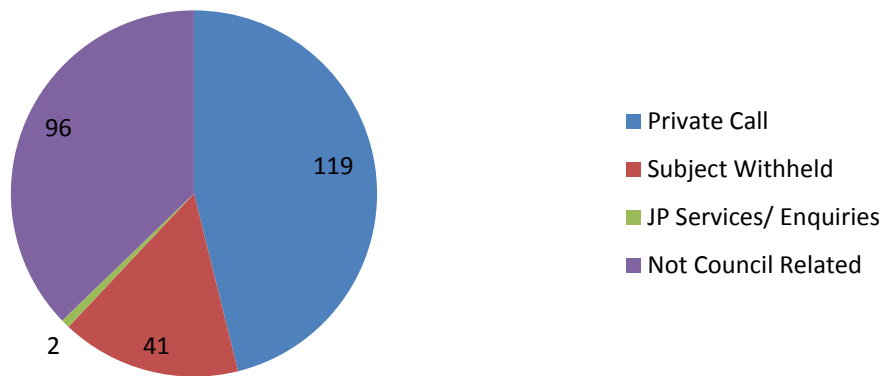
**Request: 68%      Receipt: 0%      Referral: 32%**

## Works



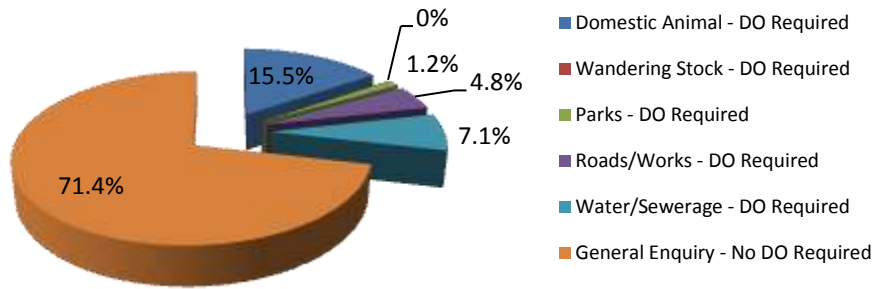
**Request: 49%      Receipt: 0%      Referral: 51%**

## Other



**ATTACHMENT 3: PROPEL – CALL STATISTICS**

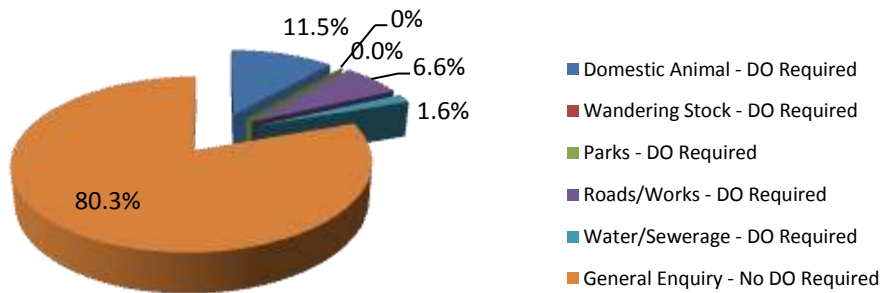
**April 2017**



**Top 3 April Enquiries:**

1. General Enquiry – No Duty Officer Required (71.4%)
2. Domestic Animal – Duty Officer Required (15.5%)
3. Water/Sewerage – Duty Officer Required (7.1%)

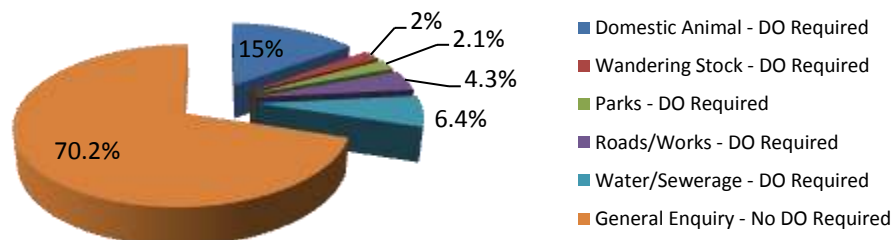
**May 2017**



**Top 3 May Enquiries:**

1. General Enquiry – No Duty Officer Required (80.3%)
2. Domestic Animal – Duty Officer Required (11.5%)
3. Roads/Works – Duty Officer Required (6.6%)

**June 2017**



**Top 3 June Enquiries:**

1. General Enquiry – No Duty Officer Required (70.2%)
2. Domestic Animal – Duty Officer Required (15%)
3. Water/Sewerage – Duty Officer Required (6.4%)

**THREE MOON HISTORICAL & CULTURAL COMPLEX MINUTES -  
INFORMATION ONLY**

*File:* 823621

*Responsible Officer:* Trisha Hansen – Manager Corporate and Community Services

*Report prepared by:* Melinda Jones – Community Development Officer

**1 PURPOSE OF REPORT**

The purpose of this report is to update Council on the outcomes from the meeting of the Three Moon Historical and Cultural Complex Advisory Committee held on 8<sup>th</sup> May 2017.

**2 INTRODUCTION/BACKGROUND**

The advisory committee aims to update Council regarding the progress of the Three Moon Historical and Cultural complex and to forward any recommendations, maintenance or other issues.

**3 CORPORATE/OPERATIONAL PLAN**

In accordance with 2017-2022 Corporate Plan:

**THEME 1: OUR PRODUCTIVE REGION****1.4 Events**

1.4.1 Proactively engage with community and other partners to promote activities and events that support community well-being and economic outcomes

**THEME 3: OUR UNITED REGION****3.4 Art and culture**

3.4.3 Encourage and support community sport and recreational groups

**THEME 4: OUR VIBRANT AND NATURALLY BEAUTIFUL REGION**

4.5 Protection of cultural heritage

**THEME 5: OUR EFFICIENT AND EFFECTIVE COUNCIL****5.2 Asset management**

5.2.2 Ensure that the assets maintained and constructed are appropriate to the current and future needs of the region

**4 POLICY IMPLICATIONS**

The workings of the Three Moon Historical & Cultural Complex fall within the guidelines of Council's Arts and Cultural Policy and Strategy.

**5 STATUTORY REQUIREMENTS**

Nil



## 6 FINANCIAL IMPLICATIONS

3MHCC allocated budget:

DATE	Job Cost No	Description	Amount
	3470-4002-0001	Annual Allocation	\$2,000.00
		Scanner	\$908.18
		Display Folders	\$171.61
		Rechenburg Security	\$485.00
		Monitor	\$199.00
<b>Balance</b>			<b>\$236.21</b>

## 7 RISK MANAGEMENT

Appropriate governance processes have been implemented to ensure the Committee are supported.

Facility and hazard inspections are conducted on a regular basis by a Council Officer.

## 8 CONSULTATION

North Burnett Regional Council's Community Development Officer attends monthly meetings at the complex. The last meeting was held 8<sup>th</sup> May 2017 and the minutes provided by the committee are attached to this report (Refer to Attachment 1).

## 9 OFFICERS COMMENTS/CONCLUSIONS

The Three Moon Historical and Cultural Complex committee are delivering projects of benefit to the broader community. They continue to play an active role in conserving Monto's history through their digitisation projects and displays.

## 10 ATTACHMENTS

Attachment 1 - Minutes of Meeting 8<sup>th</sup> May 2017 – Three Moon Historical & Cultural Complex (as provided by the committee)

## RECOMMENDATIONS

That Council receives the Three Moon Historical and Cultural Complex report as information and the minutes from the meeting held on 8<sup>th</sup> May 2017 as presented be adopted.



Flinders Street,  
Monto QLD 4630  
(07) 4166 3576

**THREE MOON HISTORICAL & CULTURAL COMPLEX**  
COMMITTEE MEETING – Minutes  
8<sup>th</sup> of May 10:10 am

**PRESENT:** Cr Paul Lobegeier, Liz Robertson, Trevor Pincott, Harold 'Spook' Ware, Melinda Jones

**APOLOGIES:** Lyn Tucker, Barry Wait

**MINUTES:** Minutes held on the 3rd April 2017 tabled for reading.

**Moved:** Trevor Pincott

**Seconded:** Liz Robertson

**BUSINESS ARISING:**

**Alarm system:** Ongoing

**[Action:** Awaiting CAPEX approval]

**Workshop:** There were 11 participants plus Harold Ware and Lydia. Positive feedback has been received. Note: Idea suggestion regarding images – If your photo's get wet put them in the freezer.

