



ORDINARY MEETING

AGENDA

14 MAY 2024

Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 14 May 2024 commencing at 9:00am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. P.", written in a cursive style.

CHIEF EXECUTIVE OFFICER
9 May 2024

Next Meeting Date: 28.05.24

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
1	OPENING.....	1
2	PRESENT	1
3	APOLOGIES AND LEAVE OF ABSENCE	1
4	CONFIRMATION OF MINUTES.....	1
5	DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA	1
6	BUSINESS OUTSTANDING.....	2
	NIL	2
7	PUBLIC FORUMS/DEPUTATIONS	2
	NIL	2
8	PRESENTATION OF PETITIONS.....	2
	NIL	2
9	COMMITTEE REPORTS.....	2
	NIL	2
10	COUNCILLOR/DELEGATE REPORTS	2
	NIL	2
11	OFFICERS' REPORTS	3
11.1	MINOR CHANGE TO DEVELOPMENT PERMIT D171-2021 FOR MATERIAL CHANGE OF USE FOR HEALTH CARE SERVICES AND SHOP (PHARMACY) AND OPERATIONAL WORKS FOR ADVERTISING DEVICES.....	3
11.2	REQUEST FOR MINOR CHANGE TO DEVELOPMENT PERMIT D/73-2023 FOR MATERIAL CHANGE OF USE FOR A GARDEN CENTRE AND OPERATIONAL WORK FOR AN ADVERTISING DEVICE (FREESTANDING DEVICE).....	28
11.3	CLOSED CIRCUIT TELEVISION (CCTV) POLICY REVIEW	42
11.4	2023-24 OPERATIONAL PLAN QUARTERLY REPORT - QUARTER 3 AND PROPOSED AMENDMENTS TO THE 2023-24 OPERATIONAL PLAN.....	72
11.5	RESULTS OF CUSTOMER EXPERIENCE SURVEY	136
11.6	CAPITAL PROJECT FRAMEWORK POLICY	150
12	NOTICES OF MOTION	164
	NIL	164
13	QUESTIONS ON NOTICE	164

	NIL	164
14	URGENT BUSINESS/QUESTIONS	164
15	CLOSED SESSION	165
	16.1 PROPERTY MATTER	
16	CONFIDENTIAL REPORTS.....	166
	16.1 PROPERTY MATTER	166
17	CLOSURE OF MEETING.....	167

1 OPENING

- 1.1 Acknowledgement of Country
- 1.2 Opening Prayer delivered by Major Peter Sutcliffe from the Salvation Army

2 PRESENT

Members Present:

The Mayor, Councillor A P Williams (Chairperson)
Deputy Mayor, Councillor M D Wickerson
Councillor S Latcham
Councillor E W Oram
Councillor C R Rutherford
Councillor N K Fisher
Councillor M A Taylor
Councillor G D Mathers

In Attendance:

Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

Councillor Cherie Rutherford - Leave of Absence from 25 April 2024 to 14 May 2024
Councillor Neil Fisher - Leave of Absence from 30 April 2024 to 14 May 2024

4 CONFIRMATION OF MINUTES

Minutes of the Ordinary Meeting held 23 April 2024
Minutes of the Special Meeting held 30 April 2024

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 PRESENTATION OF PETITIONS

Nil

9 COMMITTEE REPORTS

Nil

10 COUNCILLOR/DELEGATE REPORTS

Nil

11 OFFICERS' REPORTS

11.1 MINOR CHANGE TO DEVELOPMENT PERMIT D171-2021 FOR MATERIAL CHANGE OF USE FOR HEALTH CARE SERVICES AND SHOP (PHARMACY) AND OPERATIONAL WORKS FOR ADVERTISING DEVICES

File No: D/171-2021

Attachments:

1. [Locality Plan](#)
2. [Level 1 Ground / Site Plan](#)
3. [Level 2](#)

Authorising Officer: Amanda O'Mara - Coordinator Development Assessment
Doug Scott - Manager Planning and Regulatory Services
Alicia Cutler - General Manager Community Services

Author: Lana Groves - Planning Officer

SUMMARY

Development Application Number: D/171-2021

Applicant: S6 Grace Medical Pty Ltd

Real Property Address: Lot 1, Lot 2 and Lot 3 on RP605736

Common Property Address: 90 and 94 High Street, Berserker RP605736

Area of Site: 2,793 square metres

Planning Scheme: Rockhampton Region Planning Scheme 2015 (v4.4)

Planning Scheme Zone: Low Density Residential Zone

Planning Scheme Overlays: Acid Sulfate Soils Overlay; and Airport Environs Overlay.

Existing Development: Dwelling house(s) over Lots 1 and Lot 3; vacant residential land on Lot 2

Approval Sought: Change (minor) to a Development Permit for Material Change of Use for Health Care Services and Shop (Pharmacy) and Operational Works for Advertising Devices

Referral Agency: Nil

Affected Entity: Nil

OFFICER'S RECOMMENDATION

THAT in relation to the application for a Minor Change to D/171-2021 for Material Change of Use for Health Care Services and Shop (Pharmacy) and Operational Works for Advertising Devices, made by S6 Grace Medical Pty Ltd, located at 90 and 94 High Street, Berserker – described as Lot 1, Lot 2 and Lot 3 on RP605736, Council resolves to provide the following reasons for its decision:

STATEMENT OF REASONS

Description of the development
Material Change of Use for Health Care Services and Shop (Pharmacy) and Operational Works for Advertising Devices

Reasons for Decision	
<p>a) Assessment of the development against the relevant zone purpose, planning scheme codes and planning scheme policies demonstrates the proposed development will not cause significant adverse impacts on the surrounding natural environment, built environment and infrastructure, community facilities, or local character and amenity;</p> <p>b) The proposed development does not compromise the relevant <i>State Planning Policy or Central Queensland Regional Plan</i>; and</p> <p>c) On balance, the application should be approved because the circumstances favour Council exercising its discretion to approve the application even though the development does not comply with an aspect of the assessment benchmarks.</p>	
Assessment Benchmarks	
<p>The development was assessed against the following assessment benchmarks:</p> <ul style="list-style-type: none"> • Strategic Framework; • Low Density Residential Zone Code; • Airport Environs Overlay Code; • Access, Parking and Transport Code; • Landscape Code; • Stormwater Management Code; • Waste Management Code; • Water and Sewer Code; and • Advertising Devices Code. 	
Compliance with assessment benchmarks	
<p>The development was assessed against all of the assessment benchmarks listed above and complies with all of these with the exceptions listed below.</p>	
Assessment Benchmark	Reasons for the approval despite non-compliance with benchmark
Low Density Residential Zone Code	<p>PO13</p> <p>The development does not comply with AO13.3 as the eastern exterior wall of the building exceeds 12 metres (m) in length, being 48.95m.</p> <p>Despite this, the combination of building height below that contemplated for the zone, the wall presenting to a side boundary rather than directly to the street, adequate side boundary setbacks and provision made for landscaping to soften the bulk of the wall to the adjoining properties all assist in ensuring compliance with PO13. Specifically:</p> <ul style="list-style-type: none"> • Maximum height for the exterior wall exceeding 12m in length is approximately 3.9m, which is below the 8.5m maximum height limit prescribed for the Zone. • The wall presents towards the eastern adjoining lots, being used for residential purposes, rather than the street so has less of an impact on streetscape amenity. • The side boundary setback is 2.4m, which exceeds the 1.5m setback normally required for a building or structure with the same building height.

	<ul style="list-style-type: none"> • Conditions of approval have been included requiring landscape screening along part of the eastern boundary to soften the bulk of the exterior wall. <p>Therefore, the development is considered to comply with PO13.</p> <p>PO16</p> <p>The development does not comply with aspects of PO16, including it is not small scale in terms of what is generally contemplated for the Zone and does not service the day-to-day needs of residents of the local neighbourhood or is not a community or emergency facility.</p> <p>Despite this, the development complies with the remaining outcomes sought for PO16. Specifically:</p> <ul style="list-style-type: none"> • The existing character and level of amenity for the area is characterised by a combination of both residential and non-residential development. • The built form is generally consistent with that exhibited along High Street, particularly west of the site. A range of commercial activities in buildings with a non-residential appearance extend west of the site on both the northern and southern side of High Street. • The site does not adjoin an existing centre zone and an Economic Impact Assessment demonstrates the development is unlikely to compromise the role or function of existing centres. • The site is located on a higher order road and has a bus stop within 20m that provides bus services that connect it with other areas in Rockhampton. • A Traffic Impact Assessment demonstrates the development will not compromise the safety or efficiency of the local road network, subject to some minor road works. <p>Therefore, on balance the development is considered to comply with PO16. To the extent any conflicts are identified with PO16 regard to relevant matters are considered to outweigh those conflicts.</p>
<p>Access, Parking and Transport Code</p>	<p>PO5</p> <p>The development does not comply with AO5.1.1 as 42 on-site car parking spaces are required where 34 are provided.</p> <p>Despite this, adequate provision has been made for on-site car parking commensurate with likely demand generated by the development such that on-street car parking should not be required. The car parking rate for AO5.1.1 has been calculated for the two individual uses (Health Care Service and Shop) operating independently. However, there are synergies between these uses that will mean customers will likely use both at the same time, requiring fewer on-site car parking spaces.</p> <p>Therefore, the development is considered to comply with PO5.</p> <p>PO14</p> <p>The development does not comply with AO14.2 as direct access to the property is from High Street, which is classified as an Urban Sub-Arterial road.</p> <p>Despite this, a Traffic Impact Assessment has been provided by</p>

	<p>the Applicant and conditioned, which demonstrates access to High Street can be provided without compromising the safety or efficiency of the local road network, subject to some minor upgrades. The minor upgrade includes an auxiliary left turn lane. It is also noted the site has no other road frontage.</p> <p>Therefore, the development is considered to comply with PO14.</p>
Landscape Code	<p>PO6</p> <p>The development does not comply with AO6.5 as landscaping has not been provided to create a ‘three-tier’ landscape treatment in all areas indicated on the approved plans for landscaping.</p> <p>Despite this, adequate area and locations for landscaping have been shown on the approved plans and conditions of approval have been included requiring landscaping that achieves compliances with PO6. Specifically, this includes:</p> <ul style="list-style-type: none"> • Groundcover and shrubs along the front property boundary and at the perimeter of the car parking area. • Shade tree planting within the car parking area. • Screen planting along part of the eastern property boundary to reduce the bulk of the building to the eastern adjoining properties and soften the hard surface of the 48.95m long exterior wall. • The requirement for at least fifty (50) percent of all new plantings to be locally native species with low water dependency. <p>Therefore, the development is considered to comply with PO6.</p>
Waste Management Code	<p>PO3</p> <p>The development does not comply with AO3.1 as the waste storage area is located immediately adjoining the northern side boundary, rather than being setback a minimum of two (2) metres.</p> <p>Despite this, a 1.8m high screening fence has been conditioned around the waste storage area, along with requirements to ensure it can be appropriately cleaned and drained. Further, the northern adjoining property is developed with offices rather than residential uses, which are considered to be a less sensitive use. On this basis, the waste storage area minimises adverse impacts on adjoining properties.</p> <p>Therefore, the development is considered to comply with PO3.</p>
Advertising Devices Code	<p>PO1</p> <p>The free-standing sign does not comply with AO1.2 as it is located in the Low Density Residential Zone; is setback less than three (3) metres from a property boundary and has a sign face height of 5.9 metres.</p> <p>Despite this, in the context of the main building, which will be the predominant built form on the site, and existence of other commercial uses on High Street to the west that include free standing signs, the free-standing sign is not considered to adversely impact on streetscape amenity, impede vehicle or pedestrian movements or result in the proliferation of advertising devices.</p> <p>Therefore, the free-standing sign is considered to comply with PO1.</p>

Relevant Matters		
<p>The proposed development was assessed against the following relevant matters:</p> <ul style="list-style-type: none"> • An Economic Impact Assessment demonstrates there is an overriding planning need for the development. There is a significant demand for health care and pharmaceutical services, driven by high rates of illness, chronic disease and mental health issues, particularly in the surrounding suburbs and Rockhampton more broadly. • There is a growing demand and expectation by consumers for convenience health care services that are consolidated at a single location. Therefore, given the level of demand for health care services in the region and consumer expectations, the development is considered to be of a reasonable and appropriate size. • An Economic Impact Assessment demonstrates the development will not have an undue level of impact on the role or function of centres but would generate positive economic and community benefits for local residents. <p>An Economic Impact Assessment demonstrates there are no or very limited appropriately zoned sites of a size that could reasonably accommodate health care and pharmaceutical services at a scale expected or required by consumers. The site is also located proximate to existing non-residential activities and a Major Centre Zone.</p>		
Matters raised in submissions	Issue	How matter was dealt with
	Nil	Nil
Matters prescribed by regulation		
<ul style="list-style-type: none"> • The <i>Rockhampton Region Planning Scheme 2015</i> (version 2.2); and • The common material, being the material submitted with the application. 		

RECOMMENDATION B

THAT in relation to the application for a Minor Change to Development Permit D/171-2021 for a Material Change of Use for Health Care Services and Shop (Pharmacy) and Operational Works for Advertising Devices, made by S6 Grace Medical Pty Ltd, located at 90 and 94 High Street, Berserker – described as Lot 1, 2 and 3 on RP605736, Council resolves to issue an Amended Decision Notice subject to the following conditions:

1.0 **ADMINISTRATION**

- 1.1 The Developer and their employee, agent, contractor or invitee is responsible for ensuring compliance with the conditions of this development approval.
- 1.2 Where these Conditions refer to “Council” in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.3 All conditions, works, or requirements of this development approval must be undertaken, completed, and be accompanied by a Compliance Certificate for any operational works required by this development approval:
 - 1.3.1 to Council’s satisfaction;
 - 1.3.2 at no cost to Council; and
 - 1.3.3 prior to the commencement of the use, unless otherwise stated.
- 1.4 Infrastructure requirements of this development approval must be contributed to the relevant authorities, where applicable, at no cost to Council, prior to the commencement of the use, unless otherwise stated.

- 1.5 The following further Development Permits must be obtained prior to the commencement of any works associated with their purposes:
- 1.5.1 Operational Works:
- (i) Road Works;
 - (ii) Access and Parking Works;
 - (iii) Sewerage Works; and
 - (iv) Roof and Allotment Drainage.
- 1.5.2 Plumbing and Drainage Works; and
- 1.5.3 Building Works:
- (i) Demolition Works; and
 - (ii) Building Works.
- 1.6 All Development Permits for Operational Works and Plumbing and Drainage Works must be obtained prior to the issue of a Development Permit for Building Works.
- 1.7 All works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards, unless otherwise stated.
- 1.8 All engineering drawings/specifications, design and construction works must be in accordance with the requirements of the relevant *Australian Standards* and must be approved, supervised and certified by a Registered Professional Engineer of Queensland.
- 1.9 Lots 1, 2 and 3 on RP605736 must be amalgamated and registered as one lot prior to the commencement of the use.
- 2.0 **APPROVED PLANS AND DOCUMENTS**
- 2.1 The approved development must be completed and maintained generally in accordance with the approved plans and documents, except where amended by any condition of this development approval:

<u>Plan/Document Name</u>	<u>Prepared by</u>	<u>Date</u>	<u>Reference No.</u>	<u>Version/ Issue</u>
Cover Sheet	Raunik Design Group Architects	19 April 2024	23946-DD-00	
Level 1 Ground / Site Plan	Raunik Design Group Architects	19 April 2024	23946-DD-01	G
Level 2	Raunik Design Group Architects	19 April 2024	23946-DD-02	E
Elevations	Raunik Design Group Architects	19 April 2024	23946-DD-03	E
3D View – North West	Raunik Design Group Architects	19 April 2024	23946-DD-04	B
3D View – North East	Raunik Design Group Architects	19 April 2024	23946-DD-05	B
Site Area Summary	Raunik Design Group Architects	19 April 2024	23946-DD-06	A
Vehicle Swept	Dileigh Civil/Structural	20 July 2022	D21.546-01	B

Path Refuse Truck	Design & Project Management			
Stormwater Management Report	Dileigh Civil/Structural Design & Project Management	13 May 2022	D21.546-RP01(B) SWMP	B

2.2 Where there is any conflict between the conditions of this development approval and the details shown on the approved plans and documents, the conditions of this development approval must prevail.

3.0 ROAD WORKS

3.1 A Development Permit for Operational Works (road works) must be obtained prior to the commencement of any road works required by this development approval.

3.2 All road works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, relevant *Australian Standards* and *Austrroads Guidelines* and the provisions of a Development Permit for Operational Works (road works).

3.3 Traffic signs and pavement markings must be provided in accordance with the *Manual of Uniform Traffic Control Devices – Queensland*. Where necessary, existing traffic signs and pavement markings must be modified in accordance with the *Manual of Uniform Traffic Control Devices – Queensland*.

3.4 An Auxiliary Left Turn (short) lane is required for the entry access point to the development.

3.5 Drawing D21.546-SK06 submitted with the Traffic Impact Assessment (dated 10/05/2022) prepared by Dileigh Civil / Structural Design & Project Management is to be revised to reflect the approved access arrangement and submitted for approval with an application for a Development Permit for Operational Works.

4.0 ACCESS AND PARKING WORKS

4.1 A Development Permit for Operational Works (access and parking works) must be obtained prior to the commencement of any access and parking works on the development site.

4.2 All access and parking works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, *Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).

4.3 All car parking and access areas must be paved or sealed to Council's satisfaction. Design and construction must be in accordance with the provisions of a Development Permit for Operational Works (access and parking works).

4.4 Two (2) new access points to the development must be provided from High Street. The eastern access is to provide for left-in ingress only and the western access is to provide for left-out egress only.

4.5 Any redundant vehicular crossovers must be replaced by Council standard kerb and channel.

4.6 All vehicles must ingress and egress the development in a forward gear.

4.7 Adequate sight distances must be provided for all ingress and egress movements at the access driveways in accordance with *Australian Standard AS2890.2 "Parking facilities - Off street commercial vehicle facilities"*.

4.8 A minimum of thirty-four (34) parking spaces must be provided on-site.

4.9 Universal access parking spaces must be provided on-site in accordance with *Australian Standard AS2890.6 "Parking facilities - Off-street parking for people with*

disabilities".

- 4.10 Parking spaces must be line-marked in accordance with the approved Site Plan (refer to condition 2.1) and in accordance with the *Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).
- 4.11 All vehicle operations associated with the development must be directed by suitable directional, informative, regulatory or warning signs in accordance with *Australian Standard AS1742.1 "Manual of uniform traffic control devices"* and *Australian Standard AS2890.1 "Parking facilities – Off-street car parking"*.
- 4.12 Road signage and pavement markings must be installed in accordance with *Australian Standard AS1742.1 "Manual of uniform traffic control devices"*.
- 4.13 All internal pedestrian pathways must be designed and constructed in accordance with *Australian Standard AS1428 "Design for access and mobility"*.

5.0 SEWERAGE WORKS

- 5.1 A Development Permit for Operational Works (sewerage works) must be obtained prior to the commencement of any sewerage works on the development site.
- 5.2 All sewerage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines, Water Supply (Safety and Reliability) Act 2008, Plumbing and Drainage Act 2018* and the provisions of a Development Permit for Operational Works (sewerage works).
- 5.3 The development must be connected to Council's reticulated sewerage network.
- 5.4 The existing sewerage connection points for Lots 1, 2 and 3 must be disconnected.
- 5.5 A new sewerage connection point must be provided for the development.
- 5.6 The finished sewerage access chamber surface must be at a sufficient level to avoid ponding of stormwater above the top of the chamber. A heavy duty trafficable lid must be provided in the trafficable area.
- 5.7 Sewer connections located within trafficable areas must be raised or lowered to suit the finished surface levels and must be provided with heavy duty trafficable lids.
- 5.8 All works must be undertaken in accordance with *Queensland Development Code, Mandatory Part 1.4 "Building over or near relevant infrastructure."*
- 5.9 The development must comply with Council's Building Over/Adjacent to Local Government Sewerage Infrastructure Policy. Any permit associated with the Building Over/Adjacent to Local Government Sewerage Infrastructure Policy must be obtained prior to the issue of a Development Permit for Building Works.
- 5.10 Large trees must not be planted within one (1) metre of the centreline of any sewerage and/or water infrastructure; small shrubs and groundcover are acceptable.

6.0 PLUMBING AND DRAINAGE WORKS

- 6.1 A Development Permit for Plumbing and Drainage Works must be obtained for the removal and/or demolition of any existing structure on the development site.
- 6.2 A Development Permit for Plumbing and Drainage Works must be obtained for the construction of new structures on the development site.
- 6.3 All internal plumbing and drainage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines, Water Supply (Safety and Reliability) Act 2008, Plumbing and Drainage Act 2018*, Council's Plumbing and Drainage Policies and the provisions of a Development Permit for Plumbing and Drainage Works.
- 6.4 The development must be connected to Council's reticulated water network.
- 6.5 The existing water connection points for Lot 1 and 2 on RP605736 must be

- disconnected. The existing water connection point for Lot 3 on RP605736 must remain to service the development. A hydraulic engineer or other suitably qualified person must determine whether the size of the existing connection is adequate.
- 6.6 The proposed development must be provided with a master meter at the development site boundary and sub-meters for each sole occupancy building in accordance with the *Queensland Plumbing and Drainage Code* and Council's Sub-metering Policy.
- 6.7 All internal plumbing and sanitary drainage works must be completely independent for each unit/tenancy.
- 6.8 Sewer connections and water meter boxes located within trafficable areas must be raised or lowered to suit the finished surface levels and must be provided with heavy duty trafficable lids.
- 6.9 Alteration, disconnection or relocation of internal plumbing and sanitary drainage works associated with the existing buildings must be in accordance with regulated work under the *Plumbing and Drainage Act 2018* and Council's Plumbing and Drainage Policies.
- 6.10 The development must comply with *Queensland Development Code, Mandatory Part 1.4 "Building over or near relevant infrastructure."* Any permit associated with the Building Over/Adjacent to Local Government Sewerage Infrastructure Policy must be obtained prior to the issue of a Development Permit for Building Works.
- 7.0 ROOF AND ALLOTMENT DRAINAGE WORKS
- 7.1 A Development Permit for Operational Works (roof and allotment drainage works) must be obtained prior to the commencement of any drainage works on the development site.
- 7.2 All roof and allotment drainage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Queensland Urban Drainage Manual*, *Capricorn Municipal Development Guidelines*, sound engineering practice and the provisions of a Development Permit for Operational Works (roof and allotment drainage works).
- 7.3 All roof and allotment runoff from the development must be directed to a lawful point of discharge and must not restrict, impair or change the natural flow of runoff water or cause a nuisance to surrounding land or infrastructure.
- 7.4 The development must not increase peak stormwater runoff for a selected range of storm events up to and including a one per cent (1%) Annual exceedance probability storm event, for the post-development conditions.
- 7.5 All the roof drainage system (downpipes and gutters) for the proposed development (buildings) must be designed to accommodate the twenty percent (20%) Annual Exceedance Probability defined storm event from the roof area.
- 7.6 All the roof drainage pipes (downpipes) from the proposed development (buildings) must be connected to rainwater tanks which are used as the detention system.
- 8.0 SITE WORKS
- 8.1 All earthworks must be undertaken in accordance with *Australian Standard AS3798 "Guidelines on earthworks for commercial and residential developments"*.
- 8.2 Site works must be constructed such that they do not, at any time, in any way restrict, impair or change the natural flow of runoff water, or cause a nuisance or worsening to surrounding land or infrastructure.
- 9.0 BUILDING WORKS
- 9.1 The two (2) existing residential dwellings on the subject land must be demolished and/or removed and a Development Permit for Building Works (demolition) must be obtained prior to the commencement of demolition works on the development site.

-
- 9.2 A Development Permit for Building Works assessable under the Building Assessment Provisions must be obtained prior to the commencement of construction of any new structures on the development site.
- 9.3 All building works for Class 2 to Class 9 buildings must be undertaken in accordance with *Queensland Development Code, Mandatory Part 1.4 "Building over or near relevant infrastructure."*
- 9.4 All building works must be undertaken in accordance with Council's *Building Over/Adjacent to Local Government Sewerage Infrastructure Policy* and any permit obtained in respect of this policy.
- 9.5 Access to and use of the land the subject of this application must comply with the provisions of the *Disability Discrimination Act 1992* and/or the *Anti-Discrimination Act 1991*. If either of those statutes require the provision of access or facilities in a way that is inconsistent with this development approval, those facilities must be provided.
- 9.6 Impervious paved waste storage area/s must be provided in accordance with the approved plans (refer to condition 2.1) and the *Environmental Protection Regulation 2019* and must be:
- 9.6.1 designed and located so as not to cause a nuisance to neighbouring properties;
 - 9.6.2 surrounded by at least a 1.8 metre high screen fence that obstructs from view the contents of the waste storage area by any member of the public from any public place;
 - 9.6.3 of a sufficient size to accommodate commercial type bins that will be serviced by a commercial contractor plus clearances around the bins for manoeuvring and cleaning;
 - 9.6.4 setback a minimum of two (2) metres from any road frontage; and
 - 9.6.5 provided with a suitable hosecock and hoses at the refuse container area, and washdown must be drained to the sewer in accordance with the Sewerage Trade Waste provisions and the *Plumbing and Drainage Act 2018*.
- As an alternative to a washdown facility, a fully contained commercial bin cleaning service is acceptable provided no wastewater is discharged from the site to the sewer.
- 9.7 A minimum 1.8-metre-high screen fence must be erected between the subject development site and adjacent residential properties south and east of the development.
- 10.0 LANDSCAPING WORKS
- 10.1 Landscaping must be constructed and/or established prior to the commencement of the use in all areas shown on the approved plans (refer to condition 2.1).
- 10.2 The landscaped areas must be subject to:
- 10.2.1 a watering and maintenance plan during the establishment moment; and
 - 10.2.2 an ongoing maintenance and replanting programme.
- 10.3 Landscaping must be designed in accordance with the requirements of *Australian Standard AS 1428 parts 1, 2, 3 and 4 — Design for access and mobility*.
- 10.4 At least fifty (50) per cent of all new plantings within the landscaping areas (refer to condition 2.1) must be locally native species with low water dependency and must comply with the following requirements:
- 10.4.1 Plant species are chosen from sources recommended in *Planning Scheme Policy SC6.12 – Landscape Design and Street Trees Planning Scheme*
-

Policy; and

- 10.4.2 Plant species must not include undesirable species identified in *Planning Scheme Policy SC6.12 – Landscape Design and Street Trees Planning Scheme Policy*.
- 10.5 Landscaping screening must be established and maintained along the eastern side boundary, extending from the alignment of the northern exterior wall of the 'Allied Health' tenancy south for a minimum of thirty (30) metres and:
- 10.5.1 Include plant species that have a minimum mature height of three (3) metres; and
- 10.5.2 Provides a minimum porosity of fifty (50) percent between 1.8 metres and three (3) metres in height for that part of the eastern exterior wall where landscape screening is required.
- 10.6 Shade trees within car parking areas are to be provided and planted within a deep natural ground/structured soil garden bed/island/bay and are protected by wheel stops or bollards as required.
- 10.7 Each shade tree(s) has/have a clean trunk with a minimum height of two (2) metres and must be provided within the car park at the following rates:
- 10.7.1 One (1) tree per three (3) car parks;
- 10.7.2 One (1) tree per six (6) car parks; and
- 10.7.3 Each shade tree is provided with a minimum planting area of 1.2 square metres with a minimum topsoil depth of 0.8 metres.
- 10.8 Root control barriers must be installed where invasive roots may cause damage to car parking areas, pedestrian paths and road carriageways.
- 10.9 Landscaping, or any part thereof, upon reaching full maturity, must not:
- (i) obstruct sight visibility zones as defined in the *Austroads 'Guide to Traffic Engineering Practice'* series of publications;
- (ii) adversely affect any road lighting or public space lighting; or
- (iii) adversely affect any Council infrastructure, or public utility plant.
- 10.10 Root control barriers must be installed where invasive roots may cause damage to car parking areas, pedestrian paths and road carriageways.
- 11.0 ELECTRICITY
- 11.1 Electricity services must be provided to the development in accordance with the standards and requirements of the relevant service provider.
- 12.0 TELECOMMUNICATIONS
- 12.1 Telecommunications services must be provided to the development in accordance with the standards and requirements of the relevant service provider. Unless otherwise stipulated by telecommunications legislation at the time of installation, this includes all necessary pits and pipes, and conduits that provide a connection to the telecommunications network.
- 13.0 ASSET MANAGEMENT
- 13.1 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken and completed at no cost to Council.
- 13.2 Any damage to existing stormwater, water supply and sewerage infrastructure, kerb and channel, pathway or roadway (including removal of concrete slurry from public land and Council infrastructure), that occurs while any works are being carried out in association with this development approval must be repaired at full cost to the

developer. This includes the reinstatement of any existing traffic signs or pavement markings that may have been removed or damaged.

- 13.3 'As Constructed' information pertaining to assets to be handed over to Council and those which may have an impact on Council's existing and future assets must be provided prior to the commencement of the use. This information must be provided in accordance with the *Asset Design and As Constructed Manual (ADAC)*.

14.0 ENVIRONMENTAL

- 14.1 Any application for a Development Permit for Operational Works must be accompanied by an Erosion and Sediment Control Plan that addresses, but is not limited to, the following:

- (i) objectives;
- (ii) site location and topography;
- (iii) vegetation;
- (iv) site drainage;
- (v) soils;
- (vi) erosion susceptibility;
- (vii) erosion risk;
- (viii) concept;
- (ix) design; and
- (x) implementation,

for the construction and post-construction phases of work.

- 14.2 The Erosion Control and Stormwater Control Management Plan prepared by a Registered Professional Engineer of Queensland in accordance with the *Capricorn Municipal Design Guidelines*, must be implemented, monitored and maintained for the duration of the development works, and until all exposed soil areas are permanently stabilised (for example, turfed, hydromulched, concreted, landscaped). The plan must be available on-site for inspection by Council Officers whilst all works are being carried out.

15.0 ENVIRONMENTAL HEALTH

- 15.1 Any lighting devices associated with the development, such as sensory lighting, must be positioned on the development site and shielded so as not to cause glare or other nuisance to nearby residents and motorists. Night lighting must be designed, constructed and operated in accordance with *Australian Standard AS4282 "Control of the obtrusive effects of outdoor lighting"*.
- 15.2 Noise emitted from the activity must not cause an environmental nuisance.
- 15.3 Operations on the site must have no significant impact on the amenity of adjoining premises or the surrounding area due to the emission of light, noise or dust.
- 15.4 Airconditioning units must be located so as not to cause a noise nuisance and maintained in a proper working order at all times. Installation is to be as per manufacturer's directions to ensure the efficiency of the equipment. Any external plant equipment e.g., Airconditioning units will have to be located and screened appropriately so as not to impact negatively on the amenity of the surrounding residential properties.

16.0 OPERATING PROCEDURES

- 16.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the development site. Storage of materials or parking of construction machinery or contractors' vehicles must not occur

within High Street.

- 16.2 The hours of operations for the development site must be limited to:
- (i) 0800 hours to 1700 hours on Monday to Saturday, with no operations on Sundays or Public Holidays.
- 16.3 The loading and/or unloading of delivery and waste collection vehicles is limited between the hours of 0700 and 1900 Monday to Saturday and between the hours of 0800 and 1500 on Sundays. No heavy vehicles must enter the development site outside these times to wait for unloading/loading.
- 16.4 All waste must be stored within a waste storage area (for example, general waste, recyclable waste, pallets, empty drums etcetera) in accordance with the approved plans (refer to condition 2.1). The owner of the land must ensure that:
- 16.4.1 the area is kept in a clean and tidy condition;
 - 16.4.2 fences and screens are maintained;
 - 16.4.3 no waste material is stored external to the waste storage area/s;
 - 16.4.4 the area is maintained in accordance with *Environmental Protection Regulation 2019*.
- 16.5 The approved 'Shop' use is restricted to that tenancy shown as 'Pharmacy' on the approved plans (refer to Condition 2.1). The Shop use is restricted to the sale of pharmaceutical goods.

ADVISORY NOTES

NOTE 1. Aboriginal Cultural Heritage

It is advised that under section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander Partnerships website www.dsdsatsip.qld.gov.au

NOTE 2. Asbestos Removal

Any demolition and/or removal works involving asbestos materials must be undertaken in accordance with the requirements of the *Work Health and Safety Act 2011* and *Public Health Act 2005*.

NOTE 3. General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 4. General Safety of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 5. Infrastructure Charges Notice

This application is subject to infrastructure charges in accordance with Council policies. The charges are presented on an Infrastructure Charges Notice.

