



ORDINARY MEETING OF COUNCIL

MINUTES

14 SEPTEMBER 2016



**ORDINARY COUNCIL
MEETING MINUTES
14 SEPTEMBER 2016**

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ATTENDANCE:

Councillors Present

- Cr Tanya Milligan (Mayor) (Chairperson)
- Cr Jason Cook
- Cr Jim McDonald
- Cr Kathy McLean
- Cr Janice Holstein
- Cr Chris Wilson
- Cr Michael Hagan

Officers Present

- Ian Church, Chief Executive Officer
- Dan McPherson, Executive Manager
Organisational Development & Planning
- David Lewis, Executive Manager Corporate &
Community Services
- Myles Fairbairn, Executive Manager
Infrastructure Works & Services
- Rick Machin, Acting Manager Marketing,
Communication & Engagement
- Stephen Hart, Manager Executive & Business
Services
- Susan Boland, Council Business Support
Officer
- Peter Hillcoat, Disaster Management
Coordinator

Media Present

- Francis Witsunhuysen, Gatton Star

1.0 MEETING OPENED

The meeting commenced at 10.04 am

The Mayor, Cr Milligan as Chairperson opened the meeting and welcomed all present. Cr Holstein led the meeting in prayer, following a minute's silence for those persons recently deceased.

2.0 LEAVE OF ABSENCE

No Leave Of Absence

3.0 CONDOLENCES/GET WELL WISHES

3.1 Condolences/Get Well Wishes

Date: 07 September 2016
Author: Susan Boland, Council Business Support Officer
Responsible Officer: Ian Church, Chief Executive Officer

RESOLUTION

THAT letters of condolence be forwarded to the families of the recently deceased persons from within or associated with the Lockyer Valley Region.

Moved By: Cr Wilson **Seconded By:** Cr McDonald
Resolution Number: 16-20/0205

CARRIED

7/0



4.1 Declaration of Material Personal Interest on any Item of Business

- (a) inform the meeting of the councillor's material personal interest in the matter; and
- (b) leave the meeting room (including any area set aside for the public), and stay out of the meeting room while the matter is being discussed and voted on.

No declarations were made by Councillors at this time.

No Mayoral Minute

6.1 Confirmation of Ordinary Meeting Minutes of 24 August 2016

Date: 07 September 2016
Author: Ian Church, Chief Executive Officer
Responsible Officer: Ian Church, Chief Executive Officer

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David Lewis, Executive Manager Corporate & Community Services



REGIONAL COUNCIL

AUDIT & RISK MANAGEMENT COMMITTEE

MINUTES

25 AUGUST 2016



**AUDIT & RISK
MANAGEMENT COMMITTEE
MEETING MINUTES
25 AUGUST 2016**

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ATTENDANCE:

Councillor Members

- Cr Jason Cook

Independent External Members (Voting)

- Graham Webb (Chairperson)
- Alison D'Costa
- Mike McGovern

Attendees (non-voting)

- David Lewis, Executive Manager, Corporate & Community Service
- Tony Brett, Manager Finance & Customer Service
- Marita Corbett, BDO (Internal Audit)
- Matthew Monaghan, William Buck (External Audit) - teleconference
- Debra Stolz, Queensland Audit Office

Apologies

- Cr Chris Wilson
- Cr Tanya Milligan (Mayor) (ex officio)

1.0 MEETING OPENED

The Chair, Graham Webb opened the meeting at 10.28am and welcomed all attendees.

The Chair also welcomed and congratulated Alison D'Costa on her appointment to position of Independent Professional Member on the Committee and congratulated Mike McGovern on his re-appointment to the position of Independent Community Member on the Committee.

All attendees then provided a brief professional background on themselves.

2.0 APOLOGIES

An apology has been received from Cr Chris Wilson due to his attendance at a funeral.

3.0 DECLARATION OF ANY MATERIAL PERSONAL INTERESTS/CONFLICTS OF INTEREST BY MEMBERS

3.1 Declaration of Material Personal Interest on any Item of Business

Pursuant to Audit and Risk Committee Charter and Code of Conduct, a member who has a material personal interest in an issue to be considered at a meeting of the committee must –

- (a) inform the meeting of the members material personal interest in the matter; and
- (b) leave the meeting room (including any area set aside for the public), and stay out of the meeting room while the matter is being discussed and voted on.

3.2 Declaration of Conflict of Interest on any Item of Business

Pursuant to Audit and Risk Committee Charter and Code of Conduct, a member who has a real or perceived conflict of interest in a matter to be considered at a meeting of the Audit and Risk Committee must inform the meeting about the members personal interest in the matter and if the member participates in the meeting in relation to the matter, how the member intends to deal with the real or perceived conflict of interest.

No declarations were made by the Committee.



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4.0 CONFIRMATION OF MINUTES

**4.1 Confirmation of Meeting Minutes Audit and Risk Committee
Wednesday 15 June 2016**

Date: 19 August 2016
Author: Madonna Brennan, Business Improvement Officer
Responsible Officer: David Lewis, Executive Manager Corporate & Community Services

Officer's Recommendation:
THAT the Minutes of the Lockyer Valley Audit and Risk Management Committee held on Wednesday 15 June 2016 be taken as read and confirmed.

RESOLUTION

THAT the Minutes of the Lockyer Valley Audit and Risk Management Committee held on Wednesday 15 June 2016 be taken as read and confirmed.

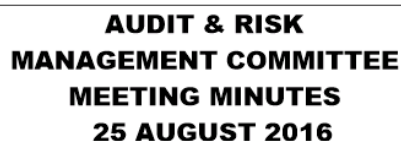
Moved By: Cr Cook **Seconded By:** M McGovern
Resolution Number: ARMC/0009

CARRIED
4/0

5.0 BUSINESS ARISING FROM MINUTES

(Refers to Minutes of the Meeting 15 June 2016)

- **Item No 5.2 (business arising)** – confirmed that the next meeting of the Audit Committee Chairs with the Queensland Audit Office will be on Wednesday 7 December 2016 and therefore will not clash with the next meeting of the Lockyer Valley Audit and Risk Management Committee which is scheduled for Thursday 8 December 2016. However the next meeting of the Committee will need to commence later in the day due to a clash with another Committee of Council.
- **Item 6.5 External Audit 2015/16 Interim Management Report.** Advice was sought in regards to an update on Item 2 of the External Auditors Report in relation Information Technology Governance and the Chair also provided some commentary around the rectification of item 4 of the External Auditors Report on Rates being that the Revenue Statement has been amended to remove the abilities for properties to be categorised.



6.1 Audit Register Progress Update - High Risk Items

Summary:

In consultation with Council's Executive Leadership Team a progress update is provided on the action taken to date on recommendations made against high risk items on Council's Audit Register.

THAT the Committee receive and note the progress update on high risk items identified on Council's Audit Register.

- A review be undertaken on Items that are identified in the “in-progress” section as the action taken notes do not support the status of the item.
- No progress reporting or notes have been provided against Item 3.1 of the Payment of Allowances Internal Audit Report being “Independent Review of Allowances.
- That additional reporting information be included in the Audit Register that will enable the committee to make comparison of current actions completed versus previous actions completed.

4/0

Included with this report is a detailed update on the action taken to date on recommendations made against high risk items that have been identified from previously conducted internal audits. The report is provided for the Committee to review and make comments as necessary.

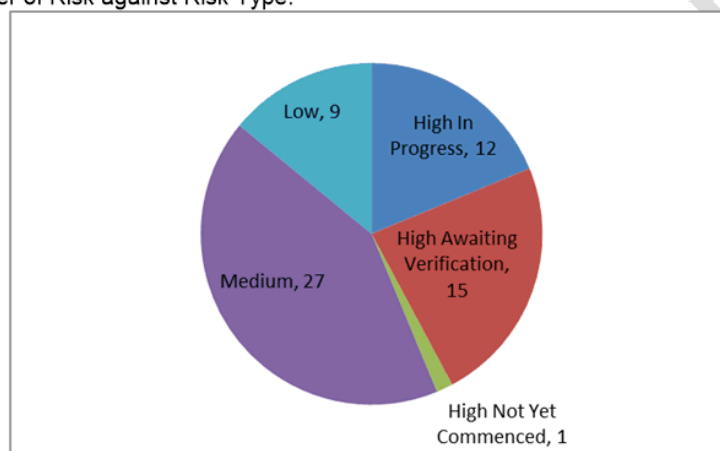


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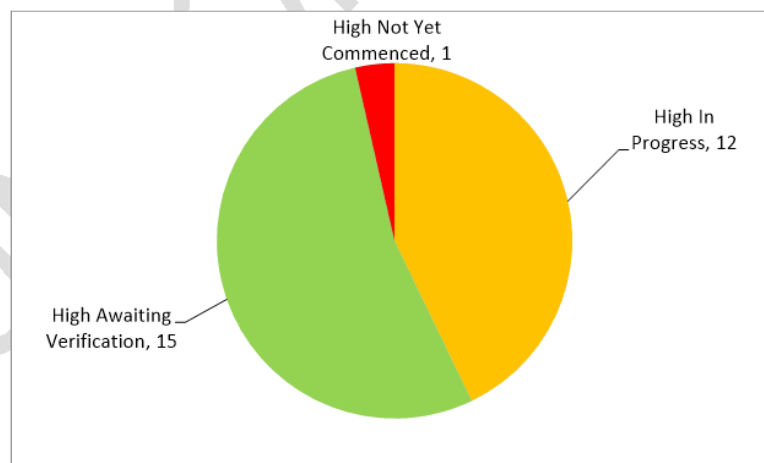
At present there are 28 high risk items on Council's Audit Register of these items only 1 is not yet commenced, 12 are in progress and 15 are to be submitted to the Internal Auditor for verification of actions taken.

The first graph shown identifies the number of recommendations outstanding against each risk type with the high risk items being further detailed to their current status. The second graph details the current status on the recommendations made against the high risk items on the Audit Register.

Graph 1 Number of Risk against Risk Type:



Graph 2: Current Status of High Level Risk items:





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6.2 Draft 2015-2016 Financial Statements

Date: 19 August 2016
Author: Tony Brett, Manager Finance and Customer Service
Responsible Officer: David Lewis, Executive Manager Corporate & Community Services

Summary:

Section 176 of the *Local Government Regulation 2012* requires Council to prepare financial statements each financial year comprising of a general purpose financial statement, a current-year financial sustainability statement and a long-term financial sustainability statement.

Section 211 (1)(b)(iii) of the Regulation then requires Council's Audit and Risk Management Committee to review a draft of the local government's financial statements for the preceding financial year before the statements are certified and given to the Auditor-General for auditing under Section 212. The draft 2015/2016 financial statements and sustainability statements are attached for the Committee's review.

Officer's Recommendation

THAT the Committee receive Council's Draft 2015/2016 unaudited Financial Statements and approve the draft statements for presentation to the Auditor-General for auditing.

RESOLUTION

THAT the Committee receive Council's Draft 2015/2016 unaudited Financial Statements and approve the draft statements for presentation to the Auditor-General for auditing.

Further;

THAT acknowledgement is made to the staff for ensuring that the Draft 2015/2016 Financial Statements were completed in a timely manner.

And further;

THAT it was noted that paragraph 3 of Note 29 Financial Instruments requires to be amended as the Committee is an advisory committee to Council and therefore cannot approve policies.

And further;

THAT to ensure the alignment of the Draft Financial Statements the figures recorded against "Net cash provided by Operating Activities" in Note 27 be amended to reflect the figures recorded in the "Net Cash – Operating Activities" in the Statement of Cash Flows.

Moved By: A D'Costa

Seconded By: M McGovern

Resolution Number: ARMC/0011

CARRIED

4/0



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Report

Section 212 of the Regulation also requires Council to give its financial statements to the Auditor-General for auditing by a date agreed between the Chief Executive Officer and the Auditor-General. This date is to allow sufficient time for the audit of the financial statements, and the Auditor-General's audit report about the statement, to be completed no later than four months after the end of the financial year to which the statement relates.

The audit program is on track with all key milestones being met. Council's Auditors will be undertaking the final site visit during the period 29 August to 2 September with the statements expected to be finalised and signed-off by the end of September.

Utilising a third party template, the draft financial statements have been prepared in accordance with the requirements of the *Local Government Regulation 2012*, specifically Sections 176, 177, and 178 and are aligned with the "Tropical Council" financial statements template produced by the Department.

Draft Financial Results

The draft operating result for the year was a net deficit of \$2.60M. This can mainly be attributed to an increase in depreciation and the write off of infrastructure assets which had been incorrectly brought to account in previous years. During the revaluation process it was discovered that the assets were not owned by Council or had been physically disposed of in a prior year but not updated in the asset register. Most of the write off related to two roads which were on the boundaries of the region and it was determined that the ownership actually belonged to the adjoining Council.

The operating surplus/deficit excluding capital items (as used in the Sustainability Ratios) was a deficit of \$2.74M (2015 deficit \$9.32M). The improvement in the operating result from the previous year is as a result of targeted reductions in expenditure on employees and materials across the board. The savings from the past two years of budgeting are now beginning to be realised and Council is returning to a more 'normal' level of operations.

Council's total cash and investments increased slightly by \$1.57M as fewer funds were expended due to the completion in 2015 of the NDRRA related works. Council's cash balance at the end of 2016 was \$22.70M (2015 \$21.13M).

A summary of comparative data for the current year and previous years is below:

Statement of Comprehensive Income (\$'000)

Financial Year	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 Draft
Revenue	89,993	121,027	101,106	97,616	92,674	59,096
Expenditure	91,586	137,518	106,398	97,247	74,461	61,697
Net Result	(1,593)	(16,491)	(5,292)	369	18,213	(2,601)

Net Worth (\$'000)

Financial Year	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 Draft
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Assets	396,919	449,817	496,086	584,030	620,661	622,248
Liabilities	19,261	55,895	55,347	61,994	63,616	66,526
Community Equity (balance)	377,658	393,922	440,739	483,036	557,045	555,722

For the 2016 financial year, of the three Key Measures of Sustainability, all are outside of the target set by the Department. A table showing the results and explanations follows.

Ratio	Explanation	Calculation	Target	2016	Target Met	Comment
Operating surplus ratio	Measures the extent to which revenues raised cover operational expenses only or are available for capital funding purposes or other purposes.	Operating Surplus (Net result excluding all capital items) divided by total operating revenue (excluding capital items).	Between 0% and 10%	-4.97%	No	This ratio is below target due as operating expenditures has exceeded operating revenues. The main contributor to this has been a further increase in depreciation. This result is a significant improvement on the prior year.
Asset sustainability ratio	This ratio reflects the extent to which infrastructure assets managed by Council are being replaced as they reach the end of their useful lives.	Capital expenditure on the replacement of assets (renewals) divided by depreciation expense.	>90%	51.42%	No	This ratio is under the target amount due to a number of new projects which reduced the amount available for renewals. Examples of new projects includes; Land Fill Cell (\$0.25M), Lake View Accommodation Precinct (\$0.91M), and new roads and carparks (\$1.15M).



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Ratio	Explanation	Calculation	Target	2016	Target Met	Comment
Net financial liabilities ratio	Measures the extent to which net financial liabilities of Council can be repaid from operating revenue.	Total liabilities less current assets divided by total operating revenue.	< 60%	64.07%	No	<p>The significant increase in the restoration provisions and a reduction in revenues on the completion of the NDRRA works have seen this ratio continue to exceed the target set by the Department.</p> <p>Whilst it is only just over the target, it is of some concern for the future. The 2016/17 adopted budget includes measures to return this to a level which is below the benchmark.</p>

The Long Term Sustainability Statement uses the original adopted 2016/2017 Budget as the basis of the ratios for the next ten years. The forecast shows Council's commitment to achieving operating surpluses in the forecast years. At present the legislation does not require the Long Term Sustainability Statement to be audited.

Once the audit is completed an update will be provided to the Committee on any changes made through the audit process.



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6.3 Draft Internal Audit Plan

Date: 19 August 2016
Author: Madonna Brennan, Business Improvement Officer
Responsible Officer: David Lewis, Executive Manager Corporate & Community Services

Summary:

This report is to present the Draft Internal Audit Plan 2016/17 – 2018/19, that has been prepared by Council's Internal Auditor, BDO Pty Ltd for endorsement by the Committee.

Officer's Recommendation:

THAT the Committee endorse the Draft Internal Audit Plan 2016/17 – 2018/19.

RESOLUTION

THAT the Committee recommend to Council the re-engagement of BDO Pty Ltd to provide internal audit functions for Council for a further 2 years, being the life of the current Audit and Risk Management Committee.

Moved By: M McGovern Seconded By: Cr Cook
Resolution Number: ARMC/0012

CARRIED

4/0

Marita Corbett, Partner BDO Pty Ltd left the meeting during the discussion of the above item.

RESOLUTION

THAT the Committee received and noted the Internal Audit Plan 2016/17 – 2018/19 and to enable flexibility only endorsed year 1 of the Plan.

Further;

THAT the first item of the Plan to be actioned be on Community Grants.

And further;

THAT the Manager of Information Services be invited to attend the next meeting to present to the Committee on recent results received on the Open Source Intelligence Scan and Penetration Testing that was conducted on Council's systems.

Moved By: Cr Cook Seconded By: M McGovern
Resolution Number: ARMC/0013

CARRIED

4/0



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Background:

In October 2015 a review of Council's Risk Register commenced and the initial stages of the review resulted in the identification of 12 key areas of risk for Council, being:

- Finance and Economic (FE1) – financial sustainability
- Finance and Economic (FE2) – decision making
- Infrastructure and Assets (IA1) – Planning, managing and maintaining assets
- Infrastructure and Assets (IA2) – major projects
- Infrastructure and Assets (IA3) – information technology strategy
- Business Continuity & Systems (BC1) – essential service delivery
- Environmental Management (EC1)
- Legal Compliance and Liability (LCL1) – compliance frameworks
- Political (P1) – inter-governmental relations
- Reputation (R1)
- Strategic Workforce (S1) – strategic workforce planning and management
- Workplace Health and Safety (WHS1) – health and safety

The revised Risk Register has provided the framework and priorities for the development of an Internal Audit Plan that will provide a schedule of priorities until 2018/19.

Report:

An Internal Audit Plan (attached) has been drafted by the Internal Auditor (BDO Pty Ltd) in liaison with key Council staff that summarises the direction for our internal audit processes until 2018/19, including indicative costs.

The implementation of the Internal Audit Plan will ensure compliance with legislation and that key areas of risk are being managed effectively, yet while still providing the flexibility to adapt for changing priorities if the need arises.

The Draft Internal Audit Plan is being presented to the Committee for endorsement.



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7.0 ITEMS FOR INFORMATION

7.1 Fraud Corruption Control Update

Date: 19 August 2016
Author: Corrin Bischoff, Major Projects Officer
Responsible Officer: David Lewis, Executive Manager Corporate & Community Services

Summary:

Queensland Local Governments are required to implement and report on Fraud and Corruption control measures implemented as a result of Queensland Auditor-General released the *Fraud Management in Local Government Report* released in June 2015.

Lockyer Valley Regional Council has undertaken a number of actions to address the above requirements. This report details actions taken to date and future requirements to establish an effective the Fraud & Corruption Framework for Council.

Officer's Recommendation:

This document is for the Committee's information only.

This document was provided for the Committee's information only.

Background:

In January 2015, Council's internal auditor undertook a review of council's fraud and corruption prevention and control practices which identified a number of recommendations to improve Council's approach to this matter. In June 2015 the Queensland Auditor-General released the *Fraud Management in Local Government Report* which identified that the local government sector is not managing fraud risk satisfactorily. The Report recommended that Council's as a priority develop, revise or amend:

- Policies and procedures for fraud and corruption management
- Fraud and corruption control plans
- Fraud risk assessments
- Data analytics capability for fraud detection.

As a follow up to the Auditor-General's Report the Deputy Premier and Local Government Minister wrote to all local governments in August 2015 informing Council's that an amendment will be made the *Local Government Regulation 2012* requiring local government to report fraud losses to both the Auditor-General and the Minister for Local Government. In addition, Council's need to provide the Department of Infrastructure, Local Government and Planning with a progress report in relation to the implementation of the Report's recommendations in the next 12 months. Council is required to provide a response on its progress against the recommendations by 26 August 2016.



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Report:

In addressing the Queensland Auditor-General released the *Fraud Management in Local Government Report*, Council have undertaken the following actions to date:

- Fraud & Corruption Control Policy adopted by Council on 19/08/2015
- Fraud and Corruption awareness training was incorporated in to the Employee Code of Conduct Training Program conducted in March 2016. This information will also form a part of the induction program for new staff
- Development of a draft Fraud Investigation Procedure June 2016
- Appointment of the Executive Manager Corporate & Community Services as the Fraud Control Officer – July 2016
- Fraud Allegation Register set up July 2016
- Communication to all staff of the avenues for making allegations of fraud or corruption 21 July 2016
- Fraud & Corruption Control Plan approved by the Acting CEO on 29 July 2016
- Fraud Risk Assessments first draft completed - August 2016

Future actions in accordance with the Fraud & Corruption Control Plan include:

- Investigations Training for key staff – 6 September 2016
- Review of the Fraud Risk Register by the Executive Leadership Team to evaluate identified additional internal controls and data analytics
- Review of final draft of the Fraud Risk Register by the Internal Auditor for adoption as a part of the Corporate Risk Register
- Adoption of the draft Fraud Investigation Procedure
- Identification of staff for further Fraud Awareness Training
- Updating key Council documents to clearly communicate that Council does not tolerate any form of fraud or corruption.