**[Action:** Outcome report to be submitted]

**Maintenance:**

Notice Board Relocation – to be relocated on the other side of the building in the garden bed near the ramp. This position will allow it to be visible to travellers and removed it from being under the power lines.

The trees and palm tree were removed by the garden club.

**[Action:** Awaiting CAPEX approval for front veranda]

**Anzac Grants:** Unsuccessful

**Art Group:** Ongoing

**[Action:** Copies to be left at centre for Liz and Lyn. MOU to be signed by all parties with collections at the Three Moon Historical & Cultural Complex]

**Complex Enhancement:**

The blinds need repairing or replacing.

**[Action:** Liz and Lyn to obtain quote for blinds]

**[Action:** Awaiting CAPEX approval]

**Motorised Push Bike:** Contact details may be obtained through the Gayndah Museum (07) 4161 2226 or contact Rowan Bond – completed.

**Treasurer's Report:**

Council Contribution:

DATE	Job Cost No	Description	Amount
	3470-4002-0001	Annual Allocation	\$2,000.00
		Scanner	\$908.18
		Display Folders	\$171.61
		Rechenburg Security	\$485.00
		Monitor	\$199.00
<b>Balance</b>			<b>\$236.21</b>

Request to purchase a larger monitor to connect to Laptop for easier view of scanned photos

It was noted that in future funds are to be used to secure exhibitions.

[Action: Look at establishing a 12 month plan for displays. Invite Art group to assist with planning.]

**Correspondence:**

**Inward:** Nil

**Outward:** Nil

**General Business:**

1. Internet Connection: It was suggested that if the centre has access to free Wi-Fi then community members might be attracted to Volunteer their time.  
[Action: Look at pre-paid options and Free Wi-Fi access]
2. Storage: It has been identified that there is limited storage. Suggestion to develop underneath the building as a storage area.

**Upcoming Events:**

**Famil Tour** – Eidsvold Famil Tour 28<sup>th</sup> of May 2017

**Next meeting:** 5<sup>th</sup> June 2017 commencing at 10am

**Meeting Closed:** 11.15am

**SOCIAL COHESION STEERING COMMITTEE MEETING  
INFORMATION**

*File:* 824674

*Responsible Officer:* Trisha Hansen – Manager Corporate and Community Services

*Report prepared by:* Melinda Jones – Community Development Officer

**1 PURPOSE OF REPORT**

The purpose of this report is to update Council on the outcomes from the meetings of the Social Cohesion Steering Committees:

- Gayndah 26<sup>th</sup> of June 2017
- Monto – postponed – date to be determined
- Mundubbera 5<sup>th</sup> of June 2017

**2 INTRODUCTION/BACKGROUND**

The Social Cohesion Steering Committees (SCSC) focus on enhancing community capacity in the North Burnett Regional Council's jurisdiction and develop and utilise networks for community cohesion and acceptance of Culturally and Linguistically Divers (CALD) residents.

Committee members have actioned and progressed the following:

- Linked with existing Seasonal Worker's Facebook page with the aim to feed the right information to itinerant community members;
- Investigate listing of 'where to camp/stay in the North Burnett' for back of amenities doors in A4/3 waterproof clip advertising frames – ongoing;
- Zohnhoven hot water showers issues – Explanation provided to Steering Committee - this is an operational decision and will not be connected;
- A discussion was held around establishing a welcome hub in Gayndah. It was agreed that a welcome hub was not needed in Gayndah. Cultural connection activities such as monthly shared meals and education programs were identified as a priority;
- A survey was developed based on the Smart Berries survey. This is to be sent to steering committee members. The survey measures the "welcomeness" of our region and how we can make their a seasonal worker's time and experience better;
- Orchards to provide employment data (total numbers not details) monthly to Council to capture seasonal worker population in the region;
- *Living in the North Burnett* booklet reviewed for republication;
- Ongoing reporting and monitoring of identified housing issues; and
- Event information to be passed through the network.

To be completed:

- Conduct a Bed Audit by August to assess the accommodation capacity in the community;

- Hamatefua (Tongan leader) to talk with elders to see if they are interested in establishing a community garden;
- Hugh Tully to contact other growers to see if they are interested in contributing towards the cost of the lease for the Mundubbera Welcome Hub; and
- Hamatefua offered to organise a Hungi to raise funds for the hub. The proposed date for Hungi is the 29th of July 2017 and in partnership with the Eat Street Market project.

### **3 CORPORATE/OPERATIONAL PLAN**

In accordance with 2017-2022 Corporate Plan:

#### THEME 1: OUR PRODUCTIVE REGION

##### 1.4 Events

1.4.1 Proactively engage with community and other partners to promote activities and events that support community well-being and economic outcomes

#### THEME 3: OUR UNITED REGION

##### 3.1 A region for all ages

3.1.4 Community services meets community needs

3.6.1 Develop and implement a social cohesion/multicultural strategy

3.6.2 Work in partnership with Indigenous communities

3.6.5 Seasonal workers strategy which addresses social issues and supports and encourages cultural diversity

In accordance with North Burnett Regional Council Camping Strategy

### **4 POLICY IMPLICATIONS**

Policy 118 - Information Privacy

Policy 207 - Arts and Cultural

Policy 208 - Tourism

Policy 227 - Community Diversity and Social Cohesion

### **5 STATUTORY REQUIREMENTS**

*Racial Discrimination Act 1975*

*Racial Hatred Act 1995*

*Queensland Anti-Discrimination Act 1991*

*Equal Employment Opportunity Act 1987*

*Australian Humans Rights Commission Act 1986*

*Disability Discrimination Act 1992*

*Age Discrimination Act 2004*

*Queensland Information Privacy Act 2009*

*Work Health and Safety Act 2011*

*Workplace Gender Equality Act 2012*

*Multicultural Recognition Act 2016*

*Fair Work (Commonwealth Powers) and Other Provisions Act 2009*

## **6 FINANCIAL IMPLICATIONS**

Social Cohesion Steering Committee Meetings are held as a committee of Council and administered by Council's Community Development Team.

## **7 RISK MANAGEMENT**

Appropriate Governance processes have been implemented to ensure the Committee are supported.

Adopted Terms of Reference are presented at each meeting and Conflict/Confidentiality terms are signed by all new participants.

## **8 CONSULTATION**

The SCSC comprises of representatives from identified stakeholder groups and individuals that have a significant contribution on Social Cohesion within the North Burnett. The Membership Listing Register is attached to the Terms of Reference to ensure that regular amendments can be made without requiring the document to be re-adopted.

Other government and non-government agencies, special representatives and consultants may be called upon by the SCSC to provide advice and assistance as required.

## **9 OFFICERS COMMENTS/CONCLUSIONS**

Consistent to all locations, a request for educational and awareness activities promoting cultural awareness, social diversity and inclusion was identified as high priority. These activities could be run in partnership with other service providers and also through Council's library network. This need has already been identified through Council's migrant programs and is currently being developed.

### **Mundubbera Social Cohesion Steering Committee**

- Mundubbera Social Cohesion Steering Committee participation was low this time and it was recommended that future mid year meetings be held at night to ensure greater participation from growers during high production periods.
- It was felt that CALD communities are more ingrained into the community in Mundubbera where awareness and cultural inclusion programs have been established for a longer period of time. The social cohesion steering committee is supported by this community as they have identified successful outcomes of projects delivered.

### **Gayndah Social Cohesion Steering Committee**

- Gayndah Social Cohesion Steering Committee have also identified that establishing a welcome hub is not required for their community but delivery of cultural connection activities such as monthly shared meals and education was more suited.