OPERATIONAL WORKS (ADVERTISING DEVICES)**1.0 ADMINISTRATION**

- 1.1 The Developer is responsible for ensuring compliance with the Conditions of the approval by an employee, agent, contractor or invitee of the Developer.
- 1.2 Where these Conditions refer to “Council” in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role of the Council may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.3 All conditions of this approval must be undertaken and completed to the satisfaction of Council, at no cost to Council.
- 1.4 The following further development permits are required prior to the commencement of any works on the site:
- 1.4.1 Building Works.
- 1.5 Unless otherwise stated, all works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards.

2.0 APPROVED PLANS AND DOCUMENTS

- 2.1 The approved advertising device must be completed and maintained generally in accordance with the approved drawings and documents, except where amended by the conditions of this permit.

<u>Plan/Document Name</u>	<u>Prepared by</u>	<u>Date</u>	<u>Reference No.</u>	<u>Version/ Issue</u>
Level 1 Ground / Site Plan	Raunik Design Group Architects	19 April 2024	23946-DD-01	G
Elevations	Raunik Design Group Architects	19 April 2024	23946-DD-03	E
Signage Pylon Concept	Raunik Design Group Architects	19 April 2024	23946-DD-07	A

- 2.2 A set of the above approved plans are returned to you as the Consultant. The Consultant is to supply one (1) Approved set to the contractor to be retained on site at all times during construction.
- 2.3 Where there is any conflict between the conditions of this approval and the details shown on the approved plans and documents, the conditions of approval must prevail.
- 3.0 OPERATING PROCEDURE**
- 3.1 All advertising devices must only display or advertise a matter associated with the primary purpose for which the premises are used, or the purpose stated in this approval.
- 3.2 All text and images displayed on the approved advertising device:
- 3.2.1 must be static;
- 3.2.2 must not imitate a traffic control device, move contrary to any traffic control device or include traffic instructions (for example ‘stop’); and
- 3.2.3 must not involve moving parts or flashing lights.
- 3.3 Any lighting devices associated with the advertising device, such as sensory lighting, must be positioned on the site and shielded so as not to cause glare or other nuisance to nearby residents or motorists. Night lighting must be designed,

constructed and operated in accordance with 'Australian Standard AS4282 – Control of the obtrusive effects of outdoor lighting' and 'Civil Aviation Safety Authority (CASA) Guidelines: Lighting in the vicinity of aerodromes: Advice to lighting designers'.

4.0 ASSET MANAGEMENT

4.1 Any damage to, or alterations necessary, to electricity, telephone, water mains, sewerage mains, stormwater drains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken immediately, at no cost to Council, and completed within the following timeframes:

4.1.1 where damage causes a hazard to pedestrian/traffic safety or interrupts a community service, immediately; or

4.1.2 as soon as reasonably possible as agreed with Council.

5.0 ADVERTISING DEVICE CONSTRUCTION AND MAINTENANCE

5.1 Council reserves the right for uninterrupted access to the site at all times during construction.

5.2 All Construction work and other associated activities are permitted only between 0630 hours and 1800 hours Monday to Saturday. No work is permitted on Sundays or public holidays. All requirements of the *Environmental Protection Act 1994* and the *Environmental Protection Regulation 2019* must be observed at all times.

5.3 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the site.

5.4 Any proposed works within the vicinity (or zone of influence) of existing Council infrastructure will not adversely affect the integrity of the infrastructure. Any restoration works required on existing Council infrastructure as a result of proposed works will be at the developer's expense.

5.5 All conduits, wiring, switches or other control apparatus installed on an Advertising Device must be concealed from general view, with control apparatus secured in a manner to prevent unauthorised entry and display setting tampering.

5.6 All electrical services and systems must comply with *Australian and New Zealand Standard AS/NZS 3000:2007* – "Electrical Installations".

5.7 All advertising devices must be maintained at all times on the premises by the owner of the premises to the same standard as it was when it was installed, and be maintained in a safe, clean, condition that does not adversely impact the visual amenity of the site.

ADVISORY NOTES

NOTE 1. Aboriginal Cultural Heritage Act, 2003

It is advised that under section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander Partnerships website www.dsdsatsip.qld.gov.au

NOTE 2. General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 3. General Safety of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

RECOMMENDATION C

That in relation to the application for a Minor Change to Development Permit D/171-2021 for Material Change of Use for Health Care Services and Shop (Pharmacy) and Operational Works for Advertising Devices, made by S6 Grace Medical Pty Ltd, located at 90 and 94 High Street, Berserker – described as Lot 1, 2 and 3 on RP605736, Council resolves to issue an Amended Infrastructure Charges Notice for the amount of \$87,035.89.

BACKGROUND

Council at its meeting on 30 August 2022, approved a Development Permit for a Material Change of Use for Health Care Services and Shop (Pharmacy) and Operational Works for Advertising Devices located at 90 and 94 High Street, Berserker – described as Lot 1, Lot 2 and Lot 3 on RP605736.

The proposed development involves the construction of a new two (2) storey medical centre including a pharmacy in a contemporary “L” shaped configuration.

PROPOSAL

In accordance with section 78 of the *Planning Act 2016*, the applicant has applied for a ‘Minor Change’ to the development approval. The applicant has proposed to make the following changes to the development:

- The free-standing pylon sign dimensions have increased, with the change proposing a height of 5.9 metres, an increase from 3.5 metres in height.
- Changes to the proposed development layout and configuration of the medical consulting rooms, allied health services, including the training and lunchroom on Level 2, shop (pharmacy) and additional pathways. The proposed changes consequently result in changes to the building’s gross floor area and impervious area, as outlined below, but otherwise align with the original approval.

OVERVIEW OF DEVELOPMENT PARAMETERS

DEVELOPMENT PARAMETER		APPROVED	CHANGES PROPOSED
Maximum Building Height		7.05 metres	7.622 metres
Setbacks	Front	Six (6) metres	3.4 metres (approximately)
	Side	2.4 metres	2.4 metres
	Rear	5.25 metres	5.25 metres
Gross Floor Area – Level 1 Ground	Physiotherapy	141.12m ²	N/A
	Medical Consultant	264.95m ²	167.2
	Lobby	19.11m ²	17.7m ²
	Pharmacy	257.39m ²	193.2m ²
	Allied Health	99.19m ²	N/A
	Radiology	N/A	218m ²
	Emergency Room	N/A	145.6m ²

	Pathology	N/A	19m ²
	Amenities/circulation	N/A	31.9m ²
	Stores	N/A	11.6m ²
Gross Floor Area – Level 2	Training Room	150.30m ²	94.8m ²
	Lunchroom	58.66m ²	81.4m ²
	Circulation Area	N/A	10.5m ²
Impervious Area		2,238.7m ²	2,250.7m ²
Gross Floor Area		990.72m ²	990.90m ²
Landscaping Area		501.1m ²	413.4m ²
On-site Car Parking		34	34

Consequential changes to conditions of approval are detailed herein.

Table 1 includes the conditions that are to be amended. All conditions to be amended have been requested to or agreed to by the applicant:

TABLE 1 – PROPOSED CHANGES

Requested By Applicant	
<p>Condition 2.1 for the Material Change of Use and Operational Works to be Amended to reflect the updated plans as follows:</p> <p>Site and Ground Floor Plan_ Dileigh Civil/Structural Design & Project Management_20 July 2022_ D21.546-SK01_Issue 2</p> <p>Concept Level 1 Plan_ Dileigh Civil/Structural Design & Project Management_ D21.546-SK02_Issue 1</p> <p>Concept Elevations_ Dileigh Civil/Structural Design & Project Management_12 May 2022_ D21.546-SK03</p> <p>Concept Pylon Signage_ Dileigh Civil/Structural Design & Project Management_12 May 2022_ D21.546-SK04</p> <p>Vehicle Swept Path Refuse Truck_ Dileigh Civil/Structural Design & Project Management_20 July 2022_ D21.546-01_Issue B</p> <p>Stormwater Management Report_ Dileigh Civil/Structural Design & Project Management_13 May 2022_ D21.546-RP01(B) SWMP_Issue B</p> <p>To:</p> <p>Cover Page Raunik Design Group Architects DD-00</p> <p>Level 1 Ground/Site Plan _23946 _Rockhampton Medical Centre _DD_19 April 2024_DD-01_Rev G</p> <p>Level 2 – 23946_Rockhampton Medical Centre_DD- 19 April 2024_DD02 Rev E</p> <p>Elevations_23946_Rockhampton Medical Centre_DD_ 19 April 2024_DD03_Rev E</p> <p>3D View North West _23946_Rockhampton Medical Centre_DD_19 April 2024_DD-04-Rev B</p> <p>3D View North East_23946_Rockhampton Medical Centre_DD 19 April 2024_DD-05- Rev B</p> <p>Site Area Summary_23946_Rockhampton Medical Centre_DD 19 April 2024_DD-06 Rev A</p> <p>Signage Pylon Concept_23946_Rockhampton Medical Centre_DD_ 19</p>	<p>Council Officer's Response:</p> <p>Council supports the proposed change to condition 2.1 to reflect the updated plans.</p>

April 2024_DD-07_Rev A	
Vehicle Swept Path Refuse Truck_ Dileigh Civil/Structural Design & Project Management_20 July 2022_ D21.546-01_Issue B	
Stormwater Management Report_ Dileigh Civil/Structural Design & Project Management_13 May 2022_ D21.546-RP01(B) SWMP_Issue B	

PLANNING ASSESSMENT

The change application has been assessed in accordance with section 81 of the *Planning Act 2016*. Relevantly in assessing the change application, Council as responsible entity has considered:

- The information the applicant included with the application.
- Any properly made submissions about the development application or other change application that was approved.
- Any pre-request response notice or response notice given in relation to the change application.
- All matters Council, as responsible entity, would or may assess against or have regard to, if the change application were a development application.

The proposed changes generally comply with the relevant Performance Outcomes and Acceptable Outcomes. Where the changes are in conflict with the Acceptable Outcomes and is not otherwise conditioned to comply, an assessment of the Performance Outcomes has been undertaken and are outlined below. Refer to the Statement of Reasons contained in **Recommendation A** for an assessment.

INFRASTRUCTURE CHARGES

Charges Resolution (No. 1) of 2022 for non-residential development applies to the application. The Infrastructure Charges are as follows:

Column 1 Use Schedule	Column 1A Use	Column 2 Adopted Infrastructure Charge for non-residential development (\$)		Column 3 Calculated Charge
		(a) per m ² of Gross Floor Area (GFA)	(b) per m ² Impervious to Stormwater	
Commercial (retail)	Shop	197.20		\$38,099.04
Essential Services	Health Care Service	153.40		\$122,367.18
			10.95	\$24,645.17
Total Base Charge				\$185,111.39
Charge (including PPI)				\$203,640.19
Total Base Credit				\$92,032.95
Credit (including PPI)				\$101,245.03
TOTAL CHARGE				\$102,395.16
LEVIED CHARGE (85% of total charge)				\$87,035.89

This is based on the following calculations:

- (a) A charge of \$38,099.04 for the Gross Floor Area for the 'Shop' (pharmacy) being 193.2 square metres and a charge of \$122,367.18 for the Gross Floor Area for the

'Health Care Services' (medical consultancy; amenities, lobby and circulation area; emergency room; radiology room; and training and lunchroom) being 797.7 square metres;

- (b) A charge of \$24,645.17 for Impervious Area being 2,250.7 square metres (roof area, hardstand areas, access, and parking areas); and
- (c) An Infrastructure Credit of \$92,032.95 applicable for the existing three allotments.

In accordance with section 3.1 of *Charges Resolution (No.1) of 2022*, the base charge will be automatically increased using the Producer Price Index (PPI), adjusted according to the three (3) yearly PPI average quarterly percentage change between financial quarters. As per the Infrastructure Charges Notices (ICN) levied on the 30 August 2022 and in accordance with Development Incentives Policy, section 3.5 of the *Charges Resolution (No. 1) of 2022*, the levied charge will be 85 per cent of the amount calculated.

Therefore, a total charge of \$87,035.89 is payable for the development.

CONCLUSION

The Applicant's change application is considered reasonable and recommended for approval.

**MINOR CHANGE TO DEVELOPMENT
PERMIT D171-2021 FOR MATERIAL
CHANGE OF USE FOR HEALTH CARE
SERVICES AND SHOP (PHARMACY)
AND OPERATIONAL WORKS FOR
ADVERTISING DEVICES**

Locality Plan

Meeting Date: 14 May 2024

Attachment No: 1

D/171-2021 - Locality Plan



A4 Page scale at 1: 785.43
Printed from GeoCortex on 03/05/2024



Copyright protects this publication. Reproduction by whatever means is prohibited without prior written permission of the Chief Executive Officer, Rockhampton Regional Council. Rockhampton Regional Council will not be held liable under any circumstances in connection with or arising out of the use of this data nor does it warrant that the data is error free. Any queries should be directed to the Customer Service Centre, Rockhampton Regional Council or telephone 1300 22 55 77. The Digital Cadastral DataBase is current as at May 2024. © The State Government of Queensland (Department of Natural Resources and Mines) 2024. All other data © Rockhampton Regional Council 2024. This map is a user generated static output from an Internet mapping site and is for reference only. Data layers that appear on this map may or may not be accurate, current, or otherwise reliable.



**MINOR CHANGE TO DEVELOPMENT
PERMIT D171-2021 FOR MATERIAL
CHANGE OF USE FOR HEALTH CARE
SERVICES AND SHOP (PHARMACY)
AND OPERATIONAL WORKS FOR
ADVERTISING DEVICES**

Level 1 Ground / Site Plan

Meeting Date: 14 May 2024

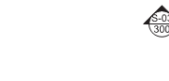
Attachment No: 2

DEVELOPMENT SUMMARY		
ITEM	LOCATION	AREA (sqm)
BUILDING FOOTPRINT		852.4
EXTERNAL PATHWAYS		253.7
PARKING		1152.4
LANDSCAPING		415.4
PLANT / EQUIP.		9.8
SERVICES / CIVIL		69.8
S/TOTAL		2793.9
PARKING	REQUIRED	28
	PROVIDED	28

PROPOSED COLORBOND FENCE
1.8m MAX HEIGHT

GFA AREA CALCULATION		
ITEM	LOCATION	AREA (sqm)
A GROUND FLR LEVEL		
1	EMERGENCY	245.0
2	MEDICAL CONSULTANTS	167.2
3	PATHOLOGY	19.0
4	PHARMACY	193.2
5	RADIOLOGY	218.0
6	STORES	11.4
S/TOTAL		714.0
B EXCLUDED FROM CALC		
7	AMBITIES / CIRCULATION	31.8
8	LIFT LOBBY	17.7
S/TOTAL		49.5
C FIRST FLR LEVEL		
9	TRAINING RM / STORE	94.8
S/TOTAL		94.8
D EXCLUDED FROM CALC		
10	LUNDSHIRT / BREAK OUT AREA	81.4
11	STAFF RESIDENCE	266.4
12	CIRCULATION	30.0
S/TOTAL		377.8
E GFA SUMMARY		
GROUND FLR GFA		714.0
FIRST FLR GFA		94.8
TOTAL GFA		808.8

150 HIGH KERB WITH 100mm SLOTS
AT 5m INTERVALS MAX



EXISTING SEWER TO BE
OVERTURNED & ABANDONED

PROPOSED 10,000L RAINWATER
COLLECTION TANK DISCHARGE
TO LANDSCAPED AREA

PROPOSED 10,000L RAINWATER
COLLECTION TANK DISCHARGE
TO LANDSCAPED AREA

STORMWATER INFILTRATION
TRENCH, REFER STORMWATER
MANAGEMENT PLAN

PROPOSED 1050 DIA. M.H.

RAUNIK
design group
ARCHITECTS



LEVEL 1 GROUND / SITE PLAN

1:200@A3

**MINOR CHANGE TO DEVELOPMENT
PERMIT D171-2021 FOR MATERIAL
CHANGE OF USE FOR HEALTH CARE
SERVICES AND SHOP (PHARMACY)
AND OPERATIONAL WORKS FOR
ADVERTISING DEVICES**

Level 2

Meeting Date: 14 May 2024

Attachment No: 3

GFA AREA CALCULATION		
ITEM	LOCATION	AREA (m ²)
A GROUND FLR LEVEL		
1	EMERGENCY	145.66
2	MEDICAL CONSULTANTS	197.2
3	PATHOLOGY	19
4	PHARMACY	193.1
5	RADIOLOGY	238
6	STORES	114
S/TOTAL		784.66
B EXCLUDED FROM CALC		
7	AMBITRES / CIRCULATION	11.8
8	LIFT LOBBY	17.7
S/TOTAL		49.5
C FIRST FLR LEVEL		
9	TRAINING RM / STORE	94.8
S/TOTAL		94.8
D EXCLUDED FROM CALC		
10	LUNCH RM / BREAK OUT AREA	84.4
11	STAFF RESIDENCE	166.4
12	CIRCULATION	101
S/TOTAL		351.8
E GFA SUMMARY		
GROUND FLR GFA		734.4
FIRST FLR GFA		94.8
TOTAL GFA		849.2



RAUNIK
design group
ARCHITECTS

1:200@A3
LEVEL 2

23946 | ROCKHAMPTON MEDICAL CENTRE | DD | 19/04/2024 | DD-02 | REV E

11.2 REQUEST FOR MINOR CHANGE TO DEVELOPMENT PERMIT D/73-2023 FOR MATERIAL CHANGE OF USE FOR A GARDEN CENTRE AND OPERATIONAL WORK FOR AN ADVERTISING DEVICE (FREESTANDING DEVICE)

File No: D/73-2023

Attachments:

1. [Locality Plan](#)
2. [Amended Location Plan and Site Plan](#)

Authorising Officer: Amanda O'Mara - Coordinator Development Assessment
Doug Scott - Manager Planning and Regulatory Services
Alicia Cutler - General Manager Community Services

Author: Aidan Murray - Senior Planning Officer

SUMMARY

Development Application Number: D/73-2023

Applicant: Bouldy Home Nursery

Real Property Address: Lot 22 on RP617396

Common Property Address: 14 Kroombit Drive, Bouldercombe

Area of Site: 10,050 square metres (1.005 hectares)

Planning Scheme: Rockhampton Region Planning Scheme 2015 (v2.2)

Planning Scheme Zone: Rural Residential Zone

Existing Development: Dwelling House

Approval Sought: Amended Decision Notice for Development Permit D/73-2023 for Material Change of Use for a Garden Centre and Operational Work for an Advertising Device (Freestanding Sign)

Affected Entity: Nil

OFFICER'S RECOMMENDATION**RECOMMENDATION A**

THAT in relation to the application for a Minor Change to Development Permit D/73-2023 for Material Change of Use for a Garden Centre and Operational Work for an Advertising Device (Freestanding Sign), made by Bouldy Home Nursery, located at 14 Kroombit Drive, Bouldercombe, described as Lot 22 on RP617396, Council resolves to issue an Amended Decision Notice subject to the following conditions:

Material Change of Use – Garden Centre**1.0 ADMINISTRATION**

- 1.1 The owner, the owner's successors in title, and any occupier of the premises is responsible for ensuring compliance with the conditions of this development approval.
- 1.2 Where these Conditions refer to "Council" in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.3 All conditions, works, or requirements of this development must be undertaken, completed, and be accompanied by a certificate of compliance for any operational works required by this development approval:

- 1.3.1 to Council's satisfaction;
- 1.3.2 at no cost to Council; and
- 1.3.3 prior to the commencement of the use,
unless otherwise stated.
- 1.4 Infrastructure requirements of this development approval must be contributed to the relevant authorities, where applicable, at no cost to Council, prior to the commencement of the use, unless otherwise stated.
- 1.5 The following further Development Permit must be obtained prior to the commencement of any works associated with their purposes:
- 1.5.1 Operational Works:
- (i) Access and Parking Works;
- 1.6 All Development Permits for Operational Works must be obtained prior to the issue of a Development Permit for Building Works.
- 1.7 All works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards, unless otherwise stated.
- 1.8 All engineering drawings/specifications, design and construction works must be in accordance with the requirements of the relevant Australian Standards and must be approved, supervised and certified by a Registered Professional Engineer of Queensland.
- 1.9 All development conditions contained in this development approval about infrastructure under Chapter 4 of the *Planning Act 2016* should be read as being non-trunk infrastructure conditioned under section 145 of the *Planning Act 2016*, unless otherwise stated.

1.10 Deleted

2.0 APPROVED PLANS AND DOCUMENTS

- 2.1 The approved development must be completed and maintained generally in accordance with the approved plans and documents, except where amended by any condition of this development approval:

<u>Plan / Document Name</u>	<u>Prepared by</u>	<u>Date</u>	<u>Reference No.</u>	<u>Version / Issue</u>
Proposed Site Layout – Location Plan	Design + Architecture	28 February 2024	GG-C SK-001	E
Proposed Site Layout – Site Plan	Design + Architecture	28 February 2024	GG-C SK-002	E

- 2.2 Where there is any conflict between the conditions of this development approval and the details shown on the approved plans and documents, the conditions of this development approval must prevail.

3.0 ACCESS AND PARKING WORKS

- 3.1 A Development Permit for Operational Works (access and parking works) must be obtained prior to the commencement of any access and parking works on the development site.
- 3.2 All access and parking works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines, Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).
- 3.3 All car parking and access areas must be paved or sealed to Council's satisfaction.

Design and construction must be in accordance with the provisions of a Development Permit for Operational Works (access and parking works).

- 3.4 The existing access from Kroombit Drive to the development must be upgraded to comply with the requirements of the *Capricorn Municipal Development Guidelines*.
- 3.5 A new access to the development must be provided at the eastern end of the development site within six (6) months of this development permit taking effect.
- 3.6 All vehicles must ingress and egress the development in a forward gear.
- 3.7 Adequate sight distances must be provided for all ingress and egress movements at the access driveways in accordance with *Australian Standard AS2890.2 "Parking facilities - Off street commercial vehicle facilities"*.
- 3.8 A minimum of three (3) formal parking spaces and two (2) informal parking spaces must be provided on-site for the Garden Centre generally in accordance with the approved plans.
- 3.9 Signage that clearly identifies the location of the two (2) informal parking spaces on-site must be provided.
- 3.10 Parking spaces must be line-marked in accordance with the approved plans (refer to condition 2.1), except for the informal parking spaces, and in accordance with the *Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).
- 3.11 Any application for a Development Permit for Operational Works (access and parking works) must be accompanied by detailed and scaled plans, which demonstrate the turning movements/swept paths of the largest vehicle to access the development site including delivery vehicles and refuse collection vehicles.

Note: the largest vehicle identified within the application material is Medium Rigid (MR). However, should Heavy Rigid (HR) vehicles attend the site for deliveries or waste collection, the Operational Works application should identify this and design accordingly.

4.0 ROOF AND ALLOTMENT DRAINAGE WORKS

- 4.1 All roof and allotment runoff from the development must be directed to a lawful point of discharge and must not restrict, impair or change the natural flow of runoff water or cause a nuisance to surrounding land or infrastructure.

5.0 SITE WORKS

- 5.1 Site works must be constructed such that they do not, at any time, in any way restrict, impair or change the natural flow of runoff water, or cause a nuisance or worsening to surrounding land or infrastructure.

6.0 BUILDING WORKS

- 6.1 A Development Permit for Building Works assessable under the Building Assessment Provisions must be obtained prior to the commencement of any building works on the site.
- 6.2 Structures must not be located within the on-site sewerage treatment and disposal area or conflict with the separation distances, in accordance with the *Queensland Plumbing and Wastewater Code*.

7.0 LANDSCAPING WORKS

- 7.1 Landscaping must be constructed and/or established, within six (6) months of this development approval taking effect, in all areas shown on the approved plans (refer to condition 2.1 – as indicated along the front property boundary).
- 7.2 Landscaping must be designed in accordance with the requirements of *Australian Standard AS 1428 — Design for access and mobility*.

-
- 7.3 Planting types used within the landscaping areas (refer to condition 2.1) must include either trees, shrubs or groundcovers, or any combination of these planting types. These plantings must be established and maintained generally at the following density rates:
- 7.3.1 trees at five (5) metre intervals;
 - 7.3.2 shrubs at two (2) metre intervals; and
 - 7.3.3 groundcovers at one (1) metre intervals.
- 7.4 At least fifty (50) per cent of all new plantings within the landscaping areas (refer to condition 2.1) must be locally native species with low water dependency and must comply with the following requirements:
- 7.4.1 Plant species are chosen from sources recommended in *Planning Scheme Policy SC6.12 – Landscape Design and Street Trees Planning Scheme Policy*; and
 - 7.4.2 Plant species must not include undesirable species identified in *Planning Scheme Policy SC6.12 – Landscape Design and Street Trees Planning Scheme Policy*.
- 7.5 Each shade tree must have a clean trunk with a minimum height of two (2) metres and must be provided within the car park at the following rates:
- 7.5.1 In single sided, angle or parallel bays – One (1) tree per three (3) car parks; and
 - 7.5.2 In double sided, angle or parallel bays – One (1) tree per six (6) car parks.
 - 7.5.3 Each shade tree is provided with a minimum planting area of 1.2 square metres with a minimum topsoil depth of 0.8 metres.
- 7.6 Landscaping is to be provided and maintained along the road boundary frontage of the site adjoining Kroombit Drive with a minimum width of four (4) metres, except where a driveway exists or is proposed.
- 8.0 ASSET MANAGEMENT
- 8.1 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken and completed at no cost to Council.
- 8.2 Any damage to existing stormwater, water supply and sewerage infrastructure, kerb and channel, pathway or roadway (including removal of concrete slurry from public land and Council infrastructure), that occurs while any works are being carried out in association with this development approval must be repaired at full cost to the developer. This includes the reinstatement of any existing traffic signs or pavement markings that may have been removed or damaged.
- 9.0 ENVIRONMENTAL
- 9.1 An Erosion Control and Stormwater Control Management Plan in accordance with the *Capricorn Municipal Design Guidelines*, must be implemented, monitored and maintained for the duration of the development works, and until all exposed soil areas are permanently stabilised (for example, turfed, hydromulched, concreted, landscaped). The plan must be available on-site for inspection by Council Officers whilst all works are being carried out.
- 10.0 OPERATING PROCEDURES
- 10.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the development site. Storage of materials or parking of construction machinery or contractors' vehicles must not occur within Kroombit Drive.
-

- 10.2 The hours of operations for the Garden Centre must be limited to:
- (i) 0900 hours to 1600 hours on Wednesdays and Fridays,
 - (ii) 0900 hours to 1400 hours on Thursdays, and
 - (iii) 0900 hours to 1500 hours on Saturdays,
- with no operations on Sundays, Mondays or Tuesdays.
- 10.3 The loading and/or unloading of delivery and commercial waste collection vehicles is limited to operating hours and must occur fully within the subject site (i.e. must not occur within the road reserve of Kroombit Drive).
- 10.4 Operations on the development site must have no significant impact as determined by Council on the amenity of adjoining premises or the surrounding area due to the emission of light, noise, odour or dust.
- 10.5 All waste storage areas must be:
- 10.5.1 kept in a clean and tidy condition; and
 - 10.5.2 maintained in accordance with *Environmental Protection Regulation 2019*.

ADVISORY NOTES

NOTE 1. Aboriginal Cultural Heritage

It is advised that under section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships website www.dsdsatsip.qld.gov.au

NOTE 2. General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 3. General Safety Of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 4. Infrastructure Charges Notice

This application is subject to infrastructure charges in accordance with Council policies. The charges are presented on an Infrastructure Charges Notice.

Operational Work for Advertising Device

1.0 ADMINISTRATION

- 1.1 The owner, the owner's successors in title, and any occupier of the premises is responsible for ensuring compliance with the conditions of this development approval.
- 1.2 Where these Conditions refer to "Council" in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role of the Council may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.

- 1.3 All conditions of this approval must be undertaken and completed to the satisfaction of Council, at no cost to Council.
- 1.4 The following further development permits are required prior to the commencement of any works on the site:
- 1.4.1 Building Works.
- 1.5 Unless otherwise stated, all works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards.

2.0 APPROVED PLANS AND DOCUMENTS

- 2.1 The approved advertising device must be completed and maintained generally in accordance with the approved drawings and documents, except where amended by the conditions of this permit.

<u>Plan / Document Name</u>	<u>Prepared by</u>	<u>Date</u>	<u>Reference No.</u>	<u>Version / Issue</u>
Proposed Site Layout – Site Plan	Design + Architecture	28 February 2024	GG-C SK-002	E

- 2.2 Where there is any conflict between the conditions of this approval and the details shown on the approved plans and documents, the conditions of approval must prevail.

3.0 OPERATING PROCEDURE

- 3.1 All advertising devices must only display or advertise a matter associated with the primary purpose for which the premises are used, or the purpose stated in this approval.
- 3.2 All text and images displayed on the approved advertising device:
- 3.2.1 must be static;
- 3.2.2 must not imitate a traffic control device, move contrary to any traffic control device or include traffic instructions (for example 'stop'); and
- 3.2.3 must not involve moving parts or flashing lights.
- 3.3 Any lighting devices associated with the advertising device, such as sensory lighting, must be positioned on the site and shielded so as not to cause glare or other nuisance to nearby residents or motorists. Night lighting must be designed, constructed and operated in accordance with '*Australian Standard AS4282 – Control of the obtrusive effects of outdoor lighting*' and '*Civil Aviation Safety Authority (CASA) Guidelines: Lighting in the vicinity of aerodromes: Advice to lighting designers*'.

4.0 BUILDING WORKS

- 4.1 A Development Permit for Building Works assessable under the Building Assessment Provisions must be obtained prior to the commencement of any building works on the site.

5.0 ASSET MANAGEMENT

- 5.1 Any damage to, or alterations necessary, to electricity, telephone, water mains, sewerage mains, stormwater drains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken immediately, at no cost to Council, and completed within the following timeframes:
- 5.1.1 where damage causes a hazard to pedestrian/traffic safety or interrupts a community service, immediately; or
- 5.1.2 as soon as reasonably possible as agreed with Council.

6.0 ADVERTISING DEVICE CONSTRUCTION AND MAINTENANCE

- 6.1 Council reserves the right for uninterrupted access to the site at all times during construction.
- 6.2 All Construction work and other associated activities are permitted only between 0630 hours and 1800 hours Monday to Saturday. No work is permitted on Sundays or public holidays. All requirements of the *Environmental Protection Act 1994* and the *Environmental Protection Regulation 2019* must be observed at all times, unless otherwise approved by Council in writing.
- 6.3 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the site.
- 6.4 Any proposed works within the vicinity (or zone of influence) of existing Council infrastructure will not adversely affect the integrity of the infrastructure. Any restoration works required on existing Council infrastructure as a result of proposed works will be at the developer's expense.
- 6.5 All conduits, wiring, switches or other control apparatus installed on an Advertising Device must be concealed from general view, with control apparatus secured in a manner to prevent unauthorised entry and display setting tampering.
- 6.6 All electrical services and systems must comply with *Australian and New Zealand Standard AS/NZS 3000:2007 – "Electrical Installations"*.
- 6.7 All advertising devices must be maintained at all times on the premises by the owner of the premises to the same standard as it was when it was installed, and be maintained in a safe, clean, condition that does not adversely impact the visual amenity of the site.

ADVISORY NOTES**NOTE 1. Aboriginal Cultural Heritage**

It is advised that under section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships website www.dsdsatsip.qld.gov.au

NOTE 2. General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 3. General Safety Of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

BACKGROUND

At its meeting on 14 November 2023, Council approved a Development Permit for Material Change of Use for a Garden Centre and Operational Work for an Advertising Device (Freestanding Sign) located at 14 Kroombit Drive, Bouldercombe - Lot 22 on RP617396.

PROPOSAL

In accordance with section 78 of the *Planning Act 2016*, the applicant has applied for a ‘Minor Change’ to the development approval. The applicant has proposed to make the following changes to the development:

- a) The proposed change is to correct the annotation and reduce the gross floor area for the proposed Point of Service from 58m² to 36m², as shown on the approved development plans. The reduction in Gross Floor Area will result in a decrease in infrastructure charges.

No other changes to the original application are proposed. Consequential changes to conditions of approval are detailed herein.

Table 1 includes the conditions that are to be amended. All conditions to be amended have been requested to or agreed to by the applicant:

TABLE 1 – PROPOSED CHANGES

Requested by Applicant	
<p>The following sections of the Decision Notice are to be amended:</p> <ul style="list-style-type: none"> • Decision Notice – Part 6, Approved Plans • Attachment 1 – Material Change of Use, Condition 2.1 • Attachment 1 – Operational Works, Condition 2.1 <p>The relevant Approved Plans are to be amended as follows:</p> <ul style="list-style-type: none"> • Proposed Site Layout – Location Plan, prepared by Design + Architecture, dated 18 July 2023 28 February 2024, Reference GG-C SK-001, Version D E • Proposed Site Layout – Site Plan, prepared by Design + Architecture, dated 18 July 2023 28 February 2024, Reference GG-C SK-002, Version D E 	<p>Council Officer’s Response:</p> <ul style="list-style-type: none"> • To reflect the updated plans and correct the previous error on the plans which annotated the incorrect Gross Floor Area (GFA) for the Point of Service (shed building). • The change to the approved plans will also require an adjustment to the calculated infrastructure charges. The reduction / correction of the annotated GFA results in a change to the levied infrastructure charges from \$13,135.36 to \$9,845.58
Required by Council	
<p>Condition 1.10 to be deleted:</p> <p>1.10 The proposed development for an additional greenhouse structure described as “Stage 2” in the approved plans is not approved as part of the development permit.</p>	<p>Council Officer’s Response:</p> <p>The condition is no longer required as the greenhouse described as “Stage 2” (or Proposed Phase 2 Greenhouse) is not shown on the updated location plan or site plan.</p>

PLANNING ASSESSMENT

The change application has been assessed in accordance with section 81 of the *Planning Act 2016*. Relevantly in assessing the change application, Council as responsible entity has considered:

- The information the applicant included with the application;
- Any properly made submissions about the development application or other change application that was approved;
- Any pre-request response notice or response notice given in relation to the change application; and
- All matters Council, as responsible entity, would or may assess against or have regard to, if the change application were a development application.