Since the establishment of the Fraud Allegations Register, six allegations have been reported. These allegations have been recorded in the confidential register and are being reviewed by the Fraud Control Officer to determine the appropriate action to be taken.

It was proposed that a future report be presented to the Committee titled "Fraud and Ethics Update" that will provide an update to the Committee on matters relating to Fraud, Complaints and other Legal Matters. The report should not include specific information, however a brief summarisation should be included on matters that reflect the identified areas of interest.

The Committee noted that a Progress Report on Council's actions on Fraud Control Management actions had been forwarded to the Department of Infrastructure, Local Government and Planning.



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7.2 Briefing Paper - William Buck

Date: 19 August 2016
Author: Madonna Brennan, Business Improvement Officer
Responsible Officer: David Lewis, Executive Manager Corporate & Community Services

Summary:

The attached report provides a briefing to the Committee on the status of the external audit activity, performance audit update and other activity including parliamentary reporting update, local government audit news and the QAO's Insights publication.

Officer's Recommendation:

This document is for the Committee's information only.

This document was provided for the Committee's information only.

8.0 MEETING CLOSED

The Chair re-confirmed that the next meeting of the Committee will be on Thursday 8 December 2016, with a later commencement time, which is yet to be determined.

There being no further business the meeting closed at 12.17pm.



<p>ORDINARY COUNCIL MEETING MINUTES 14 SEPTEMBER 2016</p>
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7.0 BUSINESS ARISING FROM MINUTES

No Business Arising from Minutes

8.0 COMMITTEE REPORTS

No Receival of Committee Reports as Minutes

9.0 DEPUTATIONS/PRESENTATIONS

No Deputations/Presentations



10.1 Chief Executive Officer Monthly Report

Summary:

Officer's Recommendation:
THAT Council receive and note the Chief Executive Officer's Monthly Report.

THAT Council receives and notes the Chief Executive Officer's Monthly Report.

Moved By: Cr Hagan **Seconded By:** Cr Holstein
Resolution Number: 16-20/0208

CARRIED
7/0

Report

1. Introduction

Refer Summary above.

2. Background

This report provides an update for Councillors on key matters being actioned by the Executive Office of Council, as well as on external matters that impact the organisation.

3. Report

Diploma of Local Government

Council has recently received correspondence from the LGAQ regarding its Diploma of Local Government (Elected Members). The Diploma has been developed to provide Councillors with core information and skills which will assist Councillors in performing their role. The Diploma is delivered via a series of one day workshops followed by written assessment.

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A total of 12 units are required to be completed to qualify for the Diploma. However, individual units can be selected to suit the participant if you do not wish to complete all 12 units. Two units being run at the moment which may be of interest to Councillors are:

- Sustainable Asset Management (Develop an asset management strategy for the council) in Brisbane on 10 October 2016
- Strategic Planning (Undertake business planning) in Brisbane on 11 October 2016

The units are priced at \$530.00 each and if a written assessment is required this will cost a further \$220 per unit. The written assessments are required to gain the national accreditation of Diploma of Local Government (Elected Members) whereas without the assessments a Statement of Attendance will be issued.

Should any Councillors wish to complete the course or individual units please advise me.

Council has allocated a budget of \$45,000 for Councillor conference and training purposes.

Regional Development

A number of initiatives are currently underway in the Regional Development Portfolio, as follows:

Lakeview Accommodation – Motel:

The construction of the motel continues on track with all of the modules now in place for the motel except the Mangers residence block. Planning is currently underway for a site visit/tour for Councillors for the last week of September. The next Project Enhancement Group (PEG) meeting has been scheduled for Monday 26 September at the Lockyer Valley Regional Council Administration Building.

Investment in Farm Workers Resort Gatton:

As Council is aware there is a current proposal to build a large farm workers (backpackers) accommodation unit in Gatton. Council staff are currently working with the Developer and Queensland Urban Utilities and it is expected that a Development Application will be lodged in the near future. It is worthy of note that Bundaberg Regional Council has recently adopted significant incentives to attract backpacker development in an attempt to help secure labour for the agricultural sector.

Business and Training Awards 2016:

Nominations for the Business and Training Awards closed on 31 August with the Mayor, Councillors and staff distributing over 850 Nomination Kits to local businesses prior to the closing date. Potentially record numbers of nominations have been received in all categories except two, Transport Services and Tourism. Nominations received this year have been from many first time entrants.

The People's Choice Award voting commenced on 31 August and will close on Wednesday 21 September.

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Faith Lutheran College – Trade Training Centre:

Officers recently facilitated a meeting between Faith Lutheran College and TAFE Southwest, to open discussions for the possible use of shared trade training facilities at the College. The meeting followed a request from the Mayor following her visit to Faith Lutheran College. Both parties are keen to see if a partnership arrangement can be developed to provide a hospitality training facility in the region.

Regional Development Australia – Jobs Board Matching Local Jobs to Local People:

The official Regional Development Australia Ipswich & West Moreton (RDAIWM) launch was held on Thursday 4 August at the Ipswich City Council offices. Deputy Mayor Cr Jason Cook attended together with representatives from RDAIWM and Ipswich City Council. IWM Jobs is a regional initiative to capture sustainable employment opportunities for individuals and communities across the whole region. Council will be holding a local industry forum, highlighting the Jobs Board at UQ Gatton Foundation Building on 14 September 2016.

Farm Ready Hub – Proposal:

A proposal for a Harvest Hub to be established in Gatton was presented to officers by Lockyer Valley Alliance seeking support from Council in obtaining grant seed funding from other sources. The proposal includes reinvigorating the former Farm Ready Card and induction training and job matching for farm workers. A full brief on the proposal will be prepared to provide further information and discussion at a Council workshop.

Lockyer Better Business Breakfast:

The Mayor, Councillors and Officers attended the Lockyer Better Business Breakfast on Wednesday 17 August where NBN Co presented on the proposed rollout of NBN in Gatton. NBN will be rolled out to Gatton and surrounds in the first quarter of calendar 2017.

GenR8 – Employment Pathway for Youth:

Council has agreed to host local students involved in the GenR8 program in 2017. GenR8 is a youth attraction and employment pathway for Year 11 and 12 students into the transport and logistics sector. Council's commitment is to provide work experience placement for 20 days, one day per week over two terms between 1 May and 20 October 2017, with training delivered by TAFE Southwest prior to and during placement.

Meet Up Morning Tea:

A Meet Up Morning Tea was held at the Incubator on 25 August 2016 with guest presenter Melody Jarvis. Melody spoke about using e-commerce for online sales, providing some tips and tricks to increase traffic and sales on existing online carts.

Laidley Futures:

A meeting for Laidley Futures was held on Wednesday 10 August 2016, where it was discussed which projects had budget to proceed. Green Spine, Business Incubator, Shade to Laidley Mall, Flood Mitigation and Laidley Library – Lily of the Valley, all have budget for works to continue.

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Commonwealth Games:

The Embracing 2018 Regional Working Group recently held a meeting in Ipswich. Some interesting information emerged as follows:

- It is estimated that there will be 6,600 athletes, 15,000 volunteers, and 1,000 technicians at the Games with 1.5 million visitors to South East Queensland
- There will be 18 participating sports held at 3 new venues, 7 upgraded venues and 8 venues where internal upgrades will be constructed and removed after the Games
- The construction of the Games Village has commenced
- The group was advised of the Gatton Aquatic Centre and new accommodation facilities available from December 2016
- Potential opportunities for the Lockyer Valley may include:
 1. Training of our local volunteers and building capacity to return skills learnt to our communities
 2. Legacy equipment bidding including lighting, mobile grandstands and sporting equipment being available after the Games.
 3. Million stars project
 4. Themed local events

Special Projects

The following initiatives are being undertaken within the Special Projects Portfolio, as follows:

Councillor Tour:

Recently the Mayor, Councillors and senior staff visited some of the local businesses and industries who are making a difference in the Lockyer. It was good to see some of the great innovations and enhancements being made in the region. This is all part of an initiative to understand our regions advantages and strengths.

Working Holiday Makers Visa Review

LVRC has made a submission to the Australian Government's Working Holiday Maker Visa Review. I note the importance of backpackers to the Lockyer Valley economy and I would like to acknowledge Elizabeth Jones role in preparing the submission. I have distributed a copy of the submission to Councillors for information.

Lockyer Valley Foods Ltd Cannery Project

The Cannery Project proposed for the Lockyer Valley is still being pursued by the stakeholders. A meeting was held recently between the project stakeholders, Mayor, CEO and Councils Special Projects Officer, at which an update regarding project progress was provided.

Commonwealth Games Food Supply

Council's Special Projects Officer is exploring opportunities for local producers to supply food to the catering companies for the 2018 Commonwealth Games.

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National Water Infrastructure Development Fund

Council has received funding under the National Water Infrastructure Development Fund in the amount of \$120,000. Council is required to provide \$30,000 of in kind funding. The purpose of the grant is to implement a prefeasibility study to determine options for securing water supply for agricultural production in the Lockyer Valley. The matter will be the subject of a separate report to Council in the near future.

Other Investment Opportunities

Council is working together with a number of surrounding Councils, including Toowoomba Regional Council, on combined economic development initiatives which can cross borders and benefit both regions in the areas of tourism, horticulture and investment attraction. Council will be continuing to look for further opportunities to help the region grow.

Marketing, Communications and Events

Initiatives underway in the Marketing, Communications and Events Portfolio include:

Tidy Town submission

A cross organisational working group has been put together to develop a submission for the 2017 Tidy Towns Awards. The submission will include projects currently underway that will ensure Withcott retains its four star rating and Friendliest Town title, but will also include a new application for the township of Forest Hill.

Penny McKinley "Live Cross"

Conversations are currently underway to secure Channel Seven garden presenter Penny McKinley, to do a live cross from the winning garden in the Lockyer Valley Garden Competition. The aim of the cross is to highlight the winning garden, promote Council's bus tours to all garden finalists and further cement the Lockyer Valley competition and encourage entrants for next year.

Spring Festival

Final preparations are being put in place for the 2016 Laidley Spring Festival. This year, targeted advertising has taken place on Brisbane's 4BC radio station as well as local radio station River 949. The 4BC deal includes run of station advertisements and cross promotion, including sponsorship, an interview and giveaways in the popular Garden Clinic program. The main drawcard for the 2016 event is the inclusion of the "Shaun the Sheep" Show, which is expected to draw families to the event.

Emergency Services Open Day

An advertisement has been scripted and shot utilising local emergency service personnel as well as the crew from the Surf Lifesaving Helicopter that promotes the Emergency Services Open Day, taking place on Sunday 9 October.

The Marketing, Communications and Engagement Team will film the event and undertake interviews that will promote the region and the event on both WIN television and Seven Toowoomba.

Annual Report 2015/16

The 2015/16 Annual Report is currently being drafted with information gathered from Quarterly Operational Plan reports. The Annual Report is on track to be delivered on time and to meet all legislative requirements.

QTM Marketing Strategy

A strategy is being developed to better promote the Queensland Transport Museum, including establishing a new governance structure.

The overarching aim is to increase patronage of the QTM in a cost effective manner and link the QTM with other local museums including the RAAF Museum at Amberley, the Railway Museum at Ipswich and other museums located in surrounding areas, including Toowoomba, in a cross promotional capacity. Part of the strategy is to make the facility more interactive which will include the installation of a cost effective driving simulator, a cross section of an engine and a move away from trucks with the QTM to be based more on a broad spectrum of vehicles covering all facets of transport including aviation, military, cars and even motorcycles.

This matter is subject to a separate report included in the Council meeting agenda.

August Media Statistics

During the month of August, the Marketing, Communication and Engagement team generated 60 stories throughout local media.

The coverage was seen by an estimated audience of 875,582 people with a media value of \$428,538, gathered from information derived from the Isentia media portal.

Upcoming events

Planning works are currently underway for the following events:

- Lights on the Hill
- Country Campus Challenge
- Support for Chilli Festival
- 2016 Business Awards

School Holiday Program

This is a collaborative project involving a number of partners such as Anglicare, SU Chaplaincy, UQ Gatton, Council's Libraries and others to increase the number and range of available and affordable school holiday options for children and young people. It is predominantly aimed at 5-15 year olds.

High School Leadership Program

Following a recent meeting between the Mayor and the Principal at Faith Lutheran College, plans are underway to create a combined high school leadership development program involving all three high schools in our region.

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Youth Agency Network

All agencies providing youth services in or for the Lockyer Valley have been invited to join a Lockyer Valley Youth Agency Network to collectively look at how we can improve service integration and expansion for our local young people.

Community Outdoor Movies

Using our inflatable screen, and operating in partnership with community groups, we have screenings booked for Lake Clarendon, Lockyer Valley Aquatic Centre, UQ Gatton Fun Run, Peace Lutheran School and Ma Ma Creek Hall over the next few months.

Short-Term Engagement Support

This includes providing advice, stakeholder mapping and message clarification on a range of projects being planned and delivered by other teams within Council. Recent and current projects within this include: Gatton Cemetery Expansion, Lions Park Laidley Improvements, Gatton CBD Footpath Upgrade, Gatton Pedestrian Survey, Mahon Bridge and other bridges with similar issues and Disaster Management community projects.

Long-Term Engagement Support

Laidley Futures, Gatton Revitalisation, Laidley Main Drain (CBD Flood Channel) Project, Inland Rail (ARTC) engagement liaison and, Toowoomba Second Range Crossing engagement liaison

Strategic Planning/Governance

Major initiatives being undertaken in the Strategic Planning and Governance Portfolio include:

Community Plan 2012/2022 Update

Council recently called for Expressions of Interest from community members to join a Community Reference Advisory Group, tasked with updating Council's current Community Plan. The Group has been formed and held its first meeting on Tuesday 23 August 2016. The meeting was very successful with the Panel fully engaging in the task and Major Projects Officer Corrin Bischoff ably facilitating. The Community Plan update will be the subject of separate reports to Council as the project progresses.

Corporate Plan 2012/2017

Work has begun on drafting a new Corporate Plan for Council with the aim of completing the document in time to inform the preparation of the 2017/2018 budget and Operational Plan. Workshops have been booked with staff to discuss the "Vision, Mission and Values" that will underpin the new Corporate Plan and an initial workshop has been booked with Council for early October. Again, the development of the Corporate Plan will be the subject of separate reports to Council as the project progresses.

Executive Leadership Team (ELT) Strategic Planning

An initial planning session has been held with the ELT to identify organisational vision and values. In addition, the ELT undertook a SWOT analysis (strengths, weaknesses, opportunities and threats), under each of seven categories as follows:

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- People and Culture
- Leadership and Innovation
- Strategy and Planning
- Data, Information and Knowledge
- Customer Focus
- Business Results/Financial Sustainability
- Processes, Programs and Services

Priority tasks and initiatives under each of these categories are also being identified. Once this exercise is finalised the results will be reported to Council and if endorsed linked to Councils existing 2016/2017 Operational Plan and new Corporate Plan as required.

Australian Local Government Association (ALGA)

Nil to report at this juncture.

Council of Mayors South East Queensland (COMSEQ)

A COMSEQ Board Meeting was held on Friday 2 September 2016. The Agenda included updates from each of the Portfolios and items of particular interest to Lockyer Valley Regional Council included:

- An update on the Olympic Bid feasibility study to advise that not all member Councils had yet considered the funding contribution required
- The Draft COMSEQ strategic Plan will be considered by flying minute in early September (now received)
- COMSEQ Media Policy
- SEQ Regional Plan was discussed and Cabinet consideration is imminent.

The Draft Business Case for the SEQ City Deal was also received by Council on 24 August 2016. Comments on the Draft were provided to COMSEQ by the 5 September 2016 deadline. Key aspects were seeking to ensure a regional approach and that sustainable agriculture is a contributor to the regions liveability. Further, it was confirmed that transport, digital, water, sewerage and recycled water infrastructure should be in scope for any City Deal. Measures should be put in place to ensure benefits such as increased GDP and employment growth are attained region wide.

Other Matters

Councillor Complaints Review Submission

A Submission has been drafted for Council consideration at this meeting relating to the Discussion Paper produced by the Independent Councillor Complaints Review Panel. The Paper identifies key concerns in the framework and identifies 3 options for changes to address these concerns. The preferred model is *Centralise and Streamline* which has the capacity to enhance outcomes for local government.



Submission to Councillor Complaints Review Panel

Summary:

Officer's Recommendation:

RESOLUTION

Moved By: Cr McLean **Seconded By:** Cr McDonald
Resolution Number: 16-20/0209

Report

1. Introduction

The Independent Councillor Complaints Review Panel has released a Discussion Paper on issues and options for policy and legislation relating to Councillor conduct complaints. The Paper calls for Submissions for consideration by the Panel to be made by 23 September 2016.

2. Background

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The Panel has released the Discussion Paper that presents a summary of current arrangements, areas of concern and several options for handling complaints in the future. Input has been sought from local governments and other stakeholders.

The Lockyer Valley Regional Council (LVRC) and Councillors have experienced a range of frustrations with the existing Councillor Complaints framework. Council has raised a number of concerns regarding the framework by letter dated 3 June 2016 to Dr Solomon as the Review Panel Chair. As indicated in that letter these areas of concern include:

- Lack of timeliness for Reviews
- Non-imposition of serious penalties
- Cost effectiveness of the processes
- Complexity of existing processes
- Role of the CEO
- Need for procedural fairness.

3. Report

The Discussion Paper on issues and options for Queensland's Councillor conduct complaints policy, legislation and operations has been received. The Paper is a thorough document that provides an even handed approach to the matters raised by Council and other stakeholders. It notes the importance of Councillor conduct given that such positions hold authority in a system of democratic government that is based on the local government principles enshrined in legislation.

The Paper describes the existing legislation and the behaviour described as Inappropriate Conduct, Misconduct and Corrupt Conduct. It also describes the existing processes for dealing with complaints and the roles various entities perform in this area.

A fundamental problem with the existing system is the roles played by Chief Executive Officers (CEOs) and Mayors in the assessment of Councillor conduct complaints. Involvement of the Mayor and/or CEO in the process clearly creates at least the perception of bias. The CEO is in an invidious position when making preliminary assessments on sensitive matters with potentially conflicting Councillor advice. The Mayor and Councillors are also placed in difficult situations arising from the roles required by the existing legislation.

There are significant complexities in the current framework given the interplay of the range of legislation. This is further complicated by the number of entities involved. The Discussion Paper mentions the entities that could be potentially involved in the Councillor Complaints process at some point depending on how the process unfolds. These include: the Crime and Corruption Commission (CCC), Queensland Police Service (QPS), Regional Conduct Review Panels, the Tribunals, the Department, the Minister, the Mayor, the CEO and the Ombudsman.

Local governments currently have to navigate this maze of administration with limited resources, expertise and experience in these issues. This is very inefficient and non-productive. Almost inevitably the process suffers delays, errors and frustration.

The Paper provides commonly held concerns that indicate that any Councillor complaints system needs to be:

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- Independent of direct local government involvement;
- Streamlined and efficient;
- Able to focus on dealing with Councillor complaints;
- Able to access staff with core skills and relevant experience; and be
- Fair and consider the principles of natural justice.

The paper proposes 3 Options for consideration. While Option 3 is preferred, it is recognised that elements of each option could be adopted for use in a new Councillor Complaints framework.

Option 1 Incremental Improvement

Not preferred. This Option retains the current framework but involves amendments to the Local Government Act to address “apparent gaps or deficiencies”. It is considered that the existing system is fundamentally flawed. By its nature, incremental change will not address the range of concerns highlighted by stakeholders.

Option 2 Decentralise and Mainstream

Not preferred. This Option suggests devolving more responsibility to Councils and making use of mainstream state agencies such as the Ombudsman and QCAT. This option appears to be more resource intensive for Councils and introduces further entities into an already overcrowded framework.

Option 3 Centralise and Streamline

Preferred Option. It is considered that this option could create a framework that has the potential to:

- Be independent
- reduce risk
- enhance expertise
- be consistent
- be procedurally fair
- deliver outcomes more quickly
- increase efficiency, and
- reduce costs.

The key aspect is that this option is independent from local government. This has a clear advantage of not involving CEOs or Mayors in the process. This has obvious benefits for the process through removing concerns over misuse of the process.

This option also has the key benefit of establishing a “critical mass” of expertise on what is clearly a complex and sensitive area of governance. Staff of this independent entity would be able to work on such matters on a daily basis and build skills, experience and knowledge that could not possibly be replicated in 77 local governments.

A further benefit is consistency. Councillor conduct complaints will be dealt with by the one entity without fear nor favour and with established processes, data bases and effective administration. Standardisation should be applied and expected.