- Cultural inclusion conversations are starting to emerge in Gayndah. Gayndah's Social Cohesion Steering Committee is well supported by service providers as they can see the advantages of collaboration and working together towards inclusiveness. This, however, is not the opinion of the Growers as they can not see a clear advantage or outcome for their business. Further discussion will take place in the upcoming meetings to better identify Growers' needs and aspirations of this project.

### **Monto Social Cohesion Steering Committee**

- Participation in the Monto Social Cohesion Steering Committee has been minimal. This concept is very new to the Monto community and has not been delivered through Council previously.
- It has been identified that greater cultural engagement and education is required in Monto prior to re-establishing a steering committee.

## **10 ATTACHMENTS**

Attachment 1 - Minutes of Meeting 26<sup>th</sup> of June 2017 – Gayndah Social Cohesion Steering Committee

Attachment 2 - Minutes of Meeting 5<sup>th</sup> of June 2017 – Mundubbera Social Cohesion Steering Committee

Attachment 3 – Collated survey feedback received to date

## **RECOMMENDATIONS**

That:

1. The Social Cohesion Steering Committee report be received as information;
2. The minutes from the meetings held on 26<sup>th</sup> of June 2017 – Gayndah and 5<sup>th</sup> of June 2017 - Mundubbera as presented be adopted;
3. The action items identified at the meeting be endorsed and tasked to the Community Development Team; and
4. Council works with the Monto Social Cohesion Steering Committee in the delivery of educational/awareness projects to raise the Committee profile.

ATTACHMENT 1

**NORTH BURNETT REGIONAL COUNCIL  
SOCIAL COHESION STEERING COMMITTEE MEETING  
MINUTES – GAYNDAH – 26.06.2017**

Doc Id: 82405



Agenda Item No.	Item	Action
1	<b>Attendees Name</b> Jenni Toogood Leah Dixon Peter Huth Cr John Zahl Mark Pitt Suzie Keune Melinda Jones	<b>Organisation/Business</b> IWC Sarino Russo Sarino Russo NBRC NBRC NBRC NBRC
2	<b>Welcome by Cr Zahl</b> Welcome and introductions	<b>Time: 6.15pm</b>
3	<b>Apologies Name</b> Mayor Chambers Cr Paul Lobegeier Cr Faye Whelan Ben Gray Bobbie-Lee Redguard Megan and Hamish MacDonald	<b>Organisation/Business</b> NBRC NBRC NBRC  MCDA Redlea Citrus
4	<b>Declaration – Conflict of Interest and Confidentiality</b>	Tabled – signed forms to be registered by minute secretary
5	<b>Adoption of previous minutes held on the 27th of February 2017</b>	<b>Moved: Peter Huth</b> <b>Seconded: Suzie Keune</b>
	<b>Business Arising</b> Showers – Mark Pitt CEO explained why the hot water at Zonhoven is not getting reinstalled. This is an operational decision and will not be connected  Soccer – A club was going to organise a soccer game in partnership with a rugby game. Not enough support has been raised from the community at this stage.	Completed  Cr Zahl is going to follow up tomorrow to see if there has been any progress. Peter Huth offered his support of this event.
6	<b>Terms of Reference</b> Tabled for review. To be discussed at next meeting	<b>Adopted Date: 26.06.2017</b> <b>Moved: Peter Huth</b> <b>Second: Leah Dixon</b> <b>Review Date: 26.06.2018</b>
7	<b>General Business</b> 1. Register of Attendees  2. Priority Areas	1. Completed  2. Reviewed



	<p><b>Welcome Hub:</b> A discussion was held around establishing a welcome hub. Space might be available through Glen Ballin. Cr Zahl offered to follow up with Glen to see if this space would be available. It was agreed that a welcome hub was not needed in Gayndah. What were identified was cultural connection activities such as monthly shared meals and education.</p> <p><b>3. Mundubbera and Monto Steering committee meetings priority areas</b> Tabled</p> <p><b>4. Identified cultures</b> 'Living in the North Burnett' booklet reviewed</p> <p><b>5. Other business</b> <b>Event: Astronomical GAYNDAY 13-07-17</b></p> <p><b>Availability of Food:</b> It has been identified that food availability and prices rise when seasonal workers come in. It was noted that this does not fall within Councils derestriction. It was identified that Coles has already started delivery out here and will only grow.</p>	<p>3. Tabled for discussion</p> <p>4. Tabled for discussions. Amended suggestions made.</p>
<b>8</b>	<b>Closure of Meeting</b>	<b>Time:</b> 7pm
<b>9</b>	<b>Next Meeting</b>	<b>Date:</b> 4 <sup>th</sup> of September 2017

## GAYNDAH SOCIAL COHESION STEERING COMMITTEE PRIORITIES

Priority Areas	Action	Responsible	Completion Date	Update
<b>Welcoming community</b> Breaking cultural perceptions through education – Getting to know the people, not the culture	Link in with existing Seasonal Workers Facebook page with the aim to feed the right information to itinerant community members.	NBRC Executive Services		Nil action
	Investigate listing of “where to camp/stay in the NB’ for back of amenities doors in A4/3 waterproof clip advertising frames.	NBRC Communities Team	Ongoing	Clip frames ordered
	Review signage and look at making wording more welcoming, eg: ‘Your Welcome to stay for 20 hours’ instead of ‘No Camping’ in areas where they can stay for 20-48 hours (depending on location) when replacement signage is due	NBRC Compliance Department – information for consideration	Completed	Compliance issues don’t seem to be an issue
	Showers - Look at getting hot showers at Zonhoven to bring in line with other communities that have public hot showers, eg: Mundubbera, Mt Perry.	NBRC Facilities Department – CAPEX	Completed	Mark Pitt CEO explained why the hot water at Zonhoven is not getting reinstalled. This is an operational decision and will not be connected
<b>Welcome Nights</b>	Hosting a soccer game and look at having music/dance (Tongan).	NBRC Councillor		A club was going to organise a soccer game in partnership with a rugby game. Not enough support has been raised from the community at
	Cr Zahl to investigate community groups to host event.	Community Group to be		

		confirmed		this stage. Cr Zahl is going to follow up tomorrow to see if there has been any progress. Peter Huth offered his support of this event.
<b>Welcome Hub</b>	<p>A discussion was held around establishing a welcome hub. Space might be available through Glen Ballin. Cr Zahl offered to follow up with Glen to see if this space would be available.</p> <p>It was agreed that a welcome hub was not needed in Gayndah. What was needed was cultural connection activities such as monthly shared meals and education</p>	<p>NBRC Councillor</p> <p>Nil action</p>		

## ATTACHMENT 2

**NORTH BURNETT REGIONAL COUNCIL  
SOCIAL COHESION STEERING COMMITTEE MEETING  
MINUTES – MUNDUBBERA – 05.06.2017**

Doc Id: 823658



Agenda Item No.	Item	Action
1	<b>Attendees</b> <b>Name</b> Julie McKenzie Hamatefua Sherrie Breitkopf Cr Faye Whelan Cr Paul Lobegeier Suzie Keune Melinda Jones	<b>Organisation/Business</b> Smart Berries Togan Elder Three Rivers Caravan Park NBRC NBRC NBRC NBRC
2	<b>Welcome by Cr Whelan</b> Welcome and introductions	<b>Time:</b> 1.27 pm
3	<b>Apologies</b> <b>Name</b> Mayor Rachel Chambers Mark Pitt David Wiskar Greg Parr Hugh Tully Damian Rennick Lynette Kerle Trisha Hansen Lata Vaka Barbara Dell'Ofans	<b>Organisation/Business</b> NBRC NBRC NBRC Glen grove Iron Bark Citrus BP Mundubbera Golden Miles NBRC Tongan Community Rep Three Rivers Caravan Park
4	<b>Declaration – Conflict of Interest and Confidentiality</b>	Tabled for completion
5	<b>Confirmation of Minutes</b> Meeting held on the 7 <sup>th</sup> March 2017	Confirmed by Sherrie Breitkopf Seconded by Julie McKenzie
6	<b>Terms of Reference</b>	<b>Adopted Date: 11.11.2016</b> <b>Review Date: 11.11.2017</b>
7	<b>General Business</b> <b>1. Register of Attendees</b>  <b>2. Priority Areas</b> <b>Accommodation</b> Bed Audit - Smart Berries needing accommodation options for workers. Looking at over 400 workers required in October.  Questions for caravan parks, hostel, hotel/motel, real-estate, orchard accommodation:	1. Completed  2. Bed Audit to be conducted - <b>Priority</b>  Contact QFES to conduct a check in Mundubbera to