The proposed changes are only minor and no further assessment is required.

INFRASTRUCTURE CHARGES

For a change application (minor), Council must recalculate the levied charges in accordance with the version of the Charges Resolution in effect when the Infrastructure Charges Notice (ICN) was issued.

Charges Resolution (No. 1) of 2022 for **non-residential development** applies to the application. The Infrastructure Charges are as follows:

- (a) A charge of \$5,522.40 for Gross Floor Area being 36 square metres (point of service building); and
- (b) A charge of \$3,427.35 for Impervious Area being 313 square metres (roof area, hardstand areas, access, and parking areas).

In accordance with section 3.1 of *Charges Resolution (No.1) of 2022*, the base charge will be automatically increased using the Producer Price Index (PPI), adjusted according to the three (3) yearly PPI average quarterly percentage change between financial quarters. The automatic increase is reflected in the below table:

Column 1 Use Schedule	Column 1A Use	Column 2 Adopted Infrastructure Charge for non-residential development (\$)		Column 3 Calculated Charge
		(a) per m ² of Gross Floor Area (GFA)	(b) per m ² Impervious to Stormwater	
Commercial (bulk goods)	Garden Centre	153.40	10.95	\$5,522.40 (GFA) \$3,427.35 (Impervious)
Total Base Charge				\$8,949.75
Charge (including PPI)				\$9,845.58
Credit				nil
TOTAL CHARGE				\$9,845.58

Therefore, a total charge of **\$9,845.58** is payable for the development.

CONCLUSION

The Applicant's change application is considered reasonable and recommended for approval.

**REQUEST FOR MINOR CHANGE TO
DEVELOPMENT PERMIT D/73-2023
FOR MATERIAL CHANGE OF USE FOR
A GARDEN CENTRE AND
OPERATIONAL WORK FOR AN
ADVERTISING DEVICE
(FREESTANDING DEVICE)**

Locality Plan

Meeting Date: 14 May 2024

Attachment No: 1

D/73-2023 - Locality Plan



A4 Page scale at 1: 1,696.33
Printed from GeoCortex on 02/11/2023



Copyright protects this publication. Reproduction by whatever means is prohibited without prior written permission of the Chief Executive Officer, Rockhampton Regional Council. Rockhampton Regional Council will not be held liable under any circumstances in connection with or arising out of the use of this data nor does it warrant that the data is error free. Any queries should be directed to the Customer Service Centre, Rockhampton Regional Council or telephone 1300 22 55 77. The Digital Cadastral DataBase is current as at November 2023. © The State Government of Queensland (Department of Natural Resources and Mines) 2023. All other data © Rockhampton Regional Council 2023. This map is a user generated static output from an Internet mapping site and is for reference only. Data layers that appear on this map may or may not be accurate, current, or otherwise reliable.



**REQUEST FOR MINOR CHANGE TO
DEVELOPMENT PERMIT D/73-2023
FOR MATERIAL CHANGE OF USE FOR
A GARDEN CENTRE AND
OPERATIONAL WORK FOR AN
ADVERTISING DEVICE
(FREESTANDING DEVICE)**

Amended Location Plan and Site Plan

Meeting Date: 14 May 2024

Attachment No: 2



GENERAL LEGEND	
	GENERAL NURSERY AREA (APPROX 1,285 m ²)
	POINT OF SERVICE (APPROX 36 m ²)
	PROPOSED ACCESS
	PROPOSED CAR PARK
	PRIVATE AREAS
	APPROX BOUNDARY LINE
	SIGNAGE (2m WIDE)
	APPROX BOUNDARY LINE

GENERAL NOTE:
ALL BOUNDARIES, LOCATIONS AND DIMENSIONS ARE APPROXIMATES

GENERAL NOTE:

- THESE DRAWINGS ARE PART OF A TOWN PLANNING APPROVAL APPLICATION AND SHOULD NOT BE USED FOR ANY OTHER REASON
- THESE DRAWINGS ARE APPROXIMATE AND HIGHLY CONCEPTUAL
- TRAFFIC/STORMWATER/OPERATIONAL WORKS: AS PER CIVIL ENGINEER DOCUMENTS AND DRAWINGS IF REQUIRED
- CURRENT LOCATIONS AND BOUNDARY LINE ARE APPROXIMATE, RELEVANT SURVEY TO BE CONDUCTED BEFORE ANY DOCUMENTATION OR CONSTRUCTION
- REFER TO TOWNPLANNING APPLICATION AND OPERATIONAL WORKS DOCUMENTATION WHEN VIEWING THESE PLANS
- THESE DRAWINGS ARE CONCEPTUAL AND DO NOT REFLECT BUILDING APPROVAL, PLUMBING APPROVAL, OFRS APPROVAL OR DISABILITY REQUIREMENTS. CLIENT TO CONFIRM AND GET APPROVAL FROM RELEVANT AUTHORITIES
- IF THE SITE OR PROJECT ARE TRIGGERED OR LOCATED IN BUSHFIRE AREA, THEN THE BUILDINGS TO COMPLY WITH BUSHFIRE REQUIREMENTS OR AS PER COUNCIL REQUIREMENTS

1 LOCATION PLAN
1: 1500 @ A3

drawing title:
LOCATION PLAN

drawing no: **SK-001**



project:	A3 DRAWING (NOTED SCALES RELATE TO A3 DRAWINGS)
location:	14 KROOMBIT DRIVE, BOULDERCOMBE
client:	--

REVISIONS	
REVISION	DATE
B	28/02/2023
C	31/05/2023
D	18/07/2023
E	28/02/2024

PRELIMINARY AND NOT FOR CONSTRUCTION.
If the drawings are cancelled and issued preliminary, below, they are not suitable for building applications, tenders or construction contracts.
The issue of preliminary shall draw are only for generating the concept for the specific project in the client as indicated in the title block.
COPYRIGHT & LIABILITY:
These drawings, concepts and designs are copyrighted and the property of designmax and are to be used for any other purpose without the explicit permission of designmax (PTY) LTD. (C/O) 14/17/19.
designmax accepts no responsibility for the accuracy, completeness or timeliness of technical documents.
NEVER SCALE UP DRAWINGS. IF IN DOUBT, ASK!

GIDEON
TOWN PLANNING
www.gideonplanning.com.au

DRAWINGS BY:
DESIGN+ARCHITECTURE
designmax.com.au

ISSUED FOR		project no:	scale:	rev
PRELIMINARY		GG - C	As indicated	E
		date:	author:	
		FEB 24		

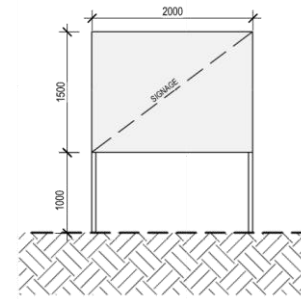


GENERAL NOTE:
ALL BOUNDARIES, LOCATIONS AND DIMENSIONS ARE APPROXIMATES

GENERAL LEGEND	
	GENERAL NURSERY AREA (APPROX 1,285 m ²)
	POINT OF SERVICE (APPROX 36 m ²)
	PROPOSED ACCESS
	PROPOSED CAR PARK
	PRIVATE AREAS
	LANDSCAPING STRIP
	SIGNAGE (2m WIDE)
	APPROX BOUNDARY LINE

GENERAL NOTE:

- THESE DRAWINGS ARE PART OF A TOWN PLANNING APPROVAL APPLICATION AND SHOULD NOT BE USED FOR ANY OTHER REASON
- THESE DRAWINGS ARE APPROXIMATE AND HIGHLY CONCEPTUAL
- TRAFFIC/STORMWATER/OPERATIONAL WORKS: AS PER CIVIL ENGINEER DOCUMENTS AND DRAWINGS IF REQUIRED
- CURRENT LOCATIONS AND BOUNDARY LINE ARE APPROXIMATE, RELEVANT SURVEY TO BE CONDUCTED BEFORE ANY DOCUMENTATION OR CONSTRUCTION
- REFER TO TOWNPLANNING APPLICATION AND OPERATIONAL WORKS DOCUMENTATION WHEN VIEWING THESE PLANS
- THESE DRAWINGS ARE CONCEPTUAL AND DO NOT REFLECT BUILDING APPROVAL, PLUMBING APPROVAL, QFRS APPROVAL OR DISABILITY REQUIREMENTS. CLIENT TO CONFIRM AND GET APPROVAL FROM RELEVANT AUTHORITIES
- IF THE SITE OR PROJECT ARE TRIGGERED OR LOCATED IN BUSHFIRE AREA, THEN THE BUILDINGS TO COMPLY WITH BUSHFIRE REQUIREMENTS OR AS PER COUNCIL REQUIREMENTS



2 ELEVATION - FRONT SIGNAGE
1: 50 @ A3

1 SITE PLAN
1: 500 @ A3

drawing title:
SITE PLAN

drawing no: **SK-002**



project: A3 DRAWING (NOTED SCALES RELATE TO A3 DRAWINGS)	
project: PROPOSED SITE LAYOUT	
location: 14 KROOMBIT DRIVE, BOULDERCOMBE	client: -

REVISION	DESCRIPTION	DATE
B	PRELIMINARY	28/02/2023
C	PRELIMINARY	31/05/2023
D	PRELIMINARY	18/07/2023
E	PRELIMINARY	28/02/2024

PRELIMINARY DESIGN PLAN:
If the drawings are cancelled and issued preliminary, below, they are not valid for building applications, tenders or construction purposes.
The issue of preliminary design plan are only for generating the concept for the specific phases in the client as mentioned in the title sheet.
COPYRIGHT & LIABILITY:
These drawings, concepts and designs are copyrighted and the property of Gideon Town Planning and are to be used for any other reason without the explicit permission of Gideon Town Planning Pty. Ltd. (GTP) 18/7/2023.
Designation/issuers accept no responsibility for the accuracy, completeness or timeliness of technical documents.
NEVER SCALE UP DRAWINGS IF IN DOUBT. GTP

GIDEON
TOWN PLANNING
www.gideontownplanning.com.au

DRAWINGS BY:
DESIGN+ARCHITECTURE
designmax.com.au

ISSUED FOR PRELIMINARY	
project no: GG - C	scale: As indicated
date: FEB 24	rev: E
author:	

E:\Users\Collin\MySystem\Documents\PROJECTS\E DRIVE\GG-C\GG - C.rvt

28/02/2024 4:23:52 PM

11.3 CLOSED CIRCUIT TELEVISION (CCTV) POLICY REVIEW

File No:	12527
Attachments:	<ol style="list-style-type: none">1. Closed Circuit Television (CCTV) Policy - Clean↓2. Closed Circuit Television (CCTV) Policy - Tracked↓3. Closed Circuit Television (CCTV) Procedure - Clean↓4. Final Draft Closed Circuit Television (CCTV) Procedure - Tracked↓
Authorising Officer:	Alicia Cutler - General Manager Community Services
Author:	Emma-Jane Dwyer - Manager Community Assets and Facilities

SUMMARY

The purpose of this report is to present to Council for adoption Camera Surveillance Policy and Procedure, previously known as the Closed Circuit Television (CCTV) Policy and Procedure.

OFFICER'S RECOMMENDATION

THAT Council:

1. adopts the Closed Circuit Television (CCTV) Policy and Procedure attached to the report
2. approves the change of the name to Camera Surveillance Policy and Procedure.
3. approves a review date of the Camera Surveillance Policy and Procedure of three years

COMMENTARY

Council has recently reviewed the Closed Circuit Television (CCTV) Policy and Procedure which is now proposed to be named the Camera Surveillance Policy and Procedure.

The primary purpose of this Policy and Procedure is to guide the operation of Council's camera surveillance systems to ensure compliance with the Information Privacy Act 2009 and to ensure use is only for the intended purposes of preventing and detecting crime, managing response, recovery and investigation activities for incidents, accidents and emergencies to promote public and employee safety and enhance the security of Council operations, infrastructure and assets, and for quality assurance purposes.

The Closed Circuit Television (CCTV) Policy and Procedure underwent all staff consultation, which closed on the 20 December 2023. The Policy and Procedure was also provided to the unions for comment. The feedback has been considered and changes incorporated in the final drafts.

The changes made to the Policy and Procedure include:

- change in title due to the scope of the policy, to extend from CCTV to other camera surveillance, such as temporary or fixed cameras and trail cameras, however, excludes body worn cameras and drones.
- scope of the policy now includes the installation of cameras on Council assets, covering cameras on vehicles.
- quality assurance added to the purpose of operating camera surveillance to cover use such as cameras on waste trucks and at the landfill weighbridge where services may become subject to an administrative action complaint.

- further governance regarding access to camera surveillance systems, the monitoring of footage, viewing of historical footage.
- Provisions including
 - Recording of audio;
 - Consideration of human rights;
 - Approval required by General Manager for new camera installations; and
 - Where a new camera location is proposed, communication to the workforce is required prior to installation.

PREVIOUS DECISIONS

The Closed Circuit Television (CCTV) Policy and Procedure was previously adopted on 24 January 2017.

BUDGET IMPLICATIONS

There are no foreseen budget implications

LEGISLATIVE CONTEXT

The proposed policy and procedure changes are in accordance with the following legislation:

- *Crime and Corruption Act 2001*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Invasion of Privacy Act 1971*
- *Liquor Act 1992*
- *Local Government Act 2009*
- *Public Records Act 2002*
- *Right to Information Act 2009*
- *Security Providers Act 1993*
- Australian Standard Set AS4806 – Closed Circuit Television (CCTV)
- Camera Surveillance Procedure
- Queensland State Archives Records Governance Policy
- Recordkeeping Policy

LEGAL IMPLICATIONS

There are no foreseen legal implications

STAFFING IMPLICATIONS

There are no foreseen staffing implications

RISK ASSESSMENT

Risk assessments are captured in Council's Corporate Risk Register.

CORPORATE/OPERATIONAL PLAN

2.2.1 – We ensure community assets are utilized and appropriate for the needs of the community

5.1 – Our region has infrastructure that meets current and future needs

CONCLUSION

It is recommended that council adopt the Camera Surveillance Policy and Procedure presented in this report.

CLOSED CIRCUIT TELEVISION (CCTV) POLICY REVIEW

Closed Circuit Television (CCTV) Policy - Clean

Meeting Date: 14 May 2024

Attachment No: 1

CAMERA SURVEILLANCE POLICY

COMMUNITY POLICY



1 Scope

This policy applies to Rockhampton Regional Council's camera surveillance systems placed, installed or being established by Council on Council owned or controlled facilities, assets and land and on other public spaces.

This policy does not apply to body worn cameras and drones.

2 Purpose

The purpose of this policy is to provide a framework for the establishment and operation of Council's camera surveillance systems to ensure they are managed in accordance with relevant legislation.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Crime and Corruption Act 2001

Human Rights Act 2019

Information Privacy Act 2009

Invasion of Privacy Act 1971

Liquor Act 1992

Local Government Act 2009

Public Records Act 2002

Right to Information Act 2009

Security Providers Act 1993

Australian Standard Set AS4806 – Closed Circuit Television (CCTV)

Camera Surveillance Procedure

Queensland State Archives Records Governance Policy

Recordkeeping Policy

4 Definitions

To assist in interpretation, the following definitions apply:

Authorised Employee/Contractor	An employee or contractor authorised by the responsible Council officer to monitor live footage, view and/or obtain copies of recorded images.
--------------------------------	--

LEGAL & GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Communities and Facilities
Reviewed Date:		Page No:	Page 1 of 3

CEO	Chief Executive Officer A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Camera Surveillance	Includes any equipment used to observe and record images and audio, such as closed circuit television, temporary or fixed cameras and trail cameras. This excludes body worn cameras and drones.
Closed Circuit Television	The use of video cameras to transmit images to a specific site where it can be monitored by authorised personnel employees, contractors or QPS staff for surveillance in public spaces or the protection of assets.
Contractor	A person, organisation or entity that performs a specific act or acts including the provision of services and/or materials to another person, organisation or entity under an agreement enforceable by law.
Council	Rockhampton Regional Council
Employee	Local government employee: (a) The CEO; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .

5 Policy Statement

Council endeavours to protect the safety of its assets, employees and the community with a range of initiatives including the installation of surveillance cameras on Council owned or controlled facilities, assets and land and on other public spaces.

Council operates its camera surveillance systems in accordance with the following principles.

5.1 Purpose

Camera surveillance systems are operated within applicable legislation and only for the purposes for which it was intended:

- (a) To assist in the protection of Council’s infrastructure, assets and employees;
- (b) To act as a deterrent for anti-social behavior and crime in public spaces to create a safer environment for the community;
- (c) To assist law enforcement agencies with early identification and more rapid response to unacceptable behaviour, suspicious activity and crime;
- (d) To assist in the investigation and prosecution of crimes against a person, civil and criminal offences in relation to the security of public spaces, Council infrastructure and assets;
- (e) To assist in the identification of owners of unattended items at the Airport; or
- (f) For quality assurance purposes.

5.2 Public Interest

Camera surveillance systems are operated with due regard to the privacy and civil liberties of members of the public, employees and contractors by:

- (a) Development of the Camera Surveillance Procedure that recognises privacy, security and integrity in the viewing and use of all images and recorded audio;
- (b) Appropriate signage in place to inform individuals that camera surveillance is operating;
- (c) Appropriate signage in place to inform the public that an audio recording camera surveillance system is operating;

LEGAL & GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Communities and Facilities
Reviewed Date:		Page No:	Page 2 of 3

- (d) Informing authorised employees and contractors involved in the recording, observation and capture of images and audio of the Camera Surveillance Procedure and their responsibility to act in an ethical and lawful manner as required by legislation; and
- (e) Maintaining a Memorandum of Understanding with the Queensland Police Service in relation to access to recorded images and audio.

5.3 Security of Camera Surveillance Equipment, Images and Audio

The security of camera surveillance equipment, images and audio are maintained by:

- (a) Use of camera surveillance equipment is restricted to authorised employees and contractors in accordance with the Camera Surveillance Procedure;
- (b) Employees and contractors who have access to camera surveillance equipment must be subject to a criminal history check;
- (c) Employees and contractors must seek approval to access any audio, images or footage;
- (d) Measures must be taken to protect against unauthorised access, alteration, dissemination, disclosure, loss or destruction of recorded material;
- (e) Equipment must be maintained to ensure its effective operation; and
- (f) Relevant recordkeeping practices must be applied.

5.4 Human Rights

In creating this policy Council has considered the requirements of the *Human Rights Act 2019*, in particular the right to privacy and reputation. Any limitation of human rights are reasonable and demonstrably justified in the circumstances in accordance with section 13 of *Human Rights Act 2019*. When applying this policy, Council acts and makes decisions in a way that is compatible with human rights and gives proper consideration to a human right relevant to the decision in accordance with the *Human Rights Act 2019*.

6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by Council.

7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Community Assets and Facilities
Policy Quality Control	Legal and Governance



LEGAL & GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Communities and Facilities
Reviewed Date:		Page No:	Page 3 of 3

CLOSED CIRCUIT TELEVISION (CCTV) POLICY REVIEW

Closed Circuit Television (CCTV) Policy - Tracked

Meeting Date: 14 May 2024

Attachment No: 2

CAMERA SURVEILLANCE CLOSED CIRCUIT TELEVISION (CCTV) POLICY COMMUNITY POLICY



1 Scope

This policy applies to Rockhampton Regional Council's ~~closed circuit television~~ camera surveillance systems placed, installed or being established ~~by Council~~ in ~~Council owned or controlled facilities, assets and land and on other~~ public spaces ~~by Council and within Council owned or controlled facilities and land.~~

[This policy does not apply to body worn cameras and drones.](#)

2 Purpose

The purpose of this policy is to provide a framework for the establishment and operation of Council's ~~CCTV~~ camera surveillance systems to ensure they are managed in accordance with relevant legislation.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Crime and Corruption Act 2001

[Human Rights Act 2019](#)

Information Privacy Act 2009

[Invasion of Privacy Act 1971](#)

Liquor Act 1992

Local Government Act 2009

Public Records Act 2002

Right to Information Act 2009

Security Providers Act 1993

Australian Standard Set AS4806 – Closed Circuit Television (CCTV)

[Closed Circuit Television \(CCTV\) Camera Surveillance Procedure](#)

[Information Standard 31: Retention and Disposal of Public Standards Queensland State Archives Records Governance Policy](#)

[Recordkeeping Policy](#)

[Information Standard 40: Recordkeeping](#)

LEGAL & GOVERNANCE USE ONLY

Adopted/Approved:	<u>Adopted, 24 January 2017 DRAFT</u>	Department:	Community Services
Version:	1	Section:	Communities and Facilities
Reviewed Date:		Page No:	Page 1 of 4

4 Definitions

To assist in interpretation, the following definitions apply:

Authorised Employee/ Contractor	An employee or contractor authorised by the responsible Council officer to monitor live footage, view and/or obtain copies of recorded images.
CEO	Chief Executive Officer A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i>. This includes a person acting in this position.
Camera Surveillance	Includes any equipment used to observe and record images and audio, such as closed circuit television, temporary or fixed cameras and trail cameras. This excludes body worn cameras and drones.
CCTV/Closed Circuit Television	Closed Circuit Television The use of video cameras to transmit images to a specific site where it can be monitored by authorised personnel employees, contractors or QPS staff for surveillance in public spaces or the protection of assets.
Contractor	A person, organisation or entity that performs a specific act or acts including the provision of services and/or materials to another person, organisation or entity under an agreement enforceable by law.
Council	Rockhampton Regional Council
Employee	Local government employee: (a) The CEO; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .

5 Policy Statement

Council endeavours to protect the safety of its assets, employees and the community with a range of initiatives including the installation of ~~CCTV~~ surveillance cameras ~~on~~ [Council owned or controlled facilities, assets and land and on other public spaces and other Council-controlled facilities and land.](#)

~~It will~~ Council operates its ~~CCTV~~ camera surveillance systems in accordance with the following principles.

5.1 Purpose

~~Camera surveillance~~ CCTV systems ~~will be~~ operated within applicable legislation and only for the purposes for which it was intended:

- (a) To assist in the protection of [Council's infrastructure](#), assets and employees;
- (b) To act as a deterrent for anti-social behavior and crime in public spaces to create a safer environment for the community;
- (c) To assist law enforcement agencies with early identification and more rapid response to unacceptable behaviour, suspicious activity and crime;
- (d) To assist in the investigation and prosecution of crimes against a person, civil and criminal offences in relation to the security of public spaces ~~and~~ Council infrastructure ~~and assets~~; ~~or~~
- ~~(e)~~ To assist in the identification of owners of ~~lost property unattended items~~ at the Airport; ~~or~~
- ~~(e)~~(f) [For quality assurance purposes.](#)

LEGAL & GOVERNANCE USE ONLY			
Adopted/Approved:	Adopted, 24 January 2017 DRAFT	Department:	Community Services
Version:	1	Section:	Communities and Facilities
Reviewed Date:		Page No:	Page 2 of 4

5.2 Public Interest

Camera surveillance CCTV systems will be operated with due regard to the privacy and civil liberties of members of the public, employees and contractors by:

- (a) Development of standard operating the Camera Surveillance pProcedures that recognises privacy, security and integrity in the viewing and use of all images and recorded audio;
- (b) Appropriate signage in place to inform the public individuals that a CCTV system camera surveillance is operating;
- (b)(c) Appropriate signage in place to inform the public that an audio recording camera surveillance system is operating;
- (e)(d) Informing authorised employees and contractors involved in the recording, observation and capture of images and audio of the standard operating Camera Surveillance pProcedures and their responsibility to act in an ethical and lawful manner as required by legislation; and
- (d)(e) Maintaining a Memorandum of Understanding with the Queensland Police Service in relation to access to recorded images and audio.

5.3 Security of CCTV-Camera Surveillance Equipment, and Images and Audio

The security of camera surveillance equipment, images and audio are maintained by:

- (a) Use of camera surveillance CCTV equipment must be restricted to authorised employees and contractors only in accordance with standard operating proceduresthe Camera Surveillance Procedure;
- (b) Employees and contractors who have access to camera surveillance CCTV systems equipment must be subject to a criminal history check;
- (c) Employees and contractors must seek approval to view access any audio, images or footage;
- (d) Measures must be taken to protect against unauthorised access, alteration, dissemination, disclosure, loss or destruction of recorded material;
- (e) Equipment must be maintained to ensure its effective operation; and
- (f) Relevant recordkeeping practices must be applied.

5.4 Human Rights

In creating this policy Council has considered the requirements of the Human Rights Act 2019, in particular the right to privacy and reputation. Any limitation of human rights are reasonable and demonstrably justified in the circumstances in accordance with section 13 of Human Rights Act 2019. When applying this policy, Council acts and makes decisions in a way that is compatible with human rights and gives proper consideration to a human right relevant to the decision in accordance with the Human Rights Act 2019.

LEGAL & GOVERNANCE USE ONLY			
Adopted/Approved:	<u>Adopted, 24 January 2017DRAFT</u>	Department:	Community Services
Version:	1	Section:	Communities and Facilities
Reviewed Date:		Page No:	Page 3 of 4

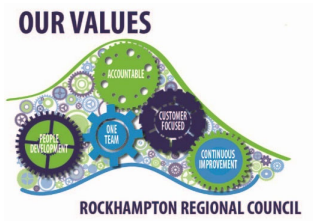
6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by Council.

7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Communities, Assets and Facilities
Policy Quality Control	Legal and Governance



LEGAL & GOVERNANCE USE ONLY			
Adopted/Approved:	Adopted, 24 January 2017 DRAFT	Department:	Community Services
Version:	1	Section:	Communities and Facilities
Reviewed Date:		Page No:	Page 4 of 4

CLOSED CIRCUIT TELEVISION (CCTV) POLICY REVIEW

Closed Circuit Television (CCTV) Procedure - Clean

Meeting Date: 14 May 2024

Attachment No: 3

CAMERA SURVEILLANCE PROCEDURE



1 Scope

This procedure applies to:

- (a) Rockhampton Regional Council's camera surveillance systems placed, installed or being established by Council on Council owned or controlled facilities, assets and land and on other public spaces;
- (b) Council employees; and
- (c) Contractors engaged by Council to provide services in relation to its camera surveillance systems.

This procedure does not apply to body worn cameras or drones.

2 Purpose

The purpose of this procedure is to guide the operation of Council's camera surveillance systems to ensure:

- (a) Compliance with the *Information Privacy Act 2009* and other uses intended for those purposes, and
- (b) Use is only for the intended purposes of preventing and detecting crime, managing response, recovery and investigation activities for incidents, accidents and emergencies to promote public and employee safety and enhance the security of Council operations, infrastructure and assets and for quality assurance purposes as outlined in the Camera Surveillance Policy.

3 Related Documents

3.1 Primary

Camera Surveillance Policy

3.2 Secondary

Aviation Transport Security Act 2004 (Cwth)

Aviation Transport Security Regulations 2005 (Cwth)

Information Privacy Act 2009

Invasion of Privacy Act 1971

Right to Information Act 2009

Camera Surveillance Footage Release Request Forms (Employee, QPS and External Regulatory Body)

Camera Surveillance Access Request Form (Council Employees)

CCTV Trailer Request Form

Complaints Management Policy

Creating Privacy Collection Notices Guideline

General Retention and Disposal Schedule

Investigation Procedure

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community, Assets and Facilities
Reviewed Date:		Page No:	Page 1 of 8

Information Security Policy
 Personal Information Holdings Document
 Pre-Employment Screening Policy and Procedure
 Privacy Policy
 Publication Scheme (Camera Surveillance Operation and Locations)
 Right to Information and Information Privacy Access Application Form
 Right to Information Policy
 Rockhampton Airport Transport Security Program
 Rockhampton Airport Screening Operations Manual

4 Definitions

To assist in interpretation, the following definitions apply:

Access	The act of viewing, listening to or requesting copies of camera surveillance footage, images or audio.
Authorised Employee/ Contractor	An employee or contractor authorised by the responsible Council officer to monitor live footage, view and/or obtain copies of recorded images.
Camera Surveillance	Includes any equipment used to observe and record images and audio, such as CCTV, temporary or fixed cameras and trail cameras. This excludes body worn cameras and drones.
CCTV	Closed Circuit Television The use of video cameras to transmit images to a specific site where it can be monitored by authorised employees, contractors or QPS staff for surveillance in public spaces or the protection of assets.
CEO	Chief Executive Officer A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Contractor	A person, organisation or entity that performs a specific act or acts including the provision of services and/or materials to another person, organisation or entity under an agreement enforceable by law.
Council	Rockhampton Regional Council
Data Subject	An individual who is a subject of personal information (i.e. an individual making an access request for camera surveillance footage about themselves).
Decision Maker	Employee with delegated decision making powers under the <i>Right to Information Act 2009</i> and the <i>Information Privacy Act 2009</i> .
Employee	Local government employee: (a) The CEO; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
General Manager	An employee appointed to a position with a corporate band 2 delegated in line with the Delegation and Authorisation Policy and detailed in the Delegations Corporate Register.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:		Page No:	Page 2 of 8

Law Enforcement Agency	A body of the Commonwealth or a State or Territory with responsibility for imposing law or sanctions.
Manager	An employee appointed to a position with a corporate band 3 delegated in line with the Delegation and Authorisation Policy and detailed in the Delegations Corporate Register.
NDAA	National Defence Authorisation Act
Personal Information	As defined in the <i>Information Privacy Act 2009</i> , information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.
QPS	Queensland Police Service
Regulatory Body	A government body formed or mandated under the terms of a legislative Act to ensure compliance with the provisions of the Act.
Responsible Council Officer	A manager detailed in paragraph 5.4.
Secure Storage Area	Area containing the camera surveillance recording system, which is only accessible by authorised employees or contractor employees.
System	Council's CCTV surveillance systems including camera surveillance cameras.

5 Procedure

Council operates camera surveillance systems in public places, at selected Council sites and on selected Council assets to assist in protecting the safety and security of its owned or controlled infrastructure, assets, employees and the community, as well as for quality assurance purposes.

5.1 Purchase and Installation of Systems

The control of camera surveillance systems remains with Council.

The procurement of camera surveillance equipment is arranged through Council's Information Systems Unit, excluding FRW systems which are arranged by the Manager Water and Wastewater. The relevant general manager must assess requests for new camera surveillance equipment in accordance with the principles outlined in the Camera Surveillance Policy before a decision to purchase is made. The installation of cameras in new locations is communicated to the workforce prior to installation. Replacement of existing equipment is arranged by the Information Systems unit in consultation with the relevant department. All camera surveillance equipment purchased must be NDAA compliant.

Camera surveillance equipment and the location of each camera is chosen to meet the quality and image capture standards necessary to achieve Council's purpose for operating the system, taking into account the field of vision of the camera, light levels and other environmental conditions, and the desire to minimise the capture of images not relevant to Council's purposes. While every reasonable effort is made to ensure maximum effectiveness, it is not possible to guarantee the system will detect every incident taking place within the areas of coverage.

Cameras attached to Council vehicles are only to record in externally focused positions.

Appropriate signage is installed to inform the public and employees:

- (a) That a camera surveillance system is operating in the area;
- (b) The purposes for processing the camera surveillance images;
- (c) That Council is the agency responsible for processing the images; and
- (d) If relevant, that a camera surveillance system is recording audio.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:		Page No:	Page 3 of 8

Camera surveillance equipment is maintained and tested in accordance with a regular schedule to ensure optimum operation and image quality fit for purpose. Impediments such as the growth of foliage or other factors that may obscure images are identified and addressed, and the accuracy of date and time stamps confirmed.

5.1.1 Operation of Systems

Camera surveillance systems are operated on a continuous basis recording images 24 hours a day. Camera attached to waste vehicles are only operated whilst the vehicle's ignition is on. Cameras attached to mobile camera surveillance trailers are only operated while in use.

Surveillance cameras are configured to record images only, with any sound recording facilities switched off or disabled unless required and authorised for lawful operational purposes. Audio recording is only activated in customer facing locations.

To ensure privacy, wherever practicable cameras are not focused directly on domestic or residential accommodation.