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Once established and properly resourced, this Unit will be far better placed to deal speedily with complaints as they arise. The opportunity will be there to establish effective networks with the CCC and other entities as required which will speed up the delivery of responses to complaints.

This in turn will present opportunities to enhance efficiency of the process which is simply not possible in 77 different local governments. Timeframes will be able to be confidently set. Fair outcomes will be more likely and processes will be able to consistently apply principles of natural justice. Appeal rights could be considered where appropriate.

4. Policy and Legal Implications

The existing Councillor Complaints framework is provided principally by the *Local Government Act 2009* Ss 176 -193. The Discussion Paper proposes options for change to the framework which will require amendment to that Act and potentially other legislation. This in turn will require changes to Council's Policies relating to Councillor Conduct.

Adoption of the preferred option will be a significant step in enabling a more effective legislative regime for Councillor complaint and reinforce improved governance for local government in Queensland.

5. Financial and Resource Implications

The Discussion Paper does not quantify the cost associated with the suggested options for review. However the paper does note that any framework will require significant resources. Under the existing framework Local governments are required to pay for their own costs of administration, legal costs etc as well as pay for the costs associated with the Regional Conduct Review Panels. The Paper does not address how costs will be apportioned under different options.

The Department also incurs significant costs. It is considered there is significant scope for increased efficiency from a review that clarifies offences and dedicates resources to an independent entity rather than replicating resources across local government.

6. Delegations/Authorisations

No additional delegations are required. The Chief Executive Officer should be authorised to forward the Submission to the Panel Chair.

7. Communication and Engagement

At this stage no communication or community engagement is proposed by Council. The Panel make seek further input from Council and/or Councillors during the process of review.

8. Conclusion

The existing framework for Councillor Conduct Complaints requires significant review. The Review Panel Discussion Paper has highlighted a range of concerns expressed by Councils and other stakeholders. It is considered that the preferred option to address these concerns is Option 3 - Centralise and Streamline. This option has the potential to provide a framework that is independent of local government and that is resourced efficiently to provide a critical

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mass of expertise. This has the capacity to enhance consistency and provide appropriate levels of procedural fairness.

9. Action/s

Forward correspondence to the Chair of the Councillor Complaints Review Panel making the attached Submission.

Attachments

1 [View](#) Draft Submission 7 Pages

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Lockyer Valley Regional Council

Submission to the Councillor Complaints Review Panel**Date:** 7 September 2016**1. Introduction**

The Independent Councillor Complaints Review Panel has released a Discussion Paper on issues and options for policy and legislation relating to Councillor conduct complaints. This follows the establishment of the Independent Panel by the State Government to review the current arrangements for dealing with such complaints. The Terms of Reference for the Review are considered sufficiently broad to address stakeholder concerns and it is noted that the Panel is seeking both feedback and fresh ideas about how the system can be improved.

The Lockyer Valley Regional Council (LVRC) has previously raised a number of concerns regarding the current Councillor Complaints framework by letter dated 3 June 2016 to the Review Panel Chair, Dr Solomon. As indicated in that letter these areas of concern include:

- Lack of timeliness for Reviews
- Non-imposition of serious penalties
- Cost effectiveness of the processes
- Complexity of existing processes
- Role of the Chief Executive Officer (CEO)
- Need for procedural fairness.

It is noted that the Discussion Paper identifies these issues and provides a description and context for each of the concerns identified. The Discussion Paper also provides three broad options to address these concerns. Each option lists associated strategies which appear to have varying degrees of benefit.

This Submission will not discuss the pros and cons of each option and strategy. Rather, the Submission will confirm the preference for Option 3 and indicate the basis for that preference. The Submission will also respond to the specific questions asked in the Paper to provide the Panel with further data and context from a LVRC perspective.

2. Discussion Paper

The Discussion Paper is a thorough document that provides an even handed approach to the matters raised. It notes the importance of Councillor conduct given that such positions hold authority in a system of democratic government that is based on the local government principles enshrined in legislation.

The Paper describes the existing legislation and the behaviour described as Inappropriate Conduct, Misconduct and Corrupt Conduct. It also describes the existing processes for dealing with complaints and the roles various entities perform in this area.

The paper also provides some data sets relating to the nature of allegations, numbers of complaints and the respective outcomes. This highlights a range of concerns raised by stakeholders including those raised by LVRC.

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The identified key areas of concern are:

1. Purpose and Scope
2. Legislative framework
3. Efficiency and effectiveness
4. Offences and penalties
5. Roles of CEOs, Mayors and the department
6. Procedural Fairness and Natural Justice
7. Protection against reprisal ; and
8. Costs

3. Data

The data sets in the Discussion paper cover a relatively short period of time. However it is relevant to note that:

- in the time frame from 1 July 2014, complaints were received from 44 of the 77 Councils and more than half originated from only 9 Councils;
- only 13% of complaints under the Crime and Corruption Act were upheld;
- only 12% of the complaints received under the Local Government Act were sustained;
- On average 117 days were required to finalise complaints

It appears from the commonly held concerns and the data collected that any Councillor Complaints system needs to be:

- independent of direct local government involvement;
- streamlined and efficient;
- able to focus on dealing with Councillor complaints;
- able to access staff with core skills and relevant experience; and be
- fair and consider the principles of natural justice.

4. Lockyer Valley Regional Council Perspective

LVRC has distilled some key aspects from the Discussion Paper and from Council's experiences with the existing framework. These are discussed below.

Offences

The Paper indicates that there are gaps in the range of applicable offences. This suggests additional offences could be identified. It is considered that, rather than additional offences, the existing offences of inappropriate conduct and misconduct need more clarity. One frustration with the existing system seems to be the large number of unsustained complaints. This indicates that either frivolous complaints are being made or that the elements of the offences are too difficult to demonstrate.

A system that delivers clearer offences of a more substantive nature that both can be, and will be, enforced is desirable. This does not necessarily mean more offences. In fact the argument could be made for fewer offences. It is more pertinent that serious offences can be identified and dealt with. Under the current system there has been concern that inadequate penalties have been applied. It is considered that serious offences that are upheld should have meaningful penalties attached.

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Respective Roles

A fundamental problem with the existing system is the roles played by CEOs and Mayors in the assessment of Councillor conduct complaints. Involvement of the Mayor and/or CEO in the process clearly creates at least the perception of bias. The CEO is in an invidious position when making preliminary assessments on sensitive matters with potentially conflicting Councillor advice.

Similarly the Mayor is placed in a difficult position of balancing ongoing group dynamics of the Council and/or taking disciplinary action.

Such decisions require considerable experience, expertise, and specialist legal and legislative knowledge. Not all mayors and CEOs possess this combination of skills, experience and knowledge. Further, with the obvious sensitivities not all Mayors and CEOs are willing and able to readily seek relevant advice.

As these complaints are (hopefully) rare, smaller local governments are not able to retain specialist legal expertise in how to manage such Councillor conduct complaints. Given the complexity of the system and the number of entities involved, there is a real risk for local government of not following the appropriate process and not making the relevant referrals. It would be preferable for any system to include an independent expert body.

Complexity and Entities Involved

The interaction of potentially relevant legislation including the *Crime and Corruption Act 2001*, the *Criminal Code Act 1899*, the *Public Interest Disclosure Act 2010* and the *Local Government Act 2009* is clearly complex and confusing and difficult for non-specialists to deal with.

A unit within the Department of Infrastructure Local Government and Planning (the Department) can play a role in this process. The report indicates there may be concerns over the Department's independence. If that is the case an entity with sufficient independence will be required to undertake this responsibility. That unit will need to be sufficiently resourced with relevantly skilled and experienced staff.

As indicated above there are significant complexities in the current framework given the interplay of the range of legislation. This is further complicated by the number of entities involved. The Discussion Paper mentions the entities that could be potentially involved in the Councillor Complaints process at some point depending on how the process unfolds. These include: the Crime and Corruption Commission (CCC), Queensland Police Service (QPS), Regional Conduct Review Panels, the Tribunals, the Department, the Minister, the Mayor, the CEO and the Ombudsman.

Local governments currently have to navigate this maze of administration with limited resources, expertise and experience in these issues. This is very inefficient and non-productive. Almost inevitably the process suffers delays, errors and frustration.

There are very real inefficiencies when it is considered each of 77 local governments is required to have an understanding of these complexities, procure expertise, train staff and operationalise the legislative provisions for the eventuality that a Councillor complaint is received. As indicated above, given these complexities, the range of entities involved, a lack of clarity on offences and with a low percentage of sustained complaints (with minimal consequences) – it is a most inefficient system.

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Role of Regional Conduct Review Panels

The benefits of regional panels are not clear. The use of regional panels with differing levels of expertise and experience etc. seems to introduce scope for inconsistency in process and application. While there may be some benefit in terms of travel costs, the net cost benefit after the Panel's set up costs are taken into account is questioned.

As indicated above there are substantial costs and inefficiencies in the system generally. The preferred option must look for an effective system of Councillor complaint which balances efficiency and cost while ensuring procedural fairness.

5. Option Evaluation

The paper proposes 3 Options for consideration. It is recognised that elements of each option could be adopted for use in a new Councillor Complaints framework.

Option 1 Incremental Improvement

Not preferred. This Option retains the current framework but involves amendments to the Local Government Act to address "apparent gaps or deficiencies". It is considered that the existing system is fundamentally flawed. By its nature incremental change will not address the range of concerns highlighted by stakeholders. A number of the actions are of benefit and have been included in the discussion under Option 3.

Option 2 Decentralise and Mainstream

Not preferred. This Option suggests devolving more responsibility to Councils and making use of mainstream state agencies such as the Ombudsman and QCAT. This option appears to be more resource intensive for Councils and introduces further entities into an already overcrowded framework. Again the elements of this option that are attractive have been discussed in Option 3.

Option 3 Centralise and Streamline

Preferred Option. It is considered that this option could create a framework that has the potential to :

- Be independent
- reduce risk
- enhance expertise
- be consistent
- provide procedural fairness
- deliver outcomes more quickly
- increase efficiency, and
- reduce costs.

The Discussion Paper refers to this as "reconstituting" the Tribunal. This may not be the preferred way of characterising this option. The key aspect is that this option is independent from local

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government. This has a clear advantage of not involving CEOs or Mayors in the process. This has obvious benefits for the process through removing concerns over misuse of the process.

This option also has the key benefit of establishing a “critical mass” of expertise on what is clearly a complex and sensitive area of governance. Staff of this independent entity would be able to work on such matters on a daily basis and build skills, experience and knowledge that could not possibly be replicated in 77 local governments.

A further benefit would be consistency. Councillor conduct complaints will be dealt with by the one entity without fear nor favour and with established processes, data bases and effective administration. Standardisation should be applied and expected.

Once established and properly resourced, this Unit would be far better placed to deal speedily with complaints as they arise. The opportunity will be there to establish effective networks with the CCC and other entities as required which will speed up the delivery of responses to complaints.

This in turn will present opportunities to enhance efficiency of the process which is simply not possible in 77 different local governments. Timeframes will be able to be confidently set. Fair outcomes will be more likely and processes will be able to consistently apply principle of natural justice. Appeal rights could be considered where appropriate.

While not unique to this option, the concept of additional training for Councillors and staff is supported. In particular seeking the diversion of potential Councillor conduct complaints into other mediation processes is supported. This would present opportunities to avoid complaints in the first place.

Clear and consistent principles of natural justice and appeal rights would also be better managed through the use of this expert unit than through a variety of Council or Panel processes.

6. Specific Questions raised by the Panel:

Question 1: What does the available data tell us about the extent and significance of poor conduct by Councillors?

The data sets cover a relatively short period of time. However it is relevant to note that:

- in the time frame from 1 July 2014, complaints were received from 44 of the 77 Councils and more than half originated from only 9 Councils;
- only 13% of complaints under the CCA were upheld
- only 12% of the complaints received under the LGA were sustained;
- On average 117 days were required to finalise complaints

It should also be noted that there is considerable disenchantment with the current system which may explain the changing annual figures. There may also be underreporting due to frustration with the system not working. Alternatively, there may be over reporting because of ease of complaint without consequences for complainants.

The real risk is that serious offences may be going unreported due to a lack of faith in the system. This in turn may ultimately lead to a lack of credibility for local government.

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Question 2: Does handling conduct complaints warrant a very substantial application of government resources?

Clearly, some form of Councillor conduct complaint process is required. It is not a meaningful alternative to have no avenue to deal with such complaints. That would undermine the credibility of the system of local government. A substantial application of government resources will be required for any system. The level of resourcing will be reduced if the complexity of the system can be reduced and the nature of offences can be clarified. There are clearly efficiencies to be gained in the system.

Question 3: Does the list of concerns presented accurately reflect the key issues that the Panel should address?

Yes

Question 4: Are there further significant gaps or deficiencies in the current arrangements that should be added?

No.

Although it may be pertinent to point out that the Queensland system of local government is somewhat unusual in that the LGA provides Mayors with the power to direct a CEO (s12 LGA). This may lend weight to the argument that Mayors can exert undue pressure on CEOs in the complaints process.

Question 5: Which elements of Option 1 warrant further consideration?

Option 1 is not preferred. Please refer to discussion in on Option 3.

Question 6: Are there other ways in which the current framework could be "fine-tuned"?

No. In fact it is incremental nature of this option that is not supported. The framework needs a substantive overhaul to address the concerns identified above.

Question 7: Are there any potentially negative consequences to the measures suggested?

To adopt a substantial number of these measures will lead to a complex and costly framework. It will also lead to the notion of competing rights such as the right to timely determination of allegations v the right for decision review.

Question 8: Which elements of Option 2 warrant further consideration?

Option 2 is not preferred. Please refer to discussion in on Option 3.

Question 9: Is it desirable and realistic to involve the Ombudsman and QCAT in the manner suggested?

The current system involves at least 9 entities depending on the nature of the complaint. The independence of agencies such as the Ombudsman and QCAT is attractive. However, the involvement of yet more entities will potentially add to the confusion and lack of clarity.

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Question 10: Are there any potentially negative consequences to the measures suggested?

Yes. Please refer above.

Question 11: Which elements of Option 3 warrant further consideration?

All aspects of Option 3 are supported. However, the net benefits of the Regional Conduct Review Panel have been questioned.

Question 12: Is it desirable and realistic to reconstitute the tribunal in the manner suggested?

It is desirable to have an independent entity responsible for clearly defined offences and processes. It should not be considered as a reconstituted tribunal.

Question 13: Are there any potentially negative consequences to the measures suggested?

As indicated above, the utility of the Regional Conduct Review Panel has been questioned.



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10.3 Change to Queensland Urban Utilities Participation Agreement

Date: 07 September 2016
Author: Stephen Hart, Manager Executive Business Services
Responsible Officer: Ian Church, Chief Executive Officer

Summary:

A Special Meeting of Participants of Queensland Urban Utilities (QUU) was held on 15 August 2016. At that meeting it was agreed that the Participation Agreement that regulates the relationship between QUU and participating local governments be amended. The amendments would enable Board Members to be reappointed for more than two consecutive terms when at least three of the five 5 Participants agreed and subject to the defined process for Board appointments being followed. This report seeks Councils endorsement of this amendment.

Officer's Recommendation:

THAT Council resolves to endorse the amendment to the Participation Agreement to enable Board members to serve more than two consecutive terms subject to a majority in number (at least three) of the five (5) Participant Councils approving the reappointment and subject to the agreed process for appointing Board Members being followed;

And further;

THAT the Chief Executive Officer be delegated the authority to execute the amended Participation Agreement when it is received from Queensland Urban Utilities.

RESOLUTION

THAT Council resolves to endorse the amendment to the Participation Agreement to enable Board members to serve more than two consecutive terms subject to a majority in number (at least three) of the 5 Participant Councils approving the reappointment and subject to the agreed process for appointing Board Members being followed;

And further;

THAT the Chief Executive Officer be delegated the authority to execute the amended Participation Agreement when it is received from Queensland Urban Utilities.

Moved By: Cr Wilson

Seconded By: Cr Cook

Resolution Number: 16-20/0210

CARRIED

7/0

Report

1. Introduction

The purpose of this Report is for Council to consider an amendment to the Queensland Urban Utilities (QUU) Participation Agreement following the recent Special Meeting of Participating Council.

2. Background

The *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* sets up requirements for QUU. QUU is a statutory authority created on 1 July 2010 as a result of Queensland Government legislative change.

QUU provides water and sewerage services for customers in the local government areas of Lockyer Valley Regional Council (Council), Brisbane City Council, Ipswich City Council, Somerset Regional Council and Scenic Rim Regional Council. QUU is owned by these five Participant councils.

At the time of its formation QUU and its Participants entered into a Participation Agreement which regulates the relationship between QUU and its shareholder councils. QUU is governed by an independent Board appointed by its Shareholder Councils.

3. Report

The *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* provides the framework for the operation of such entities in SEQ. The legislation provides for key aspects of governance such as the execution of a Participation Agreement and also the establishment of a Board to be responsible for QUU's functions.

Those Board functions and the role include:

- Deciding strategies;
- Determining operational, administrative and financial policies;
- Ensuring QUU's functions are proper, effective and efficient; and
- Ensuring compliance with planning and reporting requirements.

The Board meets monthly and members are also engaged on Board Committees which meet 2-3 times per year. The legislation and the Participation Agreement provide for the appointment of Board Members by Participants.

That Agreement has certain requirements for Board appointments. In particular it currently provides that Board members may not serve for more than 2 consecutive terms as a Board member.

QUU has previously advised that Councils are currently considering the reappointment of an existing Board member for a third term. This required an amendment to the Participation Agreement that must be acceptable to all signatories.

At the recent Special Meeting of the Participating Council Mayors, it was agreed that revised processes were required for all Board Appointments. This process is prescribed in Annexure

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A (attached). It was also agreed that Board Members who had served two consecutive terms can be reappointed for further terms provided a majority of the five Participant Councils agreed and subject to the process prescribed in Annexure A being followed.

It is considered that this approach will ensure some additional flexibility in terms of Board membership and succession planning while allowing a better process for the appointment of Board Members.

4. Policy and Legal Implications

As indicated above, amendment to the Participation Agreement is required if Board membership is to extend beyond two terms. This amendment will require all Participating Councils to agree to the amendment.

5. Financial and Resource Implications

There are no financial or resource implications relating to the change to the QUU Participation Agreement relating to Board appointments.

6. Delegations/Authorisations

Amendment to the Participation Agreement will requires Participants to execute the revised agreement. Accordingly, it will be required that the Chief Executive Officer be delegated the authority to execute the agreement on behalf of Council.

7. Communication and Engagement

No additional Communication arises from this report.

8. Conclusion

An amendment to the QUU Participation Agreement is required to enable the appointment of Board Members for more than two consecutive terms. At the Special Meeting of Participants of Queensland Urban Utilities (QUU) held on 15 August 2016 it was agreed that this change should be made. This was on the proviso that at least three of the five 5 Participants agreed and subject to the defined process for Board appointments being followed. It is considered the amendment should be supported.

9. Action/s

1. Send correspondence to QUU advising of the resolution.
2. CEO to execute amended agreement as required.

Attachments

1 [View](#) Annexure A 1 Page

ANNEXURE A – PROCESS FOR REAPPOINTMENT OF EXISTING BOARD MEMBERS AND APPOINTMENT OF NEW BOARD MEMBERS TO QUEENSLAND URBAN UTILITIES

No later than 9 months prior to expiry of Board Member term (usually by 1 September)

- At least **nine months** prior to expiry of Board member term the QUU Chair:
 - Advises Lord Mayor and Mayors of Participant Councils of pending Board member retirement; and
 - Invites Lord Mayor and Mayors to a meeting to consider Board member replacement/s. At least two months' notice of the meeting will be provided and the notice of meeting will be accompanied by an information pack containing:
 - Details of retiring Board member including their skill set
 - Composition of current Board
 - Board skills matrix
 - Recommendations as to skills ideally required by new Board member

Note: this meeting could be scheduled to take place immediately before or after a SEQ Council of Mayors meeting.

- After receipt of notice of meeting and before meeting, Lord Mayor/Mayors to inform each other of their requirements (if any) for new Board member appointment

No later than 7 months prior to expiry of Board Member term (usually by 1 November)

- Lord Mayor/Mayors meet to consider appointment
- Lord Mayor/Mayors advise QUU Chair in writing of proposed Board member appointee once appointee has accepted proposed appointment
- QUU CEO to prepare Notice of Appointment/Reappointment of Board Member and send to each Council CEO in counterpart for endorsement by Council

No later than 2 months prior to expiry of Board Member term (usually by 1 May)

- At least two months prior to expiry of Board member term all Participant Councils to execute and return to QUU a Notice of Appointment/Reappointment either pursuant to an appropriate resolution of Council or via a prior duly authorised delegate of Council
- Upon receipt of Notice of Appointment/Reappointment executed by all Participant Council QUU will announce appointment and attend to on-boarding of new Board member



Queensland Urban Utilities August Update

Summary:

Officer's Recommendation:

THAT Council receive and note the Queensland Urban Utilities August Update and the Operational Plan for 2016/17.