<p>How many beds?  Current rates?  What facilities?  Special Conditions?  General discussion was held around accommodation and shared houses. It was identified that some people are staying in low standard accommodation and having to pay around \$100/\$110 per week per person.</p> <p><b>Entertainment/Activities</b></p> <p><b>3. Welcome Hub –Mundubbera facility update</b>  Hamatefua offered to organise a Hungi to raise funds for the hub.  Hugh Tully to contact other growers to see if they are interested in contributing towards the cost of the lease.</p> <p><b>4. Education</b>  ‘Living in the North Burnett Booklet’</p> <p><b>5. Identified cultures</b>  Soup kitchen will be held from April to August every Wednesday night through Churches United.</p> <p><b>6. Report for Gayndah and Monto Steering committee meetings</b></p> <p><b>7. Other business</b></p> <p>a) FILM 05 “The Benefits of Australia’s Seasonal Worker Programme”.  FILM 01 “Overview: Australia’s Seasonal Worker Programme”  <a href="https://vimeo.com/217779461">https://vimeo.com/217779461</a></p> <p>FILM 02 “Jeremiah’s Story: A Day in the Life of a Seasonal Worker”  <a href="https://vimeo.com/217783360">https://vimeo.com/217783360</a></p> <p>FILM 03 “Christina’s Story: Keep Organised to Manage Your Time”  <a href="https://vimeo.com/217781854">https://vimeo.com/217781854</a></p> <p>FILM 04 “Saul’s Story: Working in the Australian Culture”  <a href="https://vimeo.com/217782242">https://vimeo.com/217782242</a></p> <p>FILM 05 “The Benefits of Australia’s Seasonal Worker Programme”  <a href="https://vimeo.com/217781019">https://vimeo.com/217781019</a></p> <p><b>Password for all: SWP</b></p> <p>b) Discussion was held around the current seasonal</p>	<p>ensure that accommodation is safe and fit for living.</p> <p>3. Awaiting outcome from Hugh  The proposed date for Hungi is the 29<sup>th</sup> of July 2017 and in partnership with Eat Street Market</p> <p>4. Feedback required within a week, prior to translation</p> <p>5. Numbers are increasing at the Soup Kitchen – about 40</p> <p>6. No additional meeting have been conducted since previous meeting</p> <p>7. Films to be distributed to steering committee</p>
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	workers. It was identified by those in attendance that there were greater behaviour issues but less stealing.  c) Three Tongan Churches – Tongan Methodist Church, Wesleyan Methodist, Tongan Church. Every 5 <sup>th</sup> Sunday the Baptist, Wesleyan Methodist and Uniting hold an open church in Pioneer Park. All welcome to attend.	
<b>8</b>	<b>Closure of Meeting</b>	<b>Time:</b> 2.40am
<b>9</b>	<b>Next Meeting</b> Note: June and September meeting to be held at night	<b>Date:</b> 4 <sup>th</sup> September 2017. 1pm                      Mundubbera Boardroom

**MUNDUBBERA SOCIAL COHESION STEERING COMMITTEE PRIORITY**

<b>Priority Areas</b>	<b>Action</b>	<b>Responsible</b>	<b>Completion Date</b>	<b>Update</b>
<b>Survey</b>	Minute Secretary to send out generic word survey and excel, with social activities expanded and include if they have been to Mundubbera before. Also look at trying to gauge how many people are here.	NBRC	Ongoing	To be sent to steering committee for completion by 30 <sup>th</sup> of June 2017
	Grower - Survey to be conducted twice a year.	SCSC Growers	Ongoing	To be finalised and sent out
	Orchards to provide employment data (total numbers not details) monthly to Council to capture seasonal workers population in the region.	NBRC SCSC Employees	Ongoing	To be completed – CDO Team to draft email for sending out.
<b>Health</b> 'Living in the North Burnett Booklet'	Steering committee to review and provide feedback for next meeting. Booklet to be tabled at next meeting for reproduction.	NBRC	June 2017	Feedback required within a week, prior to translation
<b>Accommodation</b>	Conduct a Bed Audit by end of March to assess the accommodation capacity in the community.	NBRC	Ongoing	CDO Team to draft audit template by July 2017 Ongoing – to be finalised
<b>Entertainment/Activities</b>	Event information to be passed through out network	NBRC SCSC	Ongoing	
<b>Housing</b>	Ongoing monitoring and reporting	NBRC SCSC	Ongoing	

<b>Education</b>	Connect with contractors to distribute the booklet to seasonal workers during the induction process.	NBRC	June 2017	CDO team to revise booklet and redistribute.
<b>Identified cultures</b>		NBRC SCSC	Ongoing	
<b>Adverse Social Media</b>	Use Mundubbera Seasonal Workers Campsite Facebook page. Leave name as it is. Barb to change administrator to NBRC. Keep current FB page name	NBRC	March 2017	
<b>Community Garden</b>	Land is available in Mundubbera to establish a community garden.			Hamatefua to talk with elders to see if they are interested in establishing a community garden.
<b>Welcome Hubs</b>	Hugh Tully to contact other growers to see if they are interested in contributing towards the cost of the lease	NBRC	June 2017	Hamatefua offered to organise a Hungi to raise funds for the hub. The proposed date for Hungi is the 29 <sup>th</sup> of July 2017 and in partnership with Eat Street Market



Attachment 3 – Collated survey feedback received to date

Q1 Please tell us your Nationality?

Answered: 36 Skipped: 0



Q2 What is your contractors/Farmers name?

Answered: 23 Skipped: 13



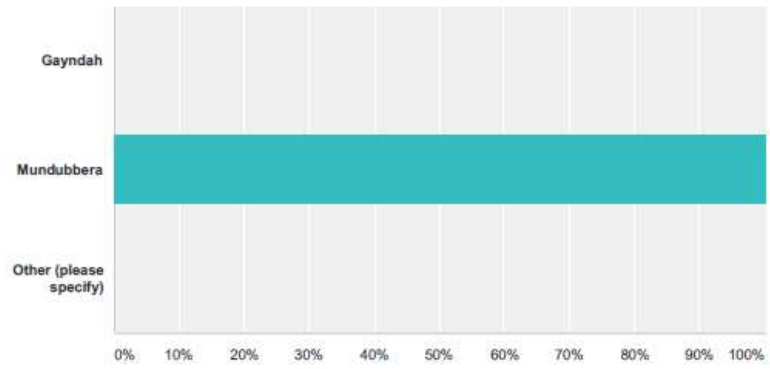
Q3 Date arrived in Mundubbera/Gayndah?