Employees requiring access to a camera surveillance system must apply for authorisation by completing the Camera Surveillance Access Request Form (Council Employees). Managers must ensure employees and contractors with authorised access to camera surveillance systems have undertaken a criminal history check and are fully briefed and trained with respect to all operational and administrative requirements relating to the operation of camera surveillance systems, including training in the data security requirements and the *Information Privacy Act 2009*.

Coordinator Information Systems can authorise access to relevant employees for system administration purposes.

5.2 Recording and Storage of Images and Audio

Images and audio captured are recorded on digital equipment located in secure storage areas within Council owned or controlled buildings and assets. Images and audio are stored for a fixed period of time usually between one week and no longer than four weeks and is determined by the system's storage capacity and business needs, after which time they are automatically erased if no request has been made to view or access footage during the set period.

Access to secure storage areas is controlled and limited to Council authorised employees or contractors only, for the purposes of monitoring images or maintenance of equipment. Access is documented in an access log.

Recording media used for the monitoring and capture of images remains Council property.

5.3 Monitoring of Live CCTV Footage

This paragraph outlines the monitoring of live CCTV footage and does not allow the downloading of images, including taking screenshots or photos of the footage, by authorised employees, contractors or the QPS. The downloading of footage is subject to a request to Council in accordance with paragraph 5.4.

Council may contract a security firm to undertake monitoring services on its behalf. The responsible Council officer authorises employees or contractors to monitor footage.

QPS staff have 24/7 access to the vision of the CCTV network in public spaces to monitor potential public disorder, assist in the detection of crime and apprehension of offenders in relation to crime and public order. The General Manager Community Services must authorise QPS access to the CCTV network in public spaces.

Shared display is the preferred option for the monitoring of live CCTV. Share displays are set on a communal monitor/s and limits the user's ability to modify or change a view, for example by zooming in or out, tilting or moving a camera and is a live view of an area for security monitoring purposes only where footage cannot be copied or downloaded.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:		Page No:	Page 4 of 8

Where shared display is not in use each authorised employee and contractor is provided an individual log in to monitor live CCTV footage. The responsible Council officer authorising an employee or contractor must ensure that the authorised person is the only person accessing footage whilst using their individual log in.

5.4 Requests for Viewing Images/Footage or Copies of Images/Footage and Audio

Access to and disclosure of images is restricted and carefully controlled, not only to ensure the rights of individuals are preserved but also to ensure that the chain of evidence remains intact should the images be required for evidential purposes. These aspects of this procedure reflect Information Privacy Principles 2 and 4 of the *Information Privacy Act 2009*.

All requests for downloaded footage must be requested on the relevant Camera Surveillance Footage Release Request Form and sent to CCTV@rrc.qld.gov.au and are referred to the following responsible Council officer for consideration:

Network	Responsible Council Officer
CBD, Council Depots, other section-controlled buildings and assets, including trail cameras in these areas.	Manager Community Assets and Facilities
Airport	Manager Airport
Arts and Heritage sites (Pilbeam Theatre, Rockhampton Museum of Art, Art Gallery, Heritage Village), Libraries and other section-controlled buildings	Manager Communities and Culture
Parks and other section-controlled buildings	Manager Parks
Fitzroy River Water	Manager Water and Wastewater
Landfill and waste transfer station sites and waste collection vehicles, including trail cameras in these areas.	Manager Rockhampton Regional Waste and Recycling
Animal Management Centre Trail Cameras	Manager Planning and Regulatory Services
Mobile CCTV units	Manager who requested the use of the unit.

The responsible Council officer is required to consider requests in accordance with the Information Privacy Principles and if appropriate authorise the viewing and release of any footage. The authorisation section of the Camera Surveillance Footage Release Request Form must be completed before footage is viewed or released.

5.4.1 Internal Requests

Requests for viewing or for copies of recorded images for Council purposes must be made on the Camera Surveillance Footage Release Request Form (Council employees) signed by the employee's manager or above requesting the information.

Access is restricted to images required in relation to investigation of incidents pertaining to work, health and safety; unlawful, suspicious, inappropriate or unauthorised activity; aviation safety and security; public safety; or serious allegations about conduct or behaviour. Any images supplied will only be viewed by employees or Council contractors authorised by the manager or above.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:		Page No:	Page 5 of 8

5.4.2 Law Enforcement Agencies or Regulatory Bodies

Requests from QPS for downloaded images in relation to the investigation of an alleged offence must be made on the Camera Surveillance Footage Release Request Form (QPS) and be authorised by the Officer in Charge.

Requests from regulatory bodies for recorded images in relation to the investigation of an alleged offence must be made on the Camera Surveillance Footage Release Request Form (External Regulatory Body) and be signed by an officer authorised to obtain footage under current legislation.

5.4.3 Other External Requests

All other requests by persons or organisations external to Council for obtaining recorded images must be made using the Right to Information and Information Privacy Access Application Form.

Access is not granted unless the decision maker is satisfied that this is consistent with Council's obligations under the *Right to Information Act 2009* or the *Information Privacy Act 2009*.

Third parties wishing to access recorded images in relation to an alleged offence can be directed to report to the QPS for investigation, however individuals can request access to camera surveillance footage by lodging a Right to Information and Information Privacy Access Application. QPS may request a copy of the recorded images in accordance with paragraph 5.4.2.

Requests by individuals for their own images captured on camera surveillance will be dealt with in accordance with paragraph 5.7.

5.4.4 Internal Request to View for Emergency Situations and/or Quality Assurance Purposes

5.4.4.1 Emergency Situations

In the event of an emergency situation employees may contact the responsible Council officer directly to seek approval to view camera surveillance footage.

During local disaster state of emergency events, Council's disaster management team are able to view and monitor cameras should it be required. Access to the CCTV system and cameras is enabled and disabled as required.

5.4.4.2 Viewing of Historical Footage

Access for viewing historical footage from sections of the camera surveillance system must be authorised by the responsible Council officer for the following purposes only:

- a) To enable confirmation the required footage is available before requesting to have the footage downloaded in accordance with paragraph 5.4;
- b) Identification of owners of lost property/unattended items; and
- c) Quality assurance at waste facilities and of waste collection services.

Access to view the entire camera surveillance network may be authorised by the Manager Workforce and Governance for investigation purposes within a scope approved under the Investigation Procedure.

To release footage or to obtain a copy of any recordings, a request must be made in accordance with paragraph 5.4.

5.5 Requests for Use of Mobile CCTV Units

Requests for use of a mobile CCTV unit for Council purposes will be made on the CCTV Trailer Request Form signed by the section manager. Requests for use of the mobile unit are referred to the Manager Community Assets and Facilities for consideration.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:		Page No:	Page 6 of 8

5.6 Recording of Supplied Images

Images and recordings requested for police investigations must be supplied directly to QPS and a QPS receipt must be obtained when the recordings are collected. This receipt will be registered in ECM. Individuals can request access to camera surveillance footage by lodging a Right to Information and Information Privacy Access Application.

Where images are:

- (a) Released to a third party (including QPS);
- (b) Under the provisions contained in the *Right to Information Act 2009* or *Information Privacy Act 2009*; or
- (c) Retained for any other purpose in accordance with this procedure,

these images will be transferred to a digital medium format.

Where applicable, any recording medium will be cleaned before re-use to ensure images are not recorded over images previously recorded.

Copies will be retained by Council in a secure location. Files will be given a unique reference number by the employee creating the file and a record made in an image tracking register.

Copies of recordings will be securely destroyed at the end of their lifespans as determined in accordance with the General Retention and Disposal Schedule and Aviation Security Regulations.

5.7 Access by Data Subjects

Council must comply with Information Privacy Principle 2, by placing signage, in accordance with the Creating Privacy Collection Notices Guideline, that informs individuals that images are being recorded by a camera surveillance system.

Individuals whose images are recorded have a right to request to view the images of themselves or be provided with a copy of the images. Applications must be made using the Right to Information and Information Privacy Access Application Form.

The person requesting needs to provide enough information to enable location of the images. The requestor must provide the following information:

- (a) Date, time and location;
- (b) An accurate description of the incident and anyone else who may have been involved (for example, police, ambulance); and
- (c) Proof of identity, containing a photograph (for example, driver's licence or passport).

Following assessment of the request a written decision will be provided to the applicant in accordance with the requirements of the *Information Privacy Act 2009*.

In responding to a data subject access request, Council employees will use redaction tools to obscure images of other individuals in cases where releasing the unredacted images would involve an unfair intrusion into the privacy of the third parties concerned. Where Council is unable to comply with a request without disclosing information relating to another individual who can be identified from that information, Council is not obliged to comply with the request unless that individual has consented to the disclosure or it is reasonable, in the circumstances, to comply without the individual's consent.

5.8 Complaints and Breaches

Breaches of this procedure by Council employees or contractor employees may constitute a breach of the Code of Conduct. Disciplinary action may be taken.

It is recognised that there may be concerns or complaints in respect to the operation of a camera surveillance system. Any concerns or complaints will be managed in accordance with Council's Complaints Management Policy.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:		Page No:	Page 7 of 8

6 Review Timelines

This procedure is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the General Manager Community Services.

7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Community Assets and Facilities
Policy Quality Control	Legal and Governance



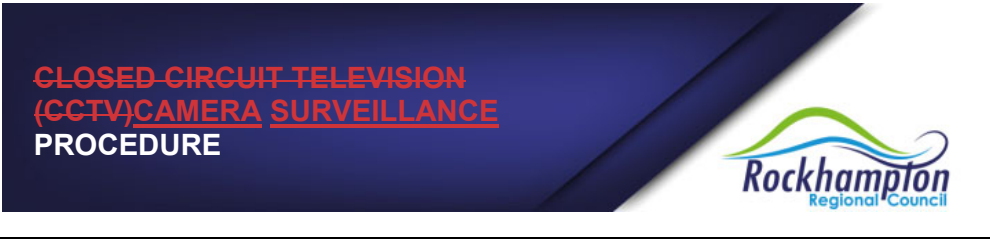
LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:		Page No:	Page 8 of 8

CLOSED CIRCUIT TELEVISION (CCTV) POLICY REVIEW

Final Draft Closed Circuit Television (CCTV) Procedure - Tracked

Meeting Date: 14 May 2024

Attachment No: 4



1 Scope

This procedure applies to:

- (a) Rockhampton Regional Council's ~~closed circuit television camera surveillance~~ systems placed, installed or being established by Council on Council owned or controlled facilities, assets and land and on other public spaces by Council and within Council owned or controlled facilities or land;
- (b) Council employees; and
- (c) Contractors engaged by Council to provide services in relation to its camera surveillance CCTV systems.

This procedure does not apply to body worn cameras or drones.

2 Purpose

The purpose of this procedure is to guide the operation of Council's camera surveillance CCTV systems to ensure:

- (a) Compliance with the *Information Privacy Act 2009* and other uses intended for those purposes, and
- (b) Use is only for the intended purposes of preventing and detecting crime, managing response, recovery and investigation activities for incidents, accidents and emergencies to promote public and employee safety and enhance the security of Council operations, infrastructure and assets, and for quality assurance purposes as outlined in the Camera Surveillance CCTV Policy.

3 Related Documents

3.1 Primary

Camera Surveillance Closed Circuit Television (CCTV) Policy

3.2 Secondary

Aviation Transport Security Act 2004 (Cwth)

Aviation Transport Security Regulations 2005 (Cwth)

Information Privacy Act 2009

Invasion of Privacy Act 1971

Right to Information Act 2009

Camera CCTV Surveillance Footage Release Request Forms (Employee, QPS and External Regulatory Body)

Camera Surveillance Access Request Form (Council Employees)

CCTV Trailer Request Form

Complaints Management Policy

Creating Privacy Collection Notices Guideline

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	<u>Approved, 1 February 2017 DRAFT</u>	Department:	Community Services
Version:	1	Section:	Communit <u>ies, Assets</u> and Facilities
Reviewed Date:	<u>5 April 2017</u>	Page No:	Page 1 of 9

- General Retention and Disposal Schedule
- [Investigation Procedure](#)
- [Information Privacy Principles](#)
- Information Security Policy
- Personal Information Holdings Document
- Pre-Employment Screening Policy and Procedure
- [Privacy Complaint Form](#)
- [Privacy Complaint Handling Procedure](#)
- Privacy Policy
- Publication Scheme ([Camera Surveillance](#) CCTV Operation and Locations)
- Right to Information and Information Privacy Access Application Form
- Right to Information Policy
- Rockhampton Airport Transport Security Program
- Rockhampton Airport Screening Operations Manual

4 Definitions

To assist in interpretation, the following definitions apply:

Access	The act of viewing, listening to or requesting copies of CCTV-camera surveillance footage, images or audio .
Authorised Employee/ Contractor	An employee or contractor authorised by the responsible Council officer to monitor live footage, view and/or obtain copies of recorded images.
Camera Surveillance	Includes any equipment used to observe and record images and audio, such as closed circuit television, temporary or fixed cameras and trail cameras. This excludes body worn cameras and drones.
CCTV	Closed Circuit Television The use of video cameras to transmit images to a specific site where it can be monitored by authorised personnel-employees, contractors or QPS staff for surveillance in public spaces or the protection of assets.
CEO	Chief Executive Officer A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Contractor	A person, organisation or entity that performs a specific act or acts including the provision of services and/or materials to another person, organisation or entity under an agreement enforceable by law.
Council	Rockhampton Regional Council
Data Subject	An individual who is a subject of personal information (i.e. an individual making an access request for camera surveillance CCTV footage about themselves).
Decision Maker	Employee with delegated decision making powers under the <i>Right to Information Act 2009</i> and the <i>Information Privacy Act 2009</i> .

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Approved, 1 February 2017 DRAFT	Department:	Community Services
Version:	1	Section:	Communit ies Assets and Facilities
Reviewed Date:	5 April 2017	Page No:	Page 2 of 9

Employee	Local government employee: (a) The CEO; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
<u>General Manager</u>	<u>An employee appointed to a position with a corporate band 2 delegated in line with the Delegation and Authorisation Policy and detailed in the Delegations Corporate Register.</u>
Law Enforcement Agency	A body of the Commonwealth or a State or Territory with responsibility for imposing law or sanctions.
<u>Manager</u>	<u>An employee appointed to a position with a corporate band 3 delegated in line with the Delegation and Authorisation Policy and detailed in the Delegations Corporate Register.</u>
<u>NDAA</u>	<u>National Defence Authorisation Act</u>
Personal Information	<u>As defined in the Information Privacy Act 2009, information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.</u>
<u>QPS</u>	<u>Queensland Police Service</u>
Regulatory Body	A government body formed or mandated under the terms of a legislative Act to ensure compliance with the provisions of the Act.
<u>Responsible Council Officer</u>	<u>A manager detailed in paragraph 5.4.</u>
Secure Storage Area	Area containing the <u>camera surveillance</u> CCTV recording system, which is only accessible by authorised employees or contractor employees.
System	Council's CCTV surveillance systems including <u>camera surveillance</u> CCTV cameras.

5 Procedure

Council operates camera surveillanceCCTV systems in public places, at selected Council sites and on selected Council assets to assist in protecting the safety and security of its owned or controlled infrastructure, assets, employees and the community, as well as for quality assurance purposes.

5.1 Purchase and Installation of Systems

The control of camera surveillanceCCTV systems remains with Council.

The procurement of camera surveillance equipment is arranged through Council's Information Systems Unit, excluding FRW systems which are arranged by the Manager Water and Wastewater. The relevant general manager must assess requests for new camera surveillance equipment in accordance with the principles outlined in the Camera Surveillance Policy before a decision to purchase is made. The installation of cameras in new locations is communicated to the workforce prior to installation. Replacement of existing equipment is arranged by the Information Systems unit in consultation with the relevant department. All camera surveillance equipment purchased must be NDAA compliant.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	<u>Approved, 1 February 2017 DRAFT</u>	Department:	Community Services
Version:	1	Section:	Community <u>ies Assets</u> and Facilities
Reviewed Date:	<u>5 April 2017</u>	Page No:	Page 3 of 9

Camera surveillance CCTV equipment and the location of each camera ~~will be~~ chosen to meet the quality and image capture standards necessary to achieve Council's purpose for operating the system, taking into account the field of vision of the camera, light levels and other environmental conditions, and the desire to minimise the capture of images not relevant to Council's purposes. While every reasonable effort ~~will be~~ made to ensure maximum effectiveness, it is not possible to guarantee the system will detect every incident taking place within the areas of coverage.

Cameras attached to Council vehicles are only installed to record in externally focused positions.

~~Systems will be operated on a continuous basis recording images 24 hours a day. CCTV cameras will be configured to record images only, with any sound recording facilities switched off or disabled unless required and authorised for lawful operational purposes.~~

Appropriate signage ~~will be~~ installed to inform the public and employees:

- (a) That a camera surveillance CCTV system is operating in the area;
- (b) The purposes for processing the camera surveillance CCTV images; ~~and~~
- (c) That Council is the agency responsible for processing the images; ~~and~~
- ~~(e)(d)~~ If relevant, that a camera surveillance system is recording audio.

~~To ensure privacy, wherever practicable the CCTV cameras will not be focused directly on domestic or residential accommodation.~~

Camera surveillance CCTV equipment ~~will be~~ maintained and tested in accordance with a regular schedule to ensure optimum operation and image quality fit for purpose. Impediments such as the growth of foliage or other factors that may obscure images ~~will be~~ identified and addressed, and the accuracy of date and time stamps confirmed.

5.1.1 Operation of Systems

Camera surveillance systems are operated on a continuous basis recording images 24 hours a day. Camera attached to waste vehicles are only operated whilst the vehicle's ignition is on. Cameras attached to mobile camera surveillance trailers are only operated while in use.

Surveillance cameras are configured to record images only, with any sound recording facilities switched off or disabled unless required and authorised for lawful operational purposes. Audio recording is only activated in customer facing locations.

To ensure privacy, wherever practicable cameras are not focused directly on domestic or residential accommodation.

Employees requiring access to a camera surveillance system must apply for authorisation by completing the Camera Surveillance Access Request Form (Council Employees). Managers must ensure employees and contractors with authorised access to camera surveillance systems have undertaken a criminal history check and are fully briefed and trained with respect to all operational and administrative requirements relating to the operation of camera surveillance systems, including training in the data security requirements and the *Information Privacy Act 2009*.

Coordinator Information Systems can authorise access to relevant employees for system administration purposes.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Approved, 1 February 2017 DRAFT	Department:	Community Services
Version:	1	Section:	Community ies Assets and Facilities
Reviewed Date:	5 April 2017	Page No:	Page 4 of 9

5.2 Recording and Storage of Images and Audio

Images and audio captured will be recorded on digital equipment located in secure storage areas within Council owned or controlled buildings and assets. Images and audio will be stored for a fixed period of time usually between one week and no longer than four weeks and is determined by the system's storage capacity and business needs, after which time they will be automatically erased if no request has been made to view or access footage during the set period.

Access to this secure storage areas will be controlled and limited to Council authorised employees or contractors only, for the purposes of monitoring images or maintenance of equipment. Entry will be documented in an access log maintained at the site.

Recording media used for the monitoring and capture of images remains Council property.

5.3 Monitoring of Live CCTV Footage

This section outlines the monitoring of live CCTV images only and does not allow the downloading of images, including taking screenshots or photos of the footage, by authorised employees, contractors or the Queensland Police Service (QPS). The downloading of images is subject to a request to Council in accordance with paragraph 5.4.

Council may contract a security firm to undertake monitoring services on its behalf. The Council officer responsible for the operation of the CCTV system will authorise employees or contractors to be involved in the monitoring of images. Section managers must ensure authorised personnel have undertaken a criminal history check and are fully briefed and trained with respect to all operational and administrative requirements relating to the operation of CCTV, including training in the data security requirements and the Information Privacy Act 2009.

QPS staff have 24/7 access to the vision of the Rockhampton CBD area CCTV network in public spaces to monitor potential public disorder, assist in the detection of crime and apprehension of offenders in relation to crime and public order. The General Manager Community Services must authorise QPS access to the CCTV network in public spaces.

Shared display is the preferred option for the monitoring of live CCTV. Share displays are set on a communal monitor/s and limits the user's ability to modify or change a view, for example by zooming in or out, tilting or moving a camera and is a live view of an area for security monitoring purposes only where footage cannot be copied or downloaded.

Where shared display is not in use each authorised employee and contractor is provided an individual log in to monitor live CCTV footage. The responsible Council officer authorising an employee or contractor must ensure that the authorised person is the only person accessing footage whilst using their individual log in.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Approved, 1 February 2017 DRAFT	Department:	Community Services
Version:	1	Section:	Community Assets and Facilities
Reviewed Date:	6 April 2017	Page No:	Page 5 of 9

5.4 Requests for Viewing Images/Footage or Copies of Images/Footage and Audio

Access to and disclosure of images is restricted and carefully controlled, not only to ensure ~~that~~ the rights of individuals are preserved but also to ensure that the chain of evidence remains intact should the images be required for evidential purposes. These aspects of this procedure reflect Information Privacy Principles 2 and 4 of the *Information Privacy Act 2009*.

All requests for downloaded CCTV footage must be requested on the relevant Camera Surveillance Footage Release Request Form and ~~will be~~ sent to Council's ~~general enquiries mailbox~~ CCTV@rrc.qld.gov.au and ~~will be~~ referred to the following responsible Council officers for consideration:

Network	Responsible Council Officer
CBD and <u>Council Depots</u> , other section-controlled buildings <u>and assets, including trail cameras in these areas.</u>	Manager Communities and Facilities <u>Community Assets and Facilities</u>
Airport	<u>Coordinator Airport Operations</u> Manager Airport
Arts and Heritage sites (Pilbeam Theatre, <u>Rockhampton Museum of Art</u> , Art Gallery, <u>Walter Reid Cultural Centre</u> , Heritage Village), <u>Libraries and other section-controlled buildings</u>	Manager Arts and Heritage <u>Communities and Culture</u>
Parks <u>and other section-controlled buildings</u>	Manager Parks
Fitzroy River Water	Manager Fitzroy River Water and Wastewater
Landfill <u>and waste transfer station</u> sites <u>and waste collection vehicles, including trail cameras in these areas.</u>	Manager Rockhampton Regional Waste and Recycling
<u>Animal Management Centre</u> <u>Trail Cameras</u>	<u>Manager Planning and Regulatory Services</u>
<u>Mobile CCTV units</u>	<u>Manager who requested the use of the unit.</u>

The responsible Council officer is required to consider requests in accordance with the Information Privacy Principles and if appropriate authorise the viewing and release of any footage. The authorisation section of the Camera Surveillance Footage Release Request Form must be completed before footage is viewed or released.

5.4.1 Internal Requests

Requests for viewing or for copies of recorded images for Council purposes ~~will~~ must be made on the ~~relevant Camera~~ CCTV Surveillance Footage Release Request Form (Council employees) signed by the ~~section employee's~~ manager or above requesting the information.

Access ~~will be~~ is restricted to images required in relation to investigation of incidents pertaining to work, health and safety; unlawful, suspicious, inappropriate or unauthorised activity; aviation safety and security; public safety; or serious allegations about conduct or behaviour. Any images supplied will only be viewed by employees or Council contractors authorised by the ~~section~~ manager or above.

5.4.2 Law Enforcement Agencies or Regulatory Bodies

Requests from QPS for ~~recorded~~ downloaded images in relation to the investigation of an alleged offence ~~will~~ must be made on the Camera Surveillance Footage Release Request Form (QPS) and be authorised by ~~a commissioned officer~~ the Officer in Charge.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	<u>Approved, 1 February 2017</u> DRAFT	Department:	Community Services
Version:	1	Section:	<u>Communities, Assets</u> and Facilities
Reviewed Date:	<u>5 April 2017</u>	Page No:	Page 6 of 9

Requests from regulatory bodies for recorded images in relation to the investigation of an alleged offence ~~will must~~ be made on the ~~CCTV~~ camera surveillance Footage Release Request Form (External Regulatory Body) and be signed by an officer authorised to obtain footage under current legislation.

5.4.3 Other External Requests

All other requests by persons or organisations external to Council for obtaining recorded images must be made using the Right to Information and Information Privacy Access Application Form.

Access ~~will is~~ not ~~be~~ granted unless the decision maker is satisfied that this is consistent with Council's obligations under the *Right to Information Act 2009* or the *Information Privacy Act 2009*.

Third parties wishing to access recorded images in relation to an alleged offence ~~can~~ should be directed to report to the QPS for investigation, ~~however individuals can request access to footage by lodging a Right to Information and Information Privacy Access Application~~. QPS may request a copy of the recorded images in accordance with paragraph 5.4.2.

Requests by individuals for their own images captured on camera surveillance CCTV will be dealt with in accordance with paragraph 5.7.6.

5.4.4 Internal Request to View for Emergency Situations and/or Operational Situations Quality Assurance Purposes

5.4.4.1 Emergency Situations

In the event of an emergency ~~situation~~, ~~please employees may~~ contact the ~~following responsible Council officers~~ directly to ~~seek approval to view camera surveillance CCTV footage~~:

Network	Responsible Council Officer
CBD and other section-controlled buildings	Cheryl Haughton — 0419 655 653 Manager Communities and Facilities
Airport	Tracey Baxter — 0439 716 496 Coordinator Airport Operations
Arts and Heritage sites (Pilbeam Theatre, Art Gallery, Walter Reid Cultural Centre, Heritage Village)	Peter Owens — 0418 791 189 Manager Arts and Heritage
Parks	Margaret Barrett — 0418 897 238 Manager Parks
Fitzroy River Water	Jason Plumb — 0419 765 046 Manager Fitzroy River Water
Landfill	Craig Dungleison — 0418 709 748 Manager Rockhampton Regional Waste and Recycling

~~To obtain a recording of any footage, please refer to paragraph 5.5.~~

~~During local disaster state of emergency events, Council's disaster management team are able to view and monitor cameras should it be required. Access to the CCTV system and cameras is enabled and disabled as required.~~

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Approved, 1 February 2017 DRAFT	Department:	Community Services
Version:	1	Section:	Communit <u>ies</u> <u>Assets</u> and Facilities
Reviewed Date:	5 April 2017	Page No:	Page 7 of 9

5.4.4.2 Viewing of Historical Footage

Access for viewing historical footage from sections of the camera surveillance system must be authorised by the responsible Council officer for the following purposes only:

~~(a) To enable confirmation the required footage is available before requesting to have the footage downloaded in accordance with paragraph 5.4;~~

a) Identification of owners of lost property/unattended items; and

b) Quality assurance at waste facilities and of waste collection services.

Access to view the entire camera surveillance network may be authorised by the Manager Workforce and Governance for investigation purposes within a scope approved under the Investigation Procedure.

To release footage or to obtain a copy of any recordings, a request must be made in accordance with paragraph 5.4.

5.5 Requests for Use of Mobile CCTV Units

Requests for use of a mobile CCTV unit for Council purposes will be made on the CCTV Trailer Request Form signed by the section manager. Requests for use of the mobile unit are referred to the Manager Community Assets and Facilities for consideration.

5.5.6 Recording of Supplied Images

Images and recordings requested for police investigations must be supplied directly to QPS, ~~not to any third party~~, and a QPS receipt must be obtained when the recordings are collected. This receipt will be registered in ECM. Individuals can request access to camera surveillance footage by lodging a Right to Information and Information Privacy Access Application.

Where images are:

- (a) Released to a third party (including QPS);
- (b) Under the provisions contained in the *Right to Information Act 2009* or *Information Privacy Act 2009*; or

~~(c)~~ Retained for any other purpose in accordance with this procedure,

these images will be transferred to a digital medium format.

Where applicable, any recording medium will be cleaned before re-use to ensure images are not recorded over images previously recorded.

Copies will be retained by Council in a secure location. Files will be given a unique reference number by the employee creating the file and a record made in an image tracking register.

Copies of recordings will be securely destroyed at the end of their lifespans as determined in accordance with the General Retention and Disposal Schedule and Aviation Security Regulations.

5.5.7 Access by Data Subjects

Council must comply with Information Privacy Principle 2, by placing signage, in accordance with the Creating Privacy Collection Notices Guideline, that informs individuals that images are being recorded by ~~the CCTV~~ camera surveillance system.

Individuals whose images are recorded have a right to request to view the images of themselves or be provided with a copy of the images. Applications must be made using the Right to Information and Information Privacy Access Application Form.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Approved, 1 February 2017 DRAFT	Department:	Community Services
Version:	1	Section:	Communit ies Assets and Facilities
Reviewed Date:	5 April 2017	Page No:	Page 8 of 9

The person requesting needs to provide enough information to enable location of the images. The requestor must provide the following information:

- (a) Date, time and location;
- (b) An accurate description of the incident and anyone else who may have been involved (for example, police, ambulance); and
- (c) Proof of identity, containing a photograph (for example, driver's licence or passport).

Following assessment of the request a written decision will be provided to the applicant in accordance with the requirements of the *Information Privacy Act 2009*.

In responding to a data subject access request, Council employees will use redaction tools to obscure images of other individuals in cases where releasing the unredacted images would involve an unfair intrusion into the privacy of the third parties concerned. Where Council is unable to comply with a request without disclosing information relating to another individual who can be identified from that information, Council is not obliged to comply with the request unless that individual has consented to the disclosure or it is reasonable, in the circumstances, to comply without the individual's consent.

5.75.8 Complaints and Breaches

Breaches of this procedure by Council employees or contractor employees may constitute ~~misconduct under a breach of~~ the Code of Conduct. ~~Disciplinary action under the Council's Discipline Procedure may apply to Council employees may be taken.~~

It is recognised that there may be concerns or complaints in respect to the operation of a CCTV camera surveillance system. Any concerns or complaints will be managed in accordance with Council's Complaints Management Policy.

6 Review Timelines

This procedure is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the General Manager Community Services.

7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Community ies Services
Policy Owner	Manager Community ies <u>Assets</u> and Facilities
Policy Quality Control	Legal and Governance



LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Approved, 1 February 2017 <u>DRAFT</u>	Department:	Community Services
Version:	1	Section:	Community ies <u>Assets</u> and Facilities
Reviewed Date:	5 April 2017	Page No:	Page 9 of 9

11.4 2023-24 OPERATIONAL PLAN QUARTERLY REPORT - QUARTER 3 AND PROPOSED AMENDMENTS TO THE 2023-24 OPERATIONAL PLAN

File No:	8320
Attachments:	1. 2023-24 Operational Plan Report - Quarter 3 ↓ 2. 2023-24 Operational Plan (Proposed Amendments) ↓
Authorising Officer:	Damon Morrison - Manager Workforce and Governance Ross Cheesman - Deputy Chief Executive Officer
Author:	Shannon Jennings - Coordinator Legal and Governance

SUMMARY

The 2023-24 Operational Plan Quarterly Report for quarter three as at 31 March 2024, pursuant to section 174(3) Local Government Regulation 2012 is presented for Council endorsement together with proposed amendments to the 2023-24 Operational Plan for Council's adoption.

OFFICER'S RECOMMENDATION

THAT Council:

- (a) Receive the 2023-24 Operational Plan Quarterly Report for Quarter Three as at 31 March 2024; and
- (b) Adopt the proposed amendment to the 2023-24 Operational Plan detailed within this report and outlined in Attachment 2 of the report.

COMMENTARY**2023-24 Operational Plan Quarterly Report – Quarter Three**

The 2023-24 Operational Plan Quarterly Report – Quarter Three (1 January 2024 to 31 March 2024) is presented for Council's consideration (**Attachment 1**).

The attached report displays key statistics and performance summaries against each Councillor Portfolio including commentary on the relevant Key Focus Areas and Significant Capital Projects. In addition, the report records the status of each Operational Plan target using a 'completed', 'on track', 'not on track' and 'watching' mechanism and includes progress comments from responsible managers.

The attached report includes a Quarterly Performance Plan Report for each commercial business unit of Council. Details of how each commercial business unit has performed against its financial and non-financial performance targets are included as detailed in each business unit's adopted Annual Performance Plan for 2023-24.

Overall the majority of Operational Plan targets are on track this quarter. Comments have been provided in the report against targets that are not progressing on track.

Amendments to 2023-24 Operational Plan

Council's Operational Plan for financial year 2023-24 was adopted by Council on 4 July 2023.

The 2023-24 Operational Plan outlines the actions Council will undertake throughout the 2023-24 financial year to address the outcomes contained in the 2022-2027 Corporate Plan.

The proposed amendments to the 2023-24 Operational Plan targets (3.1.1.2 and 3.1.3.1) are marked up in **Attachment 2** of this report. The proposed amendments to the plan reflect changes to two of Council's targets due to unforeseen impacts that have arisen since the Operational Plan was adopted.

PREVIOUS DECISIONS

The 2023-24 Operational Plan was adopted by Council on 4 July 2023.

BUDGET IMPLICATIONS

In accordance with section 175(1)(a) of the *Local Government Regulation 2012*, the Operational Plan must be consistent with the budget.

LEGISLATIVE CONTEXT

Section 174(4) of the *Local Government Regulation 2012* states:

A local government may, by resolution, amend its annual operational plan at any time before the end of the financial year.