RESOLUTION

THAT Council receives and notes the Queensland Urban Utilities August Update and the Operational Plan for 2016/17.

Moved By: Cr McDonald Seconded By: Cr Holstein
Resolution Number: 16-20/0211

CARRIED
7/0

Report

1. Introduction

Lockyer Valley Regional Council maintains an ongoing working relationship with QUU on both operational and strategic aspects of water and sewerage provision. This report is an update on matters of significance with respect to QUU for Council's information.

2. Background

Queensland Urban Utilities is:

- A statutory body, created on 1 July 2010 as a result of Queensland Government changes to the way water is managed in South East Queensland.
- Owned by the Brisbane and Ipswich City Councils, and Lockyer Valley, Scenic Rim and Somerset Regional Councils and governed by an independent Board.
- Tasked to deliver drinking water, recycled water and sewerage services to the cities and townships within the boundaries of these five local government areas.
- Responsible for delivering water to customers, collecting, transporting and treating sewage, as well as charging and billing for water and waste water services for customers in the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset local authority areas.

3. Report

The Queensland Urban Utilities (QUU) Board held its ordinary meeting on 15 August 2016. This meeting also coincided with their Special General Meeting (SGM).

The SGM proved to be a valuable platform to share their performance and achievements of the past financial year with their shareholders. It also provided an opportune moment to articulate their strategic aspiration to become a Utility of the Future.

QUU, like other national and global water authorities, faces the ongoing challenge of how to embed sustainable practices into their operations. With QUU preparing to service 5.4 million residents by 2041, they are committed to providing water and sewerage services which remain sustainable, affordable, reliable and resilient for future generations.

The commitment to become a 'Utility of the Future' has opened up conversations exploring how they might transform the provision of essential services to support their customers, shareholders and communities.

As their Chief Executive Officer, Louise Dudley, explained at the SGM their employees have already shared a range of scenarios that may feature in their 'Utility of the Future' aspiration, including:

- Introduction of innovative communication platforms to improve connectedness with their communities;
- Adoption of innovative technologies and treatment processes that will enhance the liveability of their communities by improving the health of their rivers, waterways and the bay through zero discharge treatment plants;
- Better and more efficient use of water and recycled water to enable the greening of their cities and townships, contribute to improved health and wellbeing and foster the creation of tourism hubs;
- Operating their sewage treatment plants as resource, nutrient and water factories;
- Working in partnership with their commercial customers to create value and energy from their waste products;
- Using existing and emerging technologies to enable energy positive or neutral sewage treatment plants; and
- Operating in an environment where there are micro-decentralised water grids that support self-sufficient, sustainable local communities.

With employee engagement complete, they are now preparing to commence dialogue with their shareholders and key stakeholders to further develop their 'Utility of the Future' concept. They look forward to our input, especially in regard to where they need to improve and transform in order to achieve their aspirational goal.

At the meeting, the Board considered the following matters:

Operational Excellence

Financial Statements

Following consideration by the Audit and Risk Committee the Board received and approved QUU's audited financial statements for 2015/16.

These statements, previously considered by the Audit and Risk Committee, were given audit clearance by the Queensland Audit Office at the Board meeting.

A copy of the audited financial statements will form part of the 2015/16 Annual Report.

Mechanical, Electrical and Civil Standing Offer Arrangement

The Board approved QUU entering into a standing offer arrangement (SOA) for mechanical, electrical and civil works. This SOA will allow QUU to effectively and efficiently procure services to maintain and manage their water and wastewater network.

Information, Communication and Technology Strategy

This month, the Board had the opportunity to consider and provide feedback on QUU's draft 2017/20 Information, Communication and Technology (ICT) vision and strategic roadmap.

This strategy, which continues to build on the investment they have already committed to ICT over the last six years, will see QUU invest in their enterprise asset, financial management and customer and stakeholder relationship management systems. It will also position QUU to leverage off global emerging ICT trends, such as a shift towards predictive analytics and modelling and increasing customer demands for automation and mobile technology platforms.

Digital Trends

QUU's Chief Information Officer presented a paper that sets out the emerging opportunities and challenges arising from digital transformation.

The Board noted that digital businesses will experience significantly different and more disruptive changes to the traditional ways of working, the nature of customer service and managing assets. It is also likely that digital disruption will create new value chains and new business opportunities that may not be filled by incumbent or traditional players.

QUU is in a favourable position to take advantage of these emerging opportunities and challenges through their strong focus on innovation, research and development and their investment in shaping their future through the 'Utility of the Future' concept.

Operational Plan

The Board approved the 2016/17 Operational Plan. This Plan, which is a requirement of the Central SEQ Participation Agreement, outlines QUU's focus for 2016/17 in regard to the delivery of strategic actions supporting the 2016-21 Corporate Plan, and the delivery of services to customers.

A copy of this Plan is attached, and is also available on the shareholder portal.

Annual Report

The Board considered the draft 2015/16 Annual Report.

This report which is to be approved by the Board in September will be circulated to shareholders in early October.

The report details their performance between 1 July 2015 and 30 June 2016, and documents their progress against the outcomes specified in their 2015-20 Corporate Plan and 2015/16 Operational Plan.

Onsite customer waste treatment

The Board held a strategic discussion on decentralised customer onsite waste treatment as a strategic business opportunity.

Offering innovative, customer based solutions for water cycle efficiency and trade waste source control has the potential to minimise the risk of large, high-value, commercial customers shifting their business operations to other States, or overseas, to remain competitive in the local market.

Whilst QUU acknowledges that all businesses face a range of cost pressures including land, employee, energy and taxation, they are committed to working collaboratively with their commercial customer segment to provide innovative ways to reduce the cost of water.

Enterprise Condition Assessment Program

The Board received an update on QUU's Enterprise Condition Assessment Program (ECAP).

This program is designed to access the latest global technology and innovation to assist QUU maintain and manage their asset network which comprises of 9,113 kilometres of water mains, 9,306 kilometres of sewerage mains, 107 reservoirs and 147 booster and pump stations.

The Board noted that the program is already delivering significant value including, but not limited, to:

- an increase in asset knowledge of 10% for their above ground assets and 1.5% for critical pipe assets;
- safer field assessments through the application of leading edge technologies such as use of drones; and
- a rationalised and more cost-efficient condition assessment program that realised an increase in assets that could be assessed, including an additional 40 sewage pumps stations and a sewage treatment plant.

Cyber security

The Board received an update from management on QUU's Cyber Security Strategy, in particular the preventive activities that are occurring to mitigate against cyber security threats.

Shareholders and Strategic Stakeholders

Shareholder Satisfaction

Each year QUU undertakes a survey of its shareholders to measure satisfaction with QUU.

Over the last twelve months there has been a concerted effort to invest in establishing relationships with shareholders that are strategic and proactive, rather than being purely responding to reactive issues. QUU have also released their shareholder portal which provides another way in which Council can receive information about how they are performing and their future direction.

This month the Board noted that the 2015/16 target for shareholder satisfaction was 87.4% which well exceeds their target of 78%.

People

The Board received an update on safety performance during 2015/16.

Whilst the number of injuries remained the same from the previous financial year there has been a slight improvement in the total recordable injury frequency rate (TRIFR). The Board was pleased to note that the long term safety performance trend continues to improve.

Over the next twelve months QUU will continue to focus on improving the Work Health and Safety Management System whilst further embedding their cultural and behavioural safety programs, and investing in innovation to improve the health and safety of the organisation.

Attachments

1 [View](#) QUU Operational Plan 2016/17 10 Pages



2016/17 OPERATIONAL PLAN

ENRICH QUALITY OF LIFE

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FOREWORD

In accordance with the requirements of the *Central SEQ Distributor/Retailer Participation Agreement*, we are pleased to present our *2016/17 Operational Plan*. Queensland Urban Utilities has a clearly stated purpose and vision and we will achieve that through effective execution of the plan.

Our strategic direction is set out in our *2016-21 Corporate Plan* based on the following core pillars:

- Customers and Communities.
- Shareholders and Strategic Stakeholders.
- Operational Excellence.
- People.

Sitting below our strategic plan and Operational Plan is our internal *Master Plan*. This contains the actions and outcomes for 2016/17 which have been assigned to Executives and Managers across the business. These actions and outcomes are summarised in the Operational Plan, with progress reported to shareholders through our Quarterly Report.

This plan also demonstrates our focus on customers and communities through the services we provide, and the risks we manage in delivering those services.

This plan has been endorsed by the Executive Leadership Team and adopted by our Board. We believe it demonstrates our commitment to taking this organisation into a future where we are recognised for our excellence in water and sewerage services and the way in which we meet the evolving needs of our customers and provide ongoing benefits to our communities.



Geoff Harley
Chairman



Louise Dudley
Chief Executive Officer

OUR STRATEGIC FRAMEWORK

Our strategic framework aligns the work of every employee to our purpose and vision.

Our Board sets our strategic direction, which incorporates our purpose, vision and our strategic pillars. Our strategic direction is documented and approved by our shareholders through our five-year Corporate Plan.

Our purpose

Enrich quality of life.

Our vision

We will be recognised for our excellence in water and sewerage services that meet the evolving needs of our customers and enhance our communities.

Our strategic pillars

Our strategic pillars provide focus for the objectives and strategies that will enable us to achieve our purpose and vision:

- **Customers and Communities**

We are easy to deal with, understand our customers and communities, and deliver services that meet their evolving needs.

- **Shareholders and Strategic Stakeholders**

We partner with our shareholders and strategic stakeholders to achieve mutually beneficial outcomes for our shared customers and communities.

- **Operational Excellence**

Through innovation and a constant drive to work more effectively and efficiently, we provide services that meet the evolving needs of our customers and communities.

- **People**

We are safe, adaptable and capable, and committed to living our values and achieving our purpose and vision.

Our Master Plan

Our Master Plan, which is developed with our Executives and Managers, outlines what we need to do to achieve the objectives and strategies in our strategic pillars.

Our values

The values our teams and employees embrace every day as they work towards achieving our purpose and vision.



DELIVERING OUR STRATEGIC DIRECTION IN 2016/17

Our purpose and vision will be achieved by the delivery of the objectives and strategies outlined in our strategic pillars (see page 3). These strategies and objectives are expressed in terms of:

- what we need to keep doing,
- where we need to improve, and
- the strategic success measures that will measure our expected improvement.

Our Master Plan outlines the actions we will undertake in 2016/17 based on where we need to improve. The following table summarises the key actions from our Master Plan, and the expected improvement in our strategic success measures for 2016/17.

2021 Focus <i>Where we need to improve over the next five years.</i>	2016/17 activities <i>Where we are focusing our improvement for 2016/17.</i>	2016/17 success measures <i>How will we know our 2016/17 improvements were successful.</i>
Customers & Communities		
<ul style="list-style-type: none"> • Strategically engage with customers and communities. • Customer data analytics. • Supporting business customers. • Digital channel capability. • Supporting customers when services are interrupted or impacted. • Customer metering, our pricing tariffs, and how we bill. 	<ul style="list-style-type: none"> • Increased community engagement and awareness of our services. • Strategic customer engagement strategy and supporting customer data analytics capability. • Improved customer experience, focusing on: <ul style="list-style-type: none"> – self-service options, – first interactions for new customers and property owners, – customer experience when services are interrupted, and – response and resolution of Contact Centre enquiries. • Improved relationships and increased support of key commercial customers, developers and water reliant customers. • New products and services to meet customers' evolving needs. • Billing initiatives to support our customers' expectations of their preferred billing experience. • Tariff review, informing a long-term tariff reform plan. • Design a new customer and stakeholder relationship management system. 	<ul style="list-style-type: none"> • Brand index score >64. • Customer experience score >7.0. • First call resolution >86%. • Water services reliability >93%. • Sewerage services reliability score >99.75%.
Shareholders & Strategic Stakeholders		
<ul style="list-style-type: none"> • Shareholder and strategic stakeholder insights. • Engagement with shareholders and strategic stakeholders on strategic matters. 	<ul style="list-style-type: none"> • Increased shareholder visibility of our performance, delivery of strategic objectives and emerging strategic matters. • Increased engagement on key strategic matters, including legislation and policy reform, alternate customer and community servicing options and the Utility of the Future. • Design a new customer and stakeholder relationship management system. 	<ul style="list-style-type: none"> • Shareholder satisfaction score >80%.

DELIVERING OUR STRATEGIC DIRECTION IN 2016/17

2021 Focus <i>Where we need to improve over the next five years.</i>	2016/17 activities <i>Where we are focusing our improvement for 2016/17.</i>	2016/17 success measures <i>How will we know our 2016/17 improvements were successful.</i>
Operational Excellence		
<ul style="list-style-type: none"> • Alternate water and sewerage solutions. • Operating and infrastructure investment efficiencies. • Investment in ICT. • Development of new business opportunities. • Sustainable environmental solutions. 	<ul style="list-style-type: none"> • Finalisation of our Utility of the Future direction, which will inform changes to our purpose, vision and strategic pillars (strategic direction) in our Corporate Plan. • Investigation of alternate solutions for sustainable, long-term water and sewerage services to customers and communities. • Continued refinement of capital investment and delivery to ensure the right solutions are implemented at the right time, with the most sustainable long-term cost. • Continued enhancement of the remote visibility and control and increased predictive management of our water and sewerage networks to improve reliability and reduce costs. • Continued review of corporate processes and efficiencies to drive reduced cost and improved services. • Development of a unified vision and plan for a digitally-enabled Queensland Urban Utilities, which will inform future investment in ICT. • Revised sustainable growth framework to maximise innovation opportunities in the water and sewerage industry and meet customers' and communities' evolving needs. • Continued development of sewage treatment waste into sustainable products, supporting financial and environmental outcomes. • Environmental plan to inform Queensland Urban Utilities' goal of becoming an environmental leader. 	<ul style="list-style-type: none"> • Operating cost <\$555/property. • Return on assets >6.5%. • Capital infrastructure program delivery 100% (+/- 5%) of program. • Greenhouse gas emissions <206 tonnes CO₂-e per 1,000 properties. • Water quality incidents <16. • R&D investment >0.239% (net revenue).
People		
<ul style="list-style-type: none"> • Our safety mindset. • Leadership tools and ongoing leadership support for leaders. • Engagement with and enablement of our employees. • Skills to support our future workforce needs. 	<ul style="list-style-type: none"> • Continued development of a culture that supports the safety of all employees, contractors and the public. • Continued development and support of our leaders to engage employees and achieve our desired culture. • Workforce plan incorporating diversity and inclusion outcomes and supporting our Utility of the Future direction. 	<ul style="list-style-type: none"> • Lost time injury frequency rate <2. • Total injury frequency rate <20. • Employee engagement score >61.

DELIVERING OUR SERVICES

Our customer and community engagement

As the industry grows and evolves, we are committed to engaging with our customers and communities to understand their views and enhance community outcomes. Our goal is to not only provide a reliable network and quality services but to make it easier for our customers to access the services they require, and enable them to interact with us the way they want to.

Our Customer and Community Reference Group continues to meet quarterly, providing insights and enabling engagement on a range of strategic matters and emerging issues impacting our customers. The group includes representatives from a number of sectors, including community and social welfare, sustainability and environment, property, as well as residential and commercial water users.

Throughout 2016/17, we aim to increase our engagement with our customers, communities, shareholders and strategic stakeholders on a range of matters, including:

- the standard of services we provide to our customers,
- how we can increase our support of key commercial customers in our communities,
- working with key developers to support regional growth,
- how we deliver major infrastructure projects,
- how we bill customers, and
- our pricing and tariffs.

Our customers' expectations and experiences

We will continue to focus on improving our understanding of our customers' expectations through targeted research programs that provide insights into our customers' perceptions of our brand and their satisfaction with the services that we provide.

Through research, our customers have identified four clear customer expectations:

- provide value for money,
- be reliable,
- be customer focused, and
- be open and transparent.

These expectations continue to drive our brand strategy and shape the way we interact with our customers and communities.

DELIVERING OUR SERVICES

Our customer service standards

The Queensland Urban Utilities' *Customer Service Standards* outline the commitments, responsibilities and standards our customers can expect from us in relation to water and sewerage services. The standards cover services across all of our service territory, including the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset areas.

Water Quality	
Drinking water quality	National Health and Medical Research Council, <i>Australian Drinking Water Guidelines</i>
Water quality complaints	Less than or equal to eight water quality complaints per 1,000 properties per year
Water Supply	
Water pressure	Urban areas – minimum 210 kilopascals Trickle feed areas and private booster – minimum 100 kilopascals
Water volume	Urban areas – 25 litres per minute Trickle feed areas – minimum 3.2 litres per minute
Customer Service	
Calls answered (Grade of service)	To have 80 percent of calls answered within 30 seconds
New Service Connections	
Standard connection decisions completed and standard notice issued	To have 100 percent completed within 10 business days from a properly made application
Continuity of supply and notification of interruption	
Number of unplanned water interruptions	Less than or equal to 100 unplanned water interruptions per 1,000 connections per year
Restoration of supply after unplanned interruptions	Less than five hours on 90 percent of occasions
Response to urgent incidents	Urban areas – less than one hour Rural areas – less than two hours
Response to non-urgent incidents	Urban areas – less than 24 hours Rural areas – less than 72 hours
Notification of planned interruptions	Minimum of 48 hours

These service standards are current as at 30 June 2016. Pending finalisation of the review of the *Water and Sewerage Services Code for Small Customers in South East Queensland* by the Department of Energy and Water Supply (the Regulator), these service standards are expected to be reviewed and updated during 2016/17.

Our service delivery risks

Our risk framework, developed and implemented in accordance with the *AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines*, enables a culture that continues to identify and respond to opportunities and threats in an agile and sustainable manner.

Our risks are managed at strategic, group and operational levels. They are also aligned to our strategic pillars, which enables all levels of the business to focus on achieving our purpose and vision.

Our group and operational risks include those risks that focus on the day-to-day delivery of our services, consistent with our *Customer Service Standards*. Those risks that relate directly to the delivery of our services are detailed in the following table.

Strategic Pillar	Service delivery risks
Customers and Communities	<p>Failure to have clear processes, procedures and systems in place to consistently meet customers' needs and expectations.</p> <p>Failure to appropriately engage with key commercial customers.</p> <p>Failure to respond to and restore asset disruptions, faults and failures within customer service standards.</p> <p>Failure to issue accurate and timely customer accounts.</p>
Shareholders and Strategic Stakeholders	<p>Failure to successfully engage with key stakeholders to create an efficient operating environment.</p>
Operational Excellence	<p>Failure to provide water within quality and pressure standards.</p> <p>Failure of systems to monitor water and sewerage networks and detect performance issues.</p> <p>Failure to deliver the planned maintenance program leading to increased asset failures and customer interruptions.</p> <p>Failure to maintain and operate sewerage networks and sewage treatment plants to meet regulatory obligations and minimise environmental harm.</p> <p>Failure to provide fit for purpose reuse water.</p> <p>Failure to develop and implement a business resilience framework to ensure the continued operation of critical processes.</p>
People	<p>Failure to attract and retain key staff and knowledge in pivotal roles.</p> <p>Failure to maintain safe workplaces that are fit for purpose.</p>



For more information visit
www.urbanutilities.com.au
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**ORDINARY COUNCIL
MEETING MINUTES
14 SEPTEMBER 2016**

10.5 Councillor Portfolio Updates

Date: 08 September 2016
Author: Susan Boland, Council Business Support Officer
Responsible Officer: Ian Church, Chief Executive Officer

Summary:

This report informs Council of the key portfolio focus areas identified during these meetings.

Officer's Recommendation:

THAT Council receive and note the Councillor Portfolio Update report.

RESOLUTION

THAT Council receives and notes the Councillor Portfolio Update report.

Moved By: Cr Cook

Seconded By: Cr Wilson

Resolution Number: 16-20/0212

CARRIED

7/0

Report

1. Introduction

This report is to provide an update from Portfolio Councillors.

2. Background

Council determined the portfolio responsibility areas in order for Councillors to focus on their particular areas.

3. Report

Portfolio:

Mayor Cr Milligan: Communication; Promotion and Advocacy; Intergovernmental and Media Relations; Economic Development; Agribusiness; Tourism and Events; Community; Engagement and Disaster Management.