Answered: 35 Skipped: 1



### Q4 What town have you come to?

Answered: 36 Skipped: 0



Answer Choices	Responses
Gayndah	0.00% 0
Mundubbera	100.00% 36
Other (please specify)	0.00% 0
<b>Total</b>	<b>36</b>

### Q5 How long do you plan to stay in this town?

Answered: 36 Skipped: 0

#	Responses	Date
1	NA	7/6/2017 4:01 PM
2	4 months	7/6/2017 3:55 PM
3	4 months	7/6/2017 3:49 PM
4	6 weeks	7/6/2017 3:45 PM
5	6 months	7/6/2017 3:42 PM
6	6 months	7/6/2017 3:40 PM
7	6 months	7/6/2017 3:37 PM
8	4 months	7/6/2017 3:35 PM
9	5 months	7/6/2017 3:33 PM
10	5 months	7/6/2017 3:30 PM
11	5 month	7/6/2017 3:12 PM
12	6 months	7/6/2017 3:07 PM
13	88 days	7/6/2017 3:02 PM
14	3 months	7/6/2017 2:40 PM
15	NA	7/6/2017 2:38 PM
16	?	7/6/2017 2:37 PM
17	4 months	7/6/2017 2:35 PM
18	2 months	7/6/2017 2:32 PM
19	4 months	7/6/2017 2:30 PM
20	NA	7/6/2017 2:28 PM
21	NA	7/6/2017 2:27 PM
22	4 months	7/6/2017 2:25 PM
23	4 months	7/6/2017 2:24 PM
24	3 months	7/6/2017 2:22 PM
25	?	7/6/2017 12:28 PM
26	9 months	7/6/2017 12:26 PM
27	2 months	7/6/2017 12:24 PM
28	2 months	7/6/2017 12:21 PM
29	NA	7/6/2017 12:20 PM
30	NA	7/6/2017 12:17 PM
31	NA	7/6/2017 12:16 PM
32	3 months	7/6/2017 12:15 PM
33	NA	7/6/2017 12:10 PM
34	NA	7/6/2017 12:06 PM
35	NA	7/6/2017 12:06 PM
36	4 months	7/6/2017 11:18 AM

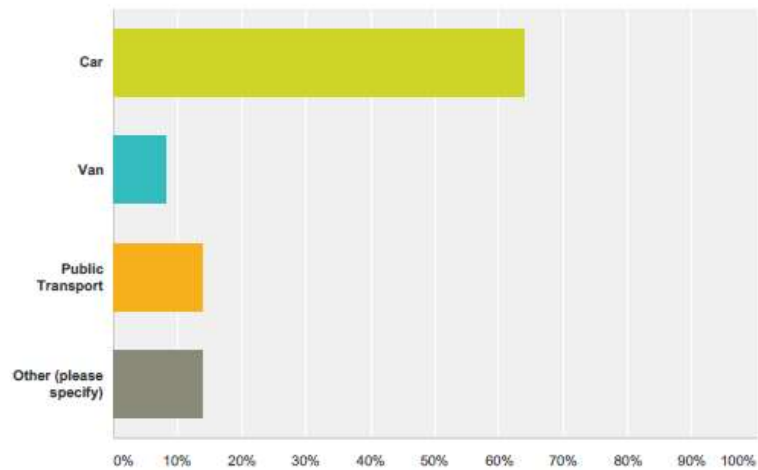
## Q6 How long will you be in Australia?

Answered: 28 Skipped: 8

#	Responses	Date
1	1 year	7/6/2017 4:01 PM
2	12 months	7/6/2017 3:49 PM
3	6 months	7/6/2017 3:45 PM
4	6 months	7/6/2017 3:42 PM
5	6 months	7/6/2017 3:40 PM
6	6 months	7/6/2017 3:37 PM
7	12 months	7/6/2017 3:35 PM
8	5 months	7/6/2017 3:33 PM
9	12 months	7/6/2017 3:30 PM
10	10 months	7/6/2017 3:12 PM
11	2 years	7/6/2017 3:07 PM
12	4 months	7/6/2017 3:02 PM
13	1 year	7/6/2017 2:40 PM
14	12 months	7/6/2017 2:38 PM
15	12 months	7/6/2017 2:37 PM
16	12 months	7/6/2017 2:35 PM
17	12 months	7/6/2017 2:32 PM
18	7 months	7/6/2017 2:30 PM
19	12 months	7/6/2017 2:25 PM
20	12 months	7/6/2017 2:24 PM
21	12 months	7/6/2017 2:22 PM
22	12 months	7/6/2017 12:28 PM
23	11 months	7/6/2017 12:26 PM
24	5 months	7/6/2017 12:24 PM
25	3 months	7/6/2017 12:21 PM
26	4 months	7/6/2017 12:16 PM
27	12 months	7/6/2017 12:15 PM
28	2 years	7/6/2017 11:18 AM

### Q7 How did you get here?

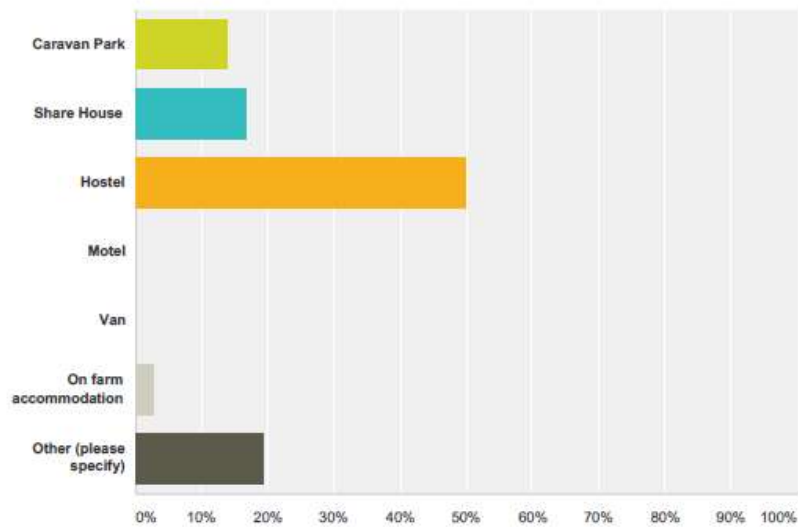
Answered: 36 Skipped: 0



Answer Choices	Responses
Car	63.89% 23
Van	8.33% 3
Public Transport	13.89% 5
Other (please specify)	13.89% 5
<b>Total Respondents: 36</b>	

### Q8 Where are you staying?

Answered: 36 Skipped: 0



Answer Choices	Responses
Caravan Park	13.89% 5
Share House	16.67% 6
Hostel	50.00% 18
Motel	0.00% 0
Van	0.00% 0
On farm accommodation	2.78% 1
Other (please specify)	19.44% 7
<b>Total Respondents: 36</b>	

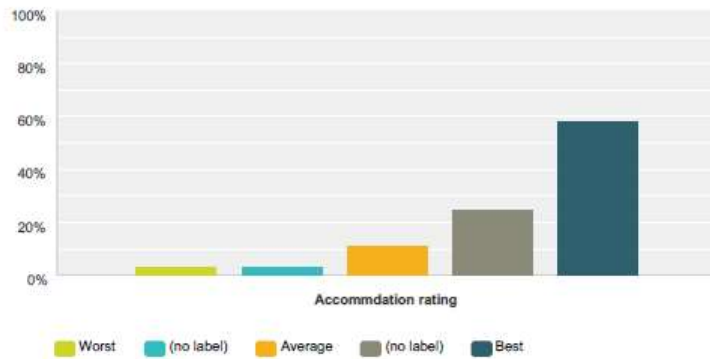
**Q9 Please List Accommodation Name (optional):**

Answered: 24 Skipped: 12

**Picky Packers**  
**Big Mandarin**  
**Three Rivers Tourist**  
**Park**

**Q10 How do you rate your accomodation**

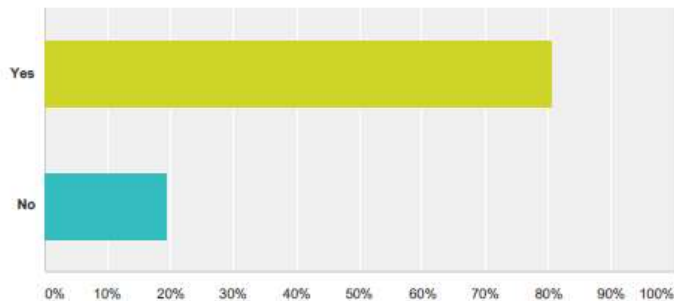
Answered: 36 Skipped: 0



	Worst	(no label)	Average	(no label)	Best	Total	Weighted Average
Accommodation rating	2.78% 1	2.78% 1	11.11% 4	25.00% 9	58.33% 21	36	4.33

**Q11 Do you feel like you can approach someone about any housing issues you might have?**

Answered: 36 Skipped: 0



Answer Choices	Responses
Yes	80.56% 29
No	19.44% 7
<b>Total</b>	<b>36</b>

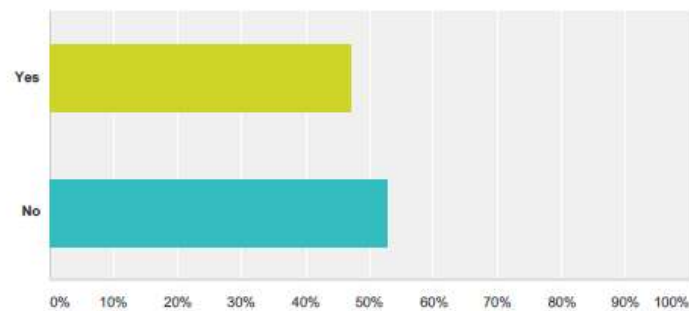
### Q12 What changes would you like to see to improve your accommodation?