Section 174(3) of the *Local Government Regulation 2012* states:

The Chief Executive Officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than three months.

LEGAL IMPLICATIONS

Failure to report on Council's progress towards implementing the Operational Plan every quarter will result in legislative non-compliance.

STAFFING IMPLICATIONS

There were no implications to Council permanent staffing levels this quarter.

RISK ASSESSMENT

In accordance with section 175(1)(b)(ii) of the *Local Government Regulation 2012*, the Operational Plan must manage operational risks. The 2022-23 Operational Plan Quarterly Report has identified any risks and how the risks are being managed.

CORPORATE/OPERATIONAL PLAN

The purpose of the annual Operational Plan is to advise how Council intends to address the 2022-2027 Corporate Plan outcomes over the coming financial year by outlining the actions and targets Council will undertake in accordance with the adopted budget.

The 2023-24 Operational Plan Quarterly Report details the status of the Operational Plan actions against the targets set by Council.

CONCLUSION

The 2023-24 Operational Plan Quarterly Report for quarter three as at 31 March 2024 has been prepared and presented to Council for endorsement and amendments to the 2023-24 Operational Plan have been presented to Council for adoption.

**2023-24 OPERATIONAL PLAN
QUARTERLY REPORT - QUARTER 3
AND PROPOSED AMENDMENTS TO
THE 2023-24 OPERATIONAL PLAN**

**2023-24 Operational Plan Report -
Quarter 3**

Meeting Date: 14 May 2024

Attachment No: 1



Quarterly Report

OPERATIONAL PLAN
2023 - 2024

Quarter 3 | January - March



Contents

About the Operational Plan	3
Reporting on the progress of the Operational Plan	3
Our Council	4
Our Community	7
Our Economy	10
Our Environment	13
Our Infrastructure	15
2023-2024 Operational Plan Targets Progress Report	16
FRW Quarterly Performance Plan	35
RRWR Quarterly Performance Plan	44
Airport Quarterly Performance Plan	48

About the Operational Plan

The Operational Plan is an annual document which outlines actions Council will undertake for the financial year in accordance with the adopted budget. These actions directly align to Council's five-year Corporate Plan goals and efforts.



Reporting on the progress of the Operational Plan

The Operational Plan provides the basis for reporting to Council on the quarterly progress towards achieving the Corporate Plan goals and efforts through the implementation of the Operational Plan.

Targets have been set for each action within the Operational Plan. Reporting on these targets is based on progress against time, budget-based and other applicable milestones as outlined in reports to Council that are linked to these various initiatives and may be developed through the course of the operational planning process from time to time.

Each of Council's lead accountability areas will provide performance data and highlights by section in relation to:

- Service delivery;
- Operational activities; and
- Significant projects.

This report for Quarter 3 is presented to Council in accordance with section 174(3) of the *Local Government Regulation 2012* that requires the Chief Executive Officer to present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.



Our Council

OUR COMMITMENT

We will prioritise our projects, programs and services in a rigorously planned and financially sustainable way. We will consult with the community and advocate on their behalf.
We will value the contributions of our staff and ensure that their wellbeing and safety is a priority.

Key Focus Areas

Fiscal Responsibility/Financial Sustainability Nil

Significant Capital Projects

Key Statistics – Year to Date Figures



Lost Time Injuries
Target: 35 or less per financial year



Customer calls answered as per the Customer Service Charter
Target: 75% of calls answered within 45 seconds



Suppliers paid within trading terms
Target: 90%

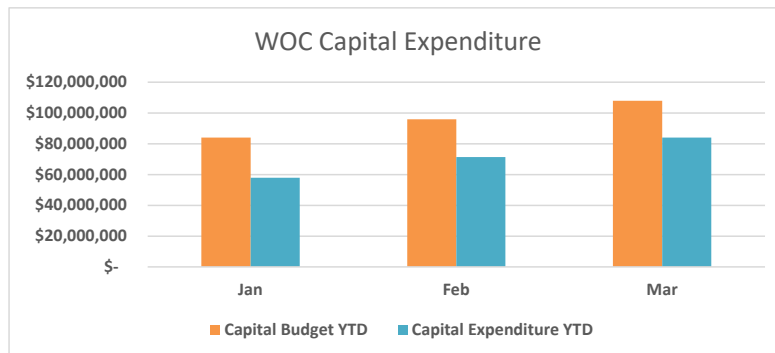


'Top 100 Suppliers' under Contract
Target: 90%

Budget Tracker

Operational Budget Tracker		Capital Budget Tracker	
75%	Budget completed	75%	Budget completed
71%	Operational Expenses V Budget	58%	Capital Expenses V Budget
90%	Operational Revenue V Budget	56%	Capital Revenue V Budget

Capital Spend Chart





Councillor Portfolio Summaries

Infrastructure

Strategic Asset Management across Council is governed by the Asset Management Steering Committee (AMSC). The AMSC has the role of approving and monitoring the implementation of the Asset Management Improvement Strategy (AMIS). The AMIS is the vehicle for embedding continuous improvement for asset management throughout Council and is reviewed on an annual basis.

Whole of Council

Information and Communication Technology (ICT) 2021-25 Strategic Plan

Projects aligned with the ICT Strategic Plan continue to progress well in the 2023-24 financial year:

- Intranet Transformation – Quarter 3 saw the finalising of build and content migration. Timeline extended into Quarter 1 2024-25 financial year to relieve pressure on business units with competing priorities and allow for more comprehensive testing and consultation.
- Pathway Project – Platform stabilised and upgraded to latest version. Planning and scoping in progress for major UX (web interface) upgrade with scheduled completion by November 2024.
- R1 Roadmap – being finalised which consolidates R1 upgrades, enhancements and issues to be prioritised for the remainder of the 2024 calendar year (and onwards).

Health and Safety Strategy

A review has been conducted on the priority projects for the Safety and Wellbeing team, including those projects in the 2023-24 Health and Safety Strategy Detailed Action Plan due to several emerging issues and resourcing constraints. As a result, there have been two projects deferred to the subsequent 2024-25 Health and Safety Strategy Detailed Action Plan and another two within the current plan on hold pending resource availability.

Performance against the set targets and thresholds remains steady. All thresholds for lag indicators have been exceeded and for lead indicators, hazard inspection compliance remains above the set target of 90%, recording 93% compliance.

Long Term Financial Forecast / Budget

During Quarter 3, work commenced on the development of the 2024/2025 Budget, with the target operational budget and capital budget packs distributed to budget owners for review and submission. Compilation and refinement of the budget will continue through Quarter 4, which will include engagement with Elected Members.

Early indications from 2024/2025 Budget submissions have identified that Council's capital program of works has grown substantially, and the operational position will remain very tight.

The Long Term Financial Forecast will be updated once movements to the budget have stabilised, with the aim of the 2024/2025 Budget being adopted late in Quarter 4.

Customer Service

The Customer Service team achieved a service level of 76% for Quarter 3 with a total of 19,987 calls presented. Whilst still exceeding the target, the results for this Quarter 3 were down by 1% in comparison to the previous Quarter 2.



During the month of March, Council experienced phone issues due to a network upgrade within the Region. Many disruptions were encountered due to the upgrade such as phone call dropouts and connection issues, which likely impacted upon the service level achieved for Quarter 3.

The key items generating phone enquiries throughout Quarter 3 included:

- Rates notices issued and payments due;
- Rates notices reminder letters sent and requests for arrangements to pay;
- Council election; and
- Rockynats.

In addition, an analysis of the results of the Customer Service Survey was undertaken in Quarter 3. As reported in Quarter 2, the survey was conducted to gain insight into how the community feels when dealing with Council, with 114 survey responses received. Overall, the results identified relatively positive feedback from our customers however as the survey was a direct contact survey, the lack of the customer's ability to remain anonymous may have influenced the outcome.

Work continued on the development of the 3-year Customer Service Strategy with a review of the Customer Service Charter commenced in Quarter 3. This work will continue through Quarter 4 with an aim to complete the Strategy by the end of Quarter 4.



OUR COMMITMENT We will engage with the community to provide facilities that meet their needs, and have Service Delivery Standards and measures for key areas.

Key Focus Areas

Community Needs

Significant Capital Projects

Mount Morgan Swimming Pool

Key Statistics – Year to Date Figures



People through Council’s community facilities
 (includes libraries, Pilbeam Theatre, Heritage Village, Showgrounds & Museum of Art)



Drinking water quality achieved
 Target: >98% | Compliance with industry standard



Sewage overflows to customer property
 Target: <5 | Number per 1,000 connections

Councillor Portfolio Summaries

Communities and Heritage

Rockhampton Regional Libraries continue to deliver substantial growth in active programming and our efforts in the area have been noted by the State Library of Queensland.

The Major Venues team delivered Council’s annual musical “Grease” to an almost sold out season on seven performances and wide acclaim. Over 100 community members came together to create Grease, from costumers, singers, dancers to gymnasts. Even mechanics from Council’s own Fleet Services team were involved in delivering the show.

Quarter 3 at the Rockhampton Museum of Art was largely dedicated to the install of “Maximum Madness: Art Inspired by Mad Max” and Fernando do Campo’s “Capricornian Minotaurs and Where to Find Them”, both of which were launched on 15 March 2024.

Engagement with the Darumbal and Gaangalu Traditional Land Owners on a number of Council projects continued throughout Quarter 3.

The 2023-24 Round 2 Community Assistance Program funding applications closed on 26 February 2024 with thirteen Regional Event and six Local Event applications together with two Environment and Sustainability applications received.

Community sports groups and members were provided the opportunity to participate in a free on-line training session with Connolly Project Resources (CPR) Group who work closely with clubs to help discover untapped opportunities and potential problems, provide advice, resources and planning skills to improve volunteers’ enjoyment and experience assisting their club to continue to be part of the community into the future.



Planning and Regulation

During March 2024, the Pest Management and Waste and Recycling teams worked together to undertake a feral animal control program at the Lakes Creek Road Landfill. This program resulted in the destruction of invasive animals including foxes, feral cats and deer.

Infrastructure

Council's Asset Management Plan for Buildings is currently under review. A first draft has been produced and is being further developed within the Assets and GIS unit prior to distribution to the Community Assets and Facilities unit and other Asset Owners as necessary.

Parks, Sport and Public Spaces

Mount Morgan Pool Redevelopment Project

The Mount Morgan Pool Redevelopment Project has now been completed and opened to the public on 18 March 2024. The project has delivered:

- New 25m x 8 lane swimming pool,
- New entry building and amenities including a changing facility,
- New plant room,
- New splash pad,
- Upgrade of toddler's pool plant, and
- Refurbishment of an existing grandstand.

Parks

Discussions and arrangements with sporting bodies ahead of the 2024 Queensland Country Rugby Union Championships and the 2025 Queensland Touch Football Junior State Cup are currently in progress.

Waste and Recycling

Education activities undertaken throughout Quarter 3 included:

- 1 x guest speaking session:
 - Rockhampton State High School
- 2 x Lakes Creek Road Waste Management Facility site tours:
 - Saint Peters Primary School
 - Catholic Care
- 2 x Collections Truck "Show & Tell" sessions:
 - Rockhampton South Kindergarten
- Recycling Hero School Program:
 - 1 x new program delivery – Mount Archer State School
 - 2 x high school student club meetings – Cathedral College and Emmaus College
 - 2 x annual waste audits – Cathedral College and Rockhampton Flexible Learning Centre



- Program/Resource development:
 - Sunshine Coast Material Recovery Facility filming
 - Household battery drop off areas at Waste Facilities
 - Development of dashboard application for residential kerbside service data collection

Community engagement activities undertaken throughout Quarter 3 included:

- Upcycle Village:
 - Fourth round of Certificate 1 Construction traineeship program completed. Fifth round now commenced.
- Educator's Professional Development Expo
- Clean Up Australia Day



Our Economy

OUR COMMITMENT

We will deliver and implement economic development strategies and plans to support future growth opportunities.

We will have Performance Plans for our commercial businesses, and plans for all major areas of Council and monitor our progress.

Key Focus Areas

Economic Development and Future Growth

Significant Capital Projects

North Rockhampton Sewage Treatment Plant Augmentation

Glenmore Water Treatment Plant Upgrade

Key Statistics – Year to Date Figures



Airport passenger movements

Target: 552,695 per financial year



New Lots created



Development Applications lodged



Building Applications lodged



Region's Residential Vacancy Rate



Region's Unemployment Rate



Region's Accommodation Occupancy Average

Councillor Portfolio Summaries

Advance Rockhampton

Economic Development

The Advance Rockhampton Economic Development team's major achievements for Quarter 3 included the launching of the Business & Industry Events Calendar, the commencement of the Hyacinth Pilot project and the hosting of an industry briefing session for Aula Energy's Boulder Creek Windfarm.

The Mount Morgan Mine Gold and Copper Project has been provided with significant support by Advance Rockhampton to promote works packages to local businesses to tender for. Outcomes from this process will be better understood in Quarter 4 however the company has indicated that this support has been invaluable.



Tourism and Events

Explore Rockhampton's Ultimate Mates Trip Campaign was awarded Silver at the Qantas Australian Tourism Awards. The Tourism team also hosted the Accessible Tourism Campaign workshop that was attended by approximately 50 tourism operators.

The Tourism and Events Manager attended the TravMedia Summit and shared the stage with Tourism Australia's Chief Marketing Officer talking about destination marketing and recent successes in the Rockhampton region.

The Barra Season is Back, Baby! Campaign was launched on 1 February 2024 at the start of the 2024 barramundi season.

The Event team delivered a successful Australia Day event as well as a record-breaking Rockynats 04.

Infrastructure

Glenmore Water Treatment Plant Upgrade Project

The scope of this project is to increase the efficiency, reliability and output capacity of potable water to the water network. Upgrades are nearing completion and the project is expected to be completed in June 2024.

North Rockhampton Sewage Treatment Plant Augmentation

The scope of works includes a range of electrical, mechanical, civil, building, and structural works to upgrade and augment the North Rockhampton Sewage Treatment Plant to support a 75,000 Equivalent Persons (EP) capacity (25,000 EP increase). The construction of the new process train is now complete, and commissioning of the new plant will occur over the next few months.

Planning and Regulation

Strategy and Planning/Community Master Planning

Major Amendment Packages A, B and C are still with the State Government for the State Interest Review.

The 10 Year Review for the planning scheme is approaching completion as the external consultants have completed a draft analysis and report. The draft report indicates the planning scheme's structure is fundamentally sound and continues to be 'fit for purpose' in an operational sense. The key issues, challenges and opportunities will be reported to Council in Quarter 4 after the final report has been received.

Council has secured \$5 million in State funding to progress the further planning and design for the Rockhampton Sports Precinct. The Rockhampton Showgrounds and Victoria Park Master Planning is progressing through the draft masterplan phase and is looking to be finalised by the end of the current 2023-24 financial year.

Waste and Recycling

A four year contract for processing of recyclable material collected in the domestic recycling bin commenced on 5 February 2024. The service allows for extension of four 1yr options providing a possible contract term of eight years.

Management is continuing to assess options for local processing of material that provide economic benefits with cost reduction and employment for our Region.

**Whole of Council**

Council continues to advocate to other levels of government on a range of projects and policy issues. In Quarter 2, Council adopted its 2023-2025 Advocacy Priorities which guide its advocacy activities in the lead up to the upcoming State and Federal elections. Throughout Quarter 3, Council is progressing on this advocacy through meetings with Ministers, department representatives, local members of parliament and other key stakeholders.



OUR COMMITMENT

We will deliver environmental sustainability strategies and plans.

Key Focus Areas

Nil

Significant Capital Projects

Nil

Key Statistics – Year to Date Figures



Waste diverted from landfill
Target: 72-78% by 2040



Electricity for water and sewerage operations sourced from renewable energy
Target: >10%

Councillor Portfolio Summaries

Waste and Recycling

RRWR in conjunction with the CQ Waste Managers and the Executive Officer of Central Queensland Regional Organisation of Councils (CQROC) submitted documentation to the State Government to seek funding for the engagement of a Regional Coordinator for the implementation of the CQ Regional Waste and Resource Recovery Management Plan. A decision on this funding is pending.

The Masterplan for the Lakes Creek Road landfill was updated in February 2024 to reflect incoming waste volumes as part of establishing capital budget requirements for the coming three and ten year periods.

RRWR’s Residential Recycling Program is currently being redeveloped. The completion and presentation to Council is expected within Quarter 4 which will allow for State Government funding submissions and implementation of the program to follow in Quarter 4.

Water and Environmental Sustainability

Council is undertaking a high-level first-pass climate risk assessment as part of the Climate Risk Management Framework for Queensland Local Government. Outcomes from a climate risk and opportunity prioritisation workshop completed in February 2024 will be used to inform development of a Climate Risk Management Plan.

North Rockhampton Flood Backflow Prevention Project

The flood mitigation measures for the North Rockhampton Flood Management Area aim to reduce flood risk and improve the flood immunity of a large area of North Rockhampton. Receipt of the final approval from Queensland Rail for the works to proceed was obtained. Access road construction works are to commence in May 2024.

Fitzroy River Barrage Rehabilitation Program

A comprehensive condition assessment for the barrage has been completed and briefing to Council is planned for June 2024. The report has been utilised as the basis for a capital budget submission.



Meter Replacement Project

Council has an aged water meter fleet, and a capital project has been proposed to replace meters prior to failure in conjunction with implementing smart meters and an associated automatic meter reading system. Project Plan preparation has been delayed, revised date for completion is June 2024.



OUR COMMITMENT We will undertake asset management and planning, and will work within our projects priorities to provide infrastructure to support the community.

Key Focus Areas

Infrastructure Planning

Significant Capital Projects

Mount Morgan Water Pipeline Project

Councillor Portfolio Summaries

Communities and Heritage

The Rockhampton Showgrounds and Victoria Park Master Planning is progressing through the draft masterplan phase and is looking to be finalised by the end of the current 2023-24 financial year.

Infrastructure

A number of key infrastructure projects are well underway that will help and support growth in the Region. These include:

Gracemere and South Rockhampton Sewage Treatment Plant (STP) Strategy

The strategy continues to be progressively implemented. A number of upgrades have been installed including a power upgrade and aerations. Designs are being finalised for the next stage of the strategy.

Mount Morgan Water Pipeline Project

- Site set-up and mobilisation by the contractor completed.
- Pipe laying activity in progress with approximately 7kms laid.
- Design for the three pump stations (located at Lucas Street, Old Capricorn Highway and Moonmera) underway.
- Razorback Road reconstruction design underway.
- Main power upgrade (connection) at pump station locations by Ergon Energy in progress in line with project program.

Water and Environmental Sustainability

The Long-Term Water Supply Strategy for Rockhampton and Gracemere will provide guidance to Council for the development of Council's trunk infrastructure network to respond to growth and address existing vulnerabilities within the network in a sustainable manner. The strategy development is in the final stages of review, and it is anticipated that it will be completed in Quarter 4 of the 2023-24 financial year.



TARGETS PROGRESS REPORT
2023 - 2024
Quarter 3 | January - March






Our Council

1.1 We are fiscally responsible

Goal



1.1.1 We prioritise our projects and operational activities effectively to achieve our long-term goals.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.1.1.1	Manage the Airport in accordance with the Rockhampton Airport 2023-2024 Performance Plan.	Achieve all financial and non-financial performance targets.	Airport		Bird strike numbers for Quarter 3 were over the Quarter 3 target, the Airport is supporting this by adding more resourcing. On average, Airport is on track to meet all financial and non-financial targets for the 2023-24 financial year.	Airport
1.1.1.2	Deliver waste and recycling services in accordance with Rockhampton Regional Waste and Recycling 2023-2024 Performance Plan.	Achieve all financial and non-financial performance targets.	Waste and Recycling		Financial and non-financial performance targets are on track.	Waste and Recycling
1.1.1.3	Deliver water and sewerage services in accordance with Fitzroy River Water 2023-2024 Performance Plan.	Achieve all financial and non-financial performance targets.	Water and Environmental Sustainability		Several of the 21 Customer Service Standards were not met for the Quarter 3 reporting period. Refer to specific comments within the FRW Quarterly Performance Plan Report.	Fitzroy River Water

1.1.2 Our budgets are financially sustainable and provide value and accountability to the community.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.1.2.1	Efficient and effective management of Council's finances.	Long Term Financial Forecast updated at each budget and budget revision.	Whole of Council		Council's Long Term Financial Forecast has been prepared for the entry and modelling of the 2024/2025 Budget.	Finance
1.1.2.2	Delivery of assigned Capital Projects.	Complete 95% expenditure against approved Capital budget.	Infrastructure		The current actual expenditure and projected cashflow forecast indicates achievement of the 2023-24 financial year target of 95% Capital Budget expenditure.	Project Delivery

Legend:  Not on track  Watching  On track  Completed


1.1.3 We have effective governance with accountable decision-making practices.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.1.3.1	Continually improve asset management practices.	Develop a 3-year Asset Management Improvement Plan by 30 June 2024.	Infrastructure		The Asset Management Improvement Plan has been endorsed by the Asset Management Steering Committee and implementation has commenced.	Infrastructure Planning

1.1.4 We pursue and advocate for funding that enables us to deliver our planned priorities and supports our financial sustainability.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.1.4.1	Continue to advocate for support from other levels of government for Council's planned priorities.	Advocate for planned priorities in accordance with the Advocacy Framework.	Whole of Council		Council continues to advocate for planned priorities across a range of projects and initiatives.	Office of the Mayor

1.2 We are respected and recognised for our engagement with the community and our contributions to the Region

Goal


1.2.1 We build strong and respectful working relationships with stakeholders in all levels of government.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.2.1.1	Establish a strategic approach to relationships across all levels of Government.	Develop the 2024-25 Advocacy Plan by 30 June 2024.	Whole of Council		Council continues to advocate for projects and priorities across a range of portfolio areas with planning progressing to develop a 2024-25 Advocacy Plan by the target date.	Office of the CEO Directorate

1.2.2 We have productive and respectful relationships with stakeholders within neighbouring regions.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.2.2.1	Engage in regional collaboration initiatives and targeted advocacy.	Actively participate in Central Queensland Regional Organisation of Council's (CQROC) and associated working groups.	Whole of Council		Council continues to participate in CQROC meetings and projects including engagement of a Regional Coordinator for the implementation of the CQ Regional Waste and Resource Recovery Management Plan.	Office of the CEO Directorate

Legend:  Not on track  Watching  On track  Completed

1.2.3 We have a strong relationship with the community, built on trust and shared goals for the Region.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.2.3.1	Provide a conduit for all our diverse and active community members to achieve common objectives.	Regular information reports to Council on activity within the community and various initiatives and opportunities.	Communities and Heritage		Community Relationship Officer attended/participated in many community engagements during Quarter 3. Information bulletins provided to Elected Members.	Communities Directorate

1.2.4 As a community leader, we advocate for the benefit of our community.

Effort



Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.2.4.1	Develop a calendar of engagements in line with the scope and resourcing of the Community Engagement Framework.	Implement actions included in the calendar of engagements.	Whole of Council		Actions continue to be implemented as per the calendar of engagements, adjusting as necessary to accommodate shifting priorities, project timelines and resourcing.	Media & Communications

1.3 We are motivated to provide excellent service and have a strong organisational culture




Goal

1.3.1 We have a workplace culture that is safe, engaged, responsive, professional and accountable.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.3.1.1	Implement the Health and Safety Strategy.	Deliver the Health and Safety Strategy actions for 2023-24.	Whole of Council		Three of the eight projects have been completed. Another three are tracking at approximately 50% completion and the remaining two projects at approximately 20% completion.	Workforce & Governance
1.3.1.2	Maintain a safe work environment for all employees, volunteers and contractors of Council.	Develop and implement the annual Work Health and Safety Performance Measures Procedure for 2023-24 to monitor compliance against Key Performance Indicators.	Whole of Council		Two of the four lead indicators are currently exceeding target and none of the seven lag indicators are below the set threshold.	Workforce & Governance

Legend:  Not on track  Watching  On track  Completed

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.3.1.3	Implement the Information and Communication Technology Strategic Plan 2021-2025.	Deliver the Information and Communication Technology Strategic Plan actions for 2023-24.	Whole of Council		ICT Projects are progressing with one project closed in Quarter 3 and 18 projects in progress.	Corporate & Technology Services
1.3.1.4	Undertake a review of delivery of customer service, including a review of our Customer Service Charter to ensure a consistent approach to customer service across Council.	Completion of a 3-year Customer Service Strategy by 30 June 2024.	Whole of Council		Customer Service Charter distributed through the organisation for review and input. Further works to occur to finalise the Charter and complete the Customer Service Strategy during Quarter 4.	Finance
1.3.1.5	Complete a Strategy that assesses all of Council's works and depots and associated infrastructure. This Strategy will be the basis of a future plan to ensure needs are addressed and these worksites are safe and effective.	A project scope for completion of the stated action and the appointment of consultants be undertaken by 30 June 2024.	Whole of Council		Planned to be discussed with Council's Leadership Team following which the scope of works for tender will be prepared.	Corporate Services Directorate

1.3.2 We value our staff and volunteers, and recognise their contributions to the workplace and the Region.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
1.3.2.1	Develop and implement required strategies and operational actions from the Certified Agreements.	Deliver all actions and strategies within the timeframes indicated in the Certified Agreements.	Whole of Council		Required actions stemming from the Certified Agreements have been actioned within designated timeframes. Some timeframes extend beyond this Quarter 3 reporting period.	Workforce & Governance

Legend:  Not on track  Watching  On track  Completed

Our Community

2.1 Our places and spaces enhance the liveability and diversity of our communities

Goal

2.1.1 We ensure community assets are utilised and appropriate for the needs of the community.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
2.1.1.1	Update Asset Management Plans for Buildings.	Prepare draft of Buildings Asset Management Plans and seek Asset owner endorsement by 30 June 2024.	Infrastructure		The draft Buildings Asset Management Plan is being prepared and will be ready for Asset owner review in May 2024.	Infrastructure Planning
2.1.1.2	Prepare a discussion paper which outlines the number of different arrangements within the community and the advantages and disadvantages of each.	Discussion paper prepared and briefing to Council provided by 30 June 2024.	Parks, Sport and Public Spaces Communities and Heritage		Resources will not allow this to be completed by the target date. This has been flagged to carry forward into the next 2024-25 Operational Plan.	Community Services Directorate

2.1.4 We provide facilities for sports and the arts that encourage community participation, and attract elite sporting and cultural events.



Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
2.1.4.1	Support and Sponsorship for the Queensland Touch Football Junior State Cup and the Queensland Rugby Union Championships.	Assistance and liaison for the successful delivery of both events.	Parks, Sport and Public Spaces		Consultation continues with State sporting bodies to support 2024 Queensland Country Rugby Union Championships and 2025 Queensland Touch Football Junior State Cup. Capital commitments are reaching the final stages of planning to execute in the 2024-25 financial year, designed to improve the event and community facility experience.	Parks

Legend:  Not on track  Watching  On track  Completed

2.1.5 We maintain our public places and spaces responsibly by planning and prioritising our work.

Effort


Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
2.1.5.1	Undertake Mount Morgan Pool Redevelopment Project.	Commence construction and complete for commissioning by June 2024.	Parks, Sport and Public Spaces		Project completed on 4 March 2024 and opened for public use on 18 March 2024.	Project Delivery
2.1.5.2	Continue the review of current levels of service and maintenance of open spaces to identify opportunities for continuous improvement.	Present an updated analysis report to Council and review service level standards by 30 June 2024.	Parks, Sport and Public Spaces		Data analysis on GIS Field App data was presented to Council in a briefing session held on 15 December 2023. A subsequent action and target are being considered for the 2024-25 Operational Plan.	Parks

2.2 We support our communities through our activities and programs

Goal

2.2.1 We develop our understanding of the needs and concerns of the community.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
2.2.1.1	Undertake planning for major sports and events precincts.	Provide regular updates to Council.	Parks, Sport and Public Spaces		Council has advocated for support from the State and Federal Governments and has secured \$5 million in State funding to progress the further planning and design for the precinct. The Rockhampton Showgrounds and Victoria Park Master Planning has progressed through the draft master planning phase and is looking to be finalised by the end of the 2023-24 financial year.	Strategy & Planning

Legend:  Not on track  Watching  On track  Completed

2.2.3 We support our people and community groups through our programs and resources. *Effort*

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
2.2.3.1	Create a community that is supported to achieve best practices in waste management.	Deliver the Rockhampton Regional Waste and Recycling Waste Education Plan 2023 by 31 December 2023.	Waste & Recycling		The Waste Education Plan for 2023 has been delivered.	Waste & Recycling

2.3 Our Region’s heritage and culture are preserved and celebrated *Goal*

2.3.1 Our services, activities and community assets provide opportunities to celebrate our culture and creative arts, and preserve the Region’s heritage. *Effort*

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
2.3.1.1	Review the demand for Heritage Services within Council and Community and establish a plan to manage into the future.	Establish sustainable operation of Heritage Village and overview of gaps and needs in other Heritage/Museum offerings and places.	Communities and Heritage		A report on current and improved operational standards at the Heritage Village was delivered to Council and accepted on 21 November 2023. A second report will be delivered regarding broader Heritage/Museum offerings in the Region in Quarter 4.	Communities & Culture

2.3.3 We acknowledge and celebrate the Region’s cultural diversity. *Effort*

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
2.3.3.1	Undertake a review of Council’s existing Indigenous Land Use Agreement (ILUA) with Darumbal People Aboriginal Corporation, and develop regular and formal engagement with our Traditional Land Owners.	Develop regular and formal engagement with the Traditional Owners of Land and monitor the progress of ILUA arrangements and present report to Council every quarter.	Communities and Heritage		Report presented to Council 23 April 2024 seeking nominations for two Council representatives on the Consultative Committee for the ILUA.	Community Services Directorate

Legend:  Not on track  Watching  On track  Completed


Our Economy

3.1 We plan for growth with the future needs of the community, business and industry in mind


Goal

3.1.1 We have a greater understanding of the Region’s economic strengths, opportunities and challenges.

Effort


Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.1.1.1	Focus upon the growth opportunities identified in the Rockhampton Region Economic Development Strategy and Action Plan 2023-2028.	Implement and deliver 2023-2024 economic actions as set out in the Rockhampton Region Economic Action Plan matrix by 30 June 2024.	Advance Rockhampton		Implementation of the Economic Development Strategy and Action Plan is progressing. Key highlights for Quarter 3 include: the launching of the Business and Industry Events Calendar which has 25 separate engagements to be delivered in 2024 calendar year, the Aula Industry Briefing Session which 150 people attended, and the Making Water Work Hyacinth pilot.	Advance Rockhampton
3.1.1.2	Develop and grow agricultural business readiness and planning to maximise industry water resources.	Agriculture business services survey to be completed by 31 May 2024.	Advance Rockhampton		The Making Water Work Reef Water Quality project had 21 landholders apply for assistance to develop Irrigation Farm Plans necessary under the Reef Regulations and the Rookwood Weir Land Management Code of Practice for new irrigation developments. The survey roll out is planned to be initiated in Quarter 4 by which time it is expected that individual landholder’s Irrigation Farm Plans are likely to be completed. Issuing the survey before the Plans are completed may yield ineffective responses. Subsequently, Council approval will be sought to amend this target for Quarter 4s.	Advance Rockhampton

Legend:  Not on track  Watching  On track  Completed

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.1.1.3	Continue advocacy for a defence troop presence, defence jobs & industry capability, defence logistics and maintenance opportunities within the Region.	Continued engagement with high-level defence officials, senior government representatives, defence industry and education providers.	Advance Rockhampton		The Central to Defence working group is currently reviewing its strategy and recent developments in defence policy. Finalisation of Terms of Reference was delayed due to the Local Government elections in March 2024.	Advance Rockhampton

3.1.2 Our strategic planning supports the Region’s growing population and enables economic development.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.1.2.1	Commence Ten Year Review of the Rockhampton Region Planning Scheme.	Complete preliminary consultation with internal and external stakeholders and commence independent external review.	Planning and Regulation		Action completed. The external consultants have completed a draft analysis and report. The review of the key issues, challenges and opportunities will be reported to Council in Quarter 4 after the final report from the external consultants has been received.	Strategy & Planning

3.1.3 We support businesses and industries to adapt and capitalise on the move towards renewable energy and a circular economy.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.1.3.1	Increase industry engagement in the development of a Circular Economy in the Rockhampton Region.	Scope and deliver three circular economy feasibility studies by 30 June 2024.	Advance Rockhampton		A scope of services is currently being discussed with Sunwater for a hyacinth Circular Economy feasibility study. Progress on this action was constrained in Quarter 3 due to staff resources and movements within the Economic Development team. Subsequently, Council approval will be sought to amend this target for Quarter 4.	Advance Rockhampton