- Delivery of Business Awards Nomination kits to businesses in Laidley, Forest Hill, Plainland and Gatton;
- Teleconference on-line survey with ARTA re community;
- Meeting with Chief Superintendent Darryl King, QFES in regards to AFAC;
- (Australasian Fire and Emergency Services Authorities Council) and the visit Friday 2 September re Toowoomba and Grantham Flood Recovery;

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- Meeting with Jim's Jerky and Deputy Mayor;
- Attend the SEQ Regional Planning Committee: request from Lockyer that the raw data be shared from the Shaping SEQ Community Engagement (this was agreed to). There were 2 community engagements in our Region with 60 people participating. Rail and rural subdivision were the key community ideas raised for our region. Overall, there was a strong urban focus which reflect that of the 1400 people who participated; only 145 came from Lockyer, Somerset and the Scenic Rim. Also, of the 1329 ideas received, only 98 were from the 3 rural. Which could be said that the top issues for Locker, Somerset and Scenic Rim may not have even made the list of the top issues and ideas. SEQRP Vision: need for more simplistic language and reference jobs, quality of life, etc. currently using words such as prosper, grow, connect, sustain, live. Suggestions from Lockyer around 'wording' have been received positively. No decision has been made by the Deputy Premier about any release of the new SEQ RP document to Mayors ahead of the formal release for consultation in early October 2016;
- Discussions with Business Award arrangements;
- Numerous meetings with the community internally / externally;
- Attend Tabeel Fete;
- Work on the Council stand at the Ekka;
- Attend and accept to Chair Steering Committee of the Lockyer Says No to Violence Committee; approach community members at the request of the committee to attend the meeting in September;
- Meeting with Kerry Wilkins and LOTH committee members, accept to participate in the memorial in October on the Saturday and the Sunday;
- Attend Laidley Futures;
- Visit to St Mary's School, Laidley;
- Attend and draw raffle for Rotary Fergie Tractor raffle;
- Attend Lockyer District High School art exhibition;
- Attend Moreton and District 50th Anniversary Vietnam Veteran's Dinner;
- Open the Helidon Heritage Fair;
- Walk and Speak at the Jayde Kendall Day of Awareness Walk;
- Open the Lockyer Valley Stamp Fair;
- Participate in QUU board arrangements;
- Attend the Lockyer Better Business breakfast;
- Attend and speak at the relaunch of Coles Supermarket;
- Meeting with Rotary;
- Attend Seniors Luncheon and welcome at the Gatton and Laidley events;
- Meet with Lockyer Valley Fruit and Vegetable Processing Company;
- Attend the Laidley/Hattonvale Together 44341 presentation on the Australian Early Development Census;
- Attend and speak at Vietnam Veteran's Day;
- Attend and Open Lifestyle and Leisure Expo;
- Attend Major Project Series Queensland Breakfast;
- Maddison Ridge Tour and meet with businesses;
- Attend Faith Lutheran College Fair;
- Attend and welcome new Community Reference Group members;
- Speak and attend two services for Relay for Life;
- Parks and gardens update;
- Attend 'Trauma – connecting the dots' event;

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- Visit Blenheim P&C at Laidley Saleyards;
- Attend Faith Lutheran College morning tea;
- Attend Evacuation Training;
- Attend and speak at The Stores 1 year birthday;
- Usual Council meetings, workshops and site visits;
- Discuss potential community assistance accommodation;
- Attend Coffee and Dessert Chaplaincy Fundraising Night;
- Attend RDA Presentation with council.

Deputy Mayor Cr Cook: Recreation/Amenity Facilities: Sport and Recreation, Community Facilities, Health and Waste Management, Animal Management.

- Meet with aquatic centre management regarding management agreement
- Attended the opening of AFL lights at Cahill Park
- Participated in the Helidon heritage fair.
- Site visits in Brisbane and Gold Coast regarding backpacker accommodation. Lockyer better business breakfast meeting.
- Attended the Gatton and Laidley seniors' luncheon.
- Meeting with squash regarding relocation.
- Attend Gatton Sub Branch RSL Vietnam Veterans Day Service.
- Welcome the new community reference group.
- Lockyer Valley Audit and Risk Committee meeting.
- Attended the Mulgowie Gift.
- Attended the Laidley art show.
- Meeting with Stanbroke and local residents regarding traffic issues.
- Attended the launch of the West Moreton jobs board.
- Attended the Brisbane exhibition council site for 2 days.
- Attended the Lockyer Growers expo .
- Attended the Lockyer growers Dinner.

Cr Wilson: Business Systems and Processes; Corporate Plans and Performance; Finance; Information, Communication and Technology (ICT).

Finance & Technology

- 3/8 - Lockyer Better Business Meeting.
- 10/8 - Audit & Risk Committee - Interviews for community members.
- 10/8 - Laidley Better Meeting cancelled.
- 12/8 - COMSEQ Economic Development Committee Meeting.
- 17/8 - Lockyer Better Business breakfast.
- 25/8 - Audit & Risk Committee Meeting - Apology due to attending a funeral.

Other Items

- 17/8 - Gatton Seniors Luncheon.
- 17/8 - Australian early development census meeting.
- 18/8 - Laidley Seniors Luncheon.
- 18/8 - Laidley Lions Shed Grant Presentation.
- 26/8 - Daffodil Fundraiser - Golf Day.

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11.0 ORGANISATIONAL DEVELOPMENT AND PLANNING REPORTS

11.1 Executive Manager Organisational Development & Planning Monthly Update

Date: 31 August 2016

Author: Dan McPherson, Executive Manager Organisational Development & Planning

Responsible Officer: Dan McPherson, Executive Manager Organisational Development & Planning

Summary:

This report is to update Council on key issues currently being actioned within the Organisational Development and Planning group.

Officer's Recommendation:

THAT Council receive and note the Executive Manager Organisational Development and Planning Monthly Update.

RESOLUTION

THAT Council receives and notes the Executive Manager Organisational Development and Planning's Monthly Report.

Moved By: Cr Holstein

Seconded By: Cr Cook

Resolution Number: 16-20/0213

CARRIED

7/0

Report

1. Introduction

This report provides an update on key matters arising and being addressed since the last report.

2. Background

The previous reports provide the background information to date and only progress is being reported during August 2016.

3. Report

ORGANISATIONAL DEVELOPMENT

Workforce

As at end August 2016 Lockyer Valley Regional Council employs 306 FTE's.

LGAQ Supreme Court application - Modernised Award

Last Friday the Supreme Court dismissed the LGAQ's application to have the Court declare that the Minister has exceeded her powers by directing the Queensland Industrial Relations Commission to prescribe the content of the award covering local government in Queensland. In dismissing the appeal, the Court affirmed that the Minister does have clear power to direct content of a modern award. Indeed, the Court found that the hypothetical example of the Minister prescribing an entire award was not exceeding her power, subject to the usual rules.

The LGAQ has accepted the court ruling as a reflection of the law as it currently stands, and will now consult with their Policy Executive and membership on an appropriate way forward.

Modernised Award - Update

The Queensland Industrial Relations Commission - Award Modernisation team has advised that it will not be in a position to produce a comprehensive amended award to meet the State Government's imposed deadline of 31 August 2016. Instead, it has proposed releasing a very basic interim award to meet this deadline and allow enterprise bargaining negotiations to begin. The team will continue to develop an exposure draft of an amended "modern" award, proposing that it be in operation within a few months.

New Legislation - Industrial Relations Act

The new Industrial Relations Act is expected to be introduced into Parliament by the end of August. While the LGAQ has not seen the finer details of the proposed new Act, they have been assured that it is true to the recommendations provided in the taskforce report charged with reviewing the former legislation. The LGAQ has reiterated to the Government their continued opposition to many of the changes recommended by the taskforce.

LEARNING & DEVELOPMENT

Courses Held Since the Last Report

- Corporate Induction
- Work Health and Safety Induction
- Drug and Alcohol Awareness

Upcoming Training

- Corporate Induction – 1 September
- Drug & Alcohol Awareness (for new staff) – 1 September
- Code of Conduct (Catch Up) – TBC
- Workplace Bullying and Harassment (All Staff) – TBC

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- Provide First Aid – September
- Provide Cardio Pulmonary Resuscitation (CPR) – September
- Adult Digital Literacy Program –TBC

Currently Scheduling

- De-escalating Aggressive Behaviour
- Workplace Mediation Skills (Managers & ELT)
- Difficult Conversations Training for Field Staff
- Basic Supervisor Training
- Workplace Bullying, Harassment and Discrimination
- Asbestos Awareness
- Microsoft Office Suite (looking at online options)
- Professional Development under CSQ funding

WORK HEALTH & SAFETY

Injuries/ Incidents

There have been four (4) injuries reported during this period:

- 25/07/2016 - Employee sustained a cut to his ear when placing a road sign in the storage rack.
- 27/07/2016 - Employee was securing a display item when it fell over resulting in the employee twisting/ straining wrist
- 29/07/2016 - Employee was moving a marquee trolley when she suffered an abrasion injury to her knuckle resulting in minor bleeding.
- 06/08/2016 - Employee reported high levels of discomfort in abdomen due to long periods of time standing

Plant Vehicle incidents

There have been three (3) plant vehicle incidents reported during this period:

- 04/08/2016 – Employee backing trailer turned too sharp causing damage to the solar panel
- 10/08/2016 – Private vehicle drove onto a road during construction works and became bogged on gravel.
- 15/08/2016 – The low loader impacted with a gatepost damaging the gate post
-

Near Miss Incidents

There has been one (1) near miss incidents reported during this period:

- 25/7/2016 - A member of the public reported an incident whereby another driver failed to give way at an intersection ignoring road signage.

Workers Compensation Claims / Injury Management LTI

- There are four (4) approved, active workers compensation claims
- There are two (2) Pending workers compensation claims

SPORT AND RECREATION

- Preparation underway for round one of the Community Grants program commencing 1st of September 2016.

PLANNING & ENVIRONMENT

Development Assessment

The following development applications were lodged between 25 July 2016 and 26 August 2016:

- Material Change of Use for Caravan Park, Camping Ground and Outdoor Entertainment at 356 Thomas Road, Upper Lockyer;
- Material Change of Use for Dwelling House (Flood Hazard Area) at 18 Mountain View Drive, Adare;
- Material Change of Use for Dwelling House (Flood Hazard Area) at 73 Hardy Drive, Laidley North;
- Material Change of Use for Ecotourism Facility located at 942 Lefthand Branch Road, Lefthand Branch;
- Material Change of Use for Industry at Industrial Road, Gatton;
- Material Change of Use for Medium Industry at 6 Crown Street, Laidley;
- Material Change of Use for Telecommunications Facility at Cricket Road, Brightview;
- Material Change of Use for Telecommunications Facility at 7 Sippel Road, Laidley Heights;
- Material Change of Use for Telecommunications Facility at Mount Sylvia Road, Mount Sylvia;
- Reconfiguring a Lot for 1 into 16 lots at Schiewe Road, Plainland;
- Reconfiguring a Lot for 1 into 10 lots at Tenthill Creek Road, Gatton;
- Reconfiguring a Lot for 1 into 4 lots at 3 Forest Avenue, Glenore Grove;
- Reconfiguring a Lot for 1 into 3 lots at 280 Patrick Street, Laidley;
- Reconfiguring a Lot for 1 into 2 lots at 31 Bertrand Avenue, Kensington Grove;
- Reconfiguring a Lot for 1 into 2 lots at 6 Lexcen Court, Kensington Grove;
- Reconfiguring a Lot for Boundary Realignment at 2 Thallon Road, Hatton Vale;
- Reconfiguring a Lot for Boundary Realignment lots at 15 Lockrose Road, Lockrose;
- Reconfiguring a Lot for Boundary Realignment lots at 22 Main Camp Creek Road, Thornton;
- Reconfiguring a Lot for Access Easement at 66 Dwyers Road, Lower Tenthill;
- Operational Works for Earthworks at 15 Zeller Avenue, Preston;
- Operational Works for Civil Works at 5 Faith Avenue, Plainland;
- Operational Works for Civil Works and Landscaping at 122 Railway Street, Gatton;
- Operational Works for Vegetation Clearing at Golf Links Drive, Woodlands; and
- Operational Works for Vegetation Clearing at Red Gum Drive, Woodlands

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The following requests were received between 25 July 2016 and 26 August 2016:

- Request to Change Development approval for Dual Occupancy at 28 Davis Crescent, Gatton; and
- Request to Extend Period of Development Approval for Airport at Morton Vale School Road, Morton Vale

The following development applications were approved between 25 July 2016 and 26 August 2016:

- Material Change of Use for Caravan Park at 7827 Warrego Highway, Helidon Spa
- Material Change of Use for Dwelling House at 18 Eucalyptus Place, Regency Downs;
- Material Change of Use for Dwelling House at 4 Semph Crescent, Laidley North;
- Material Change of Use for Dual Occupancy at Woodlands Road, Gatton;
- Material Change of Use for Dual Occupancy at Woodlands Road, Gatton;
- Material Change of Use for Dual Occupancy at Woodlands Road, Gatton;
- Material Change of Use for Telecommunications Facility at 56 Nangara Road, Lockyer Waters;
- Reconfiguring a Lot for Boundary Realignment at 46 Lake Clarendon Way, Lake Clarendon;
- Reconfiguring a Lot for Boundary Realignment at Left Hand Branch Road, Mount Sylvia;
- Reconfiguring a Lot for Boundary Realignment at Mount Berryman Road, Mount Berryman;
- Reconfiguring a Lot for 1 into 2 lots at 2 Thallon Road, Hatton Vale
- Reconfiguring a Lot for 1 into 2 lots at 17 Jacklin Drive, Glenore Grove;
- Reconfiguring a Lot for 1 into 4 lots at 16 Forest Avenue, Glenore Grove;
- Reconfiguring a Lot for 3 into 6 lots at 14-16 Station Street and 10 Bowen Street, Helidon;
- Reconfiguring a Lot for Access Easement at Murphys Creek Road, Murphys Creek; and
- Operational Works for Subdivisional Works (Stormwater Drainage) at O'Neills Road, Withcott.

The following request was agreed to between 25 July 2016 and 26 August 2016:

- Request to Extend Period of Development Approval for Telecommunications Facility at 2 Cribb Street, Laidley

Environmental Planning

- Council's Coordinator Environmental Planning met with officers from the Darling Downs-Moreton Rabbit Board and SEQ Catchments to walk 2.5 kilometres of Sandy Creek at Forest Hill from Gatton-Laidley Road to Harm Road. It is proposed to burn this stretch of creek to expose rabbit burrows and remove harbour where rabbits can hide. Rabbits are an increasing problem for growers in this area. It is also anticipated that the fire will encourage the sustainable management of the creek banks by adjoining landholders either through the planting of native vegetation or through grazed grass banks. As part of an 'Action' within the Lockyer Catchment Action Plan it is proposed that a 'manual' including a video will be produced to enable landholders in other parts of the Lockyer manage their creek banks with fire. The decision to burn will be made by the Queensland Fire and

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Emergency Services. This decision will necessarily dictate the date, intensity and extent of the fire.

- An Industry Placement Student from the University of Queensland has joined the Environmental Planning Team. The student will be developing educational information for landholders with property adjoining creeks to explain their rights and responsibilities with regard to waterways. This is an 'action' identified in the Lockyer Catchment Action Plan.
- Council's Coordinator Environmental Planning attended the Forest Hill-Glen Cairn Community Pest Management Group meeting at Forest Hill. The meeting included a presentation by SEQ Catchments on the work that they do to assist land holders. The group asked for a field day to include a demonstration of the community weed spraying equipment and suggested that weed and pest data collected by landholders might be submitted through a web based form.
- Council's Coordinator Environmental Planning visited the Balaam Hills Offset site to review progress by the contractors. Despite some losses through lack of water most of the planted areas are thriving. Similarly, the regeneration work to manage weeds and encourage natural recruitment is progressing very well. Since the work commenced in 2013 the progress of the site towards achieving 'Remnant Status' has been impressive. Environmental Planning oversees this project on behalf of Health, Waste and Regulatory Services.
- Council's Coordinator Environmental Planning provided on-site advice to Parks and Open Spaces on the proposed clearing of vegetation for the expansion of the Gatton Cemetery.
- Council's Coordinator Environmental Planning attended the 2016 National Horticultural & Innovation Expo dinner with the Mayor Tanya Milligan, Cr Hagan and Special Projects Officer – Trade and Investment. This provided an excellent opportunity to network and discuss the Lockyer Catchment Action Plan and the provision of irrigation water to the Lockyer Valley.
- Associate Professor Croke from University of Queensland provided a presentation to the Councillor workshop on the progress of the ARC Linkage project "The Big Flood: Will it happen again?" The presentation was warmly received and the Mayor asked that a presentation is made to the community on the completion of the project. The study has provided significant input into the development of the Lockyer Catchment Action Plan.
- Council's Senior Environmental Planner and Industry Placement Student visited the Laidley and Tenthill Creeks to identify the specific issues confronting landholders and NRM bodies in the management and maintenance of creek banks. This will contribute to the development Sam's project.
- Numerous Officers, including the Pest Management Team, attended a weed identification workshop, run by DAF and hosted by DNRM. The workshop covered new and emerging species, surveillance and early detection, weed ecology, prohibited and restricted matter identification, and methods for preserving specimens for identification.
- Council's Senior Environmental Planner attended a site meeting at Forest Hill with representatives from QFES, Darling Downs Moreton Rabbit Board, Healthy Waterways

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and Catchments and landholders, to discuss the proposed creek burn which has been recommended by DDMRB to eradicate rabbits living in the Sandy Creek reserve. There are a number of limitations around infrastructure and crops, but the biggest constraint is the recent wet weather which has increased moisture and may prevent the burn from being effective.

- Portfolio Councillor and Council's Senior Environmental Planner attended COMSEQ Waterways and Environment Committee meeting. The meeting covered the following:
 - Strategic Plan Update: This update focusses on the Waterways and Environment portfolio, with particular reference to the Resilient Rivers Initiative, the Regional Waste Action Plan and the new addition of pest management.
 - Resilient Rivers Initiative: Mayors from Brisbane, Redland and Lockyer Valley have committed to a 'willingness to pay' exercise to look at options for funding implementation of the Catchment Action Plans from within the SEQ region.
 - DEHP Waste Directions Update: Tony Roberts, Deputy Director General DEHP, provided updates on:
 - container deposit scheme – DEHP will work with local governments to minimise impacts on kerbside collection
 - landfill disposal bans – DEHP is assessing the practicalities of banning wastes such as tyres, green waste, e-waste, metals and concrete from landfill
 - developing agricultural markets for processed organic waste – a pilot is being undertaken in Lockyer Valley with UQ and the Australian Organics Recycling Association (AORA)
 - end-of-life tyre management, including storage, reuse (eg in asphalt for roads) and waste to energy
 - LGAQ Regional Pest Management Officer provided an update on regional pest issues and recommended the establishment of a Regional Pest Management Co-Investment Sub-Committee. The Committee postponed a motion for this, pending further information about the requirements and implications of establishing such a Sub-Committee.
- The final Lockyer Catchment Action Plan was published on the COMSEQ website
- Council's Senior Environmental Planner and Special Projects Officer – Trade and Investment attended a briefing and workshop hosted by DEWS for recipients of National Water Infrastructure Development Fund (NWIDF) grants for feasibility studies. LVRC were successful in applying for a \$120k grant for a pre-feasibility study for alternative water for irrigation in the Lockyer Valley. The briefing explained the overall NWIDF program (\$59m for feasibility and planning, \$450m for co-funded capital projects), expectations for economic viability and risks, payment milestones, standards and other requirements, and Grant Deeds. The Draft Grant Deed is currently being reviewed by the Legal team and negotiations are underway for agreeing payment milestones with the State.
- Council's Coordinator Environmental Planning attended the Department of Natural Resources and Mines Central Lockyer Technical Working Group meeting at the Gatton DPI Research Station. The meeting was informed that the Department would be undertaking a socio-economic study of the likely impacts of the proposed water allocations. The Coordinator Environmental Planning stressed the importance considering the broad impact on the economy of the Lockyer valley of the proposals given the dependence and integration agriculture in the economy of the Lockyer valley. A request was also made to

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be aware that the use of 'averages' will impact the marginal farms and that the study must also consider the opportunity cost to the economy of Queensland if local irrigated horticulture is lost.

- Council's Coordinator Environmental Planning attended the Catchment Action Plans Working Group meeting at COMSEQ, Brisbane. The meeting was informed by the Department of Natural Resources and Mines that they would no longer be pursuing the option of implementing a River Improvement Trust. In addition, the meeting also heard that the Resilient Rivers Taskforce were hopeful of an imminent meeting with the Federal Minister for the Environment and Energy to gain financial support for the Initiative and that, further, the Initiative will be included in City Deal for 2017. The Working Group will meet again on 14 September 2016 to discuss the 'willingness to pay' concept that could provide base funding for catchment management activities.
- Council's Coordinator Environmental Planning was invited to attend the Logan River Visioning charrette on the basis of the community consultation work that LVRC had undertaken in the development of the Lockyer Catchment Action Plan. The charrette provided a very different perspective on how local governments can engage with their respective communities and develop an approach to the management of their waterways.

Strategic Planning

- Council's Manager Planning and Environment attended a meeting of the Local Government Working Group on the SEQ Regional Plan Review in Brisbane on 25 July 2016. Information was provided at the meeting on the draft Vision for the SEQ Regional Plan, the Goals, Elements and Strategy (i.e. the 25 year plan) and the draft Subregional Directions element of the plan. The information provided at this meeting was of value in briefing the Mayor prior to the 3 August 2016 meeting of the South East Queensland Regional Planning Committee.
- Cr Holstein, Cr McLean and Council's Manager Planning and Environment attended the Council of Mayors (SEQ) Infrastructure and Planning Committee meeting in Brisbane on 29 July 2016. The matters addressed at the meeting included:
 - An update on the review of the SEQ Regional Plan including the timelines and the upcoming Regional Planning Committee meeting on 3 August 2016. There was an opportunity for the Council representatives to discuss the progress of the review with representatives of the Council of Mayors (SEQ).
 - An update on the new planning legislation.
 - Information on the Development Assessment Monitoring Project.
 - An update on the SEQ City Deals Project which has at its aim the securing of Federal funding for key infrastructure across SEQ to support growth based on evidence of the benefits that the infrastructure delivers.
- The Mayor and Council's Manager Planning and Environment attended a meeting of the South East Queensland Regional Planning Committee in Brisbane on 3 August 2016.