Answered: 21 Skipped: 15

#	Responses	Date
1	Slightly larger rooms & closer to amenities - long walk for a wee at night	7/6/2017 3:55 PM
2	Oven, freezer	7/6/2017 3:49 PM
3	WIFI	7/6/2017 3:42 PM
4	There is nothing wrong with our accommodation	7/6/2017 3:40 PM
5	WIFI	7/6/2017 3:37 PM
6	WIFI access	7/6/2017 3:35 PM
7	Drinking water and heaters (not enough heat provided)	7/6/2017 3:33 PM
8	Air-con, gas stove, WIFI	7/6/2017 3:30 PM
9	WIFI	7/6/2017 3:12 PM
10	Air conditioning, gas stove, wifi	7/6/2017 3:07 PM
11	more security	7/6/2017 3:02 PM
12	It's new so it's all good	7/6/2017 2:40 PM
13	None	7/6/2017 2:38 PM
14	None	7/6/2017 2:37 PM
15	None	7/6/2017 2:35 PM
16	Freezer	7/6/2017 12:26 PM
17	Cupboards in the rooms, Freezer	7/6/2017 12:24 PM
18	More WIFI	7/6/2017 12:21 PM
19	Nothing	7/6/2017 12:20 PM
20	Ovens	7/6/2017 12:15 PM
21	Cleaning, more showers, something to put clothes in, stop fake advertising, good Internet connection, more to customers. They propose services on advertising but it's not true. For example, I wait more than 1 minute for have internet and I wait still for other services.	7/6/2017 11:18 AM

### Q13 Do the businesses in Mundubbera/Gayndah accommodate your eating habits?

Answered: 36 Skipped: 0



Answer Choices	Responses	Count
Yes	47.22%	17
No	52.78%	19
<b>Total</b>		<b>36</b>

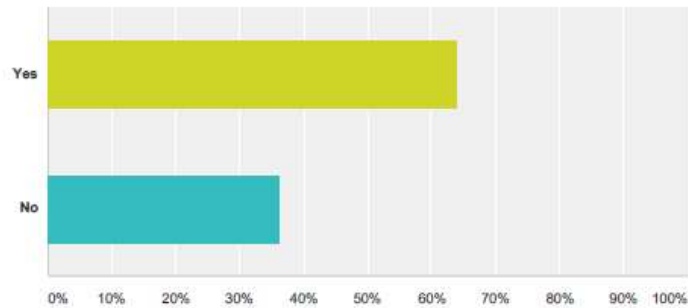
### Q14 What would you like to see them stock?

Answered: 16 Skipped: 20

#	Responses	Date
1	Your butcher is world class (honestly). Your supermarket less so	7/6/2017 3:55 PM
2	cheaper	7/6/2017 3:49 PM
3	It doesn't exist in Aussie	7/6/2017 3:45 PM
4	Tongan food	7/6/2017 3:37 PM
5	Fast food	7/6/2017 3:02 PM
6	cheaper supermarket	7/6/2017 2:38 PM
7	Cheaper supermarket	7/6/2017 2:37 PM
8	Woolworths/cheaper shopping (food)	7/6/2017 2:32 PM
9	Need more veggies food. Vegetarian foods	7/6/2017 2:24 PM
10	Yorkshire pudding	7/6/2017 12:28 PM
11	Spicky dumplings, McDonalds, Coles, Hungry Jacks	7/6/2017 12:26 PM
12	Cheap food	7/6/2017 12:24 PM
13	Cheaper supermarket	7/6/2017 12:20 PM
14	Snails and Baguette	7/6/2017 12:16 PM
15	More chocolate under \$5	7/6/2017 12:15 PM
16	Need shoprt more cheaper (It's expensive)	7/6/2017 11:18 AM

### Q15 Do the businesses in Mundubbera/Gayndah accommodate your shopping habits?

Answered: 36 Skipped: 0



Answer Choices	Responses	Count
Yes	63.89%	23
No	36.11%	13
<b>Total</b>		<b>36</b>



### Q16 What would you like to see them stock?

Answered: 12 Skipped: 24

#	Responses	Date
1	More clothing, more take-away (I really miss Fisho's)	7/6/2017 3:55 PM
2	cheaper	7/6/2017 3:49 PM
3	2nd hand shop	7/6/2017 3:45 PM
4	more womens clothes	7/6/2017 3:37 PM
5	More womens clothes	7/6/2017 3:35 PM
6	stock lower prices	7/6/2017 3:33 PM
7	better variety of work gear and clothing	7/6/2017 3:02 PM
8	ZARA	7/6/2017 2:32 PM
9	Cheap and quality clothes and food	7/6/2017 12:26 PM
10	clothes	7/6/2017 12:24 PM
11	Cheap clothes	7/6/2017 12:16 PM
12	Cheaper price	7/6/2017 11:18 AM

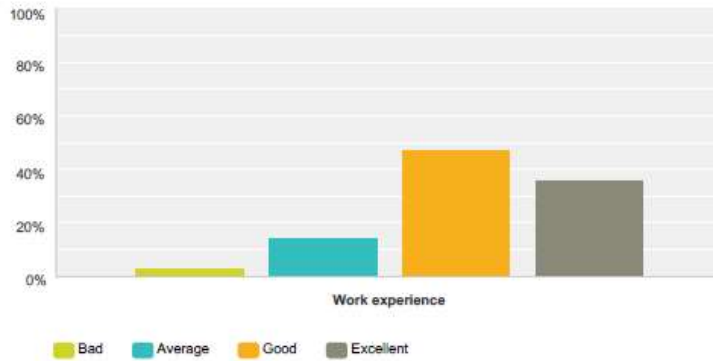
## Q17 Where do you work?

Answered: 36 Skipped: 0

#	Responses	Date
1	Central Fruit Packers	7/6/2017 4:01 PM
2	NA	7/6/2017 3:55 PM
3	NA	7/6/2017 3:49 PM
4	Ironbark	7/6/2017 3:45 PM
5	Central Fruit Packers	7/6/2017 3:42 PM
6	Central Fruit Packers	7/6/2017 3:40 PM
7	Central Fruit Packers	7/6/2017 3:37 PM
8	Central Fruit Packers	7/6/2017 3:35 PM
9	Ironbark Citrus Pty Ltd	7/6/2017 3:33 PM
10	Ironbark	7/6/2017 3:30 PM
11	Luscious	7/6/2017 3:12 PM
12	Trott 'n sons	7/6/2017 3:07 PM
13	Central Fruit Packers	7/6/2017 3:02 PM
14	Quebec	7/6/2017 2:40 PM
15	Central Fruit packers	7/6/2017 2:38 PM
16	Lusciusdale Farm	7/6/2017 2:37 PM
17	NA	7/6/2017 2:35 PM
18	Lynbrook	7/6/2017 2:32 PM
19	Quebec Farm	7/6/2017 2:30 PM
20	NA	7/6/2017 2:28 PM
21	Mandarin man	7/6/2017 2:27 PM
22	Central Fruit Packers	7/6/2017 2:25 PM
23	Central Fruit Packers	7/6/2017 2:24 PM
24	Quebec	7/6/2017 2:22 PM
25	Quebec Citrus	7/6/2017 12:28 PM
26	Quebec Citrus	7/6/2017 12:26 PM
27	Quebec Citrus	7/6/2017 12:24 PM
28	Fruit Picking	7/6/2017 12:21 PM
29	NA	7/6/2017 12:20 PM
30	NA	7/6/2017 12:17 PM
31	NA	7/6/2017 12:16 PM
32	NA	7/6/2017 12:15 PM
33	NA	7/6/2017 12:10 PM
34	NA	7/6/2017 12:06 PM
35	NA	7/6/2017 12:06 PM
36	Quebec Citrus	7/6/2017 11:18 AM