Legend:  Not on track  Watching  On track  Completed

3.2 Our work attracts business and industry to our Region

Goal

3.2.1 We support projects that strengthen the Region’s economic development.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.2.1.1	Review Council’s Infrastructure Charges Resolution.	Review and update as required by 31 December 2023.	Planning and Regulation		Action completed. In January 2024, the report was presented to Council and was resolved that the current infrastructure charges remain unchanged. It is noted that the Charges Resolution be reviewed again once the prescribed maximum charges have been updated by the State Government.	Strategy & Planning
3.2.1.2	Develop a rolling ‘Live and Work in Rockhampton’ marketing campaign.	Deliver and launch campaign by 31 May 2024	Advance Rockhampton		Planning and delivery of this campaign has been delayed due to staffing movements and resource constraints. The urgency of this activity is being considered in the context of other constraints in the Region and particularly the shortage of housing and accommodation for new employees and residents. The completion of this action will therefore be deferred and included in the 2024-25 Operational Plan.	Advance Rockhampton

3.2.3 We advocate for the Region with all levels of government and support non-Council projects that benefit the Region.


Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.2.3.1	Collaborate with key stakeholders to identify relevant non-Council projects and issues for advocacy to other levels of government.	Non-Council projects and issues are included in Council’s Advocacy Plan.	Whole of Council		Council continues to engage with other levels of government, peak bodies and others to advocate for issues and projects impacting our Region and community.	Office of the Mayor

Legend: Not on track Watching On track Completed

3.2.4 We work collaboratively with business and industry partners and stakeholders.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.2.4.1	Develop further opportunities to engage and collaborate with local industry, industry groups and industry partners.	Deliver a minimum of 12 business events led by Advance Rockhampton by 30 June 2024.	Advance Rockhampton		Four business events were undertaken by Advance Rockhampton in Quarter 3, including the Aula Boulder Creek Wind Farm Industry Briefing, the More for Less Low Cost Digital Marketing Workshop, the Master Builders Industry Information Session and the Capability Statement Workshop. Advance Rockhampton's Business & Industry Events Calendar was also launched in Quarter 3 with 25 events to be delivered in the 2024 calendar year.	Advance Rockhampton

3.3 Our work attracts visitors to the Region


Goal

3.3.1 We promote our Region as an attractive destination for visitors.

Effort



Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.3.1.1	Develop new tours and experiences in the Explore Rockhampton Self-Guided Tours App and focus promotion on the regions Hero Experience pillars: natural encounters, adventure and discovery, lifestyle and culture, history and heritage, and major events.	Launch three new tours/experiences by 30 April 2024.	Advance Rockhampton		In Quarter 1, Advance Rockhampton developed and launched the Darumbal On Country tours at Moores Creek (Mugul) and Mount Archer (Nurim), and the Significant Trees of Rockhampton within the Explore Rockhampton self-guided tour app.	Advance Rockhampton

Legend:  Not on track  Watching  On track  Completed

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.3.1.2	Plan and implement initiatives that improve tourism accessibility and inclusivity in line with the 2023 Year of Accessible Tourism, Tourism Queensland objectives.	Implement new accessible and inclusive based content across the Explore Rockhampton media channels by 31 December 2023.	Advance Rockhampton		In Quarter 2, campaign talent was selected, and content was captured. Council officers attended a training session with Get Skilled Access as well as attended the DestinationQ industry forum with a focus on accessible tourism best practices. The Explore Rockhampton website was updated with an accessible tourism page providing information on accessible accommodation, activities and experiences, retail, transport, dining and nightlife and adventure experiences. Operators were chosen from the Tourism Register. This campaign will continue to be active throughout 2024.	Advance Rockhampton

3.3.2 We design places and deliver events that encourage visitors to come and stay.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.3.2.1	Continue promotion 'out of region' for major events.	Increase 'out of region' attendance at major events by 5% by 30 June 2024.	Advance Rockhampton		Australia Day and Country on Kershaw were relocated to the Robert Schwarten Pavilion due to weather implications – the new undercover location saw record crowds attend, although predominantly local. Rockynats 04 was delivered at the end of March 2024 which saw record ticket sales. Official breakdown of visitation and economic impact is still being determined.	Advance Rockhampton
3.3.2.2	Consolidate and grow the Rockhampton Region Major Events Calendar.	Attract and secure one additional major regional event by 31 March 2024.	Advance Rockhampton		The 2024 Major Event Calendar was launched in Quarter 2 including the additional attracted event 'Radiance Rockhampton' which was well attended.	Advance Rockhampton


Legend:  Not on track  Watching  On track  Completed

3.4 We support our Region’s economy through our projects and activities

Goal


3.4.1 We plan and deliver significant projects that deliver ongoing, sustainable economic benefits for the Region.

Effort



Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.4.1.1	Deliver project de-risking business cases to ensure agricultural projects are investment ready.	The Making Water Work initiative is 50% complete by 30 June 2024.	Advance Rockhampton		The Making Water Work initiative is at 84% completion and with the remaining projects consisting of the Water Governance project, the Hyacinth Pilot and the Reef Water Quality project all progressing as planned. The Hyacinth removal project has seen 500 tonnes of hyacinth removed from Murray Lagoon which is now being composted at several sites with a scientific review being undertaken by James Cook University. Advance Rockhampton is providing more direct support for the development of the Irrigation Farm Plans on the back of Rookwood Weir being completed. These Irrigation Farms Plans will support landholders to strategize and implement actions to reduce/nullify sediment, pesticide and nutrient run off into the Fitzroy River and ultimately the reef.	Advance Rockhampton

3.4.2 Our infrastructure and community assets support the growth of the Region’s economy.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.4.2.1	Undertake the Glenmore Water Treatment Plant Upgrade Project.	Carry out Electrical upgrade and Mechanical services work in line with approved project schedule.	Infrastructure		Upgrades nearing completion and project expected to be finished in June 2024.	Project Delivery

Legend:  Not on track  Watching  On track  Completed



Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
3.4.2.2	Undertake the North Rockhampton Sewage Treatment Plant Augmentation Project.	Complete construction work on Stage 2a (new process train) and progress to commence on Stage 2b (existing process train) in line with approved project schedule.	Infrastructure		The construction of the new process train is now complete, and commissioning of the new plant will occur over the next few months.	Project Delivery
3.4.2.3	Develop a suitable strategy for the Materials Recycling Facility operation within the Region.	Develop strategy by 30 June 2024.	Waste and Recycling		Development of the Materials Recycling Facility Strategy is currently underway.	Waste & Recycling

Legend:  Not on track  Watching  On track  Completed

Our Environment

4.1 Our Region is resilient and prepared to manage climate-related risks and opportunities *Goal*

4.1.1 We have a greater understanding of climate risks and their impacts on the Region, which prepares us for challenges and opportunities *Effort* in the future.

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
4.1.1.1	Commence local implementation of the Climate Risk Management Framework for Queensland Local Government.	Undertake strategic climate risk profiling by 30 June 2024.	Water and Environmental Sustainability		Council continues to facilitate delivery of a high-level first-pass risk assessment. Council's Wider Leadership Team participated in a Climate Risk and Opportunity Prioritisation workshop on 27 February 2024. Extended Wider Leadership Team also participated in a summary outcomes presentation on 26 March 2024. Council submitted a grant application to the Australian Government's Disaster Ready Fund to support the next stage of this project.	Environmental Sustainability
4.1.1.2	Finalise the final stage of the North Rockhampton Flood Backflow Prevention Project to enable an increased level of protection of the North Rockhampton Flood Mitigated Area in riverine flooding events.	Complete the construction and commissioning by 31 March 2024.	Water and Environmental Sustainability		Receipt of the final approval from Queensland Rail for the works to proceed was obtained. Access road construction works to commence in May 2024.	Fitzroy River Water

Legend:  Not on track  Watching  On track  Completed

4.2 We pursue innovative and sustainable practices

Goal


4.2.1 We continually improve our environment and sustainability performance and comply with State and Federal requirements.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
4.2.1.1	Develop a comprehensive rehabilitation program for the Fitzroy River Barrage following the condition assessment.	Adopt rehabilitation program by 31 March 2024.	Water and Environmental Sustainability		A comprehensive condition assessment for the barrage has been completed and briefing to Council is planned for June 2024. The report has been utilised as the basis for a capital budget submission.	Fitzroy River Water
4.2.1.2	Implement the development of the Lakes Creek Road Landfill in accordance with the Masterplan and detailed design.	Actions from the Masterplan are completed in line with budget and in accordance with detailed design by 30 June 2024.	Waste and Recycling		The construction of Cell D is progressing and on program. Actions from the Masterplan are progressing in line with budget and in accordance with detailed design.	Waste & Recycling
4.2.1.3	Continue to develop the Central Queensland Regional Waste Management Plan.	Develop Central Queensland Regional Waste Management Plan by 30 June 2024.	Waste and Recycling		RRWR in conjunction with the CQ Waste Managers and the Executive Officer of CQROC have submitted documentation to the State Government in order to seek funding for the engagement of a Regional Coordinator for the implementation of the CQ Regional Waste and Resource Recovery Management Plan. A decision on this funding is pending.	Waste & Recycling

4.2.2 We seek out opportunities that contribute to the long-term environmental sustainability of the Region.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
4.2.2.1	Implement the Sustainability Strategy for the Region in accordance with the Annual Action Plan.	Report on progress via quarterly updates and an annual Year in Review highlights report.	Water and Environmental Sustainability		Council continues to implement the Sustainability Strategy, progressing 70 items as part of the 2023-24 Annual Action Plan. Council's Sustainability Strategy Executive Group last met to review and report on progress on 30 January 2024.	Environmental Sustainability

Legend:  Not on track  Watching  On track  Completed

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
4.2.2.2	Develop an extensive meter replacement program.	Prepare a program to identify priority precincts for bulk replacement of meters by 31 March 2024.	Water and Environmental Sustainability		Project Plan preparation has been delayed, revised date for completion is June 2024.	Fitzroy River Water

4.2.4 We support our community, businesses and industries as they transition towards a low carbon economy.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
4.2.4.1	Promote innovative and sustainable practices across our local communities.	Develop and commence delivery of initiatives by 30 June 2024.	Water and Environmental Sustainability		Council's partnership with Multicultural Australia Ltd secured grant funding as part of the Skilling Queenslanders for Work program, supporting trainees to undertake on-ground natural resource management works on Council land over the next 12 months.	Environmental Sustainability

Legend: Not on track Watching On track Completed






Our Infrastructure

5.1 Our Region has infrastructure that meets current and future needs

Goal

5.1.2 Our future projects are planned and prioritised.

Effort

Code	Action	Target	Councillor Portfolio	Tracking Status	Comments	Responsible Section
5.1.2.1	Implement Gracemere and South Rockhampton Sewage Treatment Plant Strategy.	Implement design and construction of short-term measures and the planning for long term strategy.	Infrastructure		The strategy continues to be progressively implemented. A number of upgrades have been installed including a power upgrade and aeration. Designs are being finalised for the next stage of the strategy.	Project Delivery
5.1.2.2	Construction of a new potable water pipeline from Gracemere to Mount Morgan.	Commence construction.	Infrastructure		Project progressing in accordance with the program.	Project Delivery
5.1.2.3	Develop a Long-Term Water Supply Strategy for Rockhampton and Gracemere.	Present strategy to Council for adoption by 30 June 2024.	Water and Environmental Sustainability		Draft report under review and is planned to be completed by June 2024 and presented to Council.	Infrastructure Planning
5.1.2.4	Secure direction on refurbishment/redevelopment of Pilbeam Theatre.	Continue to advocate for funding for a business case by 30 June 2024.	Communities and Heritage		Council officers are continuing review of infrastructure status to inform strategy and priority of funding request.	Communities & Culture
5.1.2.5	Complete and receive endorsement for Rockhampton Showgrounds Master Plan.	Plan endorsed by Council by 31 October 2023.	Communities and Heritage		Work is continuing on the Master Plan for presentation to newly formed Council.	Communities & Culture

Legend:  Not on track  Watching  On track  Completed



Fitzroy River Water

PERFORMANCE PLAN REPORT
2023 - 2024

Quarter 3 | January - March



Fitzroy River Water (FRW) is required to provide a quarterly report on its performance against financial and non-financial performance targets as adopted in the Annual Performance Plan for 2023-24.

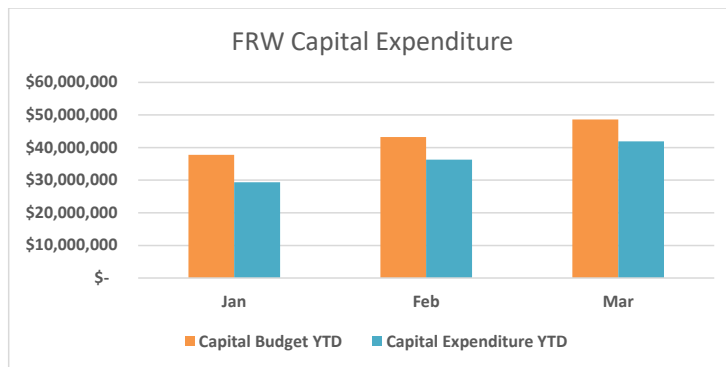
Manager’s Overview

The Water Service Business has continued to provide high quality water and sewerage services to the Rockhampton community throughout Quarter 3 of the 2023-24 financial year.

Financial Performance

Operational Budget Tracker		Capital Budget Tracker	
75%	Budget completed	75%	Budget completed
82%	Operational Expenses V Budget	65%	Capital Expenses V Budget
88%	Operational Revenue V Budget	58%	Capital Revenue V Budget

Capital Spend Chart



Comments

FRW's year to date operational revenue is at 88%. Gross water consumption revenue is at 68.2% of budget. Quarter 1 and Quarter 2 have been billed and ten sectors of Quarter 3. Consumption is 18.0% higher in comparison to the same period last year. All revenue streams are on target, with the exception of grants and subsidies which is influenced by the timing of the Mount Morgan water carting claims. Expenditure is at 82% with most streams on target, except for materials and plant which is influenced by Mount Morgan water carting contractor expenses.

Capital expenditure is at 65%. The areas of prominent activity are the Mount Morgan water security project, North Rockhampton sewerage treatment plant augmentation and Glenmore water treatment plant upgrade. Capital expenditure is at 58%, influenced by Mount Morgan water security project accounting for 90% of total budget with \$31.5 million funds realised to date.

Non-Financial Performance

Number of access charges as at July 2023
 Rockhampton and Gracemere: 38,045
 Mount Morgan: 1,517

Potable Water Supply Schemes

CSS Ref	Rockhampton and Gracemere							Mount Morgan						
	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
Day to Day Continuity														
CSS1	Extent of unplanned interruptions – connections based (number per 1,000 connections per year)													
	<80	25	14	10		49		<80	0	9	0		9	
CSS2	Extent of unplanned interruptions – incidents based (number per 100 km of main per year)													
	<30	3	3.6	3.7		10.3		<30	0	2.8	0		2.8	
	Rockhampton and Gracemere total kms of main: 807km							Mount Morgan total kms of main: 72km						
CSS3	Time for restoration of service – unplanned interruptions (% restored within 5 hours)													
	>95%	99%	100%	100%		99.66%		>95%	ND	100%	100%		100%	
CCS4	Customer interruption frequency – 1 interruption per year													
	5%	2.64%	4.64%	1.41%		8.69%		5%	ND	ND	ND		ND	
	Comments: Target status is reported for each quarter, hence a non-compliant status is due to the annual target being exceeded. The annual target was reduced to 5% for 2023-24 financial year based on the previous recording method which has now proven to be inaccurate with the new process revealing that the interruption frequency is higher than previously assessed. The target will be reconsidered for the 2024-25 Operational Plan.													
	Customer interruption frequency – 2 interruptions per year													
	2%	0.04%	0.52%	0.07%		0.63%		2%	ND	ND	ND		ND	
	Customer interruption frequency – 3 interruptions per year													
	1%	ND	0.02%	ND		0.02%		1%	ND	ND	ND		ND	

Legend: Not compliant Compliant

Reference Codes – A blank field should contain one of the following:
 (a) 0 (zero)
 (b) ND (no data is available, although the indicator is relevant)
 (c) NR (not relevant, the indicator is not relevant to that scheme)

Non-Financial Performance

Number of access charges as at July 2023
 Rockhampton and Gracemere: 38,045
 Mount Morgan: 1,517

CSS Ref	Rockhampton and Gracemere							Mount Morgan						
	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
	Customer interruption frequency – 4 interruptions per year													
	0.50%	ND	0.04%	ND		0.04%		0.50%	ND	ND	ND		ND	
	Customer interruption frequency – 5 or more interruptions per year													
	0.25%	ND	ND	ND		ND		0.25%	ND	ND	ND		ND	
CSS5	Average interruption duration – planned and unplanned													
	<3 hours	3.6	2.6	2.7		2.9		<3 hours	ND	0.6	ND		0.2	
CSS6	Response time – Priority 1 – 1 hour response													
	>95%	89%	81%	86%		85%		>95%	ND	50%	ND		50%	
	Comments: There was a total of seven Priority 1 requests with six (86%) being responded to within one hour within the Rockhampton & Gracemere area for Quarter 3. And a total of two Priority 1 requests with one (50%) being responded to within one hour within the Mount Morgan area for Quarter 2.													
	Response time – Priority 2 – 2 hours response													
	>95%	96%	93%	83%		90%		>95%	100%	100%	80%		93%	
	Comments: FRW is assessing the current resourcing to determine if the KPI is achievable. The target will be reconsidered for the 2024-25 Operational Plan.													
	Response time – Priority 3 – 24 hours response													
	>95%	99%	99%	98%		99%		>95%	100%	88%	ND		94%	
	Comments: There was a total of 17 Priority 3 requests with 15 (88%) being responded to within 24 hours within the Mount Morgan area for Quarter 2.													

Legend: Not compliant Compliant

Reference Codes – A blank field should contain one of the following:
 (a) 0 (zero)
 (b) ND (no data is available, although the indicator is relevant)
 (c) NR (not relevant, the indicator is not relevant to that scheme)

Non-Financial Performance

Number of access charges as at July 2023
 Rockhampton and Gracemere: 38,045
 Mount Morgan: 1,517

CSS Ref	Rockhampton and Gracemere							Mount Morgan						
	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
Restoration time – Priority 1 – 5 hours restoration														
	>95%	88%	97%	100%		95%		>95%	ND	50%	ND		50%	
Comments: Total of two Priority 1 requests with one (50%) being restored within five hours within the Mount Morgan area for Quarter 2.														
Restoration time – Priority 2 – 24 hours restoration														
	>95%	100%	100%	100%		100%		>95%	100%	100%	100%		100%	
Restoration time – Priority 3 – 5 days restoration														
	>95%	99%	100%	100%		100%		>95%	100%	100%	100%		100%	
Adequacy and Quality of Normal Supply of Water Supply														
CSS7	Minimum pressure standard at the water meter													
	220kPa	220kPa	220kPa	220kPa		220kPa		220kPa	220kPa	220kPa	220kPa		220kPa	
CSS8	Minimum flow standard at the water meter													
	9L/min	9L/min	9L/min	9L/min		9L/min		9L/min	9L/min	9L/min	9L/min		9L/min	
CSS9	Connections with deficient pressure and/or flow (% of total connections)													
	<2.5%	0.3%	0.3%	0.3%		0.3%		<2.5%	2%	2%	2%		2%	
CSS10	Drinking water quality (compliance with industry standard) ¹													
	>98%	100%	100%	100%		100%		>98%	100%	100%	100%		100%	

Legend: Not compliant Compliant

Reference Codes – A blank field should contain one of the following:
 (a) 0 (zero)
 (b) ND (no data is available, although the indicator is relevant)
 (c) NR (not relevant, the indicator is not relevant to that scheme)

Number of access charges as at July 2023
 Rockhampton and Gracemere: 38,045
 Mount Morgan: 1,517

Non-Financial Performance

CSS Ref	Rockhampton and Gracemere							Mount Morgan						
	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
CSS11	Drinking water quality complaints (number per 1,000 connections)													
	<3	0.16	2.6	0.19		2.95		These figures are combined with the Rockhampton and Gracemere figures to give a total across all water supply schemes.						
CSS12	Drinking water quality incidents (number per 1,000 connections)													
	<2	0	0.06	0		0.06		<2	0	0.67	0		0.67	
Long Term Continuity of Water Services														
CSS13	Water main breaks (number per 100 km main)													
	<20	3.4	4.2	3.0		10.6		<20	0	2.8	2.8		5.6	
	Rockhampton and Gracemere total kms of main: 807km							Mount Morgan total kms of main: 73km						
CSS14	Water services breaks (number per 1,000 connections)													
	<20	4.7	5.7	6.9		17.3		<20	4.6	5.9	9.2		19.7	
	Comments: The change in figures reported in Quarter 1 and Quarter 2 are to include decimal points to reflect the true YTD figures.													
CSS15	System water loss (litres per connection per day)													
	<150L	130L	278L	87L		165L		<150L	76L	74L	73L		74L	
	Comments: There are a number of issues around the data accuracy, timing and methodology of the measure. The target will be reconsidered for the 2024-25 Operational Plan.													

Legend: Not compliant Compliant

Reference Codes – A blank field should contain one of the following:
 (a) 0 (zero)
 (b) ND (no data is available, although the indicator is relevant)
 (c) NR (not relevant, the indicator is not relevant to that scheme)

Non-Financial Performance

Number of access connections as at July 2023
 Rockhampton and Gracemere: 53,090
 Mount Morgan: 582

Sewerage Schemes

CSS Ref	Rockhampton and Gracemere							Mount Morgan						
	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status

Effective Transportation of Sewage

CSS16 Sewage overflows – total (number per 100km main)

<25	7	11	6.4		24.4		<10	0	0	0		0	
-----	---	----	-----	--	------	--	-----	---	---	---	--	---	--

Rockhampton and Gracemere total kms of main: 738km

Mount Morgan total kms of main: 15km

CSS17 Sewage overflows to customer property (number per 1,000 connections)

<5	0.9	1.4	0.8		3.1		<5	0	0	0		0	
----	-----	-----	-----	--	-----	--	----	---	---	---	--	---	--

CSS18 Odour complaints (number per 1,000 connections)

<1	0.3	0.18	0.22		0.77		These figures are combined with the Rockhampton and Gracemere figures above to give a total across all sewerage supply schemes.						
----	-----	------	------	--	------	--	---	--	--	--	--	--	--

CSS19 Response time – Priority 1 – 1 hour response

>95%	75%	64%	94%		78%		>95%	ND	ND	ND		ND	
------	-----	-----	-----	--	-----	--	------	----	----	----	--	----	--

Comments: There was a total of 16 Priority 1 requests within the Rockhampton & Gracemere area with 15 (94%) being responded to within one hour for Quarter 3. Quarter 3 has seen an improvement in this performance indicator due to improved resourcing to achieve the target response time, however, the YTD result is affected by the Quarter 1 and Quarter 2 results.

Response time – Priority 2 – 2 hours response

>95%	88%	89%	89%		89%		>95%	ND	ND	ND		ND	
------	-----	-----	-----	--	-----	--	------	----	----	----	--	----	--

Comments: A total of 47 Priority 2 requests were received within the Rockhampton & Gracemere area with 42 (89%) being responded to within two hours for Quarter 3. The target will be reconsidered for the 2024-25 Operational Plan.

Legend: Not compliant Compliant

Reference Codes – A blank field should contain one of the following:
 (a) 0 (zero)
 (b) ND (no data is available, although the indicator is relevant)
 (c) NR (not relevant, the indicator is not relevant to that scheme)

Non-Financial Performance

Number of access connections as at July 2023
 Rockhampton and Gracemere: 53,090
 Mount Morgan: 582




CSS Ref	Rockhampton and Gracemere							Mount Morgan						
	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
Response time – Priority 3 – 24 hours response														
	>95%	100%	100%	100%		100%		>95%	ND	ND	ND		ND	
Restoration time – Priority 1 – 5 hours restoration														
	>95%	100%	83%	100%		94%		>95%	ND	ND	ND		ND	
Comments: As reported in Quarter 2, a total of 12 Priority 1 requests were received within the Rockhampton & Gracemere area within Quarter 2 with 10 (83%) being restored within five hours. This Quarter 2 result has impacted the YTD actual as at Quarter 3.														
Restoration time – Priority 2 – 24 hours restoration														
	>95%	100%	100%	100%		100%		>95%	ND	ND	ND		ND	
Restoration time – Priority 3 – 5 days restoration														
	>95%	100%	100%	100%		100%		>95%	ND	ND	ND		ND	
Long Term Continuity of Sewerage Services														
CSS20	Sewer main breaks and chokes (number per 100km main)													
	<20	1.9	2.6	3.4		7.9		<20	0	0	0		0	
	Rockhampton and Gracemere total kms of main: 738km							Mount Morgan total kms of main: 15km						
CSS21	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)													
	<5	1.49	2.37	3.34		2.4		<5	1.54	1.89	1.91		1.72	




1 FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: physical and chemical water quality parameters – Target: >99% of all samples tested compliant with Australian Drinking Water Guidelines; E. coli – Target: None detected in > 98% of all samples tested.

Legend: Not compliant Compliant

Reference Codes – A blank field should contain one of the following:
 (a) 0 (zero)
 (b) ND (no data is available, although the indicator is relevant)
 (c) NR (not relevant, the indicator is not relevant to that scheme)

Customer Service Standards

Performance Indicator	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
Installation of new water connections (within the water service area) – excluding private works new connections	15 working days	100%	100%	100%		100%	
Installation of sewerage connections (within the sewerage area) – excluding private works connections	15 working days	N/A	N/A	N/A		N/A	
Complaints (excluding maintenance of water and sewerage services) – advise outcome	20 working days	100%	100%	100%		100%	

Legend:  Not Compliant  Watching  Compliant

Conclusion

Quarter 3 reporting indicates sound performance across the majority of indicators with improvements for some indicators from the Quarter 2 reporting. Explanations have been provided where the targets have not been achieved.



Rockhampton Regional Waste and Recycling

PERFORMANCE PLAN REPORT
2023 - 2024

Quarter 3 | January - March



Rockhampton Regional Waste and Recycling (RRWR) is required to provide a quarterly report on its performance against financial and non-financial performance targets as adopted in the Annual Performance Plan for 2023-24.

Manager's Overview

RRWR's performance for Quarter 3 of 2023-24 financial year has been in accordance with the parameters outlined within the performance plan and those identified within Council's 2023/2024 Operational Plan.

Some highlights for RRWR are presented below:

Waste Facilities

The key focus areas for Quarter 3 included:

- Delivering high-quality, safe, environmentally sound and commercially viable waste and recycling management facilities.

Waste Collections

The key focus areas for Quarter 3 included:

- Delivering safe, efficient and commercially viable waste and recycling collection services.
- A contract for a solution for the recycling of kerbside recyclables, commenced on 5 February 2024.

Waste Strategy

The key focus areas for Quarter 3 included:

- Ongoing development of a business case for a kerbside organics service, including a peer review.
- The release of an Expression of Interest for Organics Processing, to support the kerbside organics service business case.
- Development and ongoing engagement/educational activities in accordance with the Resource Recovery Strategy.
- Contributing as a member of a Department of Environment Science Working Group targeting an Education and Behaviour Change Initiative across the State.
- The CQ Regional Waste and Resource Recovery Management Plan has been endorsed by CQROC and all CQ regional councils.
- Funding documentation has been submitted to the State Government to seek funding for the engagement of a Regional Coordinator to assist with the facilitation and implementation of the CQ Regional Waste and Resource Recovery Management Plan. A decision on this funding application is pending.
- Funding documentation has been submitted to the State Government to seek funding for a Textile Recycling Trial and a Household Chemical Collection Trial. Decisions on these funding applications are pending.

Engineering

The key focus areas for Quarter 3 included:

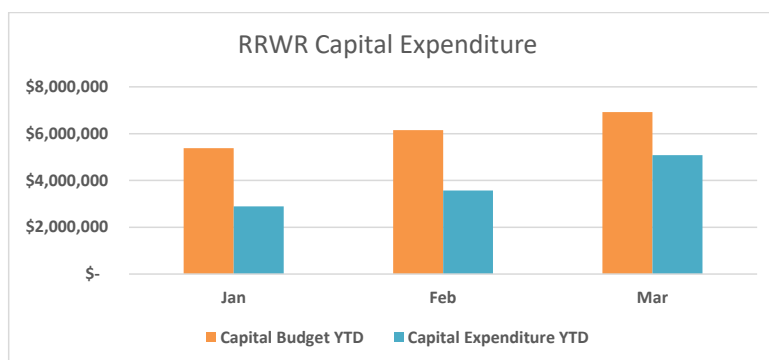
- The detailed concept design for the Lakes Creek Road Landfill and supporting Management Plan development are progressing.
- The construction of the next Piggy Back Cell (Cell D) is ongoing.

- Completed the design and construction of a leachate management system for the Lakes Creek Road Landfill.
- Completed the design and have released a tender for an area of final capping at the Lakes Creek Road Landfill.

Financial Performance

Operational Budget Tracker		Capital Budget Tracker	
75%	Budget completed	75%	Budget completed
70%	Operational Expenses V Budget	55%	Capital Expenses V Budget
93%	Operational Revenue V Budget	0%	Capital Revenue V Budget

Capital Spend Chart








Comments




Rockhampton Regional Waste and Recycling’s operational revenue is at 93% with utility charges fully recognised. All revenue streams are on target except other income which is at 37%, partially due to the delay in receiving Container Refund Scheme (CRS) recovery revenue and low metal revenue. Expenditure is below target at 70% with no material anomalies to report.

Capital expenditure is at 55%. Construction of Cell D has the largest influence on capital expenditure and will ramp up between now and the end of the 2023-24 financial year.

Non-Financial Performance

Performance Indicator	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
Weekly collection of domestic waste on the same day every week	98%	99.92%	99.96%	99.94%		99.95%	🟢
Weekly collection of commercial waste	95%	99.92%	99.96%	99.94%		99.95%	🟢
Fortnightly collection of domestic recyclable waste	98%	99.93%	99.92%	99.89%		99.92%	🟢

Performance Indicator	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
Fortnightly collection of commercial recyclable waste	98%	99.93%	99.92%	99.89%		99.92%	
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	97.26%	97.49%	97.15%		97.30%	
Collection services will be made available within five working days upon application by the owner	95%	97.44%	98.65%	100%		98.34%	
Provision of assisted services within ten working days from application by the resident/s	98%	100%	100%	100%		100%	
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within five working days from notification	95%	99.58%	99.78%	98.58%		99.68%	

Legend:  Not Compliant  Watching  Compliant

Conclusion

Performance throughout Quarter 3 has been of a high standard with continued vigilance to ensure performance is not only maintained but with an ongoing focus of continuous improvement. RRWR has delivered well against safety, operational and capital budget targets.



Rockhampton Airport

PERFORMANCE PLAN REPORT
2023 - 2024

Quarter 3 | January - March



Rockhampton Airport is required to provide a quarterly report on its performance against financial and non-financial performance targets as adopted in the Annual Performance Plan for 2023-24.

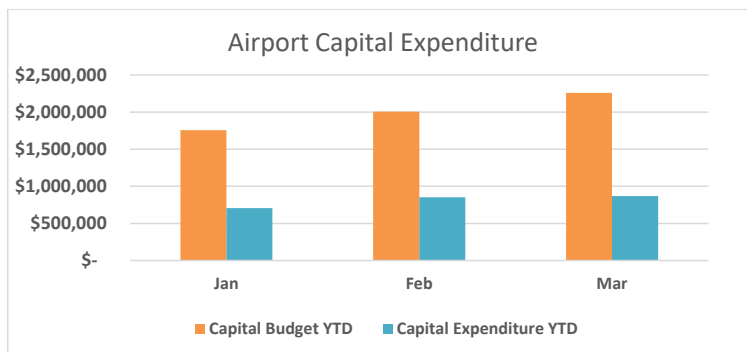
Manager’s Overview

Rockhampton Airport is performing well with the aeronautical and non aeronautical revenue streams. Passenger numbers have returned from a slower Christmas period. Although Bonza is withdrawing the Townsville service their other routes remain well supported. All other airlines have maintained their schedules. There will be a focus on finalising some capital projects in the coming Quarter 4.

Financial Performance

Operational Budget Tracker		Capital Budget Tracker	
75%	Budget completed	75%	Budget completed
71%	Operational Expenses V Budget	29%	Capital Expenses V Budget
84%	Operational Revenue V Budget	100%	Capital Revenue V Budget

Capital Spend Chart
















Comments

Rockhampton Airport's Year to Date operational revenue is at 84% mainly due to passenger service charges, paid car parking and car rental concessions. Expenditure is at 71% mainly due to savings with employee costs from some vacant positions and minimal contractor costs realised to date.

Capital expenditure is at 29% due to large projects such as baggage handling system upgrade and high voltage feed upgrades yet to ramp up. Capital revenue is at 100% with \$300,000 for Airport solar project received for the current 2023-24 financial year.