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12.0 CORPORATE AND COMMUNITY SERVICES REPORTS

12.1 Annual Dog Registration Survey

Date: 07 September 2016
Author: Peter Driemel, Manager Health, Waste and Regulatory Services
Responsible Officer: David Lewis, Executive Manager Corporate & Community Services

Summary:

The purpose of this report is to seek Council approval for the implementation of a Systematic Inspection Program under the provisions of the Animal Management (Cats and Dogs) Act 2008.

Officer's Recommendation:

THAT Council resolves:

- a) to approve a Systematic Inspection Program under the provisions of the Animal Management (Cats and Dogs) Act 2008 whereby all residences within the Lockyer Valley Regional Council will be visited by Council representatives in relation to the keeping of un-registered dogs at those residences;**
- b) that the Approved Systematic Inspection Program be run in two three month periods, namely 3 October 2016 to 5 December 2016 and 30 January 2017 to 28 April 2017; and**
- c) that the owners of all dogs over the age of three (3) months which are not registered within the Lockyer Valley Regional Council as required by the Animal Management (Cats and Dogs) Act 2008 AND have been kept by those owners within the Lockyer Valley Regional Council area for more than fourteen (14) days be issued with an Infringement Notice for each dog which is being kept as an un-registered dog (\$243), and a Notice requiring the registration of each dog within fourteen (14) days of the date of the inspection, unless there is a legal reasonable excuse for not registering the dog(s).**

RESOLUTION

THAT Council resolves to approve a Systematic Inspection Program under the provisions of the Animal Management (Cats and Dogs) Act 2008 whereby all residences within the Lockyer Valley Regional Council will be visited by Council representatives in relation to the keeping of un-registered dogs at those residences;

Further;

THAT the Approved Systematic Inspection Program be run in two three month periods, namely 3 October 2016 to 5 December 2016 and 30 January 2017 to 28 April 2017; and further;

THAT Council advise the owners of all dogs over the age of three (3) months which are not registered within the Lockyer Valley Regional Council as required by the Animal



Moved By: Cr McDonald Seconded By: Cr Wilson
Resolution Number: 16-20/0214

CARRIED
7/0

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As of 5 September 2016, a review of Council's Dog Registration Database indicates that a total of 1,084 dogs remain unregistered as their owners have failed to renew their dogs registrations for the current year.

Outstanding registrations not renewed total 21% of all dogs registered during the 2015/2016 period.

It is accepted that a small number of those dogs may well be removed from the Council area, deceased or otherwise not currently owned by their listed owners but equally so it must be accepted that the majority of those animals may still be being owned and kept without being registered as required.

Based on the figures provided within the Australian Companion Animal Councils 2010 report "Contribution of the Pet Care Industry to the Australian Economy 7th Edition" the numbers of dogs that could be expected to be found as being kept within the Lockyer Valley Regional Council are outlined in the following table.

Estimated LVRC Population Source: Australian Bureau of Statistics as of 5 Sept 2016	Estimated Number of Dogs kept in LVRC area	Current Number of Registered Dogs 2016 - 2017 (as at 5 Sept 2016)
37,652 As at 30 June 2013	6,401	4,588 <i>Difference of 1,813 dogs</i>

Using the above figures, it could be suggested that there is in excess of 2,000 dogs that are being kept within the region without being currently registered as required by the Animal Management (Cats and Dogs) Act 2008.

In accordance with the Animal Management (Cats and Dogs) Act 2008 Council is required to approve an inspection program (selective in this case) for authorised persons to be able to enter and monitor compliance with an aspect of the Act, that being, the identification of all un-registered dogs kept within the region. Such approval must include the purpose of the program, when the program is to commence, the selection of places to be entered and inspected and the period over which the program is to be carried out.

To give effect to this proposed selective inspection program authorised persons will enter all residences within the Lockyer Valley Regional Council in relation to the keeping of un-registered dogs at those residences. These inspections will be undertaken in two three month periods, namely 3 October 2016 to 5 December 2016 and 30 January 2017 to 28 April 2017.

The intention will be to monitor compliance with the Animal Management (Cats and Dogs) Act 2008. Should breaches of the Act (i.e. unregistered dog(s)) be identified at premises then the owners will be issued with an Infringement Notice for each dog which is being kept as an un-registered dog (\$243) and a Notice requiring the registration of each dog within fourteen (14) days of the date of the inspection, unless there is a legal reasonable excuse for not registering the dog(s).

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Due to the current workload of Council's Local Laws Compliance Officers it is proposed to engage the services of a suitable contractor to undertake the requirements of the approved inspection program.

During the 2015/2016 period, Council conducted an Approved Selective Inspection Program to identify all the dogs which were being kept within the Lockyer Valley Regional Council area and were outstanding in their registration.

Prior to the start of in-field activities, advertising of the Approved Selective Inspection Programme was carried out via advertising within the local newspaper on a number of occasions with information also provided on Council's Website.

Due to the workloads of Council's Local Laws Compliance Officers, an external contractor was engaged to supply two (2) suitably experienced staff members to undertake the requirements of the inspection programme on behalf of Council.

On completion of the survey, a total of 428 dog registrations were received by Council during the period 18 May to 24 June 2016. Details of these registrations follow.

Renewal of Outstanding Registrations

- 229 dogs had had their outstanding registrations renewed for the 2015/2016 Registration Year
- \$15,855 was received by Council from the payments of outstanding dog registrations by owners
- 14 Infringements were issued to owners of dogs found to be outstanding in registration. The value of the issued infringements was \$3,290

New Dog Registrations

- 199 new dogs were registered for the 2015/2016 Registration Year,
- \$8,181 was received by Council from the payments received for new dog registrations by owners.

Dog Registration Records updated

- More than 830 individual dog registration records were updated to reflect that those animals were no longer being kept within the Council area.

Total revenue received by Council as a result of dog registrations paid during the inspection programme period and infringements issued was \$27,326.

4. Policy and Legal Implications

The Animal Management (Cats and Dogs) Act 2008 provides for the issuing of an infringement notice [equivalent to two (2) Penalty Units @ \$243 per infringement] for the keeping of a dog over the age of three (3) months and failing to register it with the local government, with a similar infringement able to be issued for the keeping of a dog and failing to renew its registration with the local government.

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5. Financial and Resource Implications

Budget and resources implications will continue to be addressed through existing budget allocations. The number of residences to be visited will be constrained to the existing 2016/17 budget allocation of \$60k.

6. Delegations/Authorisations

The Chief Executive Officer and the Executive Manager Corporate and Community Services will manage delegation requirements to contractor personnel in line with current delegations.

7. Communication and Engagement

In accordance with the provisions of the Animal Management (Cats and Dogs) Act 2008 at least 14 days, but not more than 28 days, before an approved inspection program starts, the approving local government must give notice of the program. During the notification period the inspection program notice will be published in the local newspaper and on Council's website.

8. Conclusion

An approved selective inspection program in relation to the failure of dog owners to either register in the first instance or to subsequently renew their dog's registrations creates the opportunity to ensure all owners who keep dogs meet their obligations in law as well as contributing to the ongoing costs associated with operating Council's Animal Management program.

9. Action/s

The approval of a selective inspection program will allow authorized persons to enter properties and monitor compliance with the Animal Management (Cats and Dogs) Act 2008.



FINANCE AND CUSTOMER SERVICES

Finance

At the end of August, 19.40% of the first issue of the 2016/17 rates levy had been collected. This remains on par with the previous year. The rates levy was issued on 12 August with a due date of 16 September. To date there have been very few complaints and the process has gone very smoothly.

Council's external auditors have commenced the final stage of the 2015/16 audit and the process remains on track to finalise the financial statements at the end of September which is nearly two weeks earlier than last year. So far no major issues have been identified and as such there will only be minor wording changes to the statements that were presented to the Audit and Risk Management Committee.

Customer Services

This section of the report breaks down August 2016 activity within the Customer Services Branch by service type.

Service Requests

Details of August 2016 customer service requests and recent trends in relation to same are detailed in the two attachments to this report.

Councillor requests

During July there were 24 new Councillor requests with 64 Councillor requests remaining open at 31 August 2016.

Telephones

3,094 telephone calls attempted to connect with Council's telephone exchange in August 2016. During the month, Council's service level decreased to 82.9% against a service level target of 80%.

Council's "call back" function increased, with 89 calls logged; 37 live chats were also performed during the month.

QGAP

There were 934 QGAP transactions processed by Council during August 2016.

COMMUNITY FACILITIES AND SERVICES

Facilities

- Fulton Trotter Architects are in the final stages of the tender documentation for the Laidley Library and Customer Contact Centre project. A final floor plan design and colour schedule has been approved.

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In the coming weeks tender drawings will be signed off and approved ready for the tender procurement process. All building approvals will be gathered during the tender procurement process; relocation of staff and equipment will also take place.

A Council owned donga has been placed behind the Laidley Youth Centre for the temporary relocation of the Laidley library during construction works. Works to this donga to install a landing, ramp and electrical services are now underway so that the library service can relocate in mid-September. Customer Service functions will be relocated to Neilsen's Place with this relocation to hopefully generate more customers to the business incubator.

- The Murphys Creek Bore line has required extensive work in the past month due to splits in the line. The pipe is old rural type PVC pipe and may require replacement in the near future.
- Demolition of the old pool located at Gatton has now been completed. The old pool pump buildings and associated slabs were crushed into rubble and used as fill within the 50m pool. Approximately 2,000m³ of clean fill was used to reinstate the 15m and 50m pools and ballast tank. The surface levels now match existing ground levels with approximately 2,700 m² of turf installed in the last week of August. The mesh fence surrounding William Kemp Park will remain in place until the last week of September, to act as security until the turf is established. The condition of the remaining building on site is very poor with Council yet to determine a future use for these building.
- The Department of Natural Parks, Sport & Racing has submitted the Grant Deed for the Laidley Recreation Reserve Lighting Replacement Project for the Chief Executive Officers signature. Initial design works for this project are now underway.

Libraries

During August 2016, 202 new members joined our service with 18,350 items being issued.

Childcare

Average occupancy rates for the month of August were Gatton 81% and Kensington Grove 62%.

HEALTH, WASTE & REGULATORY SERVICES

- 2016/2017 Dog Renewal Notices (approx. 5,000 notices) were posted to dog owners and to date 4,280 dogs have now been registered for the 2016/2017 year. The renewal period expired on Monday 4 August 2016
- In preparation for the construction of Council's new landfill cell, the majority of the Gatton landfill site at the corner of Ford and Adare Roads has been cleared of vegetation which was permitted by an EHP (clearing Native Vegetation Permit). A small number of trees will remain until bird breeding is completed. Officers are seeking final approval to remove the wildlife and subsequently clear the remaining trees.

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- Quotations under Local Buy arrangements are now being sought for the sedimentation lagoon and capping designs for the Gatton Landfill.
- The procurement tender for a suitable contractor for construction of the new Cell 4 at the Gatton Landfill have been released and an onsite meeting for tenderers was undertaken on 11 August 2016.
- During the period 27 July to 23 August, 461 animal, 65 environment health and 171 waste customer requests were received by Council. During this period, 10 infringement notices and 33 warning notices were issued. In the later fortnight of this period, there were 3 dog attacks on people and 2 dog attacks on animals.

INFORMATION SERVICES

Laidley Records Relocation Project

- The majority of Council records from the Laidley Administration Building have now been relocated to Grace Information & Records Management's facility at Toowoomba with final records expected to be relocated by the end of September 2016. All historic Minutes have also been relocated with these records to be secured in the Grace facility vault. Quotes are now being obtained for the scanning of these books with any scanned books will be sent to Queensland State Archives for long term storage.

CCTV

- The majority of the new Gatton CBD cameras are in place and operational. We are now looking to finalise a Memorandum of Understanding with the Queensland Police Service to allow remote access to our servers.
- The new cameras and new software have also been installed at the Laidley CBD. New wireless links were installed as part of this project.
- The upgrade/replacement of the CCTV network at the Lockyer Valley Cultural Centre has also been completed.

Skype For Business (SFB)

- Gatton Admin Building is mostly complete.
- Gatton Depot rollout has commenced.

Technology One

- The Talent Management Module has gone live.
- Enterprise Cash Receipting implementation work will commence in mid- September.
- CIA Internal Work Requests testing is continuing.
- The ECM Upgrade to 4.03 is behind schedule. The go live will now either be early December or late January.



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Security – No changes

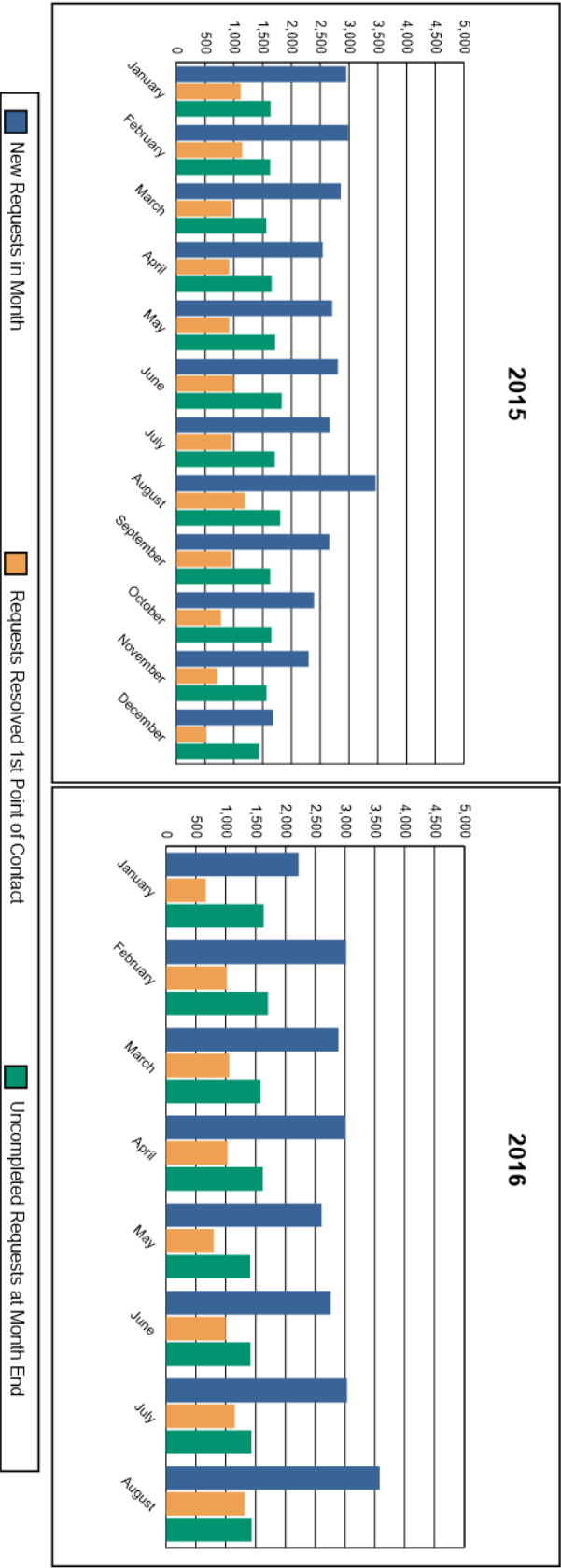
- Existing door readers are currently being replaced as the old style readers are no longer available. The Gatton Depot will be the next site to have all door readers replaced with new cards to be issued to relevant staff prior to change.

Attachments

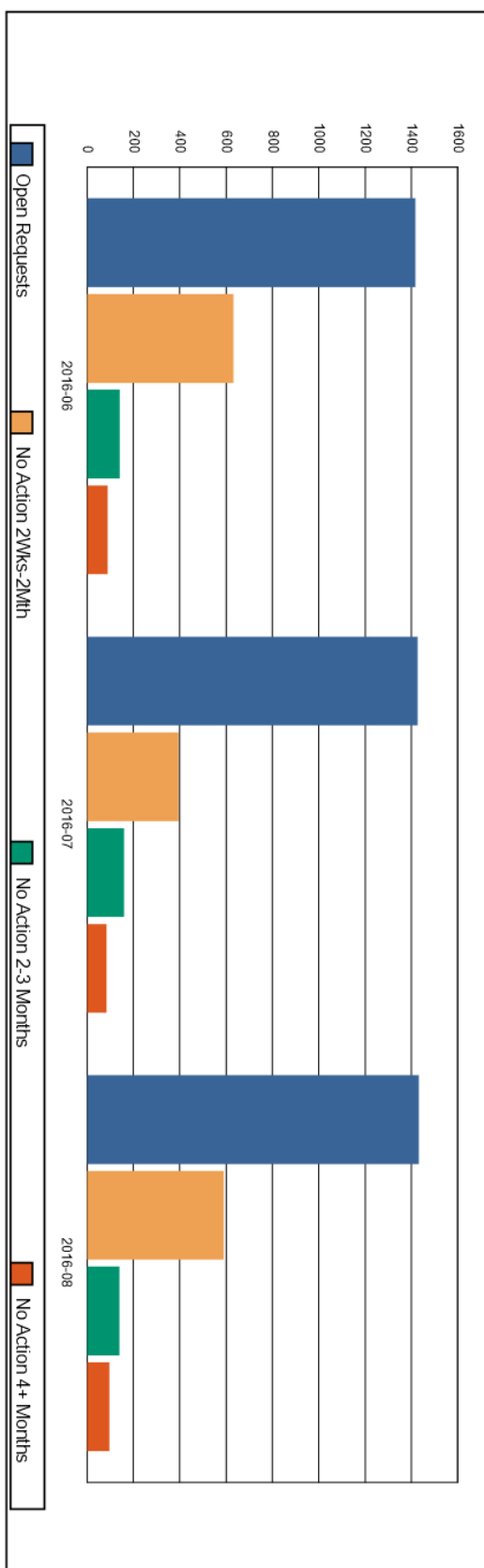
1View	Statistics - Whole of Council - 201608	4 Pages
2View	Statistics - CCS - Customer Requests - 201608	1 Page
3View	Statistics - CCS - Top 10 - 201608	1 Page
4View	Statistics - CCS - Aging Graph 201608	1 Page

Customer Requests Whole of Council
Month Ending :August 2016

New Requests per Month vs Those Resolved at 1st Point of Contact & Total Uncompleted Requests at Month End



Customer Requests Whole of Council
Month Ending :August 2016
Aging of Last Recorded Action on Current Requests



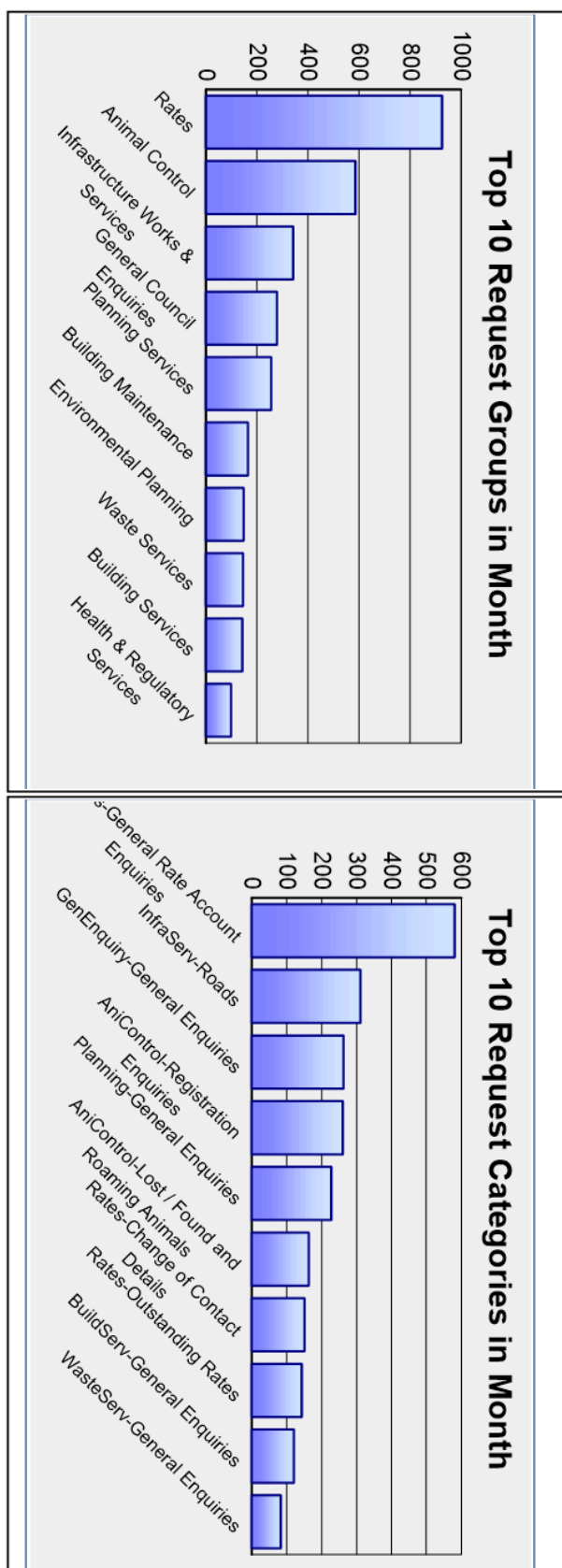
Customer Requests Statistics - Whole of Council