### Q18 Please rate your experience at place of work

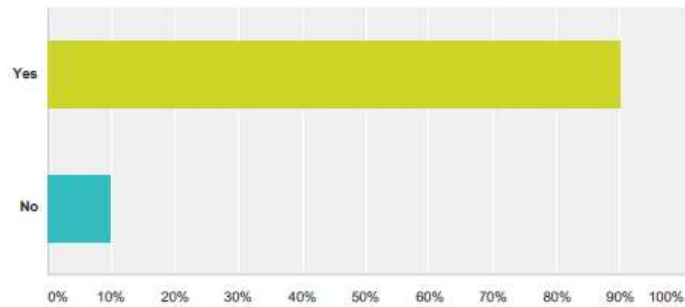
Answered: 36 Skipped: 0



	Bad	Average	Good	Excellent	Total	Weighted Average
Work experience	2.78% 1	13.89% 5	47.22% 17	36.11% 13	36	3.17

### Q19 Do you feel like you can approach your supervisor and management about problems?

Answered: 30 Skipped: 6



Answer Choices	Responses	Count
Yes	90.00%	27
No	10.00%	3
<b>Total</b>		<b>30</b>

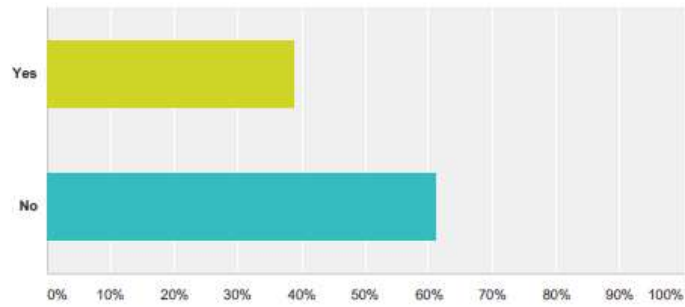
### Q20 What changes would you like to see at your place of work?

Answered: 9 Skipped: 27

#	Responses	Date
1	None. Fabulous to work for	7/6/2017 3:55 PM
2	hardly paid	7/6/2017 3:45 PM
3	Less hours/more days/more money per bin	7/6/2017 3:30 PM
4	15 min breaks	7/6/2017 3:07 PM
5	pre know how long a day is	7/6/2017 3:02 PM
6	More money	7/6/2017 12:28 PM
7	NA	7/6/2017 12:28 PM
8	NA	7/6/2017 12:24 PM
9	Nothing	7/6/2017 11:18 AM

### Q21 Have you worked at other places in the region?

Answered: 36 Skipped: 0



Answer Choices	Responses	
Yes	38.89%	14
No	61.11%	22
<b>Total</b>		<b>36</b>

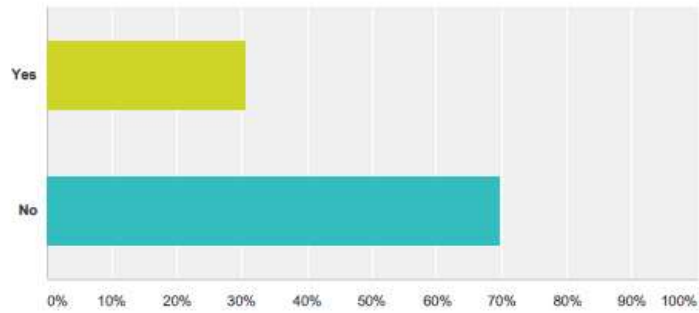
### Q22 If so, where?

Answered: 18 Skipped: 18

#	Responses	Date
1	Trots, Ironbark, Rosewood, Red Farm, Why worry and more	7/6/2017 3:55 PM
2	Stanthorpe	7/6/2017 3:49 PM
3	Costa Farm	7/6/2017 3:45 PM
4	Sydney	7/6/2017 3:35 PM
5	Gold Coast	7/6/2017 3:30 PM
6	Brisbane	7/6/2017 3:12 PM
7	Three Rivers	7/6/2017 3:07 PM
8	Ironbark	7/6/2017 3:02 PM
9	Stanthorpe, Gayndah	7/6/2017 2:32 PM
10	Bundaberg	7/6/2017 2:25 PM
11	Bundaberg	7/6/2017 2:22 PM
12	Grape Farm	7/6/2017 12:26 PM
13	Grape Farm, Mundubbera	7/6/2017 12:24 PM
14	Locharbar cattle staion in Biloela	7/6/2017 12:16 PM
15	Locherbar propoerty near Biloela	7/6/2017 12:15 PM
16	Renmark, McLaren Vale	7/6/2017 12:10 PM
17	Renmark & McLaren Vale	7/6/2017 12:06 PM
18	Beechworth (Victoria)	7/6/2017 11:18 AM

### Q23 Have you been to Mundubbera/Gayndah before?

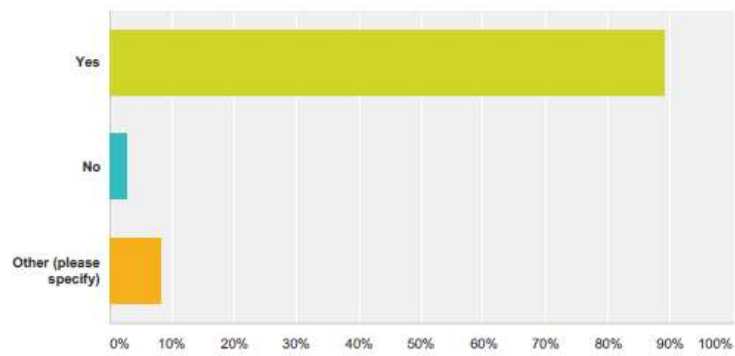
Answered: 36 Skipped: 0



Answer Choices	Responses	
Yes	30.56%	11
No	69.44%	25
<b>Total</b>		<b>36</b>

### Q24 Do you feel welcome in the town?

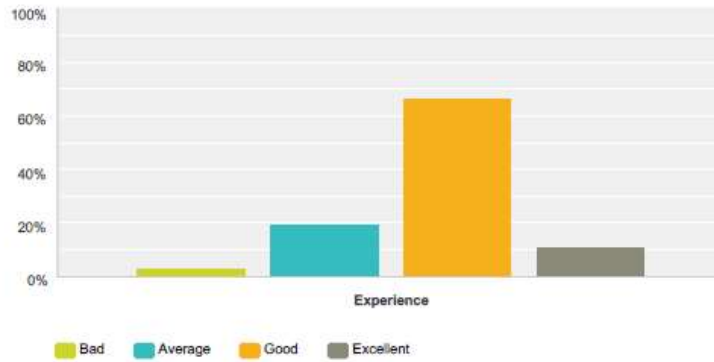
Answered: 36 Skipped: 0



Answer Choices	Responses	
Yes	88.89%	32
No	2.78%	1
Other (please specify)	8.33%	3
<b>Total</b>		<b>36</b>

### Q25 Please rate your experience in Mundubbera/Gayndah

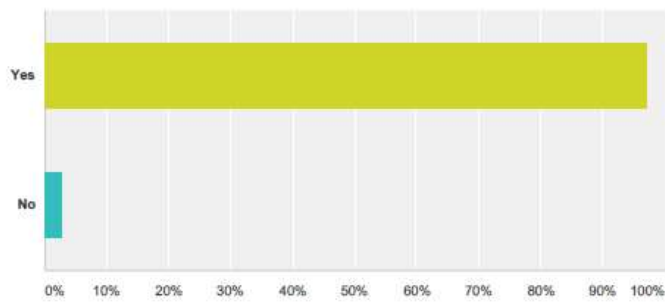
Answered: 36 Skipped: 0



	Bad	Average	Good	Excellent	Total	Weighted Average
Experience	2.78% 1	19.44% 7	66.67% 24	11.11% 4	36	2.83