Non-Financial Performance

Performance Indicator	Annual Target	Q1	Q2	Q3	Q4	YTD Actual	Status
Passenger Numbers	552,695	183,214	170,206	161,208		514,628	
Bird/Bat Strikes	≤10 per quarter	8	8	12		28	
Lost Time Days – workplace injuries	≤2	0	0	0		0	
Reported Public Injuries on Airport Precinct	≤3	3	0	0		3	
Hazard inspections completed on time	100%	100%	75%	100%		91.7%	
Rectification Action completed	100%	100%	100%	100%		100%	
Customer Requests actioned within set timeframes	100%	100%	100%	100%		100%	
Third party reporting in Civil Aviation Safety Authority and Australasian Mail Services to be completed within the required timeframes	100%	100%	100%	100%		100%	
New non-aero business opportunities reported to Council quarterly	Yes	Yes	Yes	Yes		Yes	
Progress on new routes reported to Council quarterly	Yes	Yes	Yes	Yes		Yes	

Legend:  Not Compliant  Watching  Compliant

Comments

Passenger numbers remain strong and compliant. The Airport continues to work with the airlines to ensure the schedules meet our community needs.

The Airport have had an increase in bird strikes which we are putting extra resources towards to try and reduce this number. The Airport over all remains compliant.

Conclusion

The Airport is on track to exceed the forecast passenger numbers, the operational side of the Airport remains compliant and safe. The forecast over the next few months is higher with Beef 2024 within Quarter 4 and Qantas has scheduled more flights over this period to accommodate the extra loads.



PO BOX 1860
ROCKHAMPTON Q 4700

PH 1300 22 55 77

ENQUIRIES@RRC.QLD.GOV.AU

ROCKHAMPTONREGION.QLD.GOV.AU

**2023-24 OPERATIONAL PLAN
QUARTERLY REPORT - QUARTER 3
AND PROPOSED AMENDMENTS TO
THE 2023-24 OPERATIONAL PLAN**

**2023-24 Operational Plan
(Proposed Amendments)**

Meeting Date: 14 May 2024

Attachment No: 2

2023 – 2024 Operational Plan Actions and Targets

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Corporate Services	Airport	1.1.1.1	1. Our Council	1.1. We are fiscally responsible	1.1.1. We prioritise our projects and operational activities effectively to achieve our long-term goals.	Manage the Airport in accordance with the Rockhampton Airport 2023-2024 Performance Plan.	Achieve all financial and non-financial performance targets.		Airport	
Regional Services	Waste & Recycling	1.1.1.2	1. Our Council	1.1. We are fiscally responsible	1.1.1. We prioritise our projects and operational activities effectively to achieve our long-term goals.	Deliver waste and recycling services in accordance with Rockhampton Regional Waste and Recycling 2023-2024 Performance Plan.	Achieve all financial and non-financial performance targets.	4.2.3	Waste and Recycling	
Regional Services	Fitzroy River Water	1.1.1.3	1. Our Council	1.1. We are fiscally responsible	1.1.1. We prioritise our projects and operational activities effectively to achieve our long-term goals.	Deliver water and sewerage services in accordance with Fitzroy River Water 2023-2024 Performance Plan.	Achieve all financial and non-financial performance targets.		Water and Environmental Sustainability	
Corporate Services	Finance	1.1.2.1	1. Our Council	1.1. We are fiscally responsible	1.1.2. Our budgets are financially sustainable and provide value and accountability to the community.	Efficient and effective management of Council's finances.	Long Term Financial Forecast updated at each budget and budget revision.		Whole of Council	KFA – Fiscal Responsibility/ Financial Sustainability
Regional Services	Project Delivery	1.1.2.2	1. Our Council	1.1. We are fiscally responsible	1.1.2. Our budgets are financially sustainable and provide value and accountability to the community.	Delivery of assigned Capital Projects.	Complete 95% expenditure against approved Capital budget.		Infrastructure	KFA – Fiscal Responsibility/ Financial Sustainability
Regional Services	Infrastructure Planning	1.1.3.1	1. Our Council	1.1. We are fiscally responsible	1.1.3. We have effective governance with accountable decision-making practices.	Continually improve asset management practices.	Develop a 3-year Asset Management Improvement Plan by 30 June 2024.	5.1.1	Infrastructure	KFA – Economic Development and Future Growth KFA – Infrastructure Planning
Office of the CEO	Office of the Mayor	1.1.4.1	1. Our Council	1.1. We are fiscally responsible	1.1.4. We pursue and advocate for funding that enables us to deliver our planned priorities and supports our financial sustainability.	Continue to advocate for support from other levels of government for Council's planned priorities.	Advocate for planned priorities in accordance with the Advocacy Framework.		Whole of Council	KFA – Economic Development and Future Growth
Corporate Services	Directorate	1.2.1.1	1. Our Council	1.2. We are respected and recognised for our engagement with the community and our contributions to the Region	1.2.1. We build strong and respectful working relationships with stakeholders in all levels of government.	Establish a strategic approach to relationships across all levels of Government.	Develop the 2024-25 Advocacy Plan by 30 June 2024.	2.2.4	Whole of Council	KFA – Economic Development and Future Growth

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Office of the CEO	Directorate	1.2.2.1	1. Our Council	1.2. We are respected and recognised for our engagement with the community and our contributions to the Region	1.2.2. We have productive and respectful relationships with stakeholders within neighbouring regions.	Engage in regional collaboration initiatives and targeted advocacy.	Actively participate in Central Queensland Regional Organisation of Council's (CQROC) and associated working groups.		Whole of Council	KFA – Economic Development and Future Growth
Community Services	Directorate	1.2.3.1	1. Our Council	1.2. We are respected and recognised for our engagement with the community and our contributions to the Region	1.2.3. We have a strong relationship with the community, built on trust and shared goals for the Region.	Provide a conduit for all our diverse and active community groups and members to achieve common objectives.	Regular information reports to Council on activity within the community and various initiatives and opportunities.	2.2.2	Communities and Heritage	
Office of the CEO	Office of the Mayor	1.2.4.1	1. Our Council	1.2. We are respected and recognised for our engagement with the community and our contributions to the Region	1.2.4. As a community leader, we advocate for the benefit of our community.	Develop a calendar of engagements in line with the scope and resourcing of the Community Engagement Framework.	Implement actions included in the calendar of engagements.		Whole of Council	KFA – Community Needs
Corporate Services	Workforce & Governance	1.3.1.1	1. Our Council	1.3. We are motivated to provide excellent service and have a strong organisational culture	1.3.1. We have a workplace culture that is safe, engaged, responsive, professional and accountable.	Implement the Health and Safety Strategy.	Deliver the Health and Safety Strategy actions for 2023-24.		Whole of Council	
Corporate Services	Workforce & Governance	1.3.1.2	1. Our Council	1.3. We are motivated to provide excellent service and have a strong organisational culture	1.3.1. We have a workplace culture that is safe, engaged, responsive, professional and accountable.	Maintain a safe work environment for all employees, volunteers and contractors of Council.	Develop and implement the annual Work Health and Safety Performance Measures Procedure for 2023-24 to monitor compliance against Key Performance Indicators.		Whole of Council	

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Corporate Services	Corporate & Technology Services	1.3.1.3	1. Our Council	1.3. We are motivated to provide excellent service and have a strong organisational culture	1.3.1. We have a workplace culture that is safe, engaged, responsive, professional and accountable.	Implement the Information and Communication Technology Strategic Plan 2021-2025.	Deliver the Information and Communication Technology Strategic Plan actions for 2023-24.		Whole of Council	
Corporate Services	Finance	1.3.1.4	1. Our Council	1.3 We are motivated to provide excellent service and have a strong organisational culture	1.3.1. We have a workplace culture that is safe, engaged, responsive, professional and accountable	Undertake a review of delivery of customer service, including a review of our Customer Service Charter to ensure a consistent approach to customer service across Council.	Completion of a 3-year Customer Service Strategy by 30 June 2024.		Whole of Council	KFA – Community Needs
Corporate Services	Corporate Service Directorate	1.3.1.5	1. Our Council	1.3 We are motivated to provide excellent service and have a strong organisational culture	1.3.1. We have a workplace culture that is safe, engaged, responsive, professional and accountable	Complete a Strategy that assesses all of Council's works depots and associated infrastructure. This Strategy will be the basis of a future plan to ensure needs are addressed and these worksites are safe and effective.	A project scope for completion of the stated action and the appointment of consultants be undertaken by 30 June 2024.		Whole of Council	
Corporate Services	Workforce & Governance	1.3.2.1	1. Our Council	1.3. We are motivated to provide excellent service and have a strong organisational culture	1.3.2. We value our staff and volunteers, and recognise their contributions to the workplace and the Region.	Develop and implement required strategies and operational actions from the Certified Agreements.	Deliver all actions and strategies within the timeframes indicated in the Certified Agreements.		Whole of Council	
Regional Services	Infrastructure Planning	2.1.1.1	2. Our Community	2.1. Our places and spaces enhance the liveability and diversity of our communities	2.1.1. We ensure community assets are utilised and appropriate for the needs of the community.	Update Asset Management Plans for Buildings	Prepare draft of Buildings Asset Management Plans and seek Asset owner endorsement by 30 June 2024.		Infrastructure	KFA – Economic Development & Future Growth KFA – Infrastructure Planning
Community Services	Directorate	2.1.1.2	2. Our Community	2.1. Our places and spaces enhance the liveability and diversity of our communities	2.1.1. We ensure community assets are utilised and appropriate for the needs of the community.	Prepare a discussion paper which outlines the number of different arrangements within the community and the advantages and disadvantages of each.	Discussion paper prepared and briefing to Council provided by 30 June 2024.		Parks, Sport and Public Space Communities and Heritage	

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Community Services	Parks	2.1.4.1	2. Our Community	2.1. Our places and spaces enhance the liveability and diversity of our communities	2.1.4. We provide facilities for sports and the arts that encourage community participation, and attract elite sporting and cultural events.	Support and Sponsorship for the Queensland Touch Football Junior State Cup and the Queensland Country Rugby Union Championships	Assistance and liaison for the successful delivery of both events.		Parks, Sport and Public Spaces	
Regional Services	Project Delivery	2.1.5.1	2. Our Community	2.1. Our places and spaces enhance the liveability and diversity of our communities	2.1.5. We maintain our public places and spaces responsibly by planning and prioritising our work.	Undertake Mount Morgan Pool Redevelopment Project.	Commence construction and complete for commissioning by June 2024.	5.1.3	Parks, Sport and Public Spaces	KFA – Infrastructure Planning
Community Services	Parks	2.1.5.2	2. Our Community	2.1. Our places and spaces enhance the liveability and diversity of our communities	2.1.5. We maintain our public places and spaces responsibly by planning and prioritising our work.	Continue the review of current levels of service and maintenance of open spaces to identify opportunities for continuous improvement.	Present an updated analysis report to Council and review service level standards by 30 June 2024.	2.1.3	Parks, Sport and Public Spaces	KFA – Community Needs
Office of the CEO	Strategy & Planning	2.2.1.1	2. Our Community	2.2. We support our communities through our activities and programs	2.2.1. We develop our understanding of the needs and concerns of the community.	Undertake planning for major sports and events precincts.	Provide regular updates to Council.		Parks, Sport and Public Spaces	KFA – Community Needs
Regional Services	Waste & Recycling	2.2.3.1	2. Our Community	2.2. We support our communities through our activities and programs	2.2.3. We support our people and community groups through our programs and resources.	Create a community that is supported to achieve best practices in waste management.	Deliver the Rockhampton Regional Waste and Recycling Waste Education Plan 2023 by 31 December 2023.		Waste and Recycling	
Community Services	Communities & Culture	2.3.1.1	2. Our Community	2.3. Our Region's heritage and culture are preserved and celebrated	2.3.1. Our services, activities and community assets provide opportunities to celebrate our culture and creative arts, and preserve the Region's heritage.	Review the demand for Heritage Services within Council and Community and establish a plan to manage into the future.	Establish sustainable operational of Heritage Village and overview of gaps and needs in other Heritage/Museum offerings and places.	2.3.2	Communities and Heritage	
Community Services	Directorate	2.3.3.1	2. Our Community	2.3. Our Region's heritage and culture are preserved and celebrated	2.3.3. We acknowledge and celebrate the Region's cultural diversity.	Undertake a review of Council's existing Indigenous Land Use Agreement (ILUA) with Darumbal People Aboriginal Corporation and develop regular and formal engagement with our Traditional Land Owners.	Develop regular and formal engagement with the Traditional Owners of Land and monitor the progress of ILUA arrangements and present report to Council every quarter.		Communities and Heritage	

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Office of the CEO	Advance Rockhampton	3.1.1.1	3. Our Economy	3.1. We plan for growth with the future needs of the community, business and industry in mind	3.1.1. We have a greater understanding of the Region's economic strengths, opportunities and challenges.	Focus upon the growth opportunities identified in the Rockhampton Region Economic Development Strategy and Action Plan 2023-2028.	Implement and deliver 2023/2024 economic actions as set out in the Rockhampton Region Economic Action Plan matrix by 30 June 2024.	3.2.2	Advance Rockhampton	KFA – Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.1.1.2	3. Our Economy	3.1. We plan for growth with the future needs of the community, business and industry in mind	3.1.1. We have a greater understanding of the Region's economic strengths, opportunities and challenges.	Develop and grow agricultural business readiness and planning to maximise industry water resources.	Agricultural business services survey to be initiated completed by 30 June 2024 31 May 2024 .		Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.1.1.3	3. Our Economy	3.1. We plan for growth with the future needs of the community, business and industry in mind	3.1.1. We have a greater understanding of the Region's economic strengths, opportunities and challenges.	Continue advocacy for a defence troop presence, defence jobs & industry capability, defence logistics and maintenance opportunities within the region.	Continued engagement with high-level defence officials, senior government representatives, defence industry, and education providers.		Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Strategy & Planning	3.1.2.1	3. Our Economy	3.1. We plan for growth with the future needs of the community, business and industry in mind	3.1.2. Our strategic planning supports the Region's growing population and enables economic development.	Commence Ten Year Review of the Rockhampton Region Planning Scheme.	Complete preliminary consultation with internal and external stakeholders and commence independent external review.	4.3.1	Planning and Regulation	KFA – Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.1.3.1	3. Our Economy	3.1. We plan for growth with the future needs of the community, business and industry in mind	3.1.3. We support businesses and industries to adapt and capitalise on the move towards renewable energy and a circular economy.	Increase industry engagement in the development of a Circular Economy in the Rockhampton region	Scope and deliver Produce three circular economy feasibility scopes studies by 30 June 2024.		Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Strategy & Planning	3.2.1.1	3. Our Economy	3.2. Our work attracts business and industry to our Region	3.2.1. We support projects that strengthen the Region's economic development.	Review Council's Infrastructure Charges Resolution.	Review and update as required by 31 December 2023.		Planning and Regulation	
Office of the CEO	Advance Rockhampton	3.2.1.2	3. Our Economy	3.2. Our work attracts business and industry to our Region	3.2.1. We support projects that strengthen the Region's economic development.	Develop a rolling 'Live and Work in Rockhampton' marketing campaign.	Deliver and launch campaign by 31 May 2024.		Advance Rockhampton	Economic Development and Future Growth

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Office of the CEO	Office of the Mayor	3.2.3.1	3. Our Economy	3.2. Our work attracts business and industry to our Region	3.2.3. We advocate for the Region with all levels of government and support non-Council projects that benefit the Region.	Collaborate with key stakeholders to identify relevant non-Council projects and issues for advocacy to other levels of government.	Non-Council projects and issues are included in Council's Advocacy Plan.		Whole of Council	KFA – Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.2.4.1	3. Our Economy	3.2. Our work attracts business and industry to our Region	3.2.4. We work collaboratively with business and industry partners and stakeholders.	Develop further opportunities to engage and collaborate with local industry, industry groups and industry partners.	Deliver a minimum of 12 business events led by Advance Rockhampton by 30 June 2024.		Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.3.1.1	3. Our Economy	3.3. Our work attracts visitors to the Region	3.3.1. We promote our Region as an attractive destination for visitors.	Develop new tours and experiences in the Explore Rockhampton Self-Guided Tours App and focus promotion on the regions Hero Experience pillars: natural encounters, adventure & discovery, lifestyle & culture, history & heritage, and major events.	Launch three new tours/experiences by 30 April 2024.		Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.3.1.2	3. Our Economy	3.3. Our work attracts visitors to the Region	3.3.1. We promote our Region as an attractive destination for visitors.	Plan and implement initiatives that improve tourism accessibility and inclusivity in line with the 2023 Year of Accessible Tourism, Tourism Queensland objectives.	Implement new accessible and inclusive based content across the Explore Rockhampton media channels by 31 December 2023.		Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.3.2.1	3. Our Economy	3.3. Our work attracts visitors to the Region	3.3.2. We design places and deliver events that encourage visitors to come and stay.	Continue promotion 'out of region' for major events.	Increase 'out of region' attendance at major events by 5% by 30 June 2024.		Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.3.2.2	3. Our Economy	3.3. Our work attracts visitors to the Region	3.3.2. We design places and deliver events that encourage visitors to come and stay.	Consolidate and grow the Rockhampton Region Major Events calendar.	Attract and secure one additional major regional event by 31 March 2024.	2.1.2	Advance Rockhampton	Economic Development and Future Growth
Office of the CEO	Advance Rockhampton	3.4.1.1	3. Our Economy	3.4. We support our Region's economy through our projects and activities	3.4.1. We plan and deliver significant projects that deliver ongoing, sustainable economic benefits for the Region.	Deliver project de-risking business cases to ensure agricultural projects are investment ready.	The Making Water Work initiative is 50% complete by 30 June 2024.		Advance Rockhampton	Economic Development and Future Growth
Regional Services	Project Delivery	3.4.2.1	3. Our Economy	3.4. We support our Region's economy through our projects and activities	3.4.2. Our infrastructure and community assets support the growth of the Region's economy.	Undertake the Glenmore Water Treatment Plant Upgrade Project.	Carry out Electrical upgrade and Mechanical services work in line with approved project schedule.	5.1.3	Infrastructure	Significant Capital Project

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Regional Services	Project Delivery	3.4.2.2	3. Our Economy	3.4. We support our Region's economy through our projects and activities	3.4.2. Our infrastructure and community assets support the growth of the Region's economy.	Undertake the North Rockhampton Sewage Treatment Plant Augmentation Project.	Complete construction work on Stage 2a (new Process train) and progress to commence on Stage 2b (existing process train) in line with approved project schedule.	5.1.3	Infrastructure	Significant Capital Project
Regional Services	Waste & Recycling	3.4.2.3	3. Our Economy	3.4. We support our Region's economy through our projects and activities	3.4.2. Our infrastructure and community assets support the growth of the Region's economy.	Develop a suitable strategy for the Materials Recycling Facility operation within the region.	Develop strategy by 30 June 2024.		Waste and Recycling	KFA – Economic Development and Future Growth
Community Services	Environmental Sustainability	4.1.1.1	4. Our Environment	4.1. Our Region is resilient and prepared to manage climate-related risks and opportunities	4.1.1. We have a greater understanding of climate risks and their impacts on the Region, which prepares us for challenges and opportunities in the future.	Commence local implementation of the Climate Risk Management Framework for Queensland Local Government.	Undertake strategic climate risk profiling by 30 June 2024.		Water and Environmental Sustainability	
Regional Services	Fitzroy River Water	4.1.1.2	4. Our Environment	4.1. Our Region is resilient and prepared to manage climate-related risks and opportunities	4.1.1. We have a greater understanding of climate risks and their impacts on the Region, which prepares us for challenges and opportunities in the future.	Finalise the final stage of the North Rockhampton Flood Backflow Prevention Project to enable an increased level of protection of the North Rockhampton Flood Mitigated Area in riverine flooding events.	Complete the construction and commissioning by 31 March 2024.		Water and Environmental Sustainability	KFA – Infrastructure Planning
Regional Services	Fitzroy River Water	4.2.1.1	4. Our Environment	4.2. We pursue innovative and sustainable practices	4.2.1. We continually improve our environment and sustainability performance and comply with State and Federal requirements.	Develop a comprehensive rehabilitation program for the Fitzroy River Barrage following condition assessment.	Adopt rehabilitation program by 31 March 2024.		Water and Environmental Sustainability	
Regional Services	Waste & Recycling	4.2.1.2	4. Our Environment	4.2. We pursue innovative and sustainable practices	4.2.1. We continually improve our environment and sustainability performance and comply with State and Federal requirements.	Implement the development of the Lakes Creek Road Landfill in accordance with the Masterplan and detailed design.	Actions from the Masterplan are completed in line with budget and in accordance with detailed design by 30 June 2024.		Waste and Recycling	KFA – Infrastructure Planning

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Regional Services	Waste & Recycling	4.2.1.3	4. Our Environment	4.2. We pursue innovative and sustainable practices	4.2.1. We continually improve our environment and sustainability performance and comply with State and Federal requirements.	Continue to develop the Central Queensland Regional Waste Management Plan.	Develop Central Queensland Regional Waste Management Plan by 30 June 2024.		Waste and Recycling	KFA – Infrastructure Planning
Community Services	Environmental Sustainability	4.2.2.1	4. Our Environment	4.2. We pursue innovative and sustainable practices	4.2.2. We seek out opportunities that contribute to the long-term environmental sustainability of the Region.	Implement the Sustainability Strategy for the Region in accordance with the Annual Action Plan.	Report on progress via quarterly updates and an annual Year in Review highlights report.	4.2.5	Water and Environmental Sustainability	
Regional Services	Fitzroy River Water	4.2.2.2	4. Our Environment	4.2. We pursue innovative and sustainable practices	4.2.2. We seek out opportunities that contribute to the long-term environmental sustainability of the Region.	Develop an extensive meter replacement program.	Prepare a program to identify priority precincts for wholesale meter replacement, by 31 March 2024.		Water and Environmental Sustainability	
Community Services	Environmental Sustainability	4.2.4.1	4. Our Environment	4.2. We pursue innovative and sustainable practices	4.2.4. We support our community, businesses and industries as they transition towards a low carbon economy.	Promote innovative and sustainable practices across our local communities.	Develop and commence delivery of initiatives by 30 June 2024.		Water and Environmental Sustainability	
Regional Services	Project Delivery	5.1.2.1	5. Our Infrastructure	5.1. Our Region has infrastructure that meets current and future needs	5.1.2. Our future projects are planned and prioritised.	Implement Gracemere and South Rockhampton Sewage Treatment Plant Strategy.	Implement design and construction of short-term measures and the planning for long term strategy.		Infrastructure	KFA – Infrastructure Planning
Regional Services	Project Delivery	5.1.2.2	5. Our Infrastructure	5.1. Our Region has infrastructure that meets current and future needs	5.1.2. Our future projects are planned and prioritised.	Construction of a new potable water pipeline from Gracemere to Mount Morgan.	Commence construction.	5.1.3	Infrastructure	Significant Capital Project
Regional Services	Infrastructure Planning	5.1.2.3	5. Our Infrastructure	5.1. Our Region has infrastructure that meets current and future needs	5.1.2. Our future projects are planned and prioritised.	Develop a Long-Term Water Supply Strategy for Rockhampton and Gracemere.	Present strategy to Council for adoption by 30 June 2024.		Water and Environmental Sustainability	KFA – Infrastructure Planning
Community Services	Communities & Culture	5.1.2.4	5. Our Infrastructure	5.1. Our Region has infrastructure that meets current and future needs	5.1.2. Our future projects are planned and prioritised.	Secure direction on refurbishment/redevelopment of Pilbeam Theatre.	Continue to advocate for funding for a business case by 30 June 2024.		Communities and Heritage	KFA – Infrastructure Planning

Responsible Section		Code	Corporate Plan Commitment	Corporate Plan Goal	Corporate Plan Effort	2023-24 Operational Action	2023-24 Operational Target	Link to additional Corporate Plan Effort	Councillor Portfolio	Link to Key Focus Areas/Significant Capital Project
Department	Section									
Community Services	Communities & Culture	5.1.2.5	5. Our Infrastructure	5.1. Our Region has infrastructure that meets current and future needs	5.1.2. Our future projects are planned and prioritised.	Complete and receive endorsement for Rockhampton Showgrounds Master Plan.	Plan endorsed by Council by 31 October 2023.		Communities and Heritage	KFA – Infrastructure Planning

11.5 RESULTS OF CUSTOMER EXPERIENCE SURVEY

File No:	6986
Attachments:	1. Customer Experience Survey Results
Authorising Officer:	Ross Cheesman - Deputy Chief Executive Officer
Author:	Marnie Taylor - Chief Financial Officer

SUMMARY

This report presents the results of a Customer Experience Survey conducted in December 2023.

OFFICER'S RECOMMENDATION

THAT Council receive the Results of Customer Experience Survey report.

COMMENTARY

The 2023-24 Operational Plan contains the following action:

- 1.3.1.4. Undertake a review of delivery of customer service, including a review of our Customer Service Charter to ensure a consistent approach to customer service across Council.

This action requires the completion of a 3 year Customer Service Strategy by 30 June 2024 and includes a review of the Customer Service Charter. Work has been progressing on the Strategy and the review of the Charter.

In association with the above actions, a Customer Experience Survey was conducted by the Customer Service Team in December 2023.

The survey containing 9 questions was undertaken by way of the following methods:

- Face to face over the counter with Customers in our Customer Service Centres
- Over the phone directly with Customers
- Via a link in email responses to Customer Requests

Council's methods of undertaking the survey were restricted in some ways due to the lack of anonymity, as Customer Service staff were dealing directly with the customers and asking the survey questions when the method was either face to face or over the phone.

Notwithstanding the issues with the survey collection methods, the responses were generally positive, as per the attached information, with 114 surveys completed.

The aim is to explore other survey methods that Council can implement, such as a short, anonymous survey following each phone call or attach a short survey to email responses to Customer Requests. This will assist Council in gaining more insight into our Customer Service processes and targeting areas of improvement.

PREVIOUS DECISIONS

There has been a considerable period of time since Council last conducted a Customer Satisfaction Survey, which was during 2013.

BUDGET IMPLICATIONS

As the survey was conducted in house by Council staff, there were no cost implications for Council.

LEGISLATIVE CONTEXT

There is no legislative context in relation to the Customer Experience Survey.

LEGAL IMPLICATIONS

There are no legal implications as a result of undertaking the Customer Experience Survey.

STAFFING IMPLICATIONS

The survey was conducted by existing Customer Service staff, which had anonymity implications. Other options for methods of undertaking the survey will be explored which exclude any staff interaction in the future.

RISK ASSESSMENT

There are no perceived risks associated with the Customer Experience Survey.

CORPORATE/OPERATIONAL PLAN

As mentioned above, there is a 2023-24 Operational Plan Action to undertake a review of the delivery of customer service.

CONCLUSION

Overall, responses from customers were generally positive. As identified, alternate methods of gauging customer's responses and opinions are being explored to provide more frequent, anonymous responses from customers.

RESULTS OF CUSTOMER EXPERIENCE SURVEY

Customer Experience Survey Results

Meeting Date: 14 May 2024

Attachment No: 1

Customer Experience Survey

SURVEY RESPONSE REPORT

1 December 2023 - 2 January 2024

PROJECT NAME:
Customer Experience Survey



Customer Experience Survey : Survey Report

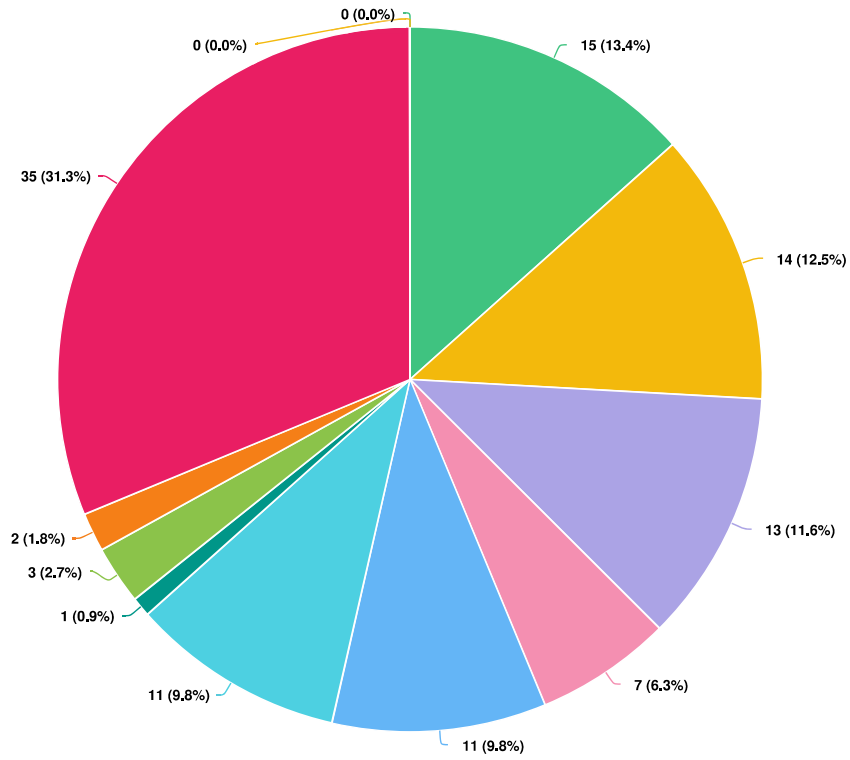
to 02 January 2024



SURVEY QUESTIONS

Page 1

Q1 Please select the request you contacted council about:

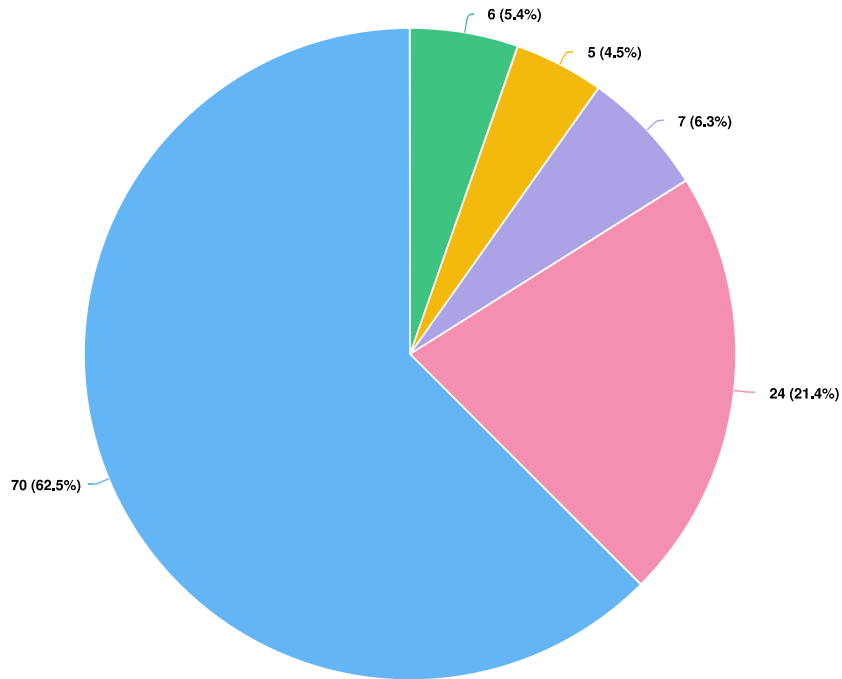


Question options

- Animals
- Waste
- Fitzroy River Water
- Local Laws
- Parks
- Roads
- Building
- Planning
- Community Facilities
- Other (please specify)
- Airport
- Plumbing

Optional question (112 response(s), 2 skipped)
Question type: Radio Button Question

Q2 Dealing with Council was easy?

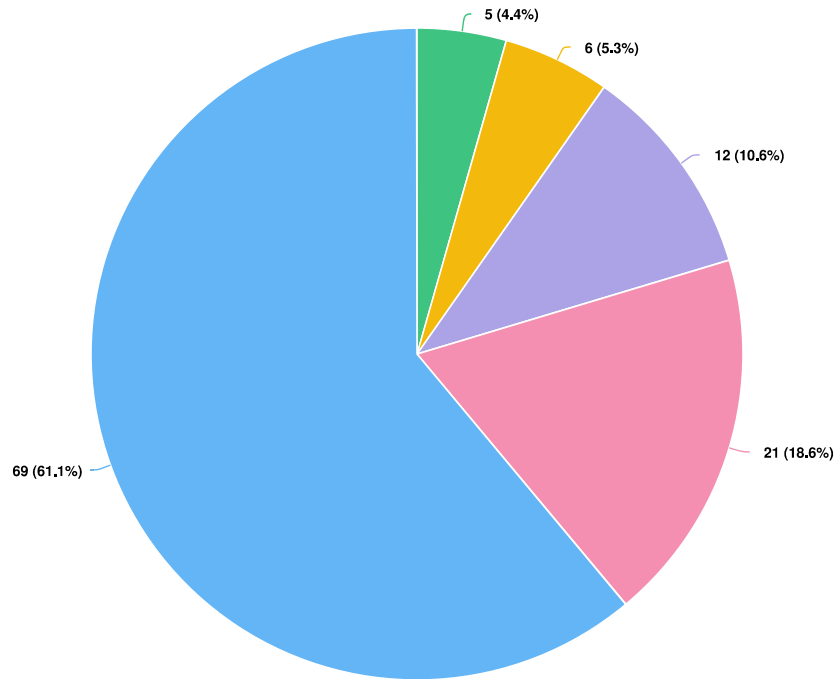


Question options

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Optional question (112 response(s), 2 skipped)
Question type: Emoji Question

Q3 The enquiry/request was completed in a timely manner?