Month Ending : 31/08/2016

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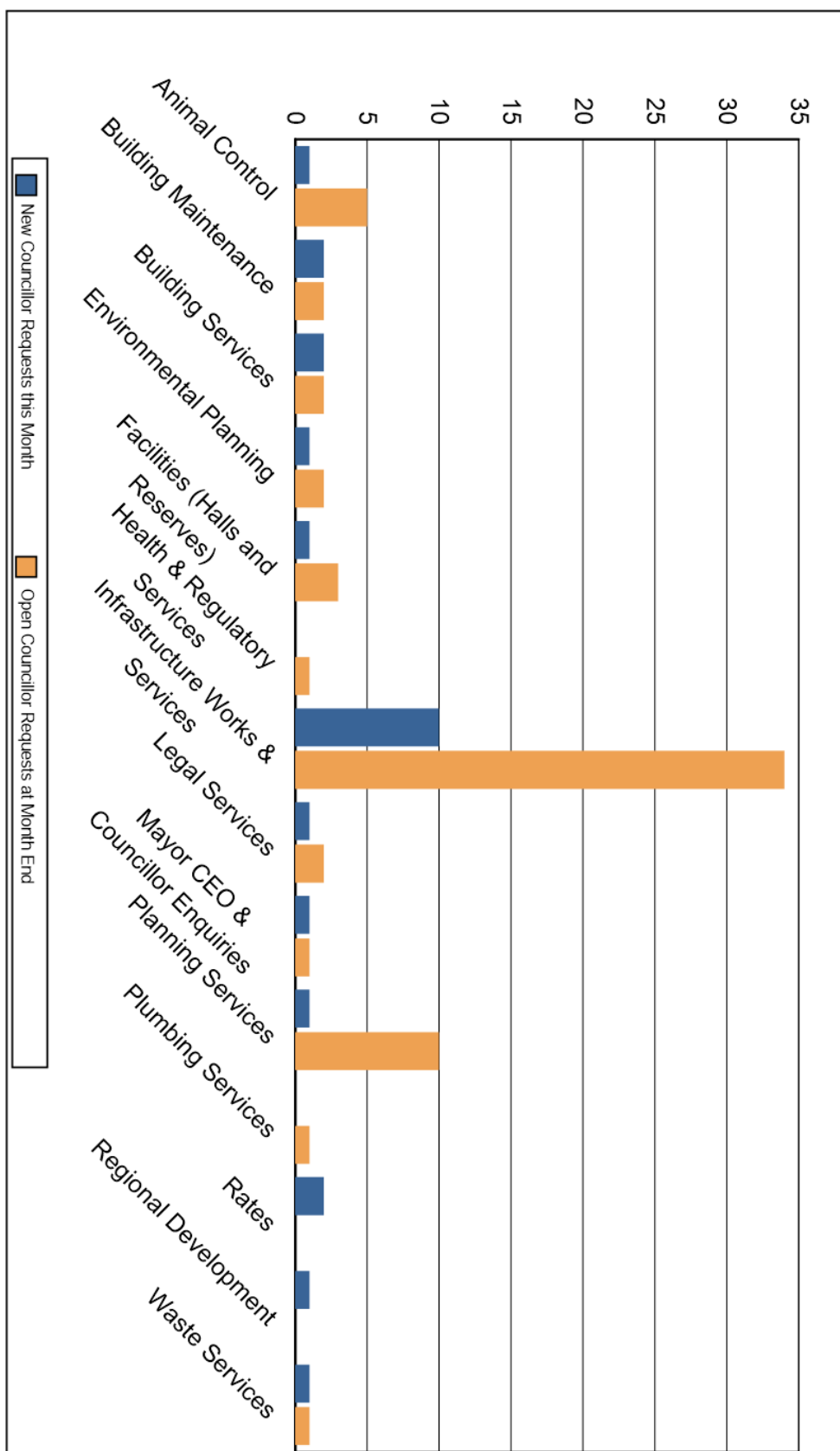
Customer Requests Whole of Council
Month Ending : August 2016

Top 10 Requests



Customer Requests Whole of Council
Month Ending : August 2016

New Councillor Requests per Month vs Total Open Councillor Requests at Month End



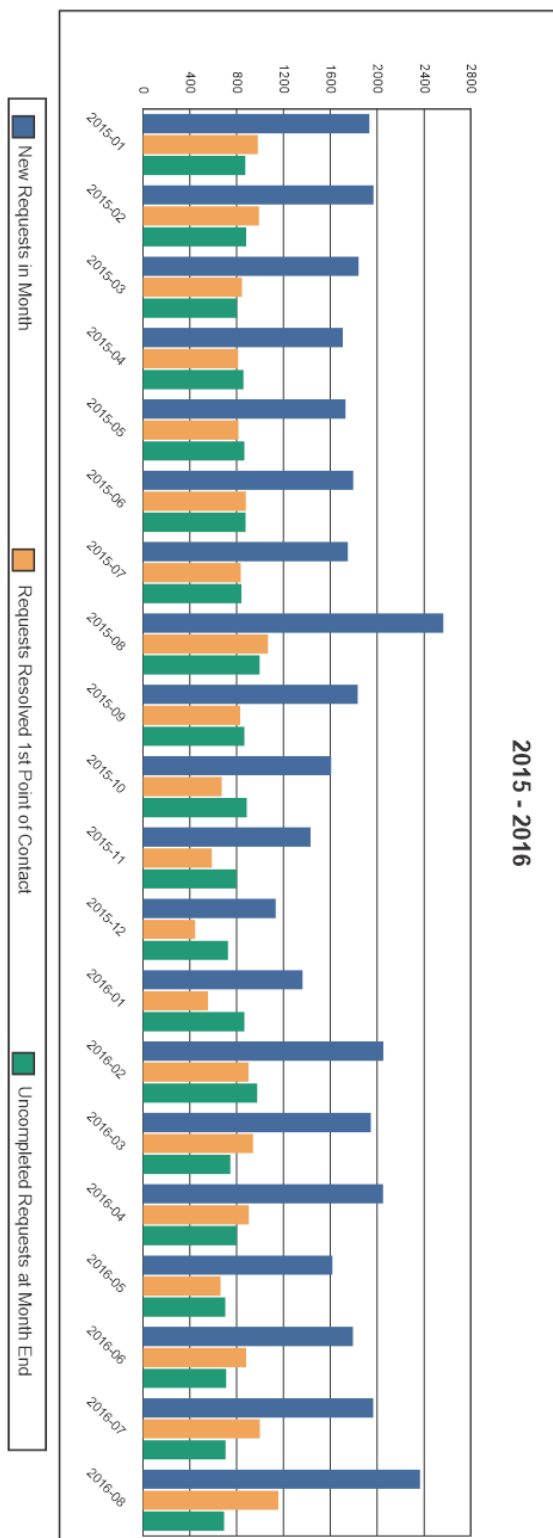
Customer Requests Statistics - Whole of Council

Month Ending : 31/08/2016

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Customer Requests For Executive Group - Corporate & Community Services
Month Ending : August 2016

New Requests per Month vs Those Resolved at 1st Point of Contact & Total Uncompleted Requests at Month End



Customer Requests Statistics - Executive Group:

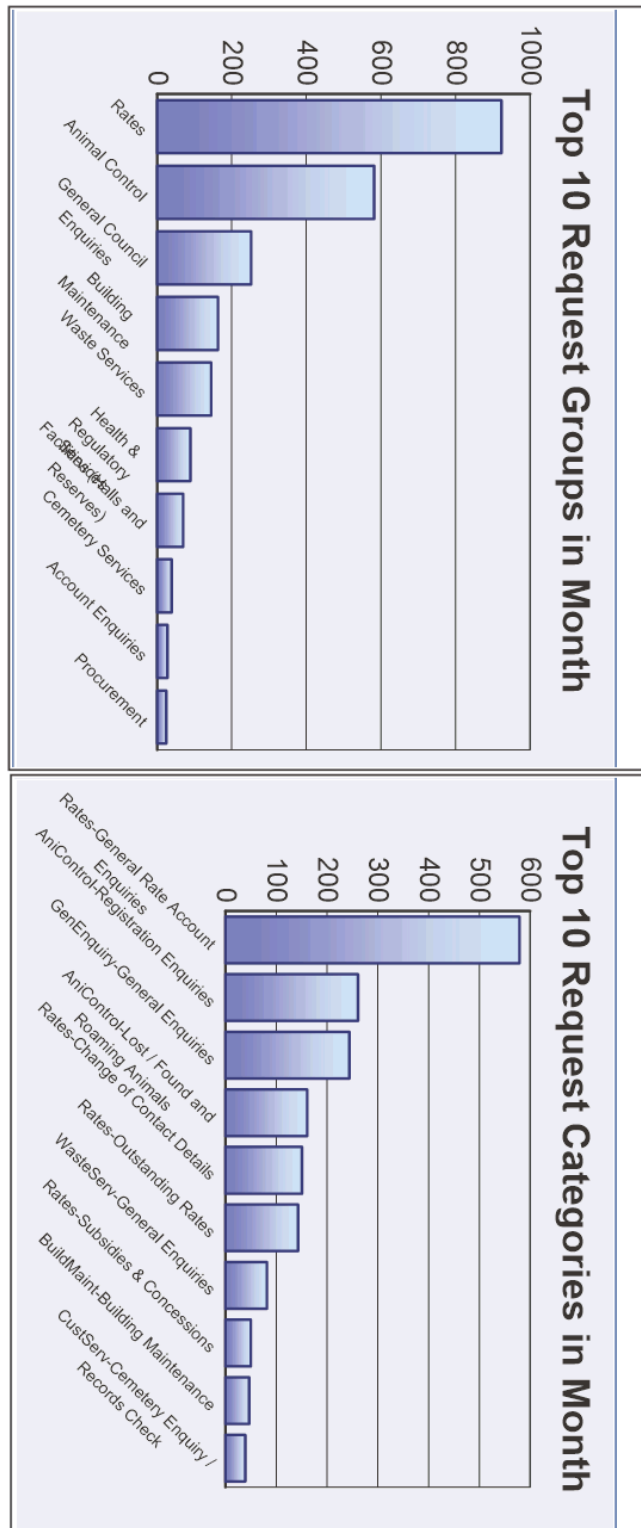
Corporate & Community Services

Month Ending : 31/08/2016

Page 1 of 7

Customer Requests For Executive Group - Corporate & Community Services
Month Ending : August 2016

Top 10 Requests

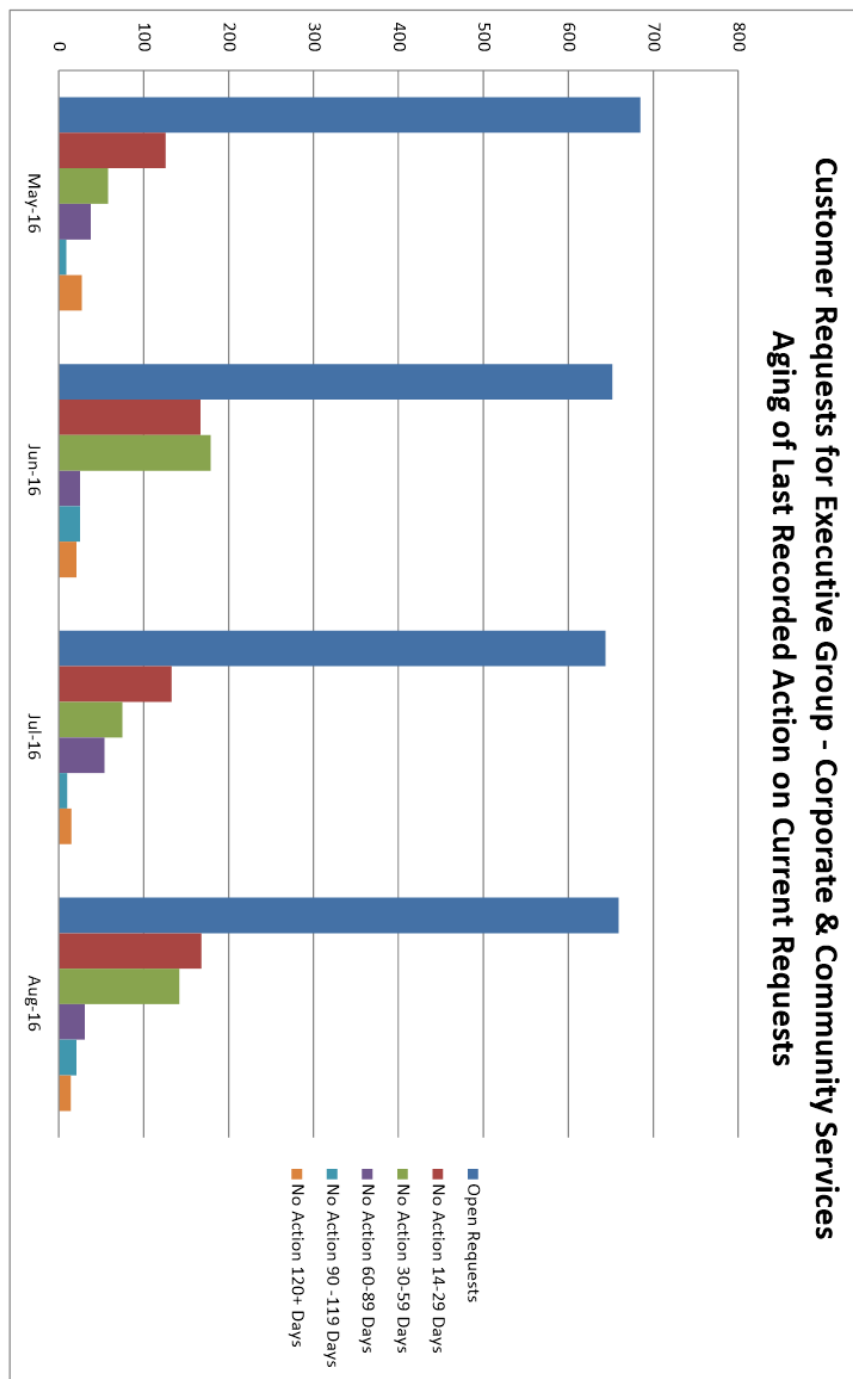


Customer Requests Statistics - Executive Group:

Corporate & Community Services

Month Ending : 31/08/2016

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13.1 Drainage at Lot 5 RP 207208, Veradilla

Summary:

Officer's Recommendation:

THAT Council authorise the Chief Executive Officer to forward correspondence to the owner of Lot 5 RP207208, Missouri Road, Veradilla advising that it will not be undertaking any drainage works on the property.

THAT Council authorises the Chief Executive Officer to forward correspondence to the owner of Lot 5 RP207208, Missouri Road, Veradilla advising that it will not be undertaking any drainage works on the property.

And further:

THAT Council recognises this is one of a significant number of properties effected by erosion and will include this property for consideration in future Resilient Rivers Funding Proposals.

Moved By: Cr Wilson **Seconded By:** Cr McDonald
Resolution Number: 16-20/0216

CARRIED
7/0

Report

1. Introduction

This report outlines the history of a drainage issue at Lot 5 RP207208, Missouri Road, Veradilla.

2. Background

Council has previously been briefed on the drainage issue at Lot 5 RP207208 Missouri Road, Veradilla, whereby stormwater flows have scoured sodic soils through the property owner's paddock. After flowing through pipes beneath Missouri Road, the stormwater flows into a private property for a short distance and then into the subject property. The channel within the

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property has become deeper and wider over time, largely due to the initial clearing of the natural vegetation and the inherent instability of the sodic soil.

Councils' earliest records show that in February 2014 the resident contacted Council; however it is believed contact was made earlier than this, in 2013. Council's Environmental Section investigated the issue, and in early 2014, SEQ Catchments completed a report advising the gully remains unstable and installation of a stable, designed waterway was recommended. SEQ Catchments also advised it had no funding for this project.

A further report was undertaken by Australian Wetlands Consulting in late 2014, with similar recommendations.

The property owner presented to Council at a meeting, following this, a resolution from 10 June 2016 included;

That Council undertake further investigation into the options and associated costs to undertake remediation works at Missouri Road, Veradilla.

Further;

That Council also investigate the availability of external funding for erosion mitigation, the necessary easement requirements and the potential for contributions from the landholder.

And further;

That a Report be provided to Council with recommendation on the preferred approach to progress this matter following the further investigations.

At this time, the issue was passed onto the Infrastructure Works and Services section to undertake the actions from the June 2015 meeting.



Photo 1: Locality map showing drainage at Missouri Road, Veradilla

3. Report

Consultants were engaged to provide options to improve the drainage through the private property, with the property owner requesting the drain be realigned to the western side of the lot where it reportedly was previously aligned when they purchased the land.

The estimated cost of constructing the new drain and associated drop structure is \$130,000. Additional funding would be required to clear and remove the weeds, and fully rehabilitate the existing erosion – a cost estimate for this aspect has not yet been prepared, but would likely bring the full project cost to somewhere in the vicinity of \$200,000. Previously Council had only allocated a capital budget of \$60,000 to this job, prior to receiving any concept designs.

In April 2016 a report detailing the above works was presented to Council, with the subsequent resolution being;

That Council determine the direction on the drainage matter at lot 5 RP207208 Missouri Road, Veradilla.

And further;

Carry forward the 2015-16 budget allocation with the inclusion of additional funding for consideration of this project in the draft 2016-17 budget deliberations.

The project was put forward in the list of proposed capital projects for 2016-17; however the works were not included in the budget. Upon receiving this advice from Council, the property owner has met with the Mayor, a Councillor, and an IWS officer to discuss this outcome.

The property owner is now of the understanding that Council is unlikely to be in a position to undertake these works. The owner has previously advised they are not prepared to contribute to the works, and Council has been unable to source alternative funding for the project.

The property owner has advised if Council is not prepared to undertake the remedial works on the property they will place dirt mounds themselves and redirect the flow towards the western boundary.

4. Policy and Legal Implications

Due to the previous extensive investigations undertaken by Council, it may be perceived that Council had taken ownership of the issue.

As the stormwater entering the property passes beneath Missouri Road, it may have been considered appropriate that at the time of subdivision of the lots, higher quality drainage infrastructure and an easement should have been installed through the area as part of the development.

5. Financial and Resource Implications

Nil.

6. Delegations/Authorisations

Not applicable.

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7. Communication and Engagement

The Manager Infrastructure Planning and Design has been in regular contact with the property owner. The property owner has also recently met with the Mayor and a Councillor.

8. Conclusion

Given the location of the drainage problem on private property, the cost of the project, and the prioritisation against other projects across the region, these remedial works are unlikely to ever be progressed by Council. Council may consider formally advising the property owners that Council will not be undertaking works on their property to remediate the drain.