### Q26 Do you feel like you have made friends since coming to Mundubbera/Gayndah?

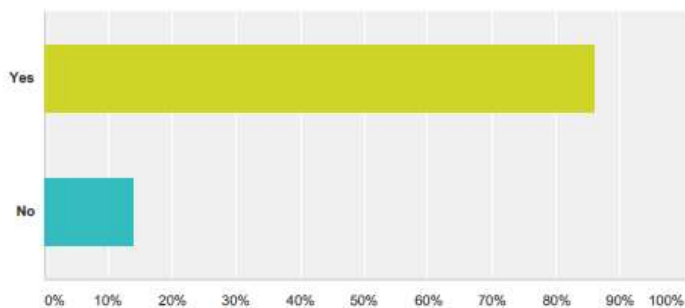
Answered: 34 Skipped: 2



Answer Choices	Responses
Yes	97.06% 33
No	2.94% 1
<b>Total</b>	<b>34</b>

### Q27 Would you like more organised social events – like a sporting event?

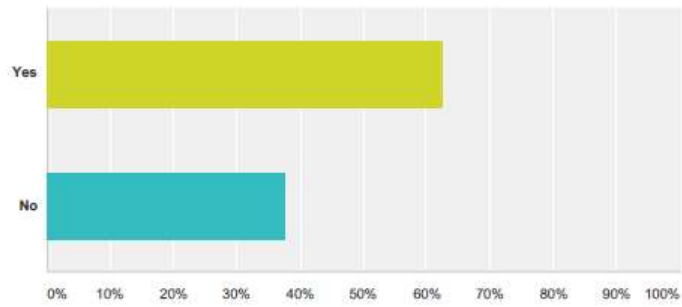
Answered: 36 Skipped: 0



Answer Choices	Responses
Yes	86.11% 31
No	13.89% 5
<b>Total</b>	<b>36</b>

### Q28 Are you being catered for spiritually?

Answered: 32 Skipped: 4



Answer Choices	Responses	
Yes	62.50%	20
No	37.50%	12
<b>Total</b>		<b>32</b>

### Q29 Any Suggestions to make your stay in Mundubbera/Gayndah better?

Answered: 15 Skipped: 21

#	Responses	Date
1	Not a sporting event, a novelty event (camel racing, billy carts, tug-o-war, Beercan Regatta, Henly on the Todd) you think of some	7/6/2017 3:55 PM
2	Party	7/6/2017 3:49 PM
3	Party	7/6/2017 3:45 PM
4	Open the swimming pool	7/6/2017 3:35 PM
5	Please assist us with transport when we have off days to tour new places. Yes, we need more street - witnessing in order to preach the truth (Goodnews) to unsaved souls or people	7/6/2017 3:33 PM
6	More social activities, Not enough work for backpackers	7/6/2017 3:30 PM
7	Social activities, give music at night	7/6/2017 3:07 PM
8	Women's rugby team, more activities to do on the weekend	7/6/2017 3:02 PM
9	Tennis sessions	7/6/2017 2:40 PM
10	Social Gathering	7/6/2017 2:32 PM
11	Cinema	7/6/2017 12:26 PM
12	Cultural Events, Cinema	7/6/2017 12:24 PM
13	Movie Theater	7/6/2017 12:16 PM
14	Cowboys and horse events	7/6/2017 12:15 PM
15	Cheaper price for backpackers	7/6/2017 11:18 AM

## COUNCILLOR REPORT FROM P. W. LOBEGEIER

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JULY 2017

Date	Function	Location	Comments / Action
15-6-17	PMC	Gayndah	TC Debbie recovery
17-6-17	RADF	Eidsvold	Good meeting Most of the fund spent for the year.
	Monto Races	Monto	Very good afternoon
18-6-17	Famil	Mundubbera	The last Famil a good program
19-6-17	Age Care BOM	Monto	Ongoing
23-5-17	Inspection of road	Yarrol	Very ruff road Cr Peter went also.
26-6-17	Workshop Rate Payers	Mundubbera Monto	Ongoing "
28-6-17	Inspection Flood recovery	North Monto	Looked at many road flood recovery with Cr Peter
30-6-17	Drive Inland Qld	Rockhampton	Started Drive Inland Qld on this day.
3-7-17	Call centre Inspect Aberfeldy Road	Monto	Doing a great job for the North Burnett
5-7-17	Budget Inspect Bio Hub	Monto Biloela	2017 / 18 budget Worth the trip
6-7-17	W 4 Q	Monto	Talking to contractors
11-7-17	RM Williams	Eidsvold	Ongoing
13-7-17	BCCA	Mundubbera	
16-7-17	Star Gazing	Monto	
17-7-17	Workshop Age Care	Monto	
18-7-17	QCWA	Mulgildie Monto	
12-7-17	Tourism	Mulgildie	
13-7-17	General	Monto	



### COUNCILLOR JOHN BOWEN

Date	Function	Location	Comments / Action
15-6-17	P M C	Biggenden	
16-6-17	Funeral	Hervey Bay	
19-6-17	Visit Gayndah Office	Gayndah	
20-6-17	Meeting with SES	Mt Perry	
21-6-17	Budget talks	Gayndah	
24-6-17	Rock Stamped	Mt Perry	
26-6-17	Community Funding meeting office opening	Mundubbera	
27-6-17	Meet with Mt Perry Ratepayers	Mt Perry	
30-6-17	Visit Mt Perry		
1 7-17	Heartland Festival	Gayndah	
2-7-17	Eidsvold Art Show	Eidsvold	
4-7-17	Visit Mt Perry		
5-7-17	Budget and P&P meetings	Monto	
7-7-17	Meet with Minister Attend Winterfest	Bundaberg	Grant for Mingo Crossing
10-7-17	Call Centre	Monto	
	Visit Mt Perry Ratepayer	Mt Perry	
11-7-17	R M Williams Meeting	Eidsvold	
12-7-17	Meet and Great	Mt Perry	
14-7-17	Council Workshop		
16-7-17	CWA Art Show	Mt Perry	
16-7-17	Rural Fire Meeting	Gooroolba	
17-7-17	Council Work Shop	Monto	
18-7-17	Attend Function Mt Perry School	Mt Perry	
19-7-17	Council Meeting	Monto	

## COUNCILLOR John Zahl

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June/ July 17

<b>Date</b>	<b>Function</b>	<b>Location</b>	<b>Comments / Action</b>
07 Jun 17	Standing Committee Meeting	Biggenden	Mayor and Councillors
08 Jun 17	Central Burnett Youth Services	Eidsvold	Staff and Councillors
09 Jun 17	Lions Park Development Services	Gayndah	Lions Members
12 Jun 17	Contact Centre Attendance	Monto	Attendance with staff
13 Jun 17	CRG Meeting	Gayndah Hospital	Community Members
14 Jun 17	General Meeting	Biggenden	Councillors and Executive Staff
15 Jun 17	Committee Meetings – PMC and Narayen	Mundubbera	Councillors and Staff
16 Jun 17	Residents Concerns/Meetings	Gayndah	
17 Jun 17	RADF Meeting	Eidsvold	Second Round
18 Jun 17	Famil Tour	Mundubbera	Public and Councillors
19 Jun 17	Road and town inspections	Gayndah Mt Perry	Cr Bowen
22 Jun 17	BIEDO Visit	Gayndah – Burnett State College	
23 Jun 17	Residents Concerns/Meetings	Gayndah	
26 Jun 17	Narayan and Community Grants	Mundubbera	
28 Jun 17	RM Williams Centre	Eidsvold	Exhibition set-up
29 Jun 17	Heartland Festival	Gayndah	Assist with set up
30 Jun 17	Heartland Festival	Gayndah	Assist at Grounds