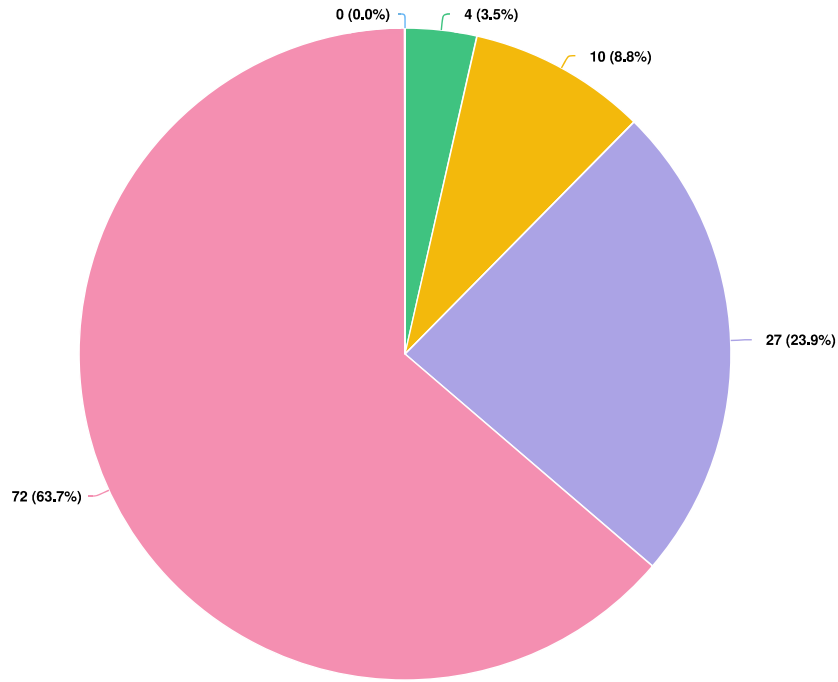


Question options

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Optional question (113 response(s), 1 skipped)
Question type: Emoji Question

Q4 Getting in touch with Council was easy?

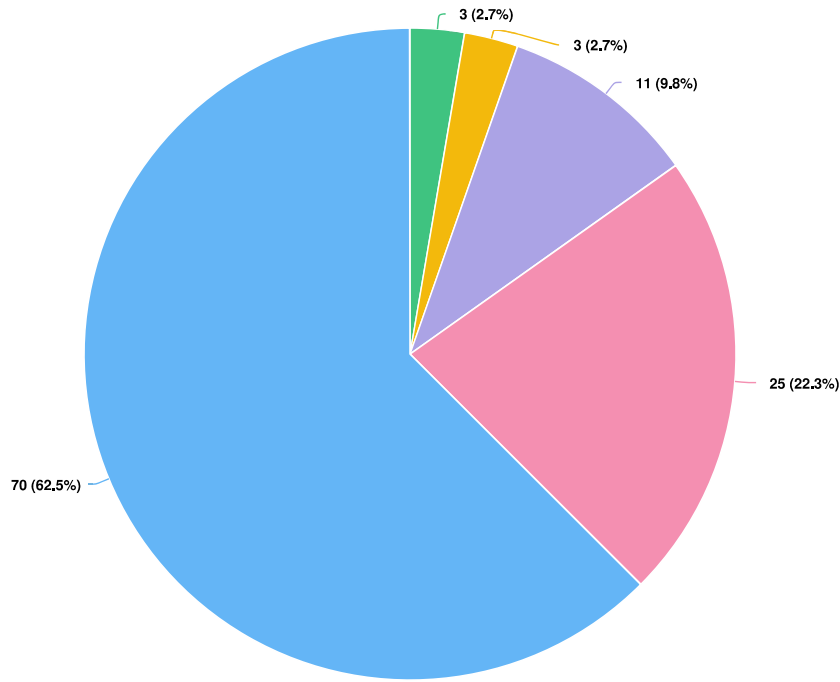


Question options

- Disagree
- Neutral
- Agree
- Strongly Agree
- Strongly Disagree

Optional question (113 response(s), 1 skipped)
Question type: Emoji Question

Q5 Council officers were knowledgeable?

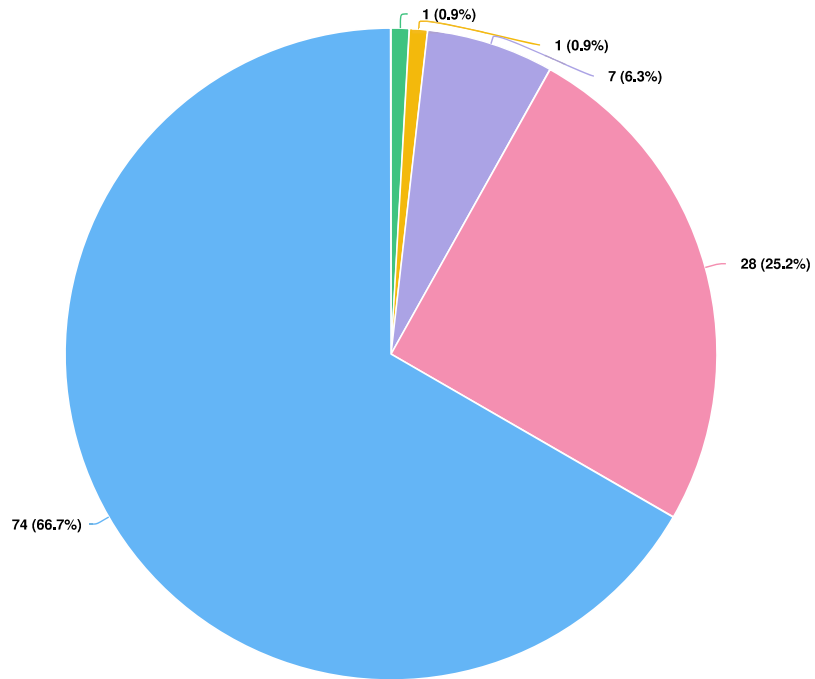


Question options

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Optional question (112 response(s), 2 skipped)
Question type: Emoji Question

Q6 Council officers were professional?

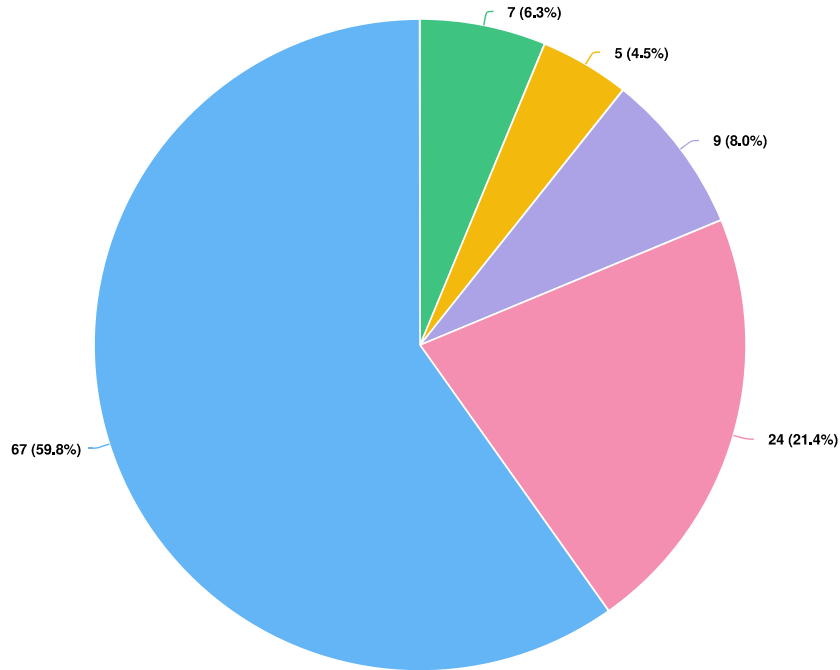


Question options

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Optional question (111 response(s), 3 skipped)
Question type: Emoji Question

Q7 Overall, I am satisfied with the service provided?

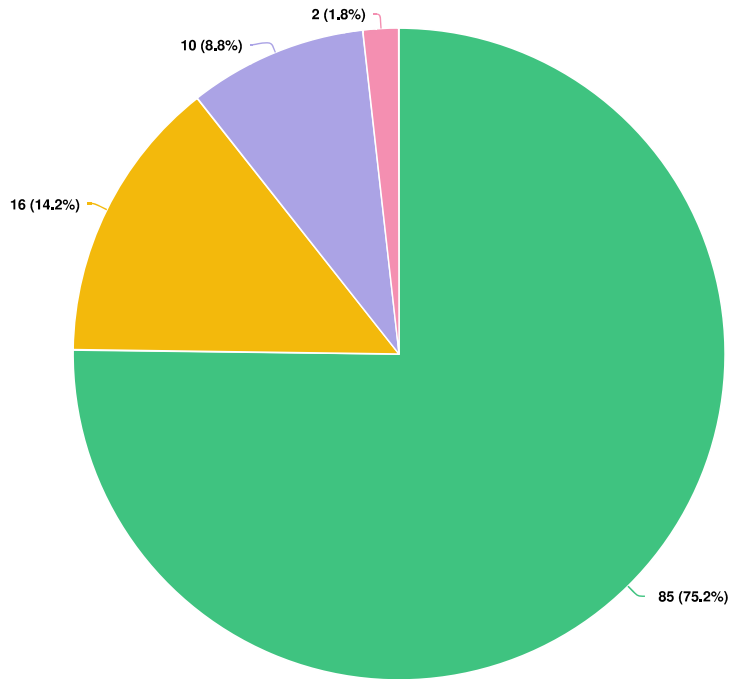


Question options

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Optional question (112 response(s), 2 skipped)
Question type: Emoji Question

Q8 How many times did you contact Council regarding this same enquiry/request?

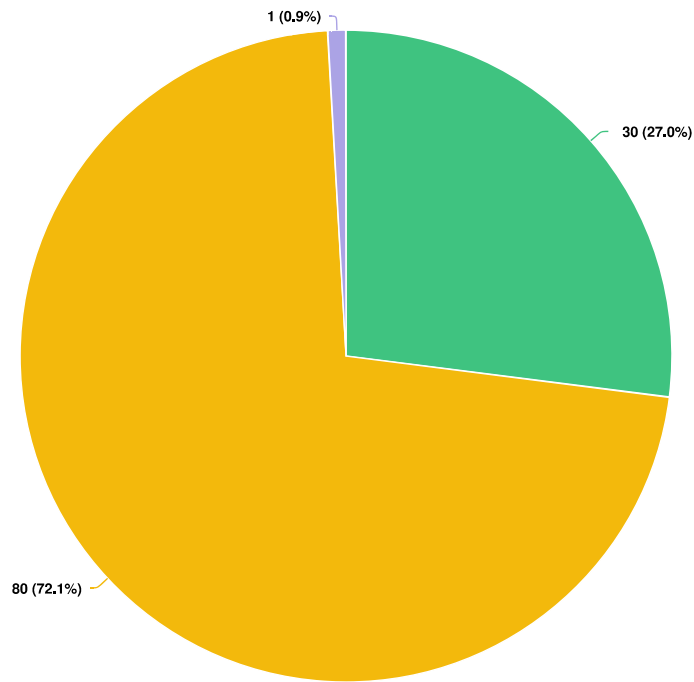


Question options

- Once - First Time
- Twice - Second Time
- Multiple - More than 3 and less than 6
- More than six

Optional question (113 response(s), 1 skipped)
Question type: Radio Button Question

Q9 Did you try to find information relating to your enquiry or request online before contacting Council?



Question options

- Yes
- No
- Please include details if relevant

Optional question (111 response(s), 3 skipped)
Question type: Radio Button Question

11.6 CAPITAL PROJECT FRAMEWORK POLICY

File No:	11979
Attachments:	<ol style="list-style-type: none">1. Final Draft Capital Project Framework Policy↓2. TOR - Communities Project Reference Group (CPRG)↓3. TOR - Infrastructure Project Reference Group (IPRG)↓
Authorising Officer:	Evan Pardon - Chief Executive Officer
Author:	Ross Cheesman - Deputy Chief Executive Officer

SUMMARY

A proposed new Capital Project Framework Policy has been drafted and reviewed with Council. This Policy has been drafted on advice from an external review and Councillor feedback.

OFFICER'S RECOMMENDATION

THAT the Capital Project Framework Policy (including Terms of Reference) as attached to this report be adopted and for Council to approve a review timeline of May 2028.

COMMENTARY

Council has commenced a large capital works program over the coming 10 years. It is imperative that the governance framework that sits around this is robust. In addition, it should be simplistic and meet the needs of Councillors and other stakeholders. A proposed new policy is being recommended that will provide the appropriate governance and improve the oversight of the delivery of Council's capital works program.

BACKGROUND

In the latter half of 2023, the CEO commissioned a report into the delivery of Council's major projects citing some of the Water and Wastewater projects. The crucial elements recommended that require attention are:

- 1. Policy and Procedure – the current model has a policy (Capital Project Management Framework Policy) and two (2) procedures (Capital Project Delivery Procedure and Capital Investment Prioritisation Procedure) all written in 2015. The recommendation was that these documents be condensed and simplified.*

This draft policy addresses this recommendation.

- 2. Project Initiation Proposals – the recommendation was that more focus needed to be applied prior to the approval of a project.*

This is included in the draft policy however it has been instigated already as part of the 2024-25 budget process.

- 3. Reporting – it was recommended that a more robust reporting regime for variations and progress needs to be implemented for improved oversight.*

Besides the external reviewer coming to this conclusion, it has been quite evident that Councillors are expecting an improvement in this area. This has also been the feedback received from consultation with Councillors in this drafting process.

To address this, a major focus of this draft policy is the reporting element. It takes quite a different approach to the current practice. It recommends Project Reference Groups that include Councillors. While not decision making these Reference Groups report to the

recently approved Council Committees. This has inclusions for variations to budget, scopes, and other matters above officer delegations.

PREVIOUS DECISIONS

Nil

BUDGET IMPLICATIONS

No material implications.

LEGISLATIVE CONTEXT

This policy meets legislative requirements.

LEGAL IMPLICATIONS

Nil

STAFFING IMPLICATIONS

Some additional use of existing resources with the additional reporting will be required.

RISK ASSESSMENT

Provides for better governance of Council's Capital Program.

CORPORATE/OPERATIONAL PLAN

Corporate Plan Goal 1.1 – We are fiscally responsible.

CONCLUSION

Following the external review and the consultation with Council it is recommended that the Capital Project Framework Policy (including Terms of Reference attached) be adopted and initiated, with a review timeline of May 2028.

Not only will this provide better oversight but provides a more robust governance structure around Council's capital works program and its delivery.

CAPITAL PROJECT FRAMEWORK POLICY

Final Draft Capital Project Framework Policy

Meeting Date: 14 May 2024

Attachment No: 1

CAPITAL PROJECT FRAMEWORK POLICY MANAGEMENT DIRECTIVE



1 Scope

This policy applies to Rockhampton Regional Council Councillors and employees involved in the evaluation, planning and delivery of capital projects and programs.

This policy does not apply to information technology projects as the Information and Communication Technology Governance Policy caters for these projects.

2 Purpose

The purpose of this policy is to detail a standard and structured process to facilitate a high level of project approval, consistent project management, monitoring, variation control and reporting for the delivery of capital projects and programs.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Local Government Act 2009

Local Government Regulation 2012

Public Sector Ethics Act 2010

Asset Management Policy

Enterprise Risk Management Framework

Enterprise Risk Management Policy

Enterprise Risk Management Process Procedure

Financial Delegations Policy

Information and Communication Technology Governance Policy

Project Management Plan Template

Project Submission Form

Purchasing Policy – Acquisition of Goods and Services

Quality Management Systems – Requirements ISO 9001 – International Standard

Terms of Reference for Communities Project Reference Groups

Terms of Reference for Infrastructure Project Reference Groups

LEGAL AND GOVERNANCE USE ONLY

Adopted/Approved:	DRAFT	Department:	Corporate Services
Version:	1	Section:	Corporate Services
Reviewed Date:		Page No:	Page 1 of 7

4 Definitions

To assist in interpretation, the following definitions apply:

CEO	Chief Executive Officer A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Committee	An approved standing Committee of Council, specifically Communities Committee and Infrastructure Committee.
Councillor/s	The Mayor and Councillors of Council, within the meaning of the <i>Local Government Act 2009</i> .
Employee	Local government employee: (a) The CEO; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
Financial Delegation	A formal delegation (consisting of a financial band and a contractual delegation) allowing an employee to authorise/approve the expenditure or reimbursement of money within their approved budget and delegation limit. This delegation allows an employee with responsibility for a budget to manage that budget.
GM	General Manager An employee appointed to a position with a corporate band 2 delegated in line with the Delegation and Authorisation Policy and detailed in the Delegations Corporate Register, positions include Deputy Chief Executive Officer, GMs and executive managers.
Leadership Team	CEO, Deputy Chief Executive Officer, GMs, executive managers, Manager Workforce and Governance and Chief Financial Officer.
Major Project	A project delivered by the Project Delivery section of Council.
PCG	Project Control Group This group is only initiated for major or significant projects at the discretion of the GM responsible for the project. The PCG works as a combined group to review progress and administer change control processes to recommend to the relevant PRG or GM.
Project Initiation Proposal	A document (Project Submission Form) distributed by the Chief Financial Officer that commences the first stage of project consideration and delivery. This is typically done as part of the annual budget process.
Project Management Plan	A requirement of a major and a significant project.
PRG	Project Reference Group A group constituted under the relevant Terms of Reference, to endorse Project Management Plans, provide guidance and feedback, as well as receiving updates on major and significant projects. They also form an important part of the change control process by considering variations above officer threshold for recommendation to Council or Committee.
Renewal Schedule	Included in a program of projects (ie resheeting program).

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Corporate Services
Version:	1	Section:	Corporate Services
Reviewed Date:		Page No:	Page 2 of 7

Significant Project	While different to a major project these are treated similarly. It includes projects that have identified high public interest, significant political interest, relatively high financial value or any other risks that may require a higher degree of oversight. These are determined by a PRG following the adoption of the annual budget.
---------------------	--

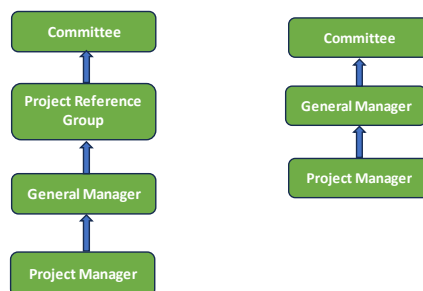
5 Policy Statement

This framework policy covers all project phases from initiation through to delivery and completion. The objectives of this policy are to:

- (a) Provide rigor and justification behind a project proposal and approval;
- (b) Facilitate effective management of risks associated with project proposal, approval and delivery;
- (c) Stipulate the process to ensure the progress of approved projects are well communicated;
- (d) Include a robust governance process to manage project variations; and
- (e) Contribute to effective asset management.

5.1 Hierarchy

Major and Significant Projects: Minor Projects:



5.2 Roles and Responsibilities

5.2.1 Council and Committees

Council is the ultimate decision maker on any proposal for a capital project. This approval is primarily via the annual budget process. Variations and changes outside of officer limitations are primarily decided by a Committee however it could also be at an Ordinary Council meeting.

The respective Committee considers the agendas and minutes of its respective PRG.

Committees are also responsible for reviewing any information reports regarding the progress of the capital works program and seeking clarification on relevant matters.

5.2.2 Project Reference Group

The PRG forms an important part of Council's project governance. Each PRG has a Terms of Reference and are constituted to endorse Project Management Plans, provide guidance and feedback, as well as receiving updates on major and significant projects. They also form an important part of the change control process by considering variations above officer threshold for recommendation to Council or Committee.

Outside of those projects delivered by the Project Delivery Section, significant projects are decided by the relevant PRG each financial year following the adoption of the annual budget.

While it endorses Project Management Plans, the PRG does not have authority to approve designs, stages, scopes or variations. It guides management and makes recommendations for

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Corporate Services
Version:	1	Section:	Corporate Services
Reviewed Date:		Page No:	Page 3 of 7

the consideration of Committee or Council. Consequently, it must not direct employees or consultants in the conduct of the project.

The PRG does not consider projects of a minor or ongoing nature that fall outside the scope of its Terms of Reference.

5.2.3 Leadership Team

Leadership Team considers recommendations on project submissions prior to Council consideration. This is primarily through the annual budget process.

Members are responsible for monitoring and reporting of progress on approved projects under their jurisdiction.

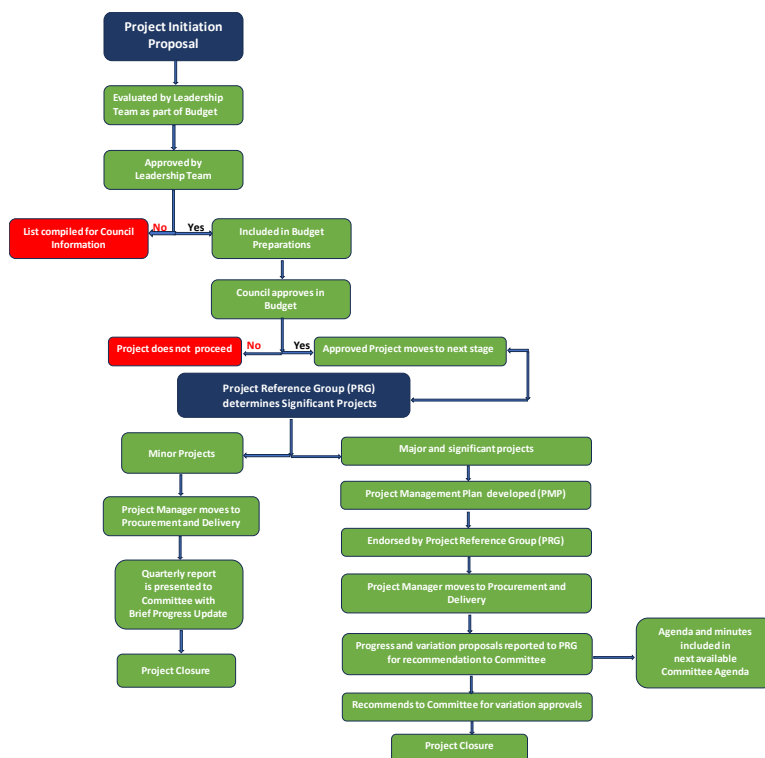
5.2.4 General Managers

GMs have the authority to approve variations, in accordance with paragraph 5.4, for projects under their jurisdiction. These variations must be reported to Council/Committee in the relevant reporting format.

5.2.5 Project Managers

Project managers are responsible for the delivery of capital projects in accordance with this framework. They can approve project variations in accordance with paragraph 5.4. These variations must be reported to Council/Committee in the relevant reporting format.

5.3 Procedures



LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Corporate Services
Version:	1	Section:	Corporate Services
Reviewed Date:		Page No:	Page 4 of 7

5.3.1 Stage 1 – Project Initiation and Approval

A project initiation proposal is submitted for each project on the Project Submission Form. This will generally include all projects whether they are renewals or new. Previously approved multiyear projects do not require any further documentation. The format of this form and details on its completion is provided by the Chief Financial Officer as part of the annual budgetary process.

Following receipt of the proposals, the Leadership Team considers the submissions and makes recommendations to Council. Council is also provided with the projects not recommended for approval. Council makes the final decision as to whether a project proposal is approved to proceed.

5.3.2 Stage 2 – Scope, Design and Procurement**5.2.2.1 Scope and Design**

This stage provides the next level of project approval and initiates the significant investment into resources and funding for a capital project by Council. Further definition of the project is identified at this stage and ensures that justification is measurable against the project initiation proposal. If there are variations from the approved project initiation proposal/renewal schedule as detailed in paragraph 5.4, this stage allows management and Council to re-assess its desire or need to further develop the project, or to modify as necessary to seek further approval.

While the principles are the same there are slightly different requirements between major and significant projects and minor projects.

Minor Projects – Generally there will be sufficient information provided through the budget submission process. Where this is the case the project manager finalises the required steps to proceed to procurement and Stage 3. Where this is not the case refer to the reporting section of this framework.

Major and Significant Projects - Developed in this stage is the project plan, concept designs and a cost estimate with a higher level of confidence. Other studies, reports and designs may be carried out to further inform the project and lower the risk of the unknown. This stage transforms the concepts and project design requirements into complete detailed and specified project documentation. A detailed cost plan measured against the detailed design is also developed at this stage.

The final design is required to be fit for purpose and not under or over engineered. This design risk is mitigated by having as part of the contract scope of works, a Quality Management Plan that complies with Council's contract requirements and ISO9001.

The above culminates in a Project Management Plan. The Project Management Plan should be referred to the relevant PRG for feedback and endorsement. If finalised concept design/plans, costings are within the approved budget and project initiation proposal then it may proceed. Otherwise, approval is required in accordance with paragraph 5.4.

5.2.2.2 Procurement

All acquisitions and tender awards must be strictly in accordance with Council's purchasing policies and procedures. For major projects the procurement details are included in the Project Management Plan. All tenders/contracts are delivered under the Australian Standards contract methodology unless otherwise approved by the CEO.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Corporate Services
Version:	1	Section:	Corporate Services
Reviewed Date:		Page No:	Page 5 of 7

5.3.3 Stage 3 – Reporting and Variations

5.2.3.1 Internal Reporting

Minor Projects – Minor projects are reported in the standard template generated by the Finance Section and populated by project managers on a quarterly basis to the relevant Committee. In some cases, this may require the presentation to Council instead.

A program of projects (for example, resheeting program) is reported on one line. Councillors may request further details.

Committee members (Councillors) are responsible for reviewing any information reports regarding the progress of the capital works program and seeking clarification on relevant matters.

Major and Significant Projects – Major and significant projects are reported to the relevant PRG in the standard template. The GM Regional Services is responsible for the layout of the template to ensure relevant information is presented to PRG's monthly. For clarity, this also applies to significant and major projects outside of Regional Services. Agendas and minutes from each PRG are included in the next available Committee Meeting relevant to the PRG.

The GM may initiate a PCG on a particular major or significant project. Any PCG will consist of relevant officers designated by the GM. The purpose is to work as a combined group to review progress and administer change control processes to recommend to the relevant PRG or GM.

5.2.3.2 External Reporting

External reporting requirements vary from project to project but should be included in the Project Management Plan.

5.2.3.3 Variations

The variations listed below are outside of the contingency amounts set within the project budget.

Project Type	Variation	Approval Threshold	Reporting Requirement
Minor	<10% Price, timing or design	Project Manager approval (within financial delegation) Budget variation to be constrained to total capital budget.	Reported in quarterly project status update report to Council/Committee.
	>10% Price, timing or design	GM approval (within financial delegation) Budget variation to be constrained to total capital budget.	Reported in quarterly project status update report to Council/Committee.
Major and Significant	Significant variation either price, timing, design or is politically sensitive.	Council/Committee approval	Report to Council/Committee.
	<5% Price, timing or design	GM approval (within financial delegation)	Variations reported to the relevant PRG.
	>5% or \$2m Price, timing, design or is politically sensitive.	Council/Committee approval	Variation must initially be reported to PRG prior to seeking Council/Committee approval.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Corporate Services
Version:	1	Section:	Corporate Services
Reviewed Date:		Page No:	Page 6 of 7

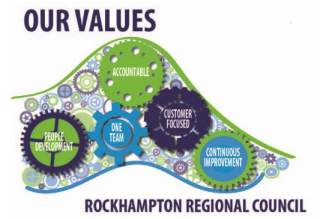
6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstance as determined from time to time by the CEO.

7 Document Management

Sponsor	Chief Executive Officer
Business Owner	Deputy Chief Executive Officer
Policy Owner	Deputy Chief Executive Officer
Policy Quality Control	Legal and Governance



LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	DRAFT	Department:	Corporate Services
Version:	1	Section:	Corporate Services
Reviewed Date:		Page No:	Page 7 of 7

CAPITAL PROJECT FRAMEWORK POLICY

TOR - Communities Project Reference Group (CPRG)

Meeting Date: 14 May 2024

Attachment No: 2



Subject: Terms of Reference – Communities Project Reference Group

File Ref: 11979

PURPOSE

Endorse Project Management Plans, review progress of works and administer change control processes on applicable and nominated projects. This includes where needed to make recommendation on proposed variations in budget, scope, timing, or other risks to Council or delegated Committees. These will be for variations outside the limitations set in Council's Project Management Framework for officers.

OBJECTIVE

The Communities Project Reference Group (CPRG) shall:

- After the adoption of the Annual Budget decide the projects to be considered by the CPRG outside of those delivered by the Project Delivery Unit. Where more than one Project Reference Group chooses a particular project, the relevant General Manager will decide which Group it is to report to.
- Review and endorse the Project Management Plan on presentation, paying particular attention to the Project Risk Management section.
- Review project progress and manage risk to budget, scope and/or timing on the delivery of the project.
- Review, revise and agree to recommendations of the said variations to the relevant Committee or Council.

MEMBERSHIP

- Mayor (Chair)
- Portfolio Councillor Communities & Heritage
- Portfolio Councillor Parks, Sport & Public Spaces
- Portfolio Councillor Planning & Regulation
- Chief Executive Officer
- General Manager Community Services
- Chief Financial Officer
- Project Owner or Manager to attend when required.

MEETING PROCEDURES

This group will meet on a monthly basis.

It is expected that the conduct at these Group meetings is in line with the principles of the relevant Codes of Conduct and Meeting Procedures.

As an advisory group there are no requirements for a quorum.

In the absence of the Mayor or Acting Mayor, the members of the Group will appoint a Chair.

Whilst a majority support may form a recommendation to Council or Committee there is no expectation that a member being a Councillor who has an opposing view must necessarily support the said recommendation in formal Council or Committee meeting.

CAPITAL PROJECT FRAMEWORK POLICY

TOR - Infrastructure Project Reference Group (IPRG)

Meeting Date: 14 May 2024

Attachment No: 3



Subject: Terms of Reference – Infrastructure Project Reference Group

File Ref: 11979

PURPOSE

Endorse Project Management Plans, review progress of works and administer change control processes on applicable and nominated projects. This includes where needed to make recommendation on proposed variations in budget, scope, timing, or other risks to Council or delegated Committees. These will be for variations outside the limitations set in Council's Project Management Framework for officers.

OBJECTIVE

The Infrastructure Project Reference Group (IPRG) shall:

- After the adoption of the Annual Budget decide the projects to be considered by the IPRG outside of those delivered by the Project Delivery Unit. Where more than one Project Reference Group chooses a particular project, the relevant General Manager will decide which Group it is to report to.
- Review the Project Management Plan on presentation, paying particular attention to the Project Risk Management section.
- Review project progress and manage risk to budget, scope and/or timing on the delivery of the project.
- Review, revise and agree to recommendations of the said variations to the relevant Committee or Council.

MEMBERSHIP

- Mayor (Chair)
- Portfolio Councillor Infrastructure
- Portfolio Councillor Airport
- Portfolio Councillor Water
- Portfolio Councillor Waste & Recycling
- Chief Executive Officer
- General Manager Regional Services
- Chief Financial Officer
- Project Owner or Manager to attend when required.

MEETING PROCEDURES

This group will meet on a monthly basis.

It is expected that the conduct at these Group meetings is in line with the principles of the relevant Codes of Conduct and Meeting Procedures.

As an advisory group there are no requirements for a quorum.

In the absence of the Mayor or Acting Mayor, the members of the Group will appoint a Chair.

Whilst a majority support may form a recommendation to Council or Committee there is no expectation that a member being a Councillor who has an opposing view must necessarily support the said recommendation in a formal Council or Committee meeting.

12 NOTICES OF MOTION

Nil

13 QUESTIONS ON NOTICE

Nil

14 URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.

15 CLOSED SESSION

In accordance with the provisions of section 254J(3) of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 254J(3) of the *Local Government Regulation 2012*, for the reasons indicated.

16.1 Property Matter

In accordance with section 254J(3)(g) of the *Local Government Regulation 2012* it is considered necessary to close the meeting to discuss negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government.

16 CONFIDENTIAL REPORTS

16.1 PROPERTY MATTER

File No: 2021

Attachments: 1. Proposal

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Angus Russell - Executive Manager Advance
Rockhampton
Kellie Roberts - Coordinator Property and Insurance

In accordance with section 254J(3)(g) of the *Local Government Regulation 2012* it is considered necessary to close the meeting to discuss negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government.

SUMMARY

This report discusses and provides options in relation to a property matter.

17 CLOSURE OF MEETING