9. Action/s

1. Notify the property owners of Council's resolution.



3. Report

PARKS AND OPEN SPACES WORKS

- Parks and Open Spaces staff have carrying out ongoing maintenance works to graves at the Laidley cemetery
- Gatton cemetery – ongoing irrigation replacement works, painting of old timber seats and shed
- Mowing of Withcott, Murphys Creek, Forest Hill and Laidley drains and sport fields
- Spraying of *Kamba* to kill clover in parks at Laidley and Forest Hill, Laidley Recreation Reserve
- Line marking and mowing at the Laidley Recreation Reserve
- Playground inspection programme ongoing
- Event assistance to the lifestyle expo, Vietnams Veterans day, Faith Fair, event sign change over
- Shelter at Lions Park, Laidley, is now complete
- Murphys Creek cemetery bollard removal
- Repainting of Wilks Park, Gatton, sign due to vandalism
- Grantham mulching first round completed with contractor yet to complete second round. Mulch be run through again at 50mm to complete task.
- Contract awarded for Lake Apex playground surfacing works
- Walter Brunner playground installation nearing completion
- Lake Apex car park works have commenced
- Landscaping works at Lockyer Valley Cultural Centre, new plant installation ongoing
- Fauna survey carried out on Gatton Cemetery expansion area, communication plan being developed

ROADS AND DRAINAGE WORKS

- LVRC capital works projects:
 - Tenthill Creek Road and Ingoldsby Road upgrade
 - Works will recommence at this site to complete culverts works now that Telstra cable has been removed.
 - Mountain Road and Summerholm Road sealing of gravel road
 - Most of Mountain Road has been sealed, leaving only a section near the corner to be done with Summerholm Road. Works to the intersection of Gehrke Hill Road and Summerholm Road has commenced and has been cut down to subgrade. Subbase gravel has been put in and completed.
 - Future Motel Site, Gatton
 - Council crews have vacated the motel site proper
- Road maintenance works

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- Gravel road grader maintenance crews:
 - Completed work on Perrets Road Mount Whitestone, Back Ma Ma Road Winwill, Bernhagen Road Ma Ma Creek and Fossil Downs for the rodeo.
 - Due to commence work on Paradise Creek Road Murphys Creek then onto Goodsirs Road and Ossian Street, Murphys Creek, Ma Ma Lillydale Road, Kleins Road and Rosenberg Road Ma Ma Creek and Sticklen Road Lilydale.
- CRM gangs:
 - Dead animal collects at Regency Downs and Postmans Ridge
 - Attending to shoulder defects at Withcott
 - Illegal dumping collection at Connors Road Helidon
 - Drainage work at Glenore Grove
- Concrete Works:
 - Culverts being replaced at Lowes Street Laidley on both sides of the road
 - Slabs being poured at McNulty and Lions Parks Laidley
 - Kerb repairs being conducted in Railway Street Laidley
 - Base slab being redone for the culverts at Tenthill Road
- Heavy patching in Helidon Spa
- Level 1 bridge inspections commencing late August, with repairs to Narda Lagoon Bridge
- Prior reseal works being programed for LVRC and TMR
- Works to Princess Street and Jordan Street kerb ongoing
- Glen Cairn and Ropley Rockside Road resheet

INVESTIGATION, PLANNING AND DESIGN UNIT

- Inland Rail (Gowrie to Calvert section) corridor study
 - The Australian Rail Track Corporation (ARTC) is currently investigating the Inland Rail Corridor
 - The Australian Government committing an additional \$594 million in the May 2016 budget.
 - In the Lockyer Valley Region that means a 'concept level' investigation of the merits of the established Gowrie to Grandchester corridor.
 - The Inland Rail team has been visiting some properties along the existing Gowrie-Grandchester corridor and testing the merits some options outside of this alignment.
 - A corridor study report, by ARTC, is expected to be formally announced later this calendar year.
- Toowoomba Second Range Crossing
 - Permits issued for Nexus access gates, Roches Road Upgrade, Jones and Wallens Road Upgrade and various TGSs.
 - Meeting with Nexus Design to discuss McNamaras, Morleys, Gittins, and Six Mile Creek Road returned works
 - Use of Jones Road by TSRC vehicles continues to be of concern.
 - Permits issued for some works, awaiting feedback on others. Maintenance Management Plan at final draft for approval.
 - LVRC has provided feedback on other submitted items and awaits finalisation by Nexus – Postmans Ridge Road realignment, Gittins Road sidetrack.
 - Complaints have been received recently regarding the use of Jones Road by TSRC vehicles. Emails and discussions have been held with Nexus regarding

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this issue. Nexus are investigating. Council has refused NHVR permits associated with TSRC for use of Jones Road.

- Black Spot projects for construction in 2016-17
 - Old Laidley-Forest Hill Road - Design being revised following pavement results
 - North Street and William Street - Survey complete
 - Tenthill Creek Road and Winwill Connection Road - Concept stage
 - Markai Road and Nangara Road - Survey complete, design pending
 - East Street and Crescent Street - Concept stage – pending Council decision
 - Lake Clarendon Way and Main Greenswamp Road - Request for quote for external design drafted
 - Gehrke Road - preliminary design stage for comment
 - Australia II Drive - Concept stage
 - Railway Street (Laidley) - Concept stage
 - Thallon Road - scoped
 - William Street and Orton Street - Design complete
- Bridges and structures
 - Middletons Bridge timber strengthening, Lockrose:
 - Works commenced. Some delay with rain this week and decking delayed.
 - Mahons Bridge, Grantham:
 - Continuing on with Stage 3 of bridge review to include assessment against modern design codes
- Design of Capital Works
 - Forest Hill Flood Mitigation – Stage 1a
 - Harrison Infrastructure Group (HIG) has sent initial designs for review. Harm Road culvert design pending, as well as Whiteway Road culvert design.
 - Lake Apex BBQ and Dry Creek Bed Foreshore (Stage 1)
 - Construction works have commenced on bunds and sedimentation basin.
 - Laidley Flood Mitigation
 - Topographic survey work of Laidley main drain completed
 - Terms of Reference for flood modelling and civils design has gone to market.
 - Currently liaising with TMR because they have engaged Aurecon to look at flood modelling in the same area
 - TIDS Projects 2016/2017
 - Hatton Vale State School parking – Detailed design in final draft, to meet with school.
 - Lake Clarendon State School parking - Design being amended following TMR feedback.
 - Grantham Scrub Road and Carpendale Road - To be scoped – possible amendment of project
 - Airforce Road – to be scoped
 - Gatton Revitalisation Project
 - Footpath colour trial is completed
 - CBD street lighting - GHD due to submit draft report.

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ASSET MANAGEMENT UNIT

- *Transport Infrastructure Asset Management Plan* currently being updated to better match the long-term financial plan and importantly the condition of the assets. Received draft and reviewing asset quantities and data accuracy. Meeting was held with consultant on Thursday 4 August. Plan shell completed and will be populated with latest valuation data from 30 June 2016 to ensure most up to date information is included.

PLANT AND FLEET UNIT

- Plant rationalisation
 - Initiate capital plant purchases as per budget.
 - Dispose of Mack Prime Mover, Vibratory Roller, 2 x Job Trucks
 - Purchase 5 tonne mini excavator and tracked skid steer loader
- Plant Replacement
 - Specifications have been written and tenders called for 2 x utilities and 3 x job trucks. Consultation has been undertaken and approval of specifications has been received back from internal clients.
 - Specifications have been written for 5 tonne excavator and tracked skid steer loader.
 - Toyota Prado has been received.
- Fleet disposals – These items have been sent to auction for disposal:
 - FL000285 – 6x4 Box Trailer - sold
 - FL000286 Fuel Tanker Trailer
 - FL000287 Fuel Tanker Trailer - sold
 - FL000289 – Fuel Tanker Trailer
 - FL000293 – Tandem Axle Enclosed Trailer SES - sold
 - FL000297 – 6x4 Lighting Trailer SES
 - FL000317 – 3 Point Linkage Mounted Rotary Broom – sold
 - FL000421 - Kawasaki KBL237C Brushcutter

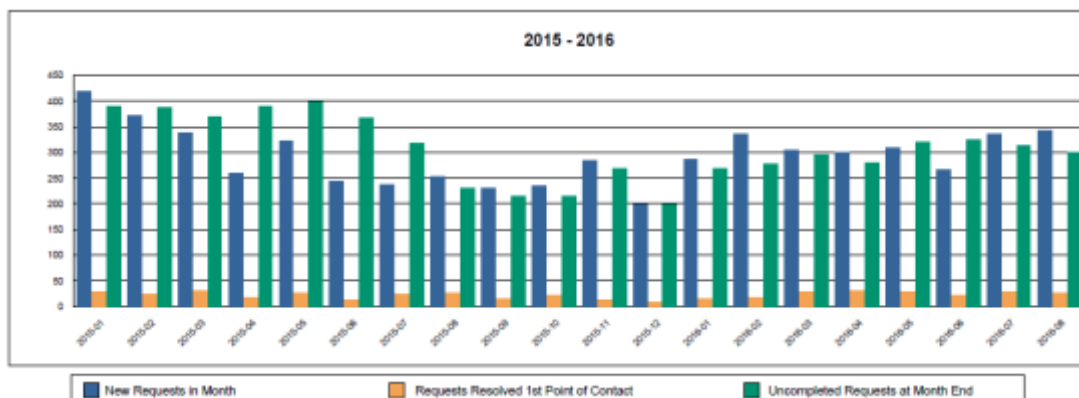
FUNDING APPLICATIONS

- *Black Spot* road safety funding submissions of 24 June 2016, decision expected Q3:
- *Forest Hill Stage 1A* – Extension granted. Deed of Variation signed between Council and QLD State Government *Community Resilience Fund* (State Government, DILGP) successful for Laidley Flood mitigation Works
- *Heavy Vehicle Safety and Productivity Programme* (Australian Government) - Submission for Carpendale/Flagstone Creek Road intersection, floodway upgrade, and signage improvements was submitted 10th February 2016. Recently notified that LVRC was unsuccessful.
- *Roads to Recovery funding:-*
 - 2014-15 \$631,113
 - 2015-16 \$1,803,085
 - 2016-17 \$2,082,424
 - 2017-18 \$631,113
 - 2018-19 \$631,113

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Total = \$5,778,848

CUSTOMER SERVICE MONITORING



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14.0 ITEMS FOR INFORMATION

14.1 Regional Weather Outlook for September to November 2016

Date: 07 September 2016
Author: Peter Hillcoat, Disaster Management Coordinator
Responsible Officer: David Lewis, Executive Manager Corporate & Community Services

Summary:

This report provides an update to Council on the weather outlook for the Lockyer Valley Region for the period to the end of November 2016. It also includes other useful information that may be of further assistance to Council.

This document is for Council's information only.

RESOLUTION

THAT Council receives and notes the report titled "Regional Weather Outlook for September to November 2016".

Moved By: Cr McDonald Seconded By: Cr Wilson
Resolution Number: 16-20/0218

CARRIED

Report

1. Introduction

This report is based on data from the Bureau of Meteorology. It focuses on rainfall and temperatures and includes medians and the chance of non-average outcomes. The intent is to give Council an overview of what to expect with regard to weather in the coming months.

2. Background

Knowledge of weather outlook information is a useful tool for the general public, but of particular importance to the various response agencies, non-government agencies and government at all levels.

Local governments can use this information to plan for maintenance, manage resources and to maintain vigilance for Disaster Management purposes.

Lockyer Valley Regional Council should be equipped with this knowledge, and combined with lessons learnt from recent disaster events can feel confident that every reasonable step can be taken to plan and prepare for significant weather events.

3. Report

<http://www.bom.gov.au/climate/outlooks/#/overview/video/>

Overview

Negative Indian Ocean Dipole influencing Australia's climate, while Pacific remains ENSO-neutral

In the tropical Pacific Ocean, the El Niño Southern Oscillation (ENSO) remains neutral, but a late and weak La Niña remains possible. In the Indian Ocean, a negative Indian Ocean Dipole (IOD) continues, but has weakened from record July index values.

International climate models surveyed by the Bureau suggest the negative IOD will weaken during the southern hemisphere spring, and is likely to end in November. This means its influence on Australia's spring rainfall may not be as strong as it has been during this winter, when wetter conditions prevailed in the east.

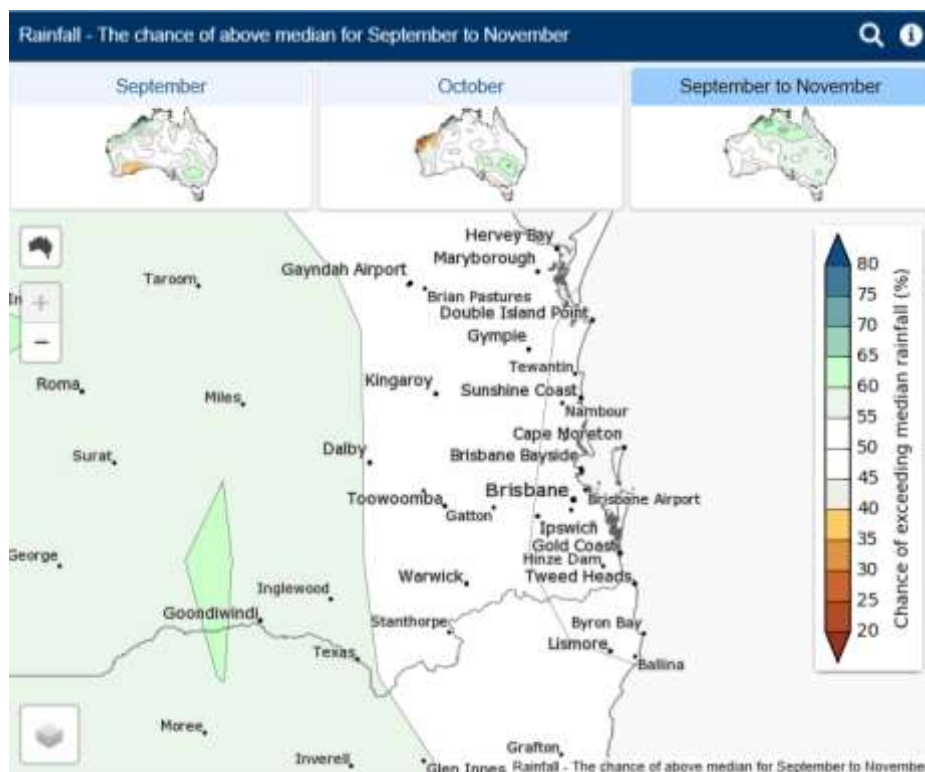
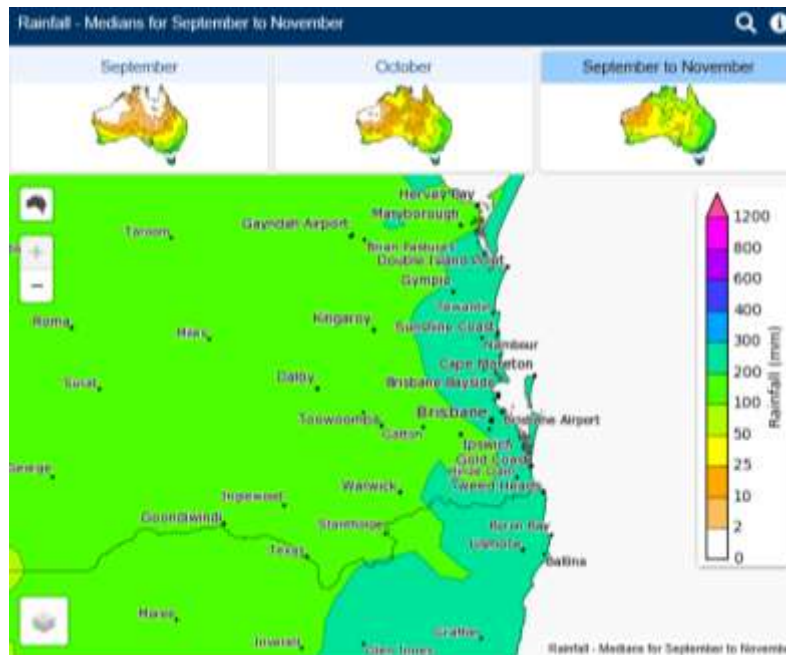
In the tropical Pacific Ocean, sea surface temperatures are cooler than average, though remain well short of La Niña levels. In the atmosphere, there has been little change in trade winds or cloudiness, indicating little or no coupling between the atmosphere and ocean. As a result, cool sub-surface temperatures have eased slowly towards normal. International climate models suggest neutral to weak La Niña levels for the remainder of the year. However, a La Niña WATCH remains in place.

During La Niña, northern and eastern Australia typically experience above average spring rainfall, with the first rains of the wet season typically arriving earlier than normal in northern Australia. Some La Niña like effects can still occur even if thresholds are not exceeded.

Lockyer Valley Region

Rainfall

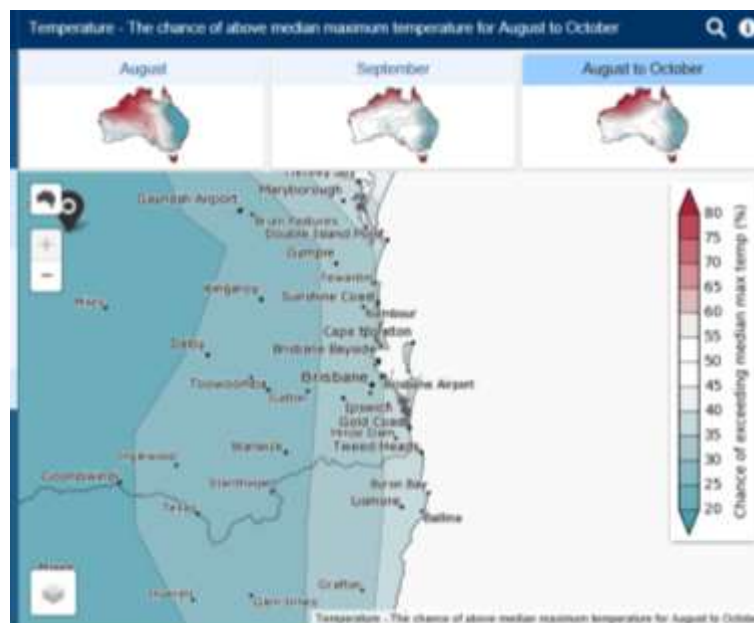
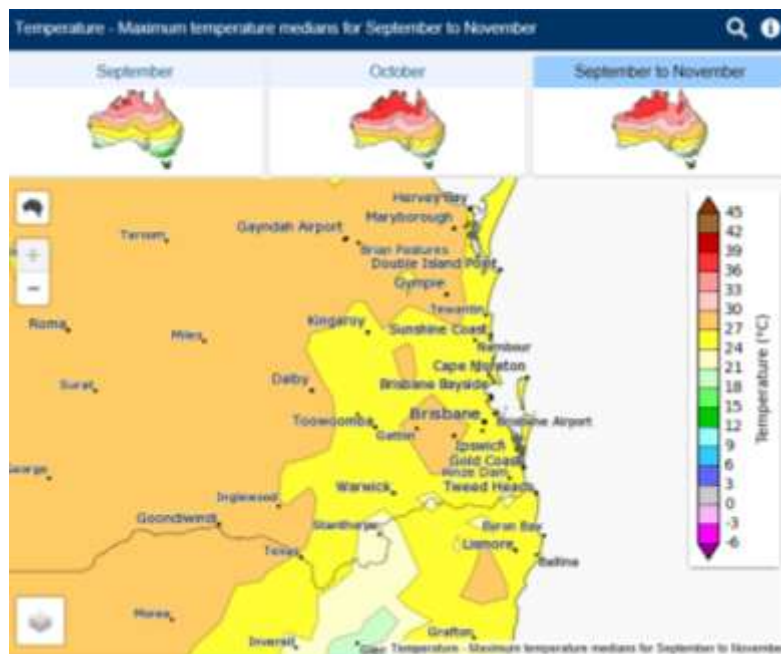
The September to November rainfall median for the region currently sits at around 100-200ml for the period. The chance of an above-average median occurring sits at around 50%, so there is a possibility that there will be above-average rainfall for the region until the end of November.



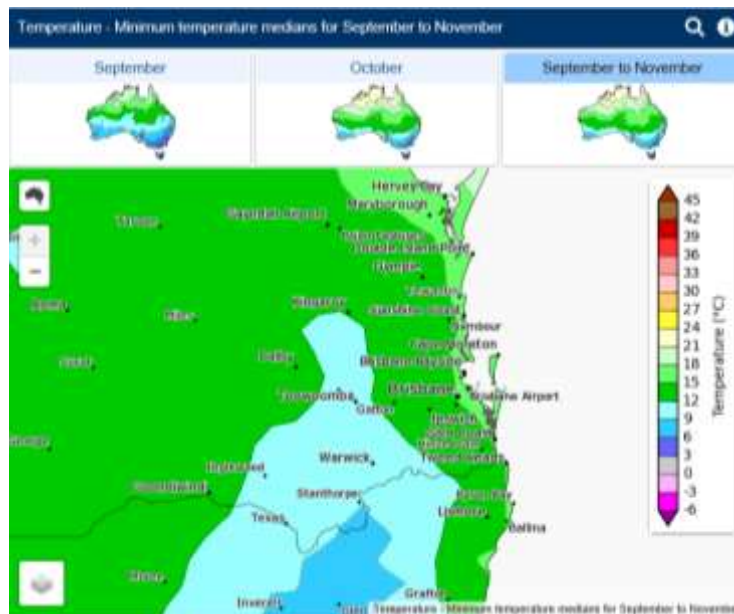
Temperature

The September to November maximum temperature medians for the region are currently around 27°, and the minimum around 12°. The chance of non-average maximum medians occurring are around 50%, and there is a 55% chance of higher than average minimum temperatures occurring.

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Dam Levels

Dam levels in the Lockyer Valley at the time of writing are fairly low, while the levels for the main water supply dams for the South-east region remain high. Levels are as follows:

Lockyer Valley

- Bill Gunn Dam: 7.4%
- Lake Clarendon Dam: 15.5%

Other Dams

- Somerset Dam: 79.7%
- Wivenhoe Dam: 81.2%
- Atkinson Dam: 5.5%

LVRC Disaster Management

The Disaster Management Team will continue to monitor weather events and report to Council on any event that may have the potential to cause damage or disruption within the Lockyer Valley Region.

There was a brief discussion in regard to Council's approach to fireweed management and the forthcoming "Fight Fireweed in the Lockyer Valley" Day. Further communication to get the message out will be considered.

The meeting adjourned for a short break at 11.42 am and resumed at 11.55 am.